

NOTE OF VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE STEERING GROUP MEETING 10 March 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 24 February 2021 was agreed subject to the correction of a typographical error.
3. Practice Update – The vaccination program is going very well and the over 65s and clinically extremely vulnerable patients under 65 are currently being vaccinated. It has been noticeable that the take up of the vaccinations has declined as the age of the patients is declining. The Practice is awaiting advice from the NHS regarding the arrangements for the next stages of the programme. A triage system continues to operate for appointments and health reviews are being carried out as appropriate.
  - 3.1. National Association for Patient Participation – A new website has been launched that appears to have useful information for PP Groups but the access arrangements are not clear and will have to be clarified. **Action AK**
4. PV Review - The Sub-Group has been examining ways to attract new members, and an entry has been put in the PV Newsletter encouraging members to pass on the newsletter to other patients, to motivate them to join up. Drafts are also being prepared for:
  - 4.1. A leaflet that can be handed out at vaccination clinics
  - 4.2. A text message that the Practice could send to specific groups of patients, such as those that have already been vaccinated. **Action JG**
5. Project Review
  - 5.1. NHS App – Several members had received error messages when trying to use the App. Apparently an additional authorisation is required from the Practice before personal data can be viewed. **Action Dr K**
  - 5.2. eConsult – A fresh commission is being prepared for the new eConsult contract and GP and patients concerns will be raised during this process. A watching brief will be maintained. **Action PW**
6. Newsletter to Members
  - 6.1. The draft March Newsletter will be circulated to members for comment. **Action Steering Gp**
  - 6.2. Hard copies of the Newsletter will be handout at the two Surgeries. **Action AK**
  - 6.3. Further work will be undertaken to try to resolve a technical issue about emailing the Newsletter using *Mailchimp*. **Action AL**
7. Surveys to Members – Ongoing
8. Web Section – Work continues to develop and update the PV page of the website. Members are invited to make suggestions. **Action Steering Group --> AL**
9. Practice Website Review – Work has been carried out on the website but some documents still download before they can be read. On going. **Action AL**
10. Any Other Business – *Cancel out Cancer* presentations have started again and will be advertised at the three Welwyn Garden Practices and to other organisations.

11. Date of Next Steering Group Meeting (via Skype) - 2pm on Wednesday 31 March 2021 without Practice representatives and 2pm on Wednesday 14 April 2021 with Practice representatives.