

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE MEETING 19 August 2020

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

Apologies: Peter Gramson

1. The note of the virtual meeting held on 5 August 2020 was agreed.

#### RECRUITMENT

2. To date no responses have been received to the first of the recruitment emails sent to the 35 people who had expressed an interest in receiving communications from the PV.
3. It was agreed that the current group of 6 active members of the PV will constitute the PV *Steering Group*. Steering Group meetings are open to any people registered as patients with the Hall Grove Practice. They may attend Skype meetings or make contributions by email.
4. The second recruitment email will be finalised and discussed at the next PV meeting. It will include a request for any ideas or contributions for the PV .

**Action PW**

5. The third recruitment email will be drafted and circulated for discussion at the next meeting.

**Action HE**

#### PATIENTS' VOICE RELATIONSHIP WITH THE PRACTICE

6. The response from the Practice was discussed. The Practice wishes to continue working with the PV and to receive a monthly communication. They want to have a minimum of 4 virtual meetings a year and want to receive feedback from the PV to take to the next Partners' meeting. They accepted several of the points made and wish the PV to help further expand the use of eConsult.
7. At the next PV meeting the Group will decide the message to be given to the Practice. This will include suggestions that:
  - 7.1. A text message is sent by the Practice to patients to publicise the PV.
  - 7.2. Doctors should also publicise the PV at appointments with patients.
  - 7.3. A virtual meeting with the Practice is proposed for 16 September 2020.
8. NEXT MEETING – The next meeting will be held via #Skype at 2pm on Wednesday 2 September 2020.

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