

MINUTES OF VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE STEERING GROUP MEETING 12 May 2021

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

Practice: Dr Chendoran Kanthi, Anne Knight.

1. Apologies – Peter Gramson

2. Minutes of previous meetings

2.1. The minutes of the virtual meeting held on 14 April 2021 were agreed subject to the removal of the entry about an unpublished complaints procedure. The description given at the meeting related to the way the Practice operates rather than a complaints procedure.

2.2. The minutes of the virtual meeting held on 28 April 2021 were agreed.

3. Practice Update

3.1. Vaccinations – By mid June the Practice should have finished all the planned first and second vaccinations and will be chasing patients who have not taken up their invitations.

3.2. The Practice is still receiving a lot of telephone calls about the vaccination programme, many of which they cannot answer e.g. eligibility and appointments at the vaccination hubs. In many cases the Practice can only refer patients to Government Policy and the appropriate Government web sites. Ideally some way of reducing the number of unnecessary calls being made to the Practice is needed.

3.3. The Practice has recently employed another doctor, bringing the total employed to 20 although this is still not enough to cope with the current demand. This lack of resources to meet the current demand is probably the position at most Practices.

4. Points to Raise with Practice

4.1. Primary Care Network (PCN) – The services provided are mirrored in each of the Practices comprising the local PCN which means that patients will attend their own Practice for treatment. Resources are also only allocated on a Practice basis.

4.2. Minor Operations – These have restarted at the Practice, albeit there is a small backlog. These are only for Hall Grove Practice patients.

4.3. Mailchimp – The PV will provide a paper, setting out the options and costs of using Mailchimp, which will be put to the Practice's Partners.

**Action AL --> Dr C --> Partners**

4.4. Social Media – The Practice has reservations about the use of social media because of the negative effects that can occur. An option would be for the PV to use it autonomously and then feedback any issues to the Practice. The PV will consult local Practices that are using social media and then develop a paper with the options for the Practice.

**Action AL & JG**

5. PV Recruitment

5.1. Text message – The Practice will send out the text message publicising the PV.

**Action AK**

5.2. PV Publicity Leaflet – This is being distributed at the reception desks of the two surgeries and will be handed out at the vaccination clinics.

6. Dementia – Comments had been received concerning the draft questionnaire. Any further information should be submitted in the next week to allow the questionnaire to be finalised. Then it will be sent to the Practice for approval. **Action HE --> Dr C**

## 7. Any Other Business

7.1. Topics suggested by the Practice for the PV to pursue;

7.1.1. Promote the leaflet about the appointments available to patients on the PV page of the website

7.1.2. Publicise the self-help available to patients eg services provided by pharmacies.

7.1.3. Publicise eConsult.

7.2. The framed photographs, provided by the PV for the surgeries, will be returned as these have not been put up. Building work is still going on at Hall Grove surgery and they are currently considering the addition of three more rooms.

7.3. It is noted that demand for blood tests has recently increased significantly and may be caused by people delaying seeking advice on issues during the pandemic. eConsult may have also contributed to the increase because it provides a 24/7 means of seeking advice Monday to Friday.

8. Date of Next Steering Group Meeting (via Skype) - 2pm on Wednesday 26 May 2021 without Practice representatives and 1pm on Wednesday 9 June 2021 with Practice representatives.