

**MINUTES OF THE HALL GROVE GROUP PRACTICE
PATIENTS' VOICE MEETING 31 October 2019**

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

1. *Apologies for Absence* – Peter Wilson

2. *Minutes of the Last Meeting on 19 September 2019* – Agreed.

2.1. *Matters arising*

2.1.1. *Cancer Information Booklet* – An update is awaited from the Practice.

Action Anne Knight

2.1.2. *Dementia Friends – Installation of photo art* – Outstanding.

Action Practice

2.1.3. *Information Screens – waiting a reply from the CCG.*

Action Practice

2.1.4. *Skin clinics – discussion with the Practice* – Situation accepted for now.

2.1.5. *Information for diabetics* – It was agreed to review what information is available locally and how best this can be publicised as a series of pamphlets providing practical help.

Action RE

3. *PV Chairperson and working arrangements.*

3.1. *Valediction:* The PV members wished to express their appreciation and thanks to their current chairman Peter Wilson who has held the post for several years and now wishes to step down. It was agreed that the PV had made a lot of progress since the PPG / PV had been launched several years ago. The progress of the PV has largely been due to Peter's energy, personal skills and insights as well as being well connected within the local NHS.

3.2. The PV elected a new chairman Peter Gramson. PG set out that PV needs to prioritise recruitment to the PV to achieve a better-balanced age representation reflecting the patient base. Further PG wished to implement communication channels to allow improved understanding of patients' priorities and issues. The chair required that there should be a greater involvement by PV members with individual members each having lead responsibility for various projects and issues and also encourage an increased team approach to be adopted to share the work of the PV in representing patients.

3.3. It was agreed that once the development of a PV email is complete, a recruitment email will be drafted and sent to the patients who have previously agreed to receive information from the PV. (See item 5.1 below)

3.4. Subject to these changes Peter G. agreed to be the new chairperson.

4. *Carers*

4.1. *Progress with PCN meeting on carers* – Garden City and Spring House practices had agreed to meet with Hall Grove, to be arranged. PG will attend the meeting.

Action PG

5. *Communications between PV and patients*

5.1. *Progress developing an email procedure* – Good progress is being made and it should be available soon. It was noted that the CCG had advised that if a patient was warned not to disclose personal information, but nevertheless did so, the PV would not be responsible for this happening.

Action AL

5.2. *What should be communicated to patients?* – This will be an agenda item for the next meeting.

Action PG

5.3. *PV section on Practice website* – Members felt the current generic page could be developed to be more effective. It was noted that the Practice had provided a procedure for changes required by the PV to be quickly implemented in the PV section of the website.

5.4. It was agreed that the PV will develop a draft design for the Practice and that members should forward comments by 14 November to Kate to analyse and report to the next meeting.

Action PV members & KG

6. *Primary Care Networks*

6.1. The Patient Liaison Network at the CCG meeting on September 4th expressed a desire to meet informally to discuss PCN developments as they occur. They will decide on the ways and means for PPGs to be involved.

6.2. *Garden City Practice propose to hold a joint Cancel Out Cancer session for both practices* – This is proposed for early spring 2020. The date will be confirmed.

Action PW

7. *Flu Clinics* - Kate and Helen agreed to attend the clinic on 2 November to hand out leaflets.

Action KG & HE

8. *111 Campaign* – The NHS will soon publicise the use of the NHS 11 service. It was not clear whether the PV would have a role and this needs to be clarified with the Practice.

Action PG

9. *Any Other Business*

9.1. *A PV suggestion box was proposed* – This would be put to the Practice. **Action PG**

9.2. *Access for wheel chair patients to PV meetings* – It was noted that there are accommodation issues at both surgeries that prevent this.

10. *Date of next meetings* - 2pm on Thursday 21 November 2019 at Hall Grove with Practice representatives. Time and accommodation to be confirmed.

Action PG