

The Hollies Patient Forum

Minutes of meeting held on June 4th 2018

Present: Sarah Bowler (Chair), Richard Harvey (GP), Louise Owen (Practice Manager) Christopher Armes, Tom Baker, Mike Loughlin, Patrick Harding, Walter Hirst, John Vear, Andrew Spooner.

1 We all introduced ourselves for the benefit of the new member – Andrew Spooner who gave us a synopsis of his previous experience with Oughtibridge patients group.

2 Apologies Philip Andrew, Liz Friend, Ernest Shoobridge, Judy Bizley, Rex Tulley. Barbara Ward has moved back to the Virtual Group.

3 Matters arising from the meeting held on 26th March 2018

Mike reported on his attempt to establish the age range and ethnicity for members of the virtual group with reference to his previously circulated e-mail. What it did show was that there were more women than on our group and some were younger!

4 Points raised by the Patient Reference Group

Concern has been expressed about the current tendering system for accountable care in Sheffield as there may be cherry picking by private companies but Richard reported that the Sheffield GP's had formed a consortium 2 years ago that was also able to bid for some of the contracts.

One patient in the waiting room reported his contact with another with a sickness bug. It was decided that we should not try to prevent such visits but draw attention to Self-Care.

The issue of sound-proofing will be covered by Louise

A patient had made several suggestions regarding the lighting which Mike has forwarded to Louise.

5 Report from Louise

Building works

We now have a hand gel dispenser at the entrance.

We are still trying to get a complete quote from the electrician for ways of decreasing the light intensity.

The sash window in the upstairs waiting room that needs repair has had a quote of £800! Louise is seeking a better quote.

The issue of sound proofing should be improved after July when the new Wi-Fi system comes online.

Staff

Dr Mike Lyons who has worked for the practice is joining as a partner.

Judith will be joining the nursing team later this month as a Health Care Assistant.

Teresa is the new receptionist providing cover for a maternity leave.

With the new staff it will now be possible to produce photos of all the staff to go at the back of the reception area.

Along with much of Britain, Louise is sorting issues surrounding the new privacy laws.

6. Constitution and Terms of Reference

In the absence of Ernest, Mike spoke to this update.

John pointed out that under Membership we need to make clear that the upper limit of 14 did not include members of the Hollies staff. With this slight amendment the new Constitution was accepted.

The group recorded their thanks to Ernest for all the work he has done on this document.

It was decided that anyone missing 3 consecutive meetings would be asked by the Chair if they would prefer to belong to the virtual group.

7. Perfect Patient Pathway Asthma Project Celebration Event

Mike reported that he had attended this but it had mostly been to hand out certificates for those involved! He presented Louise with a framed certificate for the Practice. We hope to have Laura Cook back to update us on the project when the analysis is complete. Equally it would be good to hear again from Catriona on the Digital Champion programme.

8. A.O.B.

Andrew asked about the services offered by the Hollies including being able to order repeat prescriptions by phone but Richard reported that there were issues over getting precise details and at present written details/e-mail/fax would be the best system. On the subject of providing physiotherapy, Richard reported that this was currently provided centrally in Sheffield. It was agreed that providing health checks for younger people was not currently a sensible use of money and staff time.

Mike asked for advice about getting more of the virtual group to say yes to the new privacy situation and was advised to e-mail again along with the minutes of this meeting.

Sarah spoke of the next meeting of the patient group network in Sheffield on the evening of June 14th – she is unable to attend but Andrew volunteered and was asked to produce a two paragraph report for our next meeting on **Monday October 1st**.

CPH (Patrick) 05/06/18