

## Action Plan 2016: The Hollies Patient Forum

<i>Objective</i>	<i>HPF Members responsible</i>	<i>Outstanding or achieved</i>	<i>Date achieved</i>	<i>Outcome</i>
<b>Non-attendance at Health Appointments.</b> <ul style="list-style-type: none"> <li>• Data acquired</li> <li>• Data analysed</li> <li>• Discussion with The Hollies</li> <li>• Actions as a result</li> </ul>	Ernest Shoobridge (Lead) Judy Bizley	Achieved	<ul style="list-style-type: none"> <li>• Data acquired and analysed October 2015.</li> <li>• Agreed at HPF meeting March 2016 to highlight missed nursing appointments on HPF notice board.</li> <li>• <b>Completed</b> June 2016. Information displayed on HPF notice board and on Hollies website</li> </ul>	A substantial number of appointments are missed which impact on patients who could have had those appointments. The number of missed <b>nursing</b> appointments was highlighted in a report on the HPF notice board and Hollies website.
<b>HPF attendance at Hollies open day</b>	Patrick Harding Terry Dixon	Achieved	20 <sup>th</sup> February 2016	Promote the role of the HPF to potential new patients to The Hollies.
<b>HPF presentation to CQC inspectors</b>	Mike Loughlin Patrick Harding	Achieved	6 <sup>th</sup> May 2016	Hollies rated 'Good' in all categories of CQC report.
<b>Carers week 6<sup>th</sup> to 11<sup>th</sup> June 2016</b> Foyer promotion: posters and booklets	Mike Loughlin (Lead) Patrick Harding Tom Baker	Achieved	June 2016	Provide any Hollies carers with information as to how the Practice can support them in their important role.
<b>Produce HPF Action Plan for 2016</b>	Mike Loughlin (Lead) Ernest Shoebridge Judy Bizley	Achieved	August 2016	Provide an overview of the work of the HPF throughout the year.

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<b>Continue to monitor HPF Notice board</b> <ul style="list-style-type: none"> <li>• Materials</li> <li>• Usage</li> </ul>	John Vear Pam Coates	On-going		The HPF can advertise its role, ask for more virtual HPF members, advertise Special Health Focus Weeks, and invite opinions of the wider patients.
<b>Monitor HPF section of the Hollies website.</b> <b>Comment on website generally.</b>	Judy Bizley (Lead) Ernest Shoebridge Mike Loughlin	On-going		Comment on the website generally from a patient's perspective, including ease of use and feed back to the Hollies.
<b>Self- care ' Week, 14<sup>th</sup> to 20<sup>th</sup> November 2016</b> Foyer promotion: posters and booklets. Prepare leaflet for patients.	Patrick Harding Ernest Shoebridge Mike Loughlin	On-going	Achieved November 2016	Patients to be made aware of alternative of pharmacy care and self- care for minor ailments. HPF role is emphasised.
<b>Produce HPF newsletter bi-annually</b>	Circulate responsibility: (1 <sup>st</sup> edition summer 2016 Ernest Shoebridge. Spring 2017 edition Patrick Harding)	On-going (each spring and autumn)	First edition issued July 2016	Send out at same time as Hollies newsletter to those patients who have requested an electronic copy.
<b>Continue to promote membership of the Virtual Patient Reference Group</b>		On-going		Recruitment of patient members of varying age, gender, ethnicity and disability and seek their opinions periodically.
<b>Ask new patients their opinion about the Hollies</b>	Patrick Harding (Lead) Mike Loughlin Via Nicola Simpson	Outstanding		

August 2016 ML