

The Hollies Patient Forum Minutes of meeting held June 5th 2017

Present: Mike Loughlin (Chair), Ernest Shoobridge (Vice-chair), Patrick Harding (Secretary), Nicola Simpson (Practice Manager), Tom Baker, Chris Armes, Walter Hirst, Rex Tulley, John Vear.

1 Apologies: Dr Richard Harvey (working), Judy Bizley, Pam Coates, Angela Taylor

2. Matters arising from the meeting held on 13th March 2017

New Telephone System:

There was general agreement that the system was working well.

Folded Leaflet about HPF for patients:

The group reviewed the latest version of this (may need minor change with reference to the new Virtual Group) and recorded their thanks to John Vear and the sub group for their work on it.

Porter Valley Neighbourhood Meeting 16th March 2017:

Nicola presented a very detailed report outlining the main items discussed (Community Pharmacy, Community Support Workers, District Nurses and Social Care). Feedback was largely positive but also raised issues such as the need for simpler channels of communication between surgeries and support workers. Sadly Mike was unable to attend because of illness.

Promotions for Mental Health, Alcohol Awareness and Diabetes:

The first two of these have been held and Nicola reported that there was a good take up of the leaflets displayed. Information on Diabetes is ready for the next promotion. Nicola reported that we have a low percentage of patients with diabetes and that the nurses are working with patients likely to be at risk in the future.

ACTION: Nicola to display posters about Diabetes in the porch and place a promotion on the Hollies website in time for 12th to 17th June.

The Hollies Virtual Patient Reference Group (PRG):

Following the meeting of a sub-group (Mike, Angela, Ernest and John) the meeting discussed a report produced by the sub-group aimed at increasing participation from younger patients. This involves disbanding the current virtual group and replacing it with a more proactive one which can better work in tandem with the HPF Steering Group. Patients wishing to join the new PRG would make contact with the HPF Chair via e-mail rather than via Nicola, Practice Manager, as at present. A new e-mail will be set up for this purpose. Patients joining the new PRG would be sent a draft agenda before each meeting and asked whether they have any issues to be raised at the meeting. This proposal was agreed.

ACTION: Mike to set up a new e-mail address for virtual patient contact.

Update on Missed Nursing Appointments:

Nicola will produce updated figures for the next meeting and reported that the text reminder system does seem to be bearing fruit.

ACTION: Nicola to provide updated figures.

Meeting with NHS Sheffield CCG for PPGs:

Mike missed the meeting on March 16th (illness) and has not been sent a report yet!

ACTION: Mike to chase missing report via CCG.

3. Patient contact via the Chair.

Mike reported that there have been 2 further contacts since the March meeting. One lady had sent a glowing e-mail about her experience as a long-term patient at the Hollies with praise for doctors, nurses and reception staff. She asked that this be passed on to the Hollies. The second contact was from a gentleman who had experienced difficulties with blister packs of tablets. Some of these 30 strips had been cut to 28 to comply with the prescription which in some cases had damaged the tablets. Nicola provided the gentleman with a detailed explanation and arranged for his prescription to be modified to remove the problem.

4. Digital Inclusion Pilot.

Nicola reported that our region in Sheffield has become a test bed for a number of pilot schemes to enable patients to access help using digital sources. The Porter Valley Neighbourhood been awarded a £25,000 sum to help improve the outcomes of patients suffering from asthma, diabetes and mental health problems by using more on-line sources.

5. Increased usage of the patient self-check-in screen.

Nicola initiated discussion regarding the feasibility of trying to increase the number of patients using this system (currently only 16%) to free up valuable staff time. It was agreed that a diplomatic promotion to achieve this aim would be totally appropriate.

6. Any Other Business.

Nicola reported that the Practice now receives a Five Star rating on NHS Choices. Excellent!

7. Date of Next Meeting.

This was agreed to be on **Monday September 25th 2017 at 6:15pm**

CPH (Patrick) 06/06/17