

NOTE OF VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE STEERING GROUP MEETING 31 March 2021

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

1. *Apologies* – None
2. *Minutes of previous meeting* - The note of the virtual meeting held on 10 March 2021 was agreed subject to the correction of 2 typographical errors.
3. *Patients' Voice & the Way Forward*
  - 3.1. *Steering Group* – There is scope for a change in the way the Steering Group is structured and operates, once more members are recruited.
  - 3.2. *Recruitment* – There is a need to display our worth, to encourage people to join the PV and the Steering Group, and this can be done by mentioning some of the projects successfully undertaken by the Group. If members think of any more PV achievements to be mentioned, they should inform JG.  
**Action Steering Group members --> JG**

The Practice has revised and approved the message to be sent to patients to encourage them to join the PV. A final vetting by the Steering Group within 48 hours is required.  
**Action PW & RH**
  - 3.3. *Projects*
    - 3.3.1. NHS App – Ongoing. An additional authorisation is required from the Practice before personal data can be viewed. **Action Dr K**
    - 3.3.2. eConsult – A fresh commission is being prepared for the new eConsult contract and a watching brief is being maintained. **Action PW**
    - 3.3.3. Possible future projects for the PV include:
      - Long Covid effects, including mental health, and what support is available.
      - Mental health facilities generally and the support available.
      - Carers' needs.
    - 3.3.4. The Steering Group will invite the Practice to advise on the issues that the PV should address and whether certain groups should be targeted.  
**Action Steering Group**
  - 3.4. *Newsletters* – The April Newsletter is being prepared for despatch in mid-April. **Action HE**
  - 3.5. *Surveys* – The Group needs to consider how we learn about customer satisfaction and needs to be clear about what a survey is for and why it is being carried out?  
Dementia Survey – A draft will be circulated to the Dementia Action Line for comment and then to the Steering Group and Practice. **Action HE**
  - 3.6. & 3.7 – *Web-section & Practice Website* – No comments have been received and work to develop the website is ongoing.  
**Action AL**
4. *Any Other Business – Appointment System* – The Practice will be invited to advise how appointments are now being arranged including periodic Reviews, and those requiring to be seen by a nurse before the doctor.
5. *Date Of Next Steering Group Meeting* (via Skype) - 2pm on Wednesday 14 April 2021 with Practice representatives and 2pm on Wednesday 28 April 2021 without Practice representatives.