

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 16 September 2020

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

1. Apologies – Peter Gramson
2. The note of the virtual meeting held on 9 September 2020 was agreed.
3. ITEMS CARRIED FORWARD
 - 3.1. *Healthy Hubs* – The web address to be used was clarified.
 - 3.2. *Cancel out Cancer online presentation* – Awaiting a response from the CCG to the suggestion of providing a standalone video.
 - 3.3. *Patients' Survey Issues Arising* – see Item 6.
4. FROM THE PRACTICE
 - 4.1. *PV feedback was requested regarding the Practice Website* – PV Steering Group members will use the website before the next meeting and provide advice. **Action All members**
 - 4.2. *Further the Role of eConsult* – see Item 6.
 - 4.3. *Recruitment to PV* - Ongoing
 - 4.4. *Dementia Alliance: PV / Practice Update* – see Item 6.
5. TO THE PRACTICE – A response is awaited from the Practice regarding more details about working methods see Item 6.
6. PREPARE FOR MEETING WITH PRACTICE ON 30 SEPTEMBER 2020 - The Practice will be advised in advance that the PV will appreciate advice on the following matters; **Action AL**

Matters raised previously.

 - 6.1. Working Practices regarding Business as Usual.
 - 6.2. Take up on current Flu Clinics and plans for Flu Clinics for over 50 year olds?
 - 6.3. Any changes to Long Term Condition Reviews?

Other matters

 - 6.4. Position regarding use of video consultations between a doctor and patient.
 - 6.5. Update on use of eConsult during lockdown and progress, addressing issues previously raised? One issue identified by the Group is that there is ambiguous advice on eConsult as to whether it operates at weekends.
 - 6.6. Dementia Alliance - Update on the position and also on the Practice dementia strategy?
 - 6.7. Position regarding building works at Hall Grove surgery.
 - 6.8. Patient survey – Practice conclusions.
 - 6.9. Healthy Hub – Practice view of what information and possibly website links should be placed on the Hub website to promote PPGs.
7. EMAIL / NEWSLETTER TO PV MEMBERS – A technical issue regarding circulation will be addressed and the newsletter circulated as soon as possible. **Action AL & others**
8. WEBSITE – PV SECTION – A damaged link on the PV page will be repaired. **Action AL**
9. ANY OTHER BUSINESS – Included above in item 6.
10. DATE OF NEXT MEETING - 1pm on Wednesday 30 September 2020 with Practice representatives on #Skype.

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