

NOTE OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 6 January 2021

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

1. Apologies – None
2. Minutes of previous meeting - The note of the virtual meeting held on 9 December 2020 was agreed.
3. Terms of Reference – Ongoing. **Action AL**
4. Attracting new Patients' Voice members – The Sub Group will meet to take this forward. **Action JG**
5. eConsult – Informal Report
 - 5.1. Peter W. gave an interim report of his analysis of eConsult with the following conclusions:
 - There is no facility to route patients back to the Prescriptions button on the main page of the Practice website if they try to use eConsult to obtain a repeat prescription.
 - One of the 4 main options enables patients to seek advice about a particular condition but does not list all common conditions eg diabetes is not listed.
 - eConsult does not take account of a patients records and in consequence because of the built in safeguards, fields wider questions which arguably might not be necessary. This results in a longer and more tortuous series of questions.
 - He will finalise his analysis for the group. **Action PW**
 - 5.2. The previous survey about eConsult will be re-examined to identify issues. In addition, details of negative feedback provided to the last survey, but apparently excluded from the resulting report, will be provided. **Action HE**
 - 5.3. The Group agreed that any review of eConsult should establish its efficiency and efficacy.
6. Newsletters to PV Members - A revised draft will be circulated to the Group. **Action HE**
7. Surveys to PV members – Two surveys will be prepared and drafts circulated to the Group. One survey requesting feedback about eConsult and a second on the performance of the Practice regarding general duties during the pandemic and the Practice's wish to provide *business as usual*.
8. Website – PV Section Ongoing. **Action AL**
9. Website – HGGP – A conclusion will be prepared regarding the availability of analytic data from the Practice website and will be put to the Practice at the next meeting. **Action AL**
10. Repeat Prescriptions – It was agreed that it will be put to the Practice that there should be a communication to the patient from the Practice when a prescription is issued.
11. Zero Tolerance Policy – The Practice will be asked whether there is coordination between WelHat Practices regarding the current policy, otherwise an expelled patient could register with a neighbouring practice?
12. Social Prescribing – The Hall Grove Practice Social Prescribing representative has asked to make an input into the flow chart being developed. The format of the chart will also be revised and circulated to the Group. **Action HE**
13. Any Other Business:

- 13.1. Priorities - It was agreed that in view of the pandemic and lockdown the Group should prioritise and concentrate on what patients need.
 - 13.2. Steering Group meetings - It was agreed that there will be a permanent agenda item for future meetings of the frequency and timing of Steering Group meetings. **Action AL**
 - 13.3. QE2 – It was agreed to inform the Practice that anecdotal evidence suggests that patients are being referred to the Lister Hospital A&E by NHS111 unnecessarily. One member was referred to the Lister and given an appointment 3 hours in the future when the QE2 Urgent Care Centre was empty and there was no queue to be seen.
14. Date Of Next Steering Group Meeting (via Skype) - 2pm on Wednesday 13 January 2021 with Practice representatives and 2pm on Wednesday 27 January 2021 without Practice representatives.

Secretary's Note

15. Matters to be raised with the Practice at the next meeting on 13 January 2021:
- 15.1. Vaccination Programme - What is the view of the Practice regarding the change in policy in the timing of the second dose from 3 to 12 weeks later? And what is the position regarding the Oxford vaccine?
 - 15.2. Surveys to PV members (item 7 above) – Advise about the various surveys to be conducted.
 - 15.3. Practice Website (item 9 above) – There are obvious advantages to obtaining analytical data about the use of the website. The NHS should be making appropriate arrangements with the website providers to provide this facility to Practices.
 - 15.4. Repeat Prescriptions (item 10 above) - There should be a communication to the patient from the Practice when a prescription is issued.
 - 15.5. Zero Tolerance Policy (item 11 above) – Is there some coordination between WelHat Practices regarding the current policy, otherwise an expelled patient could register with a neighbouring practice?
 - 15.6. QE2 (item 13,3 above) - Anecdotal evidence suggests that patients are being referred to the Lister Hospital A&E by NHS111 unnecessarily instead of the QE2 Urgent Care Centre.

#The link in the email will install Skype if necessary. If you do have Skype the link will take you straight in.