

**MINUTES OF THE HALL GROVE GROUP PRACTICE
PATIENTS' VOICE MEETING 19 November 2019**

Present: Peter Gramson (Chair), Roger Hudson (minute taker), Nice Connell, Helen & Roger Eames, Kate Graeme-Cook, Anne Knight, Peter Wilson

1. *Apologies for Absence* – Theresa McCrave, Dr Chendoran Kanthi
2. *Minutes of the Last Meeting on 31 October 2019* – Agreed subject to 2 minor amendments. See final version on website.

Matters arising

- 2.1. *Cancer Information Booklet* – AK will forward a draft to PG to circulate to PV members. **Action AK**
 - 2.2. *Dementia Friends – Installation of photo art* – These will be installed after the completion of works in Hall Grove surgery. These are planned for the New Year to provide two more treatment rooms.
 - 2.3. *Information Screens – waiting a reply from the CCG.*
 - 2.4. *NHS 111 winter pressures campaign* – AK has included advice about winter care on the website after prompt by PV. PG said that Healthy Hubs were being introduced by the Council. It was agreed that we should learn more. The future PV website will include signposts to local health organisations both government and voluntary. **Action HE**
 - 2.5. *PV comms box* – 'Suggestion boxes' have been used previously in the Practice for family and friends and were not used by patients. PV decided to focus, at present, on electronic communication and agreed to shelve idea of introducing boxes.
3. *eConsult & take up.*
 - 3.1. There has been a good take up of the eConsult service in the Practice by patients and the system is proving to be successful. 20-40 patients a day are using the system resulting in a saving of approximately 75 appointments per week. It was noted that the use of the eConsult system will be compulsory for all surgeries from 2020.
 - 3.2. The Practice would like to see a greater use of eConsult by patients and in the meantime some refinements of the system are being made.
 - 3.3. There remains a concern with regard privacy and data being handled outside the NHS fire wall. [Post meeting note: suggest this matter be reviewed by PV website members] **Action TBD at next meeting**
 4. *Carers* - Carried over to next meeting. Practice Manager meeting between Hall Grove, Spring House and Garden City had yet to be arranged. **Action AK**
 5. *Communications between PV and patients*
 - 5.1. *Progress developing PV email* - AL had provided a report about the position. The PV currently has 99 email addresses of patients that it could use. There is currently no email address on the Practice website for patient to use to contact the PV direct. The meeting requested PV email be added to the contact section of the PV element of the website. **Action AK & CK**
 - 5.2. *What should be communicated to patients?* – It was agreed that the PV would adopt the format used by the Peartree Practice for contacting those patients who have already given permission for use of their email. That is that they will be sent an email inviting them to apply for inclusion to the PV mailing list. A sub-group will consider further and report to the next meeting about what the PV section of the Practice website should contain regarding how patients contact the PV. Further they will decide the structure of the PV section of the website including specification for present and future resources and content. **Action KG, RE & AL**
 6. *Primary Care Networks*
 - 6.1. It was agreed that it was important to establish how a PPG would work within a PCN. The Practice felt it was too early yet to clarify the position regarding PPGs and that this should be left to the New Year. Currently priorities were being determined within the Practices. PV said that they wished to be involved in deliberation with the Practice in shaping PCN and suggested a meeting to discuss. AK said the likely priorities will include the inclusion of a social prescriber and pharmacist in the next year. Other areas that are to be covered will be for paramedics and medical assistants.

And will be addressed from year 2. PW to lead coordination amongst PPGs in the WelHat area who are arranging respective meetings with their surgeries. **Action PW**

- 6.2. *Garden City Practice propose to hold a joint Cancel Out Cancer session for both practices* – PV will help to publicise the event and will liaise with the CCG. The CCG could provide facilitators. It was proposed that the joint session should be for surgery staff, noting that the capacity at Garden City was about 30 people. **Action PG**

7. *Any Other Business*

- 7.1. *Patient Survey Results* – These will be circulated to the PV. Any comments should be sent to Roger E. by 3 December, and he will summarise these for the next meeting. **Action RE supported by All**

7.2. *The following lead responsibilities of PV members were agreed;*

Primary Care Networks – PW

Diabetes topics – RE

Dementia & Community Health – HE

Children's Mental Health – PW

Website – KG

Email communications – AL

Carers – PG

Administration & Meeting Schedule - RH

8. *Date of next meeting* – Tuesday 17 December 2019 at 2pm at Parkway without Practice representatives.