

**MINUTES OF THE HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE MEETING 17 December 2019**

Present: Peter Wilson (Chair), Roger Hudson (Secretary), Nice Connell, Helen & Roger Eames, Andrew Longman, Theresa McCrave

1. *Apologies for Absence* - Kate Graeme-Cook, Peter Gramson
2. *The Chairman welcomed Theresa to her first meeting.*
3. *Minutes of the Last Meeting on 19 November 2019* – Agreed subject to one minor amendment.

*Matters arising*

- 3.1. *Cancer Information Booklet* – A contribution from Anne Knight will be added to the draft. **Action HE**
- 3.2. *Information Screens* – The CCG has been prompted for a response.
- 3.3. *Healthy Hubs* – See Agenda Item 3 below.
- 3.4. *eConsult* – The system is not operating at full capacity and the Practice wants to increase its use by patients. The PV will meet with the Practice early in the New Year (Dr Chendoran Kanthi, Anne Knight, Peter Gramson & Peter Wilson) with a view to the PV endorsing the use of eConsult. Before then PV members should try the system and report how easy it is to use the system to PG and PW by 31 December 2019. **Action All PV members**
- 3.5. *Patient Survey results* - In general patients were satisfied with the service provided by the staff of the Hall Grove Practice. There was however dissatisfaction with some of the services due to a lack of resources at the Lister Hospital and other services provided by the NHS. The analysis and summary of the Patient survey results will be circulated to PV members. **Action RE**
- 3.6. *Cancel Out Cancer joint session with Garden City Practice* – See Agenda item 4 below.
4. *Communications between PV and patients*
  - 4.1. *Progress developing PV email* and procedure – This is almost ready to use and awaits the finalisation of the PV section of the Practice website.
  - 4.2. *Format of PV section of the Practice website including Recruitment* - The subgroup had met and discussed a proposed format and KG had circulated a first draft of this to PV members for discussion. A few issues were discussed, and it was agreed that a final draft of the PV section of the website should be prepared for the next meeting. This would then be passed to Dr CK to implement. **Action Sub-Gp - KG, RE & AL**
  - 4.3. *Working with local voluntary groups & PPGs* – WelHat Council are developing a public contact point for health issues, called the 'Healthy Hub', to put people in contact with appropriate organisations or groups. It was not clear how the *Healthy Hub* relates to *Social Prescribing* and whether the PV has a role.
5. *Primary Care Networks*
  - 5.1. The Garden City Practice has organised a meeting to provide information and an update on progress to form a local Primary Care Network. This meeting will be held on Wednesday 22 January 2020 from 7 - 8pm, at the Parkway Clinic, Birdcroft Road, WGC. All PV members are invited to attend. **Action PV Members**
  - 5.2. An additional issue also to be discussed at a PCN meeting is the services provided to carers and the difficulty of ensuring that young carers are registered with a Practice.
6. *Young Peoples Mental Health* - PW had submitted a paper about the poor provision of mental health services for young people to the CCG. Local MPs had also requested a report from the CCG about the problem. As a result, the CCG provided information about what they intend to do. The NHS proposes to set up a single point of access to mental health services provided both inside and outside of the NHS. In addition, they propose improved performance targets and to work to avoid treatment out of the area.
7. *Diabetes Topics* – On going.

8. *PV Administration* – Provisional dates for future PV meetings;

<b>PARTICIPANTS</b>	<b>VENUE</b>	<b>DATE</b>
PV & Practice representatives	Hall Grove	2.30pm Thurs 16 Jan 2020
PV only	Parkway	2pm Tues 18 Feb 2020
PV & Practice representatives	Hall Grove	2pm? Thurs 19 March 2020 - TBC

9. *Any Other Business*

9.1. *Lister Hospital*

9.1.1. RH reported that there are significant delays occurring in the administration services at the Eye Clinic.

9.1.2. Progress regarding the issue of incorrectly addressed letters from the Lister to Practice doctors was also queried.

**Action AK**

9.2. *Extended Access* – It was queried as to how extended access to doctors was being publicised by the Practice.

**Action AK**

10. *Date of next meeting* – provisionally set for Thursday 16 January 2020 at 2.30pm at Hall Grove with Practice representatives. TBC