**The Hollies Patient Forum (HPF)**

**Steering Group Meeting (held via Zoom)**

**7 June 2021**

**Notes from the meeting**

**Present**: Diane Davies(Chair), Dr Richard Harvey (GP), Fran Draper (Practice Manager), Sarah Bowler, Chris Armes, Liz Friend, Helen Blackburn, Andrew Spooner, John Harding

In attendance for Item 2: Elaine Atkin

**1. Apologies for absence**

Tom Baker

**2. Welcome and introduction of Elaine Atkin, Manager Porter Valley Care Network**

Elaine had prepared a presentation (attached) and spoke about the Network’s aims and achievements, chief of which is the successful delivery of 30,000 vaccinations. The underlying theme was to provide the best health and social care for patients through a number of initiatives, including standardising good practice, thereby improving the health and well-being for patients and staff.

It is hoped to re-establish a Network Patient Partnership Group to meet regularly with Elaine, which was welcomed by the meeting.

Diane thanked Elaine and confirmed that HPF would support the formation of a Network PPG.

**Action - Diane to speak with Elaine to share ideas around the formation of a Network Partnership Group**

**3. Minutes of the previous meeting and matters arising**

These had been circulated and were accepted as a true record. There were 3 matters arising.

* Minute 4. Fran will contact the Hollies vaccination volunteers in the near future about joining the Steering Group or e-group
* Minute 5. It was noted that there are still 2 amendments needed on the HPF web site which will be addressed with Harriet
* Minute 9. Members were thanked for sharing their addresses with the Chair

**4. Membership and recruitment update**

Diane reported that there are currently 10 patient members of the Steering Group, with 14 being the maximum allowed.

**5. Approval of updated Constitution and Terms of Reference**

Diane had circulated the draft which had small amendments. The Steering Group approved the changes.

**Action - Diane asked Fran to put this updated Constitution on the HPF web page.**

**6. Update to National PPG Guidance**

A paper had been circulated which Diane took members through. The comments below relate to the paper:

* It was agreed that some improvements could be made re the web page and social messaging. Harriet is planning to use Face Book and is happy to take the lead on social media messaging and the web site. Liz Friend agreed to be the HPF Steering Group link with Harriet
* The Steering Group has little knowledge of the practice population demographic. There is however age and ethnicity information available via bona fide web sites. Fran will send the links.
* While the Steering Group is well balanced gender wise it is skewed to white professional older people. There is no information regarding the e-group. Members were unsure whether this was a serious issue or not
* Involving the Steering Group in the complaints procedure was deemed fraught with difficulties especially relating to patient confidentiality. But if there are themes of problems in the practice the Patient Survey may throw them up.
* In the past the Chair and Secretary had been involved in the 2016 CQC inspection. One may be due soon and if feasible the Chair will be notified

**7. E-Group feedback**

Sarah reported that she had received no questions for the meeting from the e-group.

**8. HPF Action Plan 2021-2022 updates**

The action plan objective of working in collaboration with Porter Valley PPGs was covered in agenda item 2.

Liz talked the group through the development of the survey. She asked Dr Harvey and Fran for feedback re confidentiality and suggested a question on ethnicity could be added. However the big issue is about distribution given that under Covid rules a paper survey through the Practice is not possible and distribution on-line through Survey Monkey will exclude numbers of patients. But if we wait for normal times nothing will happen. Dr Harvey said “give it a whirl” and the group concurred.

**Actions:**

* **John to work with Liz on the survey script**
* **Liz to speak to Harriet about moving the survey forward on line**
* **Set up a pilot of the survey with the e-group**

**7. Practice Update**

***The vaccination programme***

Dr Harvey said so far this has gone well with a well organised process, good volunteers and well-motivated patients. It may however be more difficult to get the under 30’s to Dore as they may prefer going to a Hub and there are challenges with short notice of vaccine delivery. Planning over the summer involves preparing for the booster jabs and vaccinating the under 18’s.

***General Practice***

The surgery is very busy and they have had to drop the commitment of everyone ringing before 10.30 getting an appointment. In particular the volume of enquiries on Mondays/Tuesdays after Bank Holidays is extremely high.

***NHS Digital***

Concern about the collection of patient data had been raised. Fran said there should be a link up on the web site in the next few days for patients to use to opt out. The short time scale of 23 June makes it difficult. (NB Stop press! On 8 June the Govt. postponed the opt out date to September)

**8. Porter Valley “People Together” monthly Zoom meetings**

Helen expressed interest in attending these meetings when she is able.

**9. NAPP Membership**

This will be renewed by Fran.

**10. Future speakers**

Diane asked for suggestions to be e-mailed to her.

**Future meetings**

Monday 6 September 2021 at 6 pm

Monday 6 December 2021 at 6 pm

*Sarah Bowler*