

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 9 December 2020

In Attendance: Andrew Longman (Acting chairperson), Roger Hudson (Secretary), Helen & Roger Eames, Jenny Gebka, Peter Gramson, Peter Wilson.

Practice: Dr Chendoran Kanthi, Anne Knight (for items 1 - 5)

1. Apologies – None
2. Minutes of previous meeting - The note of the virtual meeting held on 25 November 2020 was agreed.
3. Practice Update
 - 3.1. Little has changed in past weeks and the Practice is still pursuing a policy of *business as usual* whilst using a triage policy for doctor's appointments.
 - 3.2. The program of Covid vaccinations for the over 80's will commence next week (w/c 14 Dec) and the invitation letters have been sent out.
 - 3.3. The telephone lines are very busy after the announcement of the Covid vaccination programme, with queues of up to 20 people. People should not phone the Surgery about the Covid vaccination, the Surgery will contact them when it is their turn.
 - 3.4. While good use is being made of eConsult the Practice website is being revised to encourage further use to relieve the pressure on the telephone system.
 - 3.5. These messages will also be emphasised by inclusion in the next PV Newsletter.
 - 3.6. There should not be any delays to other clinical work as a result of the vaccination programmes being run.
4. New 111 Approach to urgent care
 - 4.1. To help ensure that urgent NHS services are available for everyone the NHS is introducing a new approach for patients. Unless they are very seriously ill or injured and need 999 emergency services, they will be encouraged to call or go online to NHS 111 for advice first, before leaving home. This will then prevent them arriving unannounced at an emergency department, minor injury unit, or urgent care/treatment centre.
 - 4.2. The NHS 111 service will, when necessary, make an appointment at an A&E Department, minor injury unit, urgent care/treatment centre or GP surgery. This will then avoid patients having a long wait to be seen at any of these centres.
5. Patients' Voice Recruitment
 - 5.1. The survey to PV members about the handling of the Covid pandemic, the related vaccination programme and flu vaccinations is being finalised. **Action RE**
 - 5.2. Another aspect is to look at how new PV members are welcomed to the Group. **Action JG**
6. PV Achievements
 - 6.1. The Appointments flow chart is being finalised and will be circulated to members for comment and then cleared with the Practice. **Action HE**
 - 6.2. Descriptions of the Dementia and Bereavement leaflets available will be prepared for the PV page of the website. **Action HE**
7. Newsletters to PV Members - Topics for the next newsletter will include the message from the Practice about the current position concerning Covid vaccination and the over 50's flu vaccination.
8. Surveys to PV members – See item 5.1 above.
9. PV Website Section - Work completed.

10. Practice Website Review – On hold at present.

11. Any Other Business – An item for the agenda for the next meeting will be concerns about eConsult.

11.1. The previous survey about eConsult will be re-examined to identify issues.

Action HE

11.2. Other avenues concerning eConsult will be explored.

Action PW

12. DATE OF NEXT #SKYPE MEETINGS - 11am on Wednesday 6 January 2021 without Practice representatives and 2pm on Wednesday 13 January 2021 with Practice representatives .

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