

NOTES OF HALL GROVE GROUP PRACTICE PATIENTS' VOICE STEERING GROUP MEETING

Date: 1.00pm 1st December 2021 Venue: individually via Skype

In Attendance: Helen Eames (Chairperson), Ian Prosser (acting Secretary), Jenny Gebka, Peter Wilson, Andrew Longman

1. Apologies – Roger Hudson

Practice members: Dr Chendoran Kanthi and Anne Knight did not join the meeting.

2. Minutes of the meeting held on 3rd November 2021 were agreed.

Ian updated attendees that he had produced an 'Obtaining a prescription' flowchart, based upon videos on the surgery website. He had sent this to Chen for checking.

Ian pointed out that the procedures were all based upon having access to a computer/the internet. Chen to respond with comments/changes/approval. **Action Chen**

3. Practice News This could not be ascertained.

4. Objectives of the Patients' Voice

Despite the absence of Practice members, the volunteers decided to carry on with this discussion as per the agenda. Input was also provided by Roger Hudson by email (in his absence). A full participation discussion covered the following areas:

4a Scope

4b Communication

4c Members' roles

4d Specific topics

As part of scope, Ian suggested finding out what the Practice's list of priorities is. **Action Jenny**

Post meeting addendum: Since this was the first discussion of these topics, it was decided at the meeting on 3 January 2022 that it would be more appropriate for these points to be separated out into a different documents, pending further definition and agreement. **Action Jenny**

Each member of the group to review these notes. Once these are agreed the next level down can be addressed and debated. **Action All**

AOB

NHS reorganisation due by April 2022 – Peter advised the meeting that the new structure will include East, North and West Hertfordshire. It will be called the Hertfordshire and West Essex (HWE) Integrated Care System. Peter suggested discussing any implications at a future meeting.

Date of next meeting – Skype 1pm Wednesday 3 January 2022