

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 13 October 2021

In Attendance: Jenny Gebka (Acting Chairperson), Roger Hudson (Secretary), Ian Prosser.
Practice: Dr Chendoran Kanthi and Anne Knight.

1. Apologies – Helen Eames, Andrew Longman, Peter Wilson
2. Minutes - The minutes of the meeting held on 8 September 2021 were agreed subject to revising two points in the Practice Update. Point 3.1 about eConsult and point 3.2 about the Carers Champion.
3. Actions from last Meeting – These are covered by the items below.
4. Meetings time / date change - It is agreed that virtual meetings will continue for the present using Skype and that a different Wednesday in the month will be chosen to allow more people to attend. Some proposed dates will be circulated. **Action JG**
5. eConsult – The Practice will not have access to the recent survey of eConsult because it will go straight to the CCG.
6. Flu Vaccination - Further clinics will be held on 16 and 23 October. Anybody who is entitled to a free vaccination and hasn't yet been contacted by the Practice should telephone the Surgery after 10.30am to make an appointment. Wherever possible the Practice will text patients.
7. Covid Vaccination & Booster – Once a patient becomes eligible for a booster vaccination and if they're not contacted they should telephone the Surgery after 10.30am. Booster vaccinations will use the Pfizer vaccine, which can now be stored for a month. Flu and Covid vaccinations will not be given together. Lateral flow test kits will continue to be available from pharmacies and online.
8. Carers Champion Update – The Practice is currently overwhelmed with work and as a result cannot implement the proposed actions. This should become possible towards the end of the year when more staff are recruited.
9. Dementia Questionnaire Update - The Questionnaire has been sent to the Welwyn Hatfield Dementia Association and we are waiting on advice as to whether it can be distributed via the Borough Council. Members are invited to suggest any other ways it could be distributed. **Action All PV Members**
10. PV Recruitment Overview
 - 10.1. No text messages have been sent by the Practice to avoid over messaging patients in the current pandemic. Some PV recruitment leaflets have been handed out at Vaccination clinics.
 - 10.2. PV members are invited to attend and hand out leaflets at Vaccination clinics. **Action PV members**
 - 10.3. It is proposed to place a link to the PV page on the yellow welcoming banner on the Practice website. **Action JG / Dr K**
11. Repeat Prescriptions Update
 - 11.1. Lost repeat prescription requests have been caused by a technical issue which should be cured when the system is reset. This will be done shortly.
 - 11.2. PV members are requested to keep the Practice informed about any issues when requesting prescriptions. **Action All PV Members**
 - 11.3. A flow chart will be developed illustrating all the options open to patients to obtain a prescription. **Action IP**

12. Medication Errors Update - Carried over to the next meeting
13. Newsletter Update - ditto
14. Any Other Business – An item for the next meeting will be a discussion of 'What is the objective of the Patients' Voice?' **Action All PV Members**
15. Date of Next Steering Group Meeting (via Skype) – This is provisionally set for 1pm on Wednesday 3 November 2021 with Practice representatives.