

NOTE OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 14 APRIL 2021

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

Practice: Dr Chendoran Kanthi, Anne Knight.

1. Apologies – None
2. Minutes of previous meeting - The note of the virtual meeting held on 31 March 2021 was agreed.
3. Practice Update
 - 3.1. Scope of GP services currently delivered – Nearly all services have resumed including the periodic review of patients with long-term conditions, albeit at a distance where possible. NHS advice is being followed and a triage system is employed regarding consultations with doctors, reducing the attendance of patients in the surgeries. The Practice called this “normal service” and agreed that this was a new mode of operation being implemented.
 - 3.2. The Practice has recruited locum GPs and Trainee doctors giving an overall total of 19 doctors working in the Practice. The performance of the Practice will now be taken as that of the PCN (Primary Care Network) to which it is a member. This PCN comprises of the Hall Grove Practice plus Spring House, Garden City and Peartree Practices.
 - 3.3. Issues with patient services – Vaccination - The Practice is continuing the 2nd doses of Covid vaccine and the 18–49 year-olds at risk. There are however a significant number of 50–75 year-olds who have not come forward for their 1st dose and are being chased.
4. Points to Raise with Practice
 - 4.1. Telephone Calls – Telephone calls have increased significantly including many about vaccination and possible side effects. Very long waiting times are being experienced when contacting the surgery. Use of the NHS App could reduce some telephone calls allowing patients to view test results and referrals. More work is required to make this a practical option for patients. **Action Practice**
 - 4.2. eConsult requests have also increased - The PV remains concerned about certain aspects of eConsult and the lack of progress to rectify them.
 - 4.3. Referrals - Patients are having trouble negotiating their way to referral appointments because of the long delays being experienced. The Practice said they do not know what happens regarding appointments following a referral.
 - 4.4. NAPP (National Association for Patient Participation) Logins - Information is required to enable members to log-in. **Action AK --> AL**
 - 4.5. A Box in both Surgeries to collect all items for Patients' Voice. - Agreed. **Action AK**
5. PV Recruitment

- 5.1. Final revisions to the recruitment leaflet will be made and then it will be circulated for distribution. **Action JG**
 - 5.2. The wording of the text message to be sent to patients has been agreed, and will be sent to the Practice with advice about the target group. **Action JG --> AK**
 - 5.3. The Practice is invited to suggest topics that the PV could pursue. **Action Practice ---> JG**
6. Any Other Business
- 6.1. Diabetes Review Appointments – It was suggested that there is insufficient GP capacity for clinic appointments, as it was proving difficult for patients to make appointments. The practicality of some form of forward planning or creating a list for patients will be considered. **Action Practice**
 - 6.2. Long Covid Clinic - GPs can now refer patients to a specialist clinic for people suffering from the effects of long covid.
 - 6.3. All pharmacies now have stocks of free test kits to hand out and these can also be requested online.
7. Date of Next Steering Group Meeting (via Skype) - 2pm on Wednesday 28 April 2021 without Practice representatives and 1pm on Wednesday 12 May 2021 with Practice representatives.