

Hollies Patient Forum (HPF)

What's New? Summer 2016

Role of the Hollies Patient Forum

This is the first Newsletter summarising some of the activities undertaken and planned by the Hollies Patient Forum. A Patient Participation Group was set up at the Hollies over 4 years ago. Its work has been taken forward by a small core of patients which meets 4 times a year with the Practice Manager and one of the GPs. The Minutes can be viewed on the Hollies web-site. We have recently changed our name to the Hollies Patient Forum but our purpose remains the same which is to facilitate the two way flow of communications between the Hollies Medical Centre and its patients. We see our primary role as representing patients' views in order that they may be taken into account in maintaining and improving the quality and effectiveness of the services the Practice delivers.

Seeking wider patient views

The organising group of the Hollies Patient Forum is anxious to obtain the views of a wide range of patients. It has set up and is trying to extend a network of patients (Virtual Patient Reference Group) who can act as a sounding board by giving their views on specific aspects of the delivery of health services such as the appointment system and the repeat prescription service.

Communicating with patients

We are also improving the way our section of the practice website provides access for patients seeking information about the Hollies Patient Forum or wish to make contact with us. We have also set up our own notice board in the surgery waiting room and we are working at how to improve the way we present information on the board. This newsletter is a further means to encourage greater patient participation in the delivery and development of your health services.

Activities of the HPF

We continue to undertake a number of activities to help patients make the best use of the full range of health services. In June 2016 members of the organising group attended the surgery each day of Carers Week handing out literature to patients attending the surgery. As we did last year, we intend to take part in the national Self Care Week in November 2016. Our participation will take the form of issuing information leaflets and guidance literature and exhibiting other materials designed to help individuals deal with minor ailments.

Supporting the Hollies Open Day event

Two members of the Hollies Patient Forum joined practitioners and support staff earlier this year at an Open Day at the Hollies. The event offered an opportunity for existing and prospective new patients to see the refurbished premises and discuss the services provided. This event enabled us to talk to patients informally and it was gratifying to hear so many positive comments.

Analysing missed appointments data

The HPF has been particularly active in researching the extent and nature of missed appointments experienced at the Hollies Practice. An analysis of a year's figures indicated that there were a total of 1092 (2.7%) missed appointments over the year. The most worrying aspect of the problem related to missed appointments with the nursing service (8% failure rate). The Hollies Patient Forum has posted a notice (on the website and notice board) drawing attention to the problem and giving its full support to the Practice in its efforts to reduce the number.



Supporting the Hollies during the CQC inspection

The Hollies Medical Centre has recently been inspected by the Care Quality Commission and has been assessed as 'good' in all categories. The Chair and Vice Chair of the Hollies Patient Forum gave a brief presentation to inspectors in support of the Hollies by giving a patient perspective on the range and high quality of health services provided.

We would like to hear from you

We hope you have found this newsletter interesting and informative. We are planning to produce one twice a year. I should be delighted to hear from you if you have any ideas and thoughts on any of the following:

- The content and style of this newsletter
- How the Hollies Patient Forum can improve communications between patients and the team delivering health services
- Any areas of health services provided by the Hollies which you would like us to review
- You would like to know more about the work of the Hollies Patient Forum.

Please contact me via the e-mail below or write to me c/o the Hollies Medical Centre. Thank you.

Mike

Mike Loughlin mikeloughlin@virginmedia.com

Chair

Hollies Patient Forum

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