

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE PATIENTS' VOICE MEETING 3rd November 2021

PLEASE NOTE THESE MINUTES ARE REVISED AND ARE THE MOST UP TO DATE VERSION

In Attendance: Roger Hudson (Chairperson), Ian Prosser, Jenny Gebka, Andrew Longman. Practice: Dr Chendoran Kanthi and Anne Knight.

1. Apologies – Peter Wilson, Helen Eames.
2. The minutes of the meeting held on 13 October 2021 were agreed, subject to this amendment.

Action 10.3 It is proposed to place a link to the PV page on the yellow welcoming banner. The action was for CK and JG not CK and AL as stated.

As a follow-up to these minutes, it was agreed that future meetings will be held on the first Wednesday in each month.

Ian has been away in Portugal, so hasn't had an opportunity to develop the flow chart on options to obtain a prescription.

Action Ian

3. Practice Update

Flu vaccination - Over 65's is nearly complete. Another session for 64 and under has been arranged for November 13th. A vaccination clinic for November 20th is fully booked. Practice reported that there has been a decline in take up in the 50's age group.

It was also noted that despite NHS instructions, not all patients are wearing face masks when visiting the surgery.

It was suggested that a reminder should be included in the next newsletter.

Action All

4. Other items on the agenda

As Peter and Helen were unable to make the meeting, it was suggested that agenda items; Cancel out cancer, Dementia questionnaire, Veterans and Mental health be held over to the next meeting.

5. Objectives of PV group

Following on from the previous meeting, there was some discussion to define the objectives of the group more clearly.

Chen's viewpoint is that the role of the PV group is to help provide feedback on the patient experience, be it positive or negative and help suggest any improvements in service provision.

Jenny asked if the Practice could confirm what are the current challenges facing the practice and are there any particular initiatives the PV group can help with?

Action Chen and Anne

Chen also reported that there are plans to reintroduce a practice newsletter and that there might be a potential to include a PV section so that information, health initiatives and/or signposting is both co-ordinated and relevant.

This would also be helpful in raising the profile of the PV group and could help signpost patients to feedback on certain issues.

He also emphasised that producing documents/information (using the example of how a patient can request a prescription) would be a helpful and key role of PV.

Action Notes to be written up for discussion at next meeting by **Jenny**

6. PV Recruitment

Andrew confirmed that approximately 60 people receive any communications directly from PV.

Chen suggested that some information about PV could be produced for Receptionists to hand out to patients.

Chen also said that when vaccinations are completed, an SMS message about PV could potentially be sent out in January next year.

It was suggested at the previous meeting that PV members hand out leaflets at vaccination clinics. Jenny reported back that having consulted members, they didn't feel comfortable doing this at present. This was put on hold for now.

When confirmation of current issues/challenges have been established, Jenny will write content for yellow banner on website.

Action Jenny

7. AOB

Andrew reported that he needed to concentrate on making the PV section of the Practice website up-to-date and user friendly. He also said he would attempt to get the analytics working, expressing the difficulty of working with third-party software and a third-party website.

Chen reminded Andrew to provide some costings to allow more than one user to access MailChimp.

Action Andrew

Andrew asked Chen if he could instruct MySurgery to alter the Information Leaflet PDFs so that they opened when clicked, instead of asking to be downloaded. These are found on the Practice website/Consultation Room/Self Help Leaflets for patients with Diabetes.

Action Chen

Roger raised issue of difficulty of locating cookies button with e Consult on his personal computer.

Action TBC

8. Date of next meeting – Wednesday 1 December 2021 at 1 p.m.