

Hollies Patient Forum (HPF)

What's New? Spring 2017

This is the second Newsletter produced by the Hollies Patient Forum – a group representing the views of patients at the Hollies. As always our minutes can be found on the Hollies web-site; we meet four times a year and our last meeting was held in March 2017.

HPF membership: Most members of the HPF are of mature years and to this end the Virtual Patient Reference Group (e-mail contact rather than attendance at meetings) was set up in an attempt to obtain the views of a more diverse group of patients at the Hollies. The HPF is currently examining ways of integrating the work of both groups.

New HPF leaflet: In an attempt to provide more details about the HPF, in addition to the noticeboard in the ground floor waiting room, we will shortly produce copies of a leaflet which will be available in all the waiting areas.

HPF meetings: Topics discussed at our meetings cover a wide range of issues from the recent **refurbishment** to the new **phone appointment system**, with inputs from Dr Harvey and Nicola Simpson (Practice Manager). We have also supported a number of **national health promotions**; the most recent, last November, being **Self Care Week**. A rota of HPF members ensured that patients visiting the practice were provided with guidance/ leaflets on health issues that do not always need an appointment with a doctor. During the coming months we hope to help to increase awareness of a number of other national issues including **diabetes and mental health**.

Missed nursing appointments: Last year research by among others, members of the HPF, showed that 8% of nursing appointments resulted in a 'no show'. This was highlighted on our notice board and following discussion at our meetings the Practice instigated a telephone text reminder system. We are pleased to see that this is resulting in a steady downward trend for missed appointments and hope that more patients will give their consent (see Hollies web-site) so as to be able to use the reminder service.

GP Neighbourhood scheme: A recent development throughout Sheffield has been the setting up of Neighbourhood Groups of doctors' surgeries (covering some 30-50,000 patients). The Hollies comes under The Porter Valley Neighbourhood group along with Greystones, Nethergreen, Falkland House and Rustlings Road. Hopefully one aspect of this will be the increased sharing of ideas between the five patient participation groups.

If you would like to know more about the Hollies Patient Forum and/or the Virtual Patient Group or would like to join either group please write to me c/o The Hollies Medical Centre or contact me via mikeloughlin@virginmedia.com

Mike

Mike Loughlin

Chair, Hollies Patient Forum

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