

**MINUTES OF THE HALL GROVE GROUP PRACTICE
PATIENTS' VOICE MEETING 16 JULY 2019**

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

Practice: Dr Chendoran Kanthi

1. *Apologies for Absence* – Anne Knight
2. *Minutes of the Last Meeting* – The minutes of the meeting held on 20 June 2019 were agreed.
 - 2.1. *Matters arising*
 - 2.1.1. *Carers Information Booklet* – An update is awaited from the Practice. **Action AK**
 - 2.1.2. *Information for diabetics leaflet* – Ongoing. Dependent on Roger's computer **Action RE**
 - 2.1.3. *PV Profile & Newsletter* – The Practice newsletter will include a PV section. Members will consider items for inclusion at the next PV meeting. **Action all PV members**
 - 2.1.4. *Parkruns & Exercise – leaflet production* - It was agreed that the availability of leaflets in the two surgeries should be considered and discussed with the Practice. A sub-group will consider the issues and possible options and report to the next PV meeting. **Action HE, RH & AL**
 - 2.1.5. *Dementia Friends – installation of photo art* – Ongoing. **Action AK**
3. *Carers*
 - 3.1. *To discuss if we and the Practice should be doing more about provision for carers* - Concern was expressed that the register may not be up-to-date, particularly for children. It had also proved difficult to set up a meeting with the Practice dementia representative. **Action PG & AK**
 - 3.2. *To discuss if a joint approach to carers by the Primary Care Network is feasible and desirable* – **Action PW to discuss with AK and other local participating practices.**
4. *Children & mental health*
 - 4.1.1. *Further information* – There is a complex arrangement of facilities for the treatment of the mental health of children consisting of various NHS bodies and other non-NHS organisations including charities. Organisation of the overall provision appears to be woefully inadequate and there are plans to improve this.
 - 4.1.2. *Why are NHS targets so low?* – It is not clear how the targets were originally set and they appear to be arbitrary.
 - 4.1.3. *Additional views from mental health charities* - It is recognised that provision is poor. Grant Shapps MP has taken up the poor provision of mental health facilities with the CCG.
 - 4.1.4. The Practice's view is that, to ensure a child receives the appropriate mental health treatment within a reasonable time, it is sometimes necessary to refer them via A&E..
5. *Communications between PV and Patients* - The CCG advises that if a patient is warned not to disclose personal information, but nevertheless does so, it is the patient's responsibility. A patient cannot break their own confidentiality.
6. *To discuss a way forward for establishing a communications procedure* - It was agreed that Option B of the proposals put forward was the only practicable solution. This option proposes the use of a gmail address for the PV to communicate with patients. Only selected PV members and the Practice would have access. This option will be put to the partners. **Action Dr CK**
7. *Primary Care Networks - To be discussed at the next meeting.*
8. *eConsult*
 - 8.1. A new service is being launched to offer patients online consultation and self help advice. Enquiries will be triaged with doctors responding by the next working day. The service should reduce the number of appointments when a patient does not need to see a doctor and will free up appointment time.

- 8.2. It is a service being introduced nationwide and will be reviewed after 6 months. Hall Grove is the champion practice in Welwyn Hatfield for piloting and introducing the service. It will be a low key launch to ensure it is running smoothly before it is publicised.
9. *Practice website* - There will be a low-key launch of the new Practice website which will include a dedicated PV page. The PV is invited to comment on the website and to provide contributions for the PV page. Views should be submitted on a single *Word* document. The PV will be provided with a link to submit comments. **Action PW & Dr CK**
10. *Meeting times* - It was agreed that in future meetings with Practice staff will be held at 2pm in the afternoon and that the next meeting with Practice staff will be at 2pm on Thursday 19 September at Hall Grove.
11. *Any Other Business*
- 11.1. *Communication with Anne Knight* - All emails to Anne should be sent via PW.
- 11.2. *Skin care clinic*. - Concern was expressed that the Skin Care clinic was now only held on a Wednesday and is not part of the Minor Ailments clinic. This is because Skin Care is not part of the GP contract. The current arrangements with the specialist nurse allow 15 minutes for each appointment. There are concerns that 15 minute appointments are too long for Skin care issues and result in fewer appointments being available in the skin care clinic. This will be raised with the partners. **Action Dr CK**
- 11.3. *Information Screens*
- 11.3.1. Concern was expressed by some members at the meeting and later by email, of the apparent lack of editorial control regarding the slides shown on the information screen. This has happened before and had been remedied at the time with the CCG and the Practice. Again some slides are not legible because the text is too small or there is too much information on the slide. This concerned both CCG and slides from the Practice.
- 11.3.2. Evidence will be collected and submitted to the CCG and Practice. **Action PG & PW**
12. *Date of next meetings* - 2pm on Thursday 15 August 2019 at Parkway without Practice representatives and with Practice representatives at 2pm on Thursday 19 September at Hall Grove.