

The Hollies Patient Forum

Minutes of meeting held March 13th 2017

Present: Mike Loughlin (Chair), Patrick Harding (Vice chair), Richard Harvey (GP), Nicola Simpson (Practice Manager), Tom Baker, Judy Bizley, Chris Armes, Sylvia Harvey, Walter Hirst, Ernest Shoobridge, Angela Taylor, Rex Tulley, John Vear.

1 Welcome to a new member: Mike welcomed Rex Tulley to the group.

2 Apologies: Pam Coates (rail strike!) and John Laxton

3. Matters arising from the meeting held on 12th December 2016

Refurbishment.

Nicola reported that budget constraints have delayed the upgrading of the top floor offices.

Patient contact via Chair/Vice chair

Mike reported that there have been 2 contacts since the last meeting. One woman has concerns with the very bright lights that have resulted in her getting migraines. Nicola will look into options such as removing tubes and/or getting darker diffusers. The other patient contacted Mike after reading the HPF information about missed nursing appointments; he suggested a text reminder system. Mike replied to him that this system in fact was about to be introduced. Nicola reported that an earlier patient request to put a notice at the bottom of the drive when the Practice is shut for training has been implemented.

New Telephone System.

There was general agreement that the system was working well and the group passed on their appreciation to the reception staff for their hard work first thing in the morning.

Folded Leaflet about HPF for patients.

A number of minor improvements were discussed including the suggestion that the contact section could go on the rear of the leaflet along with information about the virtual group.

'Help us' to be replaced by 'Join us' with Nicola's name and e-mail at this point. It was suggested that it would be good to have one woman as a contact so the two names will be Mike and Angela – **ACTION:** Angela to provide her alternative e-mail.

Replace 'non-British Ethnic Groups' with 'Black ethnic minorities'.

May add information about the virtual group, depending upon the outcome from the sub group discussions.

ACTION: John will incorporate the changes.

Neighbourhoods.

Nicola reported that our Neighbourhood group (Porter Valley) had met twice and the main topic had been a review of the availability of district nurses. Mike will be present at a big meeting later this week which will include counsellors, pharmacies and voluntary workers.

The Hollies Virtual Patient Group.

The following question was e-mailed to the 21 members “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?” Nicola reported that she received 9 replies of which 7 responded yes. This text system has now been implemented.

4. 2017 HPF Action Plan.

Mike had previously circulated this with possible areas for discussion highlighted – it was agreed that we go ahead with promotions for Mental Health/Diabetes/Alcohol Awareness but without any presence from the group. Mike asked for offers of help setting up the board/leaflets etc. in the porch on the Friday afternoon preceding each event. Patrick and Angela have volunteered.

We agreed to hold fire on a recruitment drive for HPF.

ACTION: Patrick will liaise with Nicola over the content of the Spring Newsletter.

5. The Hollies Virtual Patient Group – possible merging with HPF.

There was considerable discussion as to the relative importance of the two groups and the possibility of involving virtual group members with issues such as agenda items for the HPF. Mike reminded us of the confidentiality issue; the HPF cannot contact patients. It was decided that a sub-group would look into the issue and report back to the next meeting.

ACTION: Volunteers to join the sub group, contact Mike.

6. Update on Missed Nursing Appointments

Nicola reported that the percentage of missed appointments continues to fall. This has resulted from the report on the HPF notice board and the Hollies website together with the introduction of a telephone text reminder system.

7. Appointment of Chair, Vice-chair and Secretary for the HPF

The meeting re-appointed Mike Loughlin as Chair, appointed Ernest Shoobridge as Vice-chair and Patrick Harding as Secretary.

8. HPF Constitution and Terms of Reference

The most important changes included our name – now Hollies Patient Forum and an update of the names of the Vice-chair and secretary. **ACTION:** Mike to circulate changes.

9. Next Meeting with NHS Sheffield CCG for PPGs

Mike will represent us at the next meeting this Thursday 16th March and report back any interesting developments.

10. Any Other Business.

Sadly both John Laxton (moving to Dronfield) and Sylvia Harvey (time constraints) have submitted their resignations. We recorded our thanks to both of them.

11. Date of Next Meeting

This was agreed to be on **Monday 5th June at 6.15 pm**