

The Hollies Patient Forum

Minutes of meeting held September 25th 2017

Present: Mike Loughlin (Chair), Dr Richard Harvey, Patrick Harding (Secretary), Katie Whitehead, Katie Schofield, Tom Baker, Chris Armes, Pam Coates, Walter Hirst, John Vear, Sarah Bowler, Laura Cook and Catriona Senior.

1. We welcomed Sarah Bowler as a new member.
2. We welcomed our new Reception Team Leader – Katie Schofield.
3. **Apologies:** Ernest Shoobridge, Judy Bizley, Rex Tulley.
4. **Matters arising from the meeting held on 5th June 2017**

Mike updated us on the meeting for PPGs with NHS Sheffield on 16th March.

The Hollies Virtual Patient Reference Group.

Mike announced that we now have 49 members (he was aiming for 50!)

The results of issues raised with the new group are discussed under items 9-11

5. Care TRx project plus the wider Test Bed Program.

The group was given a fascinating insight into this by Laura Cook.

Sheffield is one of seven centres funded by NHS England where research is attempting to aid those with long term health issues to use technology to reduce the number of unplanned hospital admissions by such patients. The project includes adding **sensors to asthma inhalers** to inform patients when they have used their inhalers and could help them stick to taking their inhaler as advised. The **Fall Prevention Project** aims to calculate the chance of elderly people suffering a fall. Those at high risk are offered a referral to the Falls Prevention Team who work with these patients to improve their balance and strength and reduce the risk of them having a fall. The **insulin Project** gives feedback to reduce the chance of diabetic patients doubling up on their insulin intake and the **Emergency Contact Project** involves patients adding whatever health information they want to share with health professionals in an emergency into a smartphone app. The app creates a QR code on their phone which can be scanned by staff to access information. When this happens the patient's next of kin is automatically informed.

We could have had a whole meeting on this and look forward to hearing about the results next summer.

6. Digital Champions.

Another fascinating presentation – this one by Catriona Senior who is working with the practices of the Porter Valley Neighbourhood under the Good Things Foundation with the aim of helping the digitally isolated. There are over 12 million people in Britain who are not

on-line and half this number who never use digital resources. The aim is to help such people so that they can use e-mails, Google and make use of the wealth of online resources, many of which can help with health issues. Catriona hopes to see and help 250 individuals in our Neighbourhood and patients with the Hollies can arrange a free appointment with her.

7. Hollies Patient Champions.

An update by our own Katie Whitehead on more champion work at the Hollies. Katie talked about Person Centred Care Planning (funded by CCG) for those with, or in danger of having, long term conditions (tying in with both Laura's and Catriona's presentations). The aim is to more fully involve patients to help themselves. Since April a group of Hollies patients who are considered to be pre-diabetic have been invited to take part in a diabetes prevention programme and have been offered practical help in terms of diet, exercise and weight loss. Katie is now looking for a number of Patient Champions to become more involved with PCCP and Mike reported that we have two volunteers from members of the virtual Patient Reference Group.

8. Appointment of a new Practice Manager at the Hollies.

Richard reported that it had been decided not to offer the job to any of the four candidates who were interviewed and a decision will be made when to re-advertise the post.

9-11. Issues raised by the new Patient Reference Group.

Mike had asked members of the PRG about their views on both the self-check-in system and the background sound system in the surgery. His precis of the replies made interesting reading, especially as some people had not realised that the music was for reasons of confidentiality. Mike had replied to each PRG patient, in some cases explaining the reason for a sound system or clarifying use of the self-check-in screen.

Mike also produced a list of other questions raised by PRG members.

With reference to the self-check-in, John noticed that on the day of the great NHS hack it was Microsoft XP that was trying to start up the system – we should not be using this as it is vulnerable to being hacked! **ACTION: Katie Schofield will investigate.**

12. Any Other Business

John asked for more leaflets to be run off and a tally of numbers to be kept – Katie Schofield will see to this. **ACTION: Katie.**

13. Date of next meeting. This was agreed to be **Monday December 11th** at 6.15 pm

CPH (Patrick) 26/09/17