

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 26 January 2022

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

1. Apologies - Jenny Gebka.
2. Membership changes – April Nicholson-Read was welcomed to the meeting.

3. Medication Problems

3.1. RH presented a paper setting out the recent issues he'd experienced over the last 6 months regarding requests for repeat prescriptions. He had made 9 substantial requests over this period and had experienced issues with 6 of them. Most of the members present commented that they had similar issues concerning recent requests for repeat prescriptions.

3.2. The Group feel that a survey of patients will establish the scale of the problem. It was agreed that the paper should be revised to reflect the Group's anecdotal experiences and be presented to the meeting with the Practice for discussion.

ACTION - RH

3.3. It is noted that the website needs a section about how to obtain a prescription online.

4. **January Newsletter** – this is undergoing some final revisions. **ACTION - HE**
5. **Medication Ordering** – the PV have prepared a flow chart about how to obtain a prescription and RH will now take the lead on this. The flow chart is currently with the Practice for comment. **ACTION – Dr C**
6. **Priorities of the Practice** – these are;
 - 6.1. Covid-19 Booster Role Out
 - 6.2. Improving Access via Online and Telephone.
 - 6.3. Promoting and Educating Self Help and Educating patients where to find help rather than trying to contact a GP.
 - 6.4. Making the website the one stop shop for all patient information

The PV will seek guidance from the Practice as to what exactly we can do to help with these priorities. In addition we will clarify when the Practice expects the additional workload from Covid to decrease. The PV is already involved in redesigning the website but what other ways can the PV help?

ACTION PV → Practice

7. Objectives of the PV

7.1. The draft objectives were discussed and the scope agreed. Some minor revisions were agreed. **ACTION - PW**

7.2. It is accepted that, with the current restricted numbers of PV Steering Group members, the activities of the Group will tend be reactive. Until more members can be recruited, any actions will be limited to specific tasks requested by the Practice or concerns raised by the PV.

7.3. **PW** will endeavour to source a Jargon buster.

8. **Website** - see item 6 above.
9. Any Other Business – None
10. Date of Next Steering Group Meetings (via Skype) – 1pm on Wednesday 2 February 2022 with Practice representatives.