

## The Hollies Patient Forum

### Minutes of meeting held March 26<sup>th</sup> 2018

**Present:** Mike Loughlin (Chair), Dr. Richard Harvey (GP), Louise Owen (Practice Manager) Philip Andrew, Christopher Armes, Tom Baker, Sarah Bowler, Liz Friend, Patrick Harding, Walter Hirst, Ernest Shoobridge, Barbara Ward.

1. We all introduced ourselves for the benefit of new members.

2. **Apologies** Judy Bizley, Angela Taylor, Rex Tulley, John Vear.

3. **Matters arising** from the meeting held on 25<sup>th</sup> September 2017:

**The Hollies Virtual Patient Reference Group.** Discussion centred on the need to keep advertising the group and how to expand the diversity of the participants. Mike suggested a form could be sent to them with tick boxes indicating age group as well as ethnic group.

**ACTION:** Mike, Sarah.

However, it was agreed that we should not question current members as to their background. Mike volunteered to keep communicating with members of the virtual group for the immediate future. **ACTION:** Mike

**HPF Leaflets.** We need more printing but updates are firstly required.

**ACTION:** Mike, John, Sarah

**Self-check in screen.** Concern had been expressed that it runs on the outmoded Microsoft XP but Louise has not been able to find who installed it and at present it is not working!

#### 4. **Points raised by the Patient Reference Group**

**Display of staff photos.** Richard and Louise are working on this for a picture gallery in the main waiting room but not for electronic transmission.

**Sanitizing hand gel.** Possibly in the front porch but it has to be electronic – ongoing.

**Upstairs waiting room window** needs repair so it can be opened safely. **ACTION:** Louise

**Background sound system.** It was agreed that it was needed especially in the basement where sound proofing of consulting rooms was inadequate.

Also we discussed again the glaring lights – need to see if diffusers can be fitted. Perhaps talk to any patients who are architects?

5. **Virtual Patient Reference Group** no further issues raised recently.

## **6. Hollies Strategic Plan**

Richard spoke about this. He mentioned that the 5 minute video as part of the NHS 5 year GP Forward View plan (previously circulated) was more of a wish list than reality. He looked on it more as a survival plan. The main concern for the Hollies is one of staff retention and recruitment; Sheffield already has some 50 unfilled GP posts. The Hollies has such a good reputation, this is less of a problem than for some surgeries. We will all see workforce changes with greater involvement for practice nurses, pharmacists and physician assistants. The Practice is involved in training GPs and Richard will soon join Dr O'Connor as a trainer. So far the Hollies has not had to make much use of the centralised hubs when patients cannot get emergency treatment at the surgery. One issue for future concern could be that of not having enough rooms available in the Practice for any additional staff. Patient numbers are already over 8,500 and we are not allowed to close our list. Ernest was concerned that the emerging new model for the delivery of Primary Care could result in PPGs (including the HPF) becoming less effective in representing the voice of patients.

## **7. Appointment of a chair, vice-chair and secretary**

Mike had already informed us that he wished to stand down as Chair but in the absence of nominations he had approached Sarah Bowler who has had much experience as a Chair, even at a national level. Sarah was proposed and seconded for Chair as was Mike for Vice-Chair and Patrick for Secretary. All accepted!

There was unanimous praise and thanks to Mike for all his hard work as Chair over the last two years. Mike thanked Ernest for his support as Vice Chair and Patrick for excellent minute taking at meetings.

## **8. HFP Constitution and terms of reference**

Mike had previously circulated this with sections highlighted not currently carried out by the HPF. Also, the document seemed repetitive. Ernest has offered to re-draft it and circulate for comment. **ACTION:** Ernest

## **9. HFP Action Plan 2018/9**

Mike felt that Sarah could take this on when she has the time.

## **10. Dates of next meetings**

After consultation with Richard and the group the following dates (all Mondays at 6.15 pm) were agreed:

**June 4<sup>th</sup>**

**October 1<sup>st</sup>**

**December 10<sup>th</sup>**

## **11. There was no other business.**

**CPH (Patrick) 27/03/18**