

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE STEERING GROUP MEETING 5 January 2022

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

Practice: Dr Chendoran Kanthi and Anne Knight.

1. Apologies - None
  2. Membership changes – Ian Prosser has resigned from the Group.
  3. Minutes - The minutes of the meeting held on 1 December 2021 were agreed subject to a revision of the format to highlight the actions agreed. **Action JG**
  4. Practice Current News - At the moment the Practice is very busy and Clinical activities take priority, albeit other services are improving. The PV will help by publicising the relevant services and other aspects such as Social Prescribing to help to alleviate some of the pressure on the Practice. See Items below.
  5. Priorities of the Practice - The current 4 priorities are;
    - 5.1. Covid-19 Booster Role Out - The campaign is slowing down and it is proving difficult to get the remaining patients to attend because they are either declining to have the vaccination, have tested positive or are currently isolating. The Flu vaccination is also still available for patients.
    - 5.2. Improving Access via Online and Telephone. The Practice continues to be very busy and there has been no reduction in the number of phone calls. Approximately 1,000 eConsult enquiries are also being received every week and anecdotal evidence is that it is working well. A new Partner has been taken on and the Practice now has 21 doctors in total. **Action PVSG – to draft publicity about the pressures on the Practice, to encourage the use of eConsult and also the best time to phone.**
    - 5.3. Promoting and Educating Self Help and Educating patients where to find help rather than trying to contact a GP. **Action PVSG to draft publicity about social prescribing and other sources of help outside of the Practice.**
    - 5.4. Making the website the one stop shop for all patient information. **Action PVSG will advise about making the website more user friendly, de-cluttering it, and making it easier to use. The website to include links to other organisations and professionals outside of the Practice that can provide help and advice.**
- Repeat Prescriptions – A small number of issues are occurring due to human errors by Practice staff or faults with the IT systems. Members should refer any issues to Dr C who will investigate them. **Action PVSG members**
6. Practice Support for Dementia Patients & Carers – Resources are available to help patients and carers. Assessments are carried out and patients referred to the Memory Clinic where appropriate. There is currently a 4-5month waiting list for the Memory Clinic. Patients are also referred to the Social Prescriber, Dementia Alliance and Hertswise. The PV Dementia leaflet will be made available at the Surgery reception desks. **Action AK**
  7. GP Services to Veterans – There are very few veteran patients in the Practice and these are flagged as a priority when appropriate. Further information will be forwarded to the Practice. **Action PW -> Dr C**

8. Way Forward – Item postponed to the next meeting.
9. January Newsletter – This will include the following topics
  - 9.1. Publicity about Social Prescribers
  - 9.2. Covid Booster Campaign
  - 9.3. Other Covid information.
10. Integrated Care Systems – These have been delayed to 1 July 2022 because of Covid.
11. Dementia Questionnaire – Item postponed to the next meeting.
12. Any Other Business – A PV draft flow chart about how to obtain a prescription is currently being considered by the Practice. **Action Dr C**
13. Date of Next Steering Group Meetings (via Skype) – 2pm on Wednesday 26 January 2022 without Practice representatives and 1pm on Wednesday 2 February 2022 with Practice representatives.