**The Hollies Patient Forum**

**Minutes of the meeting held on 11 March 2019**

**Present:** Sarah Bowler (Chair) Tom Baker, Ernest Shoobridge, Liz Friend, Chris Armes, Andrew Spooner, Diane Davis, John Vear, Dr Richard Harvey, Karen Clark (CSW)

**1** Karen Clark was welcomed to the meeting.

**2 Apologies**  Patrick Harding, Philip Andrew, Ann Parkinson. Absent Rex Tully, Walter Hirst. Mike Loughlin has decided to retire from HPF. Members wanted to thank him for his contribution as Chair until June 2018. It was agreed to send him a card of thanks.

**3 Karen Clark** (part-time Community Social Worker attached to the Hollies) gave a brief overview of the role of the 19 CSW’s working in a number of GP practices across the City. They have a broad remit to support patients with a range of social issues and practical problems for example social isolation, help with benefits, support for carers. Karen receives referrals from the GP’s and nurses with also some self- referrals. She is involved in social prescribing by give practical and emotional support and signposting to appropriate activities on a short term basis. There were several questions and a particular interest in how patients could be made more aware of Karen’s work. There are posters and flyers available to community groups, libraries etc but the Steering Group thought more prominence in the surgery would be helpful.

**4 Minutes of the previous meeting and matters arising**

These were agreed.

Matters arising

* The issues of the lack of signage for disabled parking and requesting vehicle engines to be switched off were raised again. Dr Harvey agreed to find a resolution.
* Parts of the HPF web site needs updating but can’t be done in isolation. Dr Harvey will investigate how the overall Hollies web site is being developed.
* It was noted that the Asset Map of local voluntary organisations and amenities supposedly to be delivered to all households had not yet appeared. Karen Clark will investigate.

**5 Action Plan**

The Group had received a draft of 10 Objectives from Ernest Shoobridge’s working group which he proposed should be the foundation of the Action Plan. Ernest described his vision that from these, driven by achievable, measurable tasks, quarterly plans could be developed. After some discussion it was agreed that this seemed a sensible way forward given members availability.

Looking at the objectives 2 key threads were identified:

* Improving communication within patient community
* Improving patient experience

To this end the following tasks were agreed to be presented at the June meeting

* Develop a questionnaire relating to problems patients face accessing the Hollies which links Objective 2 with Objective 5 Andrew, Liz, Diane and Ernest
* Continue working on the poster and leaflet already in draft form Diane, Sarah, John and Liz.
* Develop partnership with Lo’s Pharmacy for Carers’ Week 10-16 June Sarah

Sarah thanked Ernest and his working group.

**6 Virtual Group feedback**

Andrew reported positive feedback from the e-group on the new telephone appointment system. However, members of the Steering Group had had reports of difficulties getting through and felt on balance that the previous system of waiting in line for the next free receptionist was preferable. Dr Harvey will feedback to the partners and investigate the failure of the redialling system.

**7 Practice Update**

Dr Harvey reported that Louise Owen had resigned as Practice Manager on 8 March with immediate effect.

* Temporary support will be given on a part-time basis by an experienced manager from another practice with
* Katie the head of the receptionists’ team taking on other tasks.

He said that a new receptionist had just been appointed.

On a wider issue Dr Harvey answered questions about the General Practitioner Contract 2019 and the development of collaborative Networks. He suggested that Richard Vautrey’s contribution on the BMA web site gave a good overview of the proposed changes which will have a profound effect in the delivery of general practice in the coming 5 years.

**8 Any other business**

None

**9. Dates and times of next meetings**

3 June 2019, 16 September 2019, 2 December 2019

Sarah Bowler

14 March 2019