

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 30 September 2020

In Attendance: Roger Hudson (Secretary), Jenny Gebka, Peter Gramson (for items 5 - 9), Helen & Roger Eames, Andrew Longman, Peter Wilson.

Practice: Dr Chendoran Kanthi, Anne Knight (for items 2 - 3)

1. Apologies – None
2. Discussions with the Practice
 - 2.1. *Business as Usual* – Dr K had provided a useful update before the meeting, which explained how the majority of services had been reintroduced whilst incorporating the necessary precautions to combat Covid 19.
 - 2.2. *Flu Clinics* – Uptake has been good so far and another clinic will be run on 10 October. A clinic will be held on 31 October for patients under 65 years of old with long term conditions, followed by one for children on 11 November. When more stock becomes available opportunistic vaccinations will be carried out when patients are seen for other conditions.
 - 2.3. *Long Term Condition Reviews* – These have recommenced with appropriate measures in respect of Covid 19.
 - 2.4. *eConsult* – There had been a 20% increase in the use of eConsult during the pandemic which meant the service continued to help to make better use of doctor appointments and to reduce the number of inappropriate appointments. There is still room for improvement, as some appointments are being made to see doctors when it is not necessary.
The videos on the Practice website will be updated to reflect the revised times for when eConsult is open. **Action Practice**
 - 2.5. *Patients without Broadband* – Patients may still ring the surgery if they do not have internet to access services at the Practice.
 - 2.6. *Patients' Voice recruitment* - The Practice will send text messages to assist the PV recruitment strategy. It was suggested that the PV could also have a video on the Practice Website. **Action PV**
 - 2.7. *Patient Survey* – The main comment from Hall Grove patients was about the waiting time for calls to be answered on the Practice telephone line.
It was also mentioned that there had been a recent increase in the amount of abuse suffered by receptionist staff and the Practice is considering what action to take against the culprits.
 - 2.8. *Dementia Alliance* – Building works have delayed the hanging up of the 2 pictures associated with the Alliance. This will be done by the next PV meeting.
Action Practice
Website links are also awaited for the Practice website. **Action HE**
 - 2.9. *Cancel out Cancer* – The PV will send the contact details for those interested in the presentation to Dr K. **Action PW**
 - 2.10. *Healthy Hubs* – It was agreed that the PV page of the Practice Website could have a link to the Healthy Hub Website but not the reverse.
3. Date Of Next Meeting with Practice – Wednesday 28 October from 1-2pm via Skype. If necessary a face to meeting between a smaller group of PV members and Practice representatives could be held if thought necessary.
4. Minutes of previous meeting - The note of the virtual meeting held on 16 September 2020 was agreed subject to 2 revisions.
5. Items carried forward
 - 5.1. *Healthy Hubs* – Various actions completed.
 - 5.2. *Practice Website* – Any further comments on the Practice Website should be sent to AL. **Action PV members**

6. Newsletter to PV members – This will be resent to confirm it can be easily read.
7. PV website page – PV members are invited to send any items for the notice board to AL.
Action AL
Action PV members
8. AOB
 - 8.1. *Items for the next meeting*
 - 8.1.1. PV support for zero tolerance of abuse to Practice staff.
 - 8.1.2. Inappropriate doctors' appointments.
 - 8.1.3. Promotion of Carers interests.
 - 8.1.4. What links can be made between the PV page and other parts of the Practice Website.
9. DATE OF NEXT #SKYPE MEETINGS - 2pm on Wednesday 14 October 2020 without Practice representatives and 1-2pm on Wednesday 28 October 2020 with Practice representatives .

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