

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 14 July 2021

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

1. Apologies – Chendoran Kanthi and Anne Knight.
2. The minutes of the meeting held on 23 June 2021 were agreed.
3. Practice Update - Due to the pressure of work the Practice were unable to attend the meeting. An update will be requested from them. **Action AL**
4. Points to Raise with the Practice – These will be carried over to the next meeting with the Practice. These points include;
 - 4.1. SMS and Leaflets. How many SMS have been sent out to patients and how many handouts taken by patients?
 - 4.2. Flu and Covid-19 Booster Jabs - the PV is willing to assist.
 - 4.3. eConsult and other healthcare – What is the current position and In particular what access is there now to the Nurse and Phlebotomy services?
 - 4.4. NHS App – At the moment use of the App by patients is likely to generate more telephone calls to the Practice rather than reduce the number. In view of this and the lengthy wait before registration forms are being approved, lack of refinement of the App and other issues the PV did not feel it could recommend or champion the App.
5. NHS Data Sharing – A draft for a circular to PV members about data sharing has been sent to the Practice for their approval. **Action Practice**
Once approved this will also be adapted for the Newsletter.
6. Dementia Questionnaire – The position needs clarifying regarding whether any data is being collected and if so if the requirements of the GDPR are being met. **Action HE**
7. PV Recruitment - There was one response to the email to PV members asking for assistance, which is being pursued. The NAPP website is also being investigated regarding what useful information it can provide for an introduction to the PV. **Action JG**
8. Newsletter - Topics for the next Newsletter will include advice about data sharing and new arrangements for Blood Tests. Other possible topics that could be mentioned subject to space in the Newsletter and timeliness, are the Bereavement Leaflet and Dementia Leaflet. Some topics however may warrant being a separate one-off circular.
9. Date of next meeting – It was agreed that it is advantageous to continue monthly meetings with the Practice and one off meetings in-between the monthly meetings as necessary, between some or all PV members. An agenda item for the next meeting with the Practice will be whether face-to-face meetings should resume?
10. Date of Next Steering Group Meeting (via Skype) - 1pm on Wednesday 11 August 2021 with Practice representatives.