

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE MEETING 29 April 2020

In Attendance: Peter Gramson (Chair), Roger Hudson (Secretary), Kate Graeme-Cook, Andrew Longman, Peter Wilson.

COVID-19 ISSUES

1. *Communication Issues?* – It is not clear how the Practice is dealing with;
 - 1.1. Routine treatments and reviews.
 - 1.2. Communicating with patients that are not online. In particular communicating the general arrangements for seeking medical treatment and obtaining repeat prescriptions to those not online.
 - 1.3. Communicating the circumstances and arrangements for patients that should attend the surgery and the use of a 'hot room'. **Action PG**
2. *OutPatient Treatment* – It is not clear if there is a policy as to what is happening regarding ongoing outpatient treatments. This should be raised with the CCG. **Action PW**
3. *Herts Local Resilience Forum stakeholder update* – It is not clear what services are actually available such as dental services. This should be queried with the Forum. **Action PG**
4. Bereavement Leaflet - This will have changed in the light of the Pandemic and will probably need updating. This will be queried with the authors. **Action PW**

OTHER MATTERS

5. *Patients' Voice Website Page* – Work is continuing on developing the PV email system. There is also room for some development of the PV page and comments are invited on the layout. **Action PG**
6. NEXT MEETING – It is agreed that in the current circumstances of the Pandemic, meetings should be held more frequently. The next meeting will be held via #Skype at 2pm on Wednesday 13 May 2020.

For those that attended the last meeting you should be able to access the next meeting by just opening Skype.

If you didn't take part in the last meeting and you don't have Skype, the link in the email will install it. If you do have Skype the link will take you straight in. Please note that access to the meeting is only via the link in the email.