

MINUTES OF THE HALL GROVE GROUP PRACTICE
PATIENTS' VOICE MEETING 16 January 2020

Present: Peter Gramson (Chair), Roger Hudson (Secretary), Helen & Roger Eames, Andrew Longman, Peter Wilson.

Practice: Dr Chendoran Kanthi

Apologies for Absence – Anne Knight, Kate Graeme-Cook.

1. Minutes of the Last Meeting & Matters Arising
 - 1.1. Minutes of the last meeting held on 19 November 2019 were agreed subject to two minor amendments.
 - 1.2. *Cancer Information booklet* – A contribution from AK has been incorporated and the booklet will now be finalised. **Action PG & HE**
 - 1.3. *Information Screens* – An update is awaited. **Action PW**
 - 1.4. *Healthy Hub* – Agenda item.
 - 1.5. *eConsult* – Several members had used eConsult and found it very long-winded to use. Once a request was made they found the Surgery responded very quickly. All PV members are asked to report by 31 January to PG and PW how easy it is to use. **Action All PV Members**
 - 1.6. *Patient Survey issues* – It is agreed that the PV should identify issues it can work on. **Action RE**
 - 1.7. *Cancel out Cancer joint session with Garden City Practice* - to be confirmed. **Action PW**
2. *Practice Update*
 - 2.1. *eConsult* – The system continues to prove successful with approximately 76% of users being content. Others complain that it is too long-winded. The benefits include,
 - Saving of doctor's time and appointments
 - Use of more phone consultations
 - Referrals can be made without the need for an appointment.It is accepted that not every patient will want to use eConsult. The Practice intends to reopen the facility of making appointments online in February.
 - 2.2. *Extended access* – Advice awaited. **Action AK**
 - 2.3. *Lister Hospital Delays etc* – It was suggested that the Patient Advice and Liaison Service (PALS) may be able to help.
3. *Communications between PV and Patients*
 - 3.1. *Progress developing PV email, format of the PV page and recruitment section* - This is almost ready to use and awaits the finalisation of the PV section of the Practice website. The sub-group will meet soon and provide a final version and finalise matters for the next PV meeting. **Action PV sub-group**
 - 3.2. *Working with local voluntary groups etc - Healthy Hub* - This council initiative will start with a website and feedback from members is requested. The website will include social prescribing and the Council are seeking ambassadors for Healthy Hub.
4. *Primary Care Networks* - NHS England has consulted at very short notice about what they want from PCNs. This includes the establishment of 6 new services, one being the enhancement of clinical services to care homes to reduce the number of hospitalisations. At present a major proportion of unnecessary admissions to A&Es are from care homes.

NHS England wants this by 2020 which seems unlikely to happen as PCNs are still being created.

5. *Young People's mental health* – A paper submitted to the CCG about the provision of mental health services will be circulated to members for comment. **Action PW & PV members**
6. *Diabetes topics* – It was agreed that a list of services or sources of information may be useful. This will be considered. **Action RE**
7. *PV Administration* – The Practice will be consulted regarding the best times and dates for PV meetings. **Action RH**
8. *Any Other Business*
 - 8.1. *The Practice is again looking at the feasibility of having a Pharmacy in the Hall Grove surgery.* Views are requested from the PV. **Action PV**
 - 8.2. *The Practice intends to introduce a policy for Opioid prescribing for long-term conditions and seeks any comments from the PV.* **Action PV**
 - 8.3. *The Practice is reviewing its policy regarding abusive patients and is likely to adopt a zero policy.* The PV will be consulted in due course.
9. *Date of Next Meeting* - Tuesday 18 February 2020 at 2pm at Parkway without practice representatives.