

## The Hollies Patient Forum

### **Minutes of meeting held 12th December 2016**

**Present:** Mike Loughlin (Chair), Patrick Harding (Vice chair), Chris Armes, Wally Hirst, John Laxton, Ernest Shoobridge, Nicola Simpson (Practice Manager), Angela Taylor, John Vear.

**1 Welcome to a new member.** The patient who had expressed an interest in joining the HPF decided against it on reflection.

**2 Apologies:** Tom Baker, Judy Bizley, Pam Coates, Dr Richard Harvey (GP), Sylvia Harvey.

### **3. Matters arising from meeting held on 26<sup>th</sup> September 2016.**

#### **Refurbishment:**

All finished except the very top floor.

#### **New patients' opinions:**

50 new patients were e-mailed (and reminded) but only one reply – this was very positive.

#### **Patient contact via Chair/Vice chair:**

No contacts received.

Judy Bizley had a request from an elderly patient whilst on duty at The Hollies during Self-Care Week. The lady asked whether a notice could be placed at the bottom of the drive when the Practice is closed for training rather than finding out on reaching the entrance door. Nicola agreed to provide this notice.

#### **ACTION:** Nicola.

Nicola reported that in the last 18 months patient numbers had risen from 7373 to 8266 – she would like to see this reach 9,000 but not until after the busy winter period.

#### **HPF Action Plan:**

The 2016 plan has been updated following Self-Care Week and Nicola has added it to the Hollies website. Mike will draft an Action Plan for 2017 early next year and circulate it via e-mail for comment and amendments. It can then be finalized at the next meeting in March.

#### **The Hollies Website:**

Judy has suggested a number of important modifications including aspects of safeguarding vulnerable people – Nicola has incorporated these suggestions into the website. Mike will circulate via e-mail Judy's comments together with Nicola's actions. At least two web links were not working and Nicola has removed them; Mike has checked that the other links do work!

Suggestion: add information about the updated telephone system.

**ACTION:** Mike to e-mail everyone Judy and Nicola's communication on the Hollies website.

**ACTION:** Nicola to add information on the new phone system to the Hollies website.

### **New Telephone System:**

The system is now much improved as callers are informed of where they are in the queue. We now have 6 lines with 4 receptionists and an extra 2 admin staff helping between 8.30 and 8.45 am.

Suggestion: Record again the opening words with a light-hearted welcoming voice. Remove the word 'next agent' from the recording.

ACTION: Nicola.

### **The HPF notice board:**

The notice board still has the heading 'Patient Participation Group'. Nicola said she is only able to print out a Hollies Patient Forum notice (prepared by Mike) in A4 landscape. Nicola said she would look into getting a larger heading similar to the existing one which was acquired by Terry Dixon.

ACTION: Nicola.

### **Folded Leaflet about HPF for patients:**

John Vear discussed the draft leaflet he had prepared and welcomed any additions on some of the pages. As not all members had opened his e-mail on the subject it was agreed that he would send it out again and ask for comments before the New Year.

ACTION: John Vear.

### **Self-Care Week.**

Mike had produced a detailed analysis of the week – overall it was considered to have been more effective than last year. Comments from HPF members who gave out the leaflet included an observation that very few patients used the automated booking in set-up in the porch. Nicola commented that it was not easy to update it when there was a last minute change in consulting rooms.

Ernest had researched (with Nicola's help) the number of patients at the Hollies presenting with "minor ailments" – the figure was low as a percentage of total appointments. Richard had recorded his observation that our patients were quite well informed about treatment of minor ailments and that sometimes these appointments were just a cover for the patient to bring up a potentially more serious problem. Mike will circulate for information Nicola's analysis of numbers of patients attending with minor ailments.

ACTION: Mike.

### **4. New Nurse.**

Nicola reported that we had been very fortunate in replacing one Sue with another – so we still have two Sues! Not only will there now be increased hours available for nurse appointments but this will include Thursday afternoon appointments too.

### **5. Neighbourhoods.**

With the help of two handouts Nicola informed us of the new Government scheme to link local surgeries covering a population of between 30-50,000 people. It is hoped that this will improve care but reduce unnecessary service use and avoidable hospital admissions.

Sheffield has been split into 16 neighbourhoods. The Hollies comes under **Porter Valley neighbourhood** along with four other practices – Falkland House, Greystones, Nethergreen and Rustlings Road. Simon is lead GP for the group and Nicola and Daniel Sayliss

(Nethergreen) are joint lead managers. Both Nicola and Simon are actively involved in attempting to get funding for the group.

In particular, they are looking to access training for the group to manage the volume of secondary care communications to the Practice. There are many work streams underway in the city; one of particular interest is aligning the community nursing service to the new Neighbourhoods so that home nurse cover for our patients comes from a small pool, thus ensuring a closer relationship between nurse and patient, unlike the present system.

One other outcome of the new Neighbourhood scheme might be co-operation between the five PPGs – Mike will explore this possibility with Nicola.

**ACTION:** Mike and Nicola.

#### **6. NHS Sheffield CCG Meeting with Sheffield PPGs.**

Mike had attended this second meeting on 30<sup>th</sup> November with over 50 delegates. Discussion on the possibility of surgeries using a triage system for appointments (not needed at the Hollies) concluded that it could only be run by a trained nurse – an additional expense. Under this proposed scheme, patients might be seen by a nurse or pharmacist instead of a GP based upon the nature of their illness. There was also discussion on the importance of educating patients about branded and generic drugs – the latter usually being much less expensive and with few exceptions (Epilepsy being one) can be safely substituted. There was a brief discussion on the ethics of patients asking for free prescriptions to save buying items in pharmacies – at a huge extra cost to the NHS. These could be perhaps topics for the HPF 2017 Action Plan.

**ACTION:** Mike to include in draft 2017 Action Plan.

#### **7. The Hollies Virtual Patient Group.**

Mike was keen to keep the Virtual Group active and suggested asking them to comment on the new phone system. Nicola felt that she may not be in a position to act on replies, however. As an alternative question, Nicola suggested asking the Virtual Patient Group their opinion about the repeat medication review system. She said that reminding patients **by letter** when they needed a review prior to continuation of repeat prescriptions is an expense and she asked if it would work by text. We decided to ask the Virtual Group the following question:

“If you have a long-term condition requiring repeat prescriptions, are you prepared to receive a reminder when your review is needed by text rather than in a written form?”

**ACTION:** Mike to prepare the notice and e-mail to Nicola to send out to registered Virtual Group patients.

John Vear raised the possibility of combining the Virtual Group with the HPF. It was agreed to look at the feasibility of this idea soon.

#### **8. A.O.B.**

Mike reminded us that we need to review our Terms of Reference and Constitution, along with re-electing people for the posts of Chair, Vice-chair and Secretary at the next meeting.

#### **9. Date of Next Meeting.**

**Monday March 13th 2017 at 6:15pm**

CPH (Patrick) 13/12/16