

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE STEERING GROUP MEETING 10 February 2021

In Attendance: Andrew Longman (Chairperson), Roger Hudson (Secretary),  
Helen & Roger Eames, Jenny Gebka, Peter Gramson, Peter Wilson.

Practice: Dr Chendoran Kanthi, Anne Knight

1. Apologies – None
2. Minutes of previous meeting - The note of the virtual meeting held on 27 January 2021 was agreed subject to the correction of one typographical error.
3. Practice Update
  - 3.1. Vaccination Programme - Vaccination of the over 70s will be completed this week and the Practice is awaiting instructions regarding the vaccination of the next group, the over 65s.
  - 3.2. To date the Practice has vaccinated some 3,500 patients. Home visits will be arranged to administer the vaccination to any patients that are housebound.
  - 3.3. The vaccination programme is having no effect on other services in the Practice and it is *business as usual* for these.
  - 3.4. To possibly reduce the volume of phone calls to the Practice, they would like the Steering Group to trial using the NHS App. The App provides facilities to request repeat prescriptions, view test results, and to manage appointments etc. Any comment should be forwarded to Dr C. in a Word document.

**Action Steering Group**

4. PV Review
  - 4.1. New Members - The Sub-Group is considering how to encourage more involvement from 2 groups of patients. The first group is existing Patients' Voice members and the second are patients not currently involved with the PV. The Practice agreed to the suggestion that once the pandemic is over, a text could be sent to patients publicising the PV. **Action Practice**
  - 4.2. Terms of Reference - Ongoing.
5. Project Review – Transport Leaflet & eConsult Review – Ongoing **Action HE**
6. Newsletters to Members - It was agreed that the draft Newsletter will be copied to the Practice before despatch and that the Practice will have an opportunity to contribute to the Newsletter. **Action HE**
7. Surveys to Members – Ongoing. **Action AL**
8. Web-section – Currently being revised. **Action AL**
9. Practice Website Review – Awaiting a response from the website developers regarding the provision of analytical data. A review is being made of the documents that must first be downloaded to view them. **Action AL**
10. Any Other Business – A survey based on Dementia is being prepared. **Action HE**
11. Date Of Next Steering Group Meeting (via Skype) – 2pm on Wednesday 24 February 2021 without Practice representatives and 1pm on Wednesday 10 March 2021 with Practice representatives.

#The link in the email can be opened in your web browser. To provide more facilities you can install Skype.