

NOTE OF VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 13 January 2021

In Attendance: Andrew Longman (Chairperson), Roger Hudson (Secretary), Helen & Roger Eames, Jenny Gebka, Peter Gramson, Peter Wilson.

Practice: Dr Chendoran Kanthi, Anne Knight (for items 1 - 3)

1. Apologies – None.
2. Minutes of previous meeting - The note of the virtual meeting held on 6 January 2021 was agreed subject to 2 amendments. One concerning the Zero Tolerance Policy query which should be revised to read that it is not clear whether there is coordination with other Practices and two, the proposed surveys should be listed in paragraph 15 of the issues to be raised with the Practice.
3. Practice Update
 - 3.1. Vaccination Programme
 - 3.1.1. Vaccination of the over 80s is now complete and the next group will be the 75-80s. There are various issues regarding the vaccines being used. The number of vaccinations that can be given is being restricted by the limited and irregular deliveries of the vaccines and more vaccine is needed.
 - 3.1.2. Often only 2 days notice is being given of a delivery, which means there is a lot of work for the Practice booking the patients in a short time. In addition the second appointment cannot be arranged until there is confirmation of a delivery. All second appointments are being made in 12 weeks time. Locum doctors are being employed on vaccination days to assist the Practice.
 - 3.1.3. Both Pfizer and Oxford vaccines are being used. Pfizer vaccinations take longer because patients have to wait 10 minutes after they've been vaccinated before they can leave the Surgery. There is no waiting time for patients after receiving the Oxford vaccine.
 - 3.1.4. Pfizer vaccine must be used in a relatively short time and can only be used by the Hall Grove Practice because of its storage requirements. Conversely the Oxford vaccine can be kept longer and deliveries received by Hall Grove are shared with the other two Practices in WelHat that are giving vaccinations.
 - 3.1.5. The vaccination programme is having no effect on other services in the Practice and it is *business as usual* for these.
 - 3.2. Repeat Prescriptions – The Practice agreed to consider a suggestion that patients should be informed with a text message if a repeat prescription request is refused. **Action AK**
4. PV Review Group – It appears that the number of PV members has increased to 55 after people viewed the PV page of the Practice website. The Sub Group will hold regular meetings before the main Steering Group meetings and prioritise work on reviewing:
 - 4.1. PV Terms of Reference.
 - 4.2. PV achievements.
 - 4.3. Ways of pursuing member's interests. **Action Sub Group**
5. eConsult Review
 - 5.1. It was agreed that it will be useful to examine the results of the eConsult survey carried out beyond October, and the Practice should be asked to provide these and how many people use eConsult. **Steering Group > Practice**
 - 5.2. A revised draft of a survey about the use of eConsult will be circulated to members. When finalised this will be sent to PV members and put on the PV page of the Practice website. **Action RE**

6. Appointment Chart – A revised draft will be circulated to the Group. **Action HE**
7. Newsletters to PV Members - A revised draft will be circulated to the Group and should include references to documents available, links to appropriate websites and a link to the PV page on the Practice website. **Action HE**
8. Surveys to PV members – See item 5 (2) above.
9. Website – PV Section - Ongoing. **Action AL & PG**
10. Practice Website Review – Postponed.
11. Any Other Business:
 - 11.1. Steering Group Meetings – A suggestion is that there should be a lead person for each topic.
 - 11.2. Communications with the Practice could be improved. **Action AL**
12. Date Of Next Steering Group Meeting (via Skype) - 2pm on Wednesday
27 January 2021 without Practice representatives and 2pm on Wednesday
10 February 2021 with Practice representatives.

#The link in the email will install Skype if necessary. If you do have Skype the link will take you straight in.