

The Hollies Patient Forum

Notes of the meeting held on December 10th 2018

Present: 11 members were present with Louise Owen and Laura Cook from Healthwatch Sheffield in attendance. 2 two new members were welcomed.

Matters arising from previous meeting The problems with the website were aired again and it was agreed to flag up to the practice that **“We are very concerned about the problems with the website and feel that professional help is required to improve it as soon as possible.”**

Perfect Patient Test Bed Programme Laura Cook from Healthwatch Sheffield, the local independent consumer watchdog for health and social services, had briefed HPF in September 2017 about 2 initiatives in which the Hollies practice were taking part namely the asthma exploring self-management and the falls prevention (renamed strength and balance) projects. She outlined the successes and problems which mostly concerned the need for better, cost-effective publicity for the projects including a need to re-design the Healthwatch Sheffield poster. More details can be found on www.healthwatchsheffield.co.uk

Action Plan for 2019-20 was discussed at some length and a small working party set up to report back at the March meeting. It was felt that the Plan should have clear specific attainable objectives and reflect where appropriate the Practice’s own annual plan. The Virtual Group will also be asked for their comments and suggestions

Asset Map A map showing where local voluntary organisations and amenities are situated in the Porterbrook Neighbourhood is in the process of being drawn up and will be delivered to every household.

Practice Update

Louise Owen reported that

1 a new Dementia Café will meet twice a month at Bents Green Methodist Church.

2 the practice will be getting an updated phone system in January which will hopefully be more user friendly for both the patients and receptionists.

3 funding has been applied for to the CCG for improved soundproofing on the lower ground floor, modernisation in the attic level and self-opening doors for those in wheel chairs.

4 the practice is trying to develop a greater green impact with recycling of paper, magazines and cardboard cups.

5 the practice will be entering a team in the Endcliffe Park Run.

A member asked for the parking spaces by the pharmacy to be signed as disabled only and that taxis be discouraged from waiting there particularly with their engines running as the resulting pollution was bad for asthma sufferers.

Dates and times of next meetings

March 11th and June 3rd 2019

Sarah Bowler
Chair HPF