

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 2 February 2022

In Attendance: Peter Wilson (Acting Chairperson), Roger Hudson (Minute taker), Helen Eames, Jenny Gebka, Andrew Longman, April Nicholson-Read.

Practice: Dr Chendoran Kanthi and Anne Knight.

1. Apologies - None
2. Minutes & Matters Arising - The minutes of the meetings held on 5 & 26 January 2022 were agreed. JG has completed her actions from the 1 December 2021 meeting.
3. Practice Update
 - 3.1. The Covid booster vaccination programme is finished and access to doctors' face to face appointments is improving. There is now about a 2 week delay to see a doctor. Review clinics for patients with long term ailments are up and running.
 - 3.2. There are about 1,000 eConsult clinical enquiries per week with a similar number of administrative enquiries. Telephone response times are improving.
 - 3.3. The duty doctor is still very busy and a new partner has started with the Practice.
 - 3.4. eConsult – 75% of patients are satisfied with the result from eConsult. Meanwhile the Practice is waiting to hear from the CCG whether eConsult is to continue or whether a different platform will be used.
4. Prescription Problems
 - 4.1. The Practice is concerned about the issues illustrated in the paper from the PV about repeat prescription errors, and is setting up a working group to look into these issues. The paper documented problems over a 6 month period experienced by one patient plus anecdotal evidence from other PV members. It concerned missing items, incorrect items issued, delays providing prescriptions and delays revising lists of repeat items. The magnitude of the problem in the Practice is not known and the Practice will consider whether some form of audit or survey is necessary. **Action Practice**
 - 4.2. The PV will log any new incidents and keep the Practice informed. **Action RH**
5. Medication Ordering – The PV will revise an existing draft flow chart about how to request repeat prescriptions online and to deal with errors. This is for the Practice website. **Action RH**
6. Priorities of the Practice - The 4 priorities are;
 - 6.1. Covid-19 Booster Role Out - This campaign has now finished.
 - 6.2. Improving Access via Online and Telephone - see Item 6.3 below.
 - 6.3. Promoting and Educating Self Help and Educating patients where to find help rather than trying to contact a GP. – The PV is currently working to include publicity in its Newsletter about social prescribing and other sources of help outside of the Practice. There will also be advice about the best time to phone etc or other ways to contact the Practice eg online. **Action PVSG**
The Practice is also looking into the possibility of having a call back system so patients don't have to wait on the phone until receptionist is free to answer. **Action Practice.**
 - 6.4. Making the website the one stop shop for all patient information. The PV is to advise about making the website more user friendly, de-cluttering it, and making it easier to use. **Action PVSG**

7. Objectives of the PV – Comments are invited from the Practice and PV. There will be a full discussion of these at the 2 March 2022 meeting. **Action PVSG & Practice**
8. Making the website the one stop shop for all patient information – see Item 6.4 above.
9. Any Other Business – None.
10. Date of Next Steering Group Meetings (via Skype)
 - 10.1. 2pm on Thursday 10 February 2022 without Practice representatives to discuss Newsletter publication issues.
 - 10.2. 1pm on Wednesday 2 March 2022 with Practice representatives.