**The Hollies Patient Forum (HPF)**

**Steering Group Meeting and Annual General Meeting (held via Zoom)**

**7 March 2022**

**Notes from the meeting**

**Present**: Diane Davies (Chair), Dr Richard Harvey (GP), Fran Draper (Practice Manager), Chris Armes, Tom Baker, Helen Blackburn, Sarah Bowler (Secretary), Sally Freeman (Observer) Liz Friend, John Harding, Catherine Pryor, Pauline Tryner, Michael Worboys.

Due to a technical hitch the meeting lasted for 1 hour

**1. Apologies for absence**

Andrew Spooner

**2. Introductions, welcome to new members and observer**

* Due to pressure of time Diane gave a brief welcome to new members Pauline and Michael and observer Sally

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

These had been circulated and amended previously and were accepted as a true record. All matters arising were agenda items.

**4. Annual General Meeting**

Diane explained that under the Constitution the roles of Chair, Vice Chair and Secretary came up for election every year. She and Liz were willing to stand for the coming year.

Chair: Helen Blackburn proposed Diane Davies and Liz Friend seconded. All agreed.

Vice Chair: Chris Armes proposed Liz Friend and Sarah Bowler seconded. All agreed.

Secretary: Sarah Bowler had indicated that she was willing to continue until September when Helen Blackburn was willing to take over. John Harding proposed this arrangement and Chris Armes seconded. All agreed.

GP link. Dr Harvey has been the GP link for several years and Diane had spoken with him about the possibility of the GP partners attending the Steering Group in rotation. He said that at present there are only 4 partners 2 of which have been appointed during the past year. The challenge is logistical. It was agreed that more thought needed to be given to the feasibility of a change and the importance of continuity.

**5. Practice update**

Fran said that there have been several staff changes

* Dr Cumberbatch has joined as a salaried GP
* Andy Smith has been appointed Deputy Practice Manager and Patient Services Manager. This is a wide ranging role with also responsibility for HR. Andy comes from a retail management background. A question arose about the term “Patient Services”. What did it cover? Dr Harvey said that setting up a system for recalling patients with long term conditions and looking at DNA’s would be part of the remit. It was agreed that Andy should be invited to the next meeting.
* A new Practice Nurse, Fiona Ellis, has been appointed bringing this nursing team up to 4 members
* A Care Co-ordinator is being recruited
* A Receptionist Team Leader is being recruited

**6. Future Steering Group Meetings**

Diane introduced the subject of changing the frequency of Steering Group meetings from 3 to 2 months and the feasibility of meeting face to face possibly in St Andrew’s Church Hall. There was a wide ranging discussion of the pros and cons both of changing to face to face meetings as there are positive factors for remote meetings especially for the GP link and of increasing the frequency. The general feeling was that there should be at least one face to face meeting, ideally the AGM.

**Action**

**It was agreed that Diane, Sarah and Fran should meet via Zoom to produce a proposal around face-to-face meetings and Zoom meetings to present to the Steering Group.**

**7. E-Group feedback**

Sarah reported that currently there are 61 members of the e-group.

She reported that she had written out to ask for informal feedback on patients’ experience of the Hollies over the past months of Covid restrictions. There had been 12 responses. While there had been positive feedback from some patients about making appointments, using the on-line system for ordering repeat prescriptions, consultations with a GP and the vaccination programme; there was negative feedback about the telephone service, the call back system which involves patients unsure when the call may come, some staff not understanding urgency of mental health issues and crises and a concern that the present arrangements may be the new normal. Dr Harvey said he understood the frustrations of patients. There was great pressure on the appointment system especially when over demand in the hospitals leaked back into GP practices. GP’s are working in the new reality of the NHS and general practice and there are no easy solutions. There has been 2 years of pressure and the practice has also to cope with staff sickness. There was a short discussion. Michael said that feedback from the practice to patients would be helpful**.**

**Action**

**Dr Harvey will share the feedback with other members of staff.**

**8. Patient Survey**

Under time pressure Liz gave a brief introduction to the postponed plan to run a Patient Survey which needs to be of practical use and requires demographic information. She said that working with the new Deputy Practice Manager could be a positive help. Pauline and Michael volunteered to join the original survey working group.

**Action**

**A working group will take the Patient Survey forward**

**Agenda items 9,10,11,12 and 13 postponed**

**14.** Provisional dates and times of next meetings and suggested speakers:

Monday 6 June 2022, 6pm, via Zoom. Suggested speaker Andy Smith

Following meetings - Monday 5 September and Monday 5 December 2022, 6pm

Sarah Bowler 12 March 2022