

The Hollies Patient Forum
Minutes of Meeting held 26th September 2016

Present: Mike Loughlin (Chair), Patrick Harding (Vice chair), Tom Baker, Pam Coates, Ernest Shoebridge, John Vear, Dr Richard Harvey (GP), Nicola Simpson (Practice Manager)

1. Apologies: Sylvia Harvey, John Laxton, Chris Armes, Judy Bizley, Angela Taylor.

(Minutes of the meeting held 6th June 2016:)

Mike suggested that in future, **draft** minutes would be sent out after a meeting to HPF members for approval. Any modifications would then be made and an approved version distributed after a week rather than waiting 3 months for the next meeting, This action would enable the minutes to be put on the HPF section of the Hollies website very soon after the meeting.

2. Matters arising from the above mentioned meeting:

Refurbishments:

Still minor work to be finished before decorating work can be carried out.

Opinions of new patients:

There was a brief discussion about the 3 questions put forward by Patrick.

ACTION: Mike to liaise with Nicola and the questions will be e-mailed (as coming from the Forum) to a random sample of c 50 new patients.

Non-attendance for Appointments:

The minor changes to the report on the notice board have been implemented and the inclusion of the empty chair picture was praised! Richard said that more recent figures indicated an improvement, especially for nurse appointments.

Carers Week 6-11 June 2016:

Members who attended reported that this had been a useful exercise.

Patient contact via Chair/Vice-Chair:

Mike reported that he had received two communications (one as a phone call!). One concerned trying to book repeat 3 monthly visits – Nicola explained this was not possible as the rota is only prepared for 8 weeks ahead. Nicola spoke to the lady in question to help her resolve her problem. The other communication, which was received via e-mail, was from a new patient to the Hollies. She had transferred from Bents Green and she was very complimentary about her experience of the Hollies.

Action Plan:

This is now finalized for the current calendar year and circulated to everyone via e-mail. Thanks were recorded to Mike for producing it.

3. Hollies and Patient Forum websites

Some concern was expressed as to the difficulty of keeping the Forum news up to date on different websites – Hollies and also NHS Choices. This might best be alleviated by the use of links from these to the Forum website.

4. and 5. See under item 9

6. Booking appointments 3 months in advance.

See under patient contact above – item 2.

7. New Telephone system

The new system is having teething problems. Currently everyone gets through to hear that they have reached the Hollies – they then have 3 options but option 1 for appointments frequently gives the engaged tone during the 8.30 to 9.00 slot. Callers then have to ring off and start all over again. Once the “number in the queue” system is incorporated this should be less of a problem. Also many patients have recently been trying to make appointments for the annual flu vaccination.

8. New GP

The practice is pleased to have employed Dr Emily Alstead – she will work mornings on Monday and Tuesday plus Thursday afternoons. Most importantly, she will also act as the locum when other doctors are on holiday – keeping the service in house.

9. Reports from the HPF work-streams

a. HPF notice board.

John gave out a useful sheet covering the limitations of the current board with a number of suggestions. Nicola was happy to see if we can have holders with small leaflets about the HPF in all the waiting areas.

ACTION: John Vear to co-ordinate production of a folded leaflet about the HPF, liaising with HPF members for comment.

b. Hollies website with HPF section.

Judy has been looking at the Hollies website on behalf of the HPF. She has several comments which will be conveyed to Nicola. These will be discussed at the next HPF meeting. **ACTION:** Judy and Mike to liaise with Nicola.

c. HPF Newsletter

Nicola commented on the difficulties with the current Hollies website in sending out separate newsletters (Hollies and HPF) and it was agreed that a joint newsletter would be sent out every 6 months – the next one in April.

d. Self-care week 14 – 20 November 2016

Ernest and Mike had produced a very useful explanatory leaflet to be given out to patients on arrival at the surgery during the week, based on experience gained from last year. Mike will incorporate some of the amendments suggested by Patrick and others. Nicola said she was happy for the reception staff to give these out, especially if we could not cover all the slots during the week. Most of us present were able to help and hopefully some of us can do two shifts. Mike will contact HPF members asking for volunteers. Nicola agreed to print off relevant leaflets and posters from the Self Care Forum nearer the week.

ACTION: Mike to produce a timetable of HPF cover at the Hollies during Self-Care Week.

ACTION: Mike to finalize the leaflet for patients and liaise with Nicola regarding posters and leaflets.

10. AOB

Firms such as Pharmacy 2U may contact our patients looking to get repeat prescription trade. There is nothing we can do about this. Nicola pointed out that the Hollies does not supply patient information to such companies.

Nicola informed us following a query by Ernest that pharmacies are paid £28 for carrying out a review with any of their customers!

9. Date of next meeting Monday December 12th at 6.15 pm

PH/27/09/16