

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 11 August 2021

In Attendance: Andrew Longman (Chairperson), Roger Hudson (Secretary),
Helen Eames, Jenny Gebka, Peter Wilson.
Practice: Dr Chendoran Kanthi and Anne Knight.

1. Apologies – None.
2. The minutes of the meeting held on 14 July 2021 were agreed subject to the deletion of the last sentence of paragraph 7 about PV recruitment.
3. Practice Update
 - 3.1. As far as possible it is business as usual, including the periodic review of patients with long-term conditions. NHS advice is being followed and a triage system is employed regarding consultations with doctors. Where a patient requests a face to face meeting with a doctor, this is permitted subject to the patient showing no Covid symptoms. If this is not the case the doctor is advised of the position.
 - 3.2. eConsult – Access to eConsult has been reduced from 24hrs/7 days a week to 8am-6pm five days a week because the Practice was finding the workload unmanageable. The position will be reviewed in 3 months time.
4. Points to Raise with Practice;
 - 4.1. GP Community Pharmacy Consultation Scheme - A pilot is being run where eligible patients are identified at the Surgery reception and referred to a community pharmacy of their choice for consultation and treatment. This is being piloted in various places including Stevenage and Lower Lea Valley (Waltham Cross, Cheshunt, Broxbourne).
 - 4.2. SMS and PV Leaflets - Text messages will be sent to 45-55 year olds by the Practice w/c 16 August. The PV leaflet will be handed out at Covid clinics and also included in the Welcome pack for newly registered patients. **Action AK**
The text of the SMS message will be forwarded to the Practice. **Action JG -> AK**
 - 4.3. Carers Champion – A recent voluntary scheme that the Practice should consider is one where they establish quality markers for the Practice to achieve.
 - 4.4. NHS App – The data release form for patients to use the App will be put on the Practice website. **Action Practice**
 - 4.5. Flu and Covid-19 Booster Jabs - Flu vaccination of the over 65's will be carried out at clinics on 18 September and 9 October. The Practice has no details about a Covid booster vaccination but understands that there must be at least 6 months between the second Covid vaccination and any booster vaccination. In addition, for various reasons, the flu vaccination and a Covid booster vaccination cannot be given at the same time.
5. NHS Data Sharing – Advice is that no specific start date has been set and it will probably not be until next year or later.
6. Dementia Questionnaire – This will be revised so that data is collected anonymously to avoid any data sharing issues. **Action HE**
7. PV Recruitment – See item 4.2 above. An agenda item for the next meeting will be to consider holding a public meeting or a Skype presentation to aid recruitment. **Action AL**
8. Newsletter – A one-line revision will be added to explain the position regarding the NHS proposal to share data, reference item 5 above. **Action HE**

9. Any Other Business – An issue concerning repeat prescriptions will be investigated by the Practice. The next request for a repeat prescription will be copied to Dr K for investigation.
Action RH -> Dr K
10. Date of Next Steering Group Meeting (via Skype) - 1pm on Wednesday 8 September 2021 with Practice representatives.