

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 27 January 2021

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

1. Apologies – None
2. Minutes of previous meeting - The note of the virtual meeting held on 13 January 2021 was agreed subject to the correction of one typographical error.
3. Where Do We Stand?
 - 3.1. Newsletter To Members - A final draft had been circulated but with the passage of time a few items now needed updating. A final vetting of the Newsletter will be carried out. **Action PG**
 - 3.2. Surveys To Members – It was agreed that the surveys will first be sent to PV members as a pilot and then subject to the outcome, will be placed on the PV page of the Practice website. **Action RE & AL**
 - 3.3. Appointments Chart – Some final revisions are required and then it will be sent to PV members. **Action RE & AL**
 - 3.4. eConsult Review – Steering Group members should send any further comments about eConsult by 3 February. **Action All Members -> RE**
 - 3.5. Web-section – The PV page is up-to-date and enquiries are being pursued about the possibility of obtaining analytical data about the use of the Practice website. (The providers of the website, *My Surgery*, will pursue this with the website developers.)
 - 3.6. Practice Website Review – On hold.
 - 3.7. PV Improvements – the following actions were agreed:
 - 3.7.1. Useful information received by Steering Group members should be placed on the PV page of the Practice website. **Action All Members -> AL**
 - 3.7.2. Email requests amongst Steering Group members should include a deadline in the email title. **Action All Members -> AL**
 - 3.7.3. Once there are sufficient Steering Group members, individuals should take ownership of a particular topic.
4. Any Other Business - Recruitment – So far the Sub-Group has concluded that:
 - 4.1. PV members should be approached regarding their interests and as to whether they will take the lead in a particular topic and/or join the Steering Group. A Welcome Pack for new members should include this point and include a description of the PV's achievements and current work. A first draft will be prepared. **Action JG**
 - 4.2. The Practice and PV members should be told that there are currently not enough members of the Steering Group for the PV to be effective. More publicity is required and current PV members and the Practice should be asked to publicise the existence of the Patients' Voice. (The Practice could hand out leaflets at vaccine clinics and text patients about the PV.)
5. Date Of Next Steering Group Meeting (via Skype) - 2pm on Wednesday 10 February 2021 with Practice representatives and 2pm on Wednesday 24 February 2021 without Practice representatives.

#The link in the email will install Skype if necessary. If you do have Skype the link will take you straight in.