

**MINUTES OF THE HALL GROVE PRACTICE  
PATIENTS' VOICE MEETING 21 February 2019**

Present: Peter Wilson (Chair), Roger Hudson (minute taker), Nice Connell, Helen Eames, Kate Graeme-Cook, Andrew Longman, Stephen Wentworth.

Practice: Dr Chendoran Kanthi, Anne Knight }  
Guest: Angela Smith – Hospital & Community Navigation Service } for item 2 only.

1. *Apologies for Absence* – Peter Gramson and Roger Eames.
2. *Social Prescribing & possible introduction to the Practice*
  - 2.1. Angela Smith described the benefits of social prescribing. The service enables GPs to refer patients or for patients themselves to seek help from a community *navigator at the GP surgery*. The *navigators* deal with non-medical issues such as loneliness, benefits being stopped, anxiety and support for carers etc. The service can refer patients to external agencies for short-term support, well-being checks, representation and advice etc.
  - 2.2. Dr K said that it is likely the Practice will adopt the service. **Action Practice**
  - 2.3. The PV will monitor the service if it is adopted by the Practice.
3. *Minutes of the Last Meeting* – The minutes of the meeting held on 15 January 2019 were agreed.  
*Matters arising*
  - 3.1. *Carers and Young Carers* – The Paul Innis meeting was postponed and a new date is to be fixed.  
**AK, PG**
  - 3.2. *Medication Reviews* – carried forward to next meeting. **Action Dr K**
  - 3.3. *Cancer Information Booklet* – A report on progress will be presented to the next meeting. **Action HE**
4. *Outstanding Items*
  - 4.1. *Information for Diabetics* – Postponed in the absence of RE.
  - 4.2. *Loneliness* – This PV initiative overlaps with the purpose of *social prescribing* and therefore does not appear to be necessary. PV will monitor the effectiveness of *social prescribing* to see if this is the case. **Action PV**
  - 4.3. *Working more closely with the Practice – Scoping exercises on possible projects were agreed.*
    - 4.3.1. *Children with mental health issues* - **Action PW**
    - 4.3.2. *Health and exercise related opportunities for patients eg Park runs* – **Action AL**
    - 4.3.3. *Self health checks and referrals by patients* – **Action KGC**
  - 4.4. *PV membership and patient communications*
    - 4.4.1. Three other Practices with active PPGs will be contacted by the CCG regarding their use of email addresses and how they contact members and patients. **Action PW**
    - 4.4.2. Volunteers will be sought from patients to help when new projects are started. They will also be able to join the PV if they wish. **Action PW**
    - 4.4.3. We will ensure PV is mentioned in every publication of the Practice newsletter.
5. *Other issues time permitting*
  - 5.1. *Release of new appointments* - Query with AK at the next PV meeting how this is working. **PW/AK**
  - 5.2. *Carer's attitude to patients* - Carry forward to next meeting. **PG**
6. *Any other business*
  - 6.1. *CCG - Cancer symptoms* – To alert people about body changes that could be early signs, Mark Edwards is working with cancer organisations and wishes to make presentations to small groups as he has for Dementia Friends. Will be discussed at the next PV meeting.
  - 6.2. *CFF survey of good practice* – Practices will be asked to conduct a survey of patients to identify likes and dislikes about the practice. Then to work with their patient groups on possible improvements. To be discussed at next PV meeting.
7. *Date of next meetings*
  - 7.1. Next meeting – 7pm on Thursday 19 March 2019 at Hall Grove Parkway with Practice representatives.