

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE MEETING 10 June 2020

In Attendance: Peter Gramson (Chair), Roger Hudson (Secretary), Helen & Roger Eames, Kate Graeme-Cook, Andrew Longman, Peter Wilson.

1. The note of the virtual meeting held on 27 May 2020 was agreed.

PATIENTS' VOICE

2. *Patient Awareness of PV* – It was agreed that the demographics of the current membership of the PV did not properly represent the patients of the Hall Grove practice. Better communications were needed to raise awareness of the PV and what it does.
3. A draft Action Plan for the PV should be agreed with the Practice as to how awareness could be raised and what topics the PV will pursue. Comments and suggestions for an Action Plan should be sent to Peter G. by 17 June. These can include any views regarding his email of 8 June about Patient Awareness. **Action PV members**
4. *Advance Care Planning Letter* – Generally members felt this is a sensitive subject better dealt with by the patient discussing it with family members, medical staff and others. There were also various practical issues and circumstantial issues to be considered. The PV will be happy to be involved with the Practice in putting together advice about this topic. PV members' comments about the ACP letter will be forwarded to the Practice. **Action PG**
5. *eConsult* – Dr Chendoran Kanthi had provided a constructive response to the points raised by the PV about eConsult and the way it worked. It was apparent that the Practice had no say regarding many aspects of eConsult which were set by the NHS and the PV's comments had been forwarded to the NHS (CCG).
6. NEXT MEETING – The next meeting will be held via #Skype at 2pm on Wednesday 24 June 2020.

# For those that attended the last meeting you should be able to access the next meeting by just opening Skype.

If you didn't take part in the last meeting and you don't have Skype, the link in the email will install it. If you do have Skype the link will take you straight in. Please note that access to the meeting is only via the link in the email.