

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE MEETING 27 May 2020

In Attendance: Peter Gramson (Chair), Roger Hudson (Secretary), Helen & Roger Eames, Kate Graeme-Cook, Andrew Longman, Peter Wilson.

1. The note of the virtual meeting held on 13 May 2020 was agreed.

COVID-19 ISSUES

2. *OutPatient & non-Covid treatments* – It is still unclear how and when non-Covid routine treatments and services will resume fully at hospital Out-patients. Enquiries will be made to 2 related committees about this. **Action PW**
3. *Action by the Practice* – Advice has been received from Anne Knight about proposals to resume normal services, albeit in a reduced form, at the two surgeries. The proposals include a triaging of patients and a maximum number of patients permitted to be in the waiting rooms at any one time. In respect of the latter restriction this will mean patients must not arrive any more than 5 minutes before their appointment time. The PV agreed that the proposals seem appropriate given the constraints imposed by social distancing and the need to protect both staff and patients.
4. The PV will reply to Anne welcoming the proposals and that the PV will appreciate an opportunity to be involved and to discuss any options that may arise in resuming normal services. **Action PG**
5. *eConsult* – Despite what the eConsult introduction states, anecdotal evidence was provided that eConsult only operates during the working week and not at weekends and bank holidays. It also appears that the *GP Out of Hours* and *Extended Hours* services have both been suspended because of the pandemic. This means that the only medical services available at weekends and bank holidays appear to be the NHS 111 and 999 services? This will be raised with the Practice. **Action PG**
6. *Current services* – Anecdotal examples were given illustrating that both the Practice and the Lister were very efficient in handling suspected Covid-19 cases. In addition other routine services such as repeat prescriptions for non-Covid ailments were being handled very quickly.
7. *Flu Clinics* – A letter about the 2020 Flu vaccination programme will be circulated to PV members for information and comment about any possible opportunities that the Flu Clinics may provide?

**Actions**

- 7.1. **KG circulate link**
  - 7.2. **PV members – comments to PG**
  - 7.3. **PG provide a draft reply to the Practice.**
8. **NEXT MEETING** – The next meeting will be held via #Skype at 2pm on Wednesday 10 June 2020.

# For those that attended the last meeting you should be able to access the next meeting by just opening Skype.

If you didn't take part in the last meeting and you don't have Skype, the link in the email will install it. If you do have Skype the link will take you straight in. Please note that access to the meeting is only via the link in the email.