

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE MEETING 13 May 2020

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

1. The note of the virtual meeting held on 29 April 2020 was agreed.

COVID-19 ISSUES

2. *Communication Issues?* – It is still unclear, during the current pandemic, how the Practice is dealing with;
 - 2.1. Non-Covid routine treatments, reviews and newly diagnosed ailments;
 - 2.2. Communicating with patients that are not online. In particular, communicating the general arrangements for seeking medical treatment.
3. *Action by the Practice* – Advice has been received from Dr Chendoran Kanthi about the action being taken by the Practice to address the pandemic. The Practice asks that the PV continues to develop the PV page of the Practice website and continues to update it for things patients will find beneficial during the pandemic.

The PV will reply to Dr CK and

- 3.1. Address the points he raises;
- 3.2. Seek clarification on the communication issues above; and
- 3.3. Suggest that the PV page is mentioned in the next Practice Newsletter. **Action PG**
4. *OutPatient Treatment* – It is not clear if there is a policy as to what is happening regarding ongoing hospital outpatient treatments and newly diagnosed ailments. Advice has been obtained from the CCG but it is still unclear and needs to be pursued with them. **Action PW**
5. *Covid 19 Testing* – Clarity is needed regarding the early symptoms of Covid 19 (**Action PW**) and availability and arrangements for obtaining a test (**Action KG**).
6. Bereavement Leaflet – The leaflet has been updated and the PV will suggest to Dr CK that it can be made available and publicised in the Practice website. **Action PG**

OTHER MATTERS

7. *Patients' Voice Website Page* – A draft will be prepared of the text to be sent to prospective PV members. **Action AL --> PG**
8. NEXT MEETING – The next meeting will be held via #Skype at 2pm on Wednesday 27 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.