**The Hollies Patient Forum**

**Minutes of the meeting held on June 3rd 2019**

**Present:** Sarah Bowler (Chair), Dr Richard Harvey, Katie Whitehead (practice nurse)

Tom Baker, Liz Friend, Patrick Harding, Walter Hirst, Andrew Spooner, Diane Davis, Ernest Shoobridge, Chris Armes.

**1 Apologies** John Veer has resigned, Anne Parkinson (unwell)

**2 Katie Whitehead presentation**

Katie reminded us that plans for the future of the NHS included a greater emphasis on what is known as person centred care in the form of a greater partnership between clinical staff and patients. This will be especially important in patients with long term conditions where patients will be encouraged to self-manage their condition where possible. The practice has been trialling this approach with patients who are at risk of type 2 diabetes. Later this week is “What matters to you” Day (rather than what is the matter with you?). We need more involvement with local groups and currently Dr Lyons is working on the website to promote the idea of self-care.

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

These were agreed.

Sarah raised the issue of the new telephone appointment system and there was general agreement that people preferred the old system where they were told what number they were in the queue. Richard will report on this and also pointed out that it was getting more difficult to guarantee an appointment on the day for calls before 10.30. As an aid to this, patients were being asked for their symptoms and some were offered a doctor call back.

Sarah also asked about parking by Lo’s and Richard reported that signs had just gone up. Richard told us that the funding bid to replace doors with those that are easier for older and disabled patients had not been successful.

**4 Action Plan**

The poster is fine but the leaflet needs DRAFT removing and slight adjustments so the text fits with the folding. Liz will sort this. The drafting group were thanked by the members of the forum.

It was agreed that given the proposed updating and changes to the website, that it was not a good time to produce a new questionnaire for patients.

Sarah reported on publicity prepared along with Lo’s for next week’s “Getting Carers Connected” when leaflets including those from Sheffield Carers Centre will be displayed. She also informed the meeting of the various regular meetings for people with dementia and their Carers at St Andrew’s Church Psalter Lane, Bents Green, Dore and Totley. Liz gave more information about Sheffield Carers and the wide range of support groups for Carers in Sheffield. In time there will be links established on the web site.

There may also be a September push on Healthy Eating for Children but this will depend on the manager situation.

**5 Virtual (e-group) Feedback** Andrew commented on complaints about the telephone system, the doors and patients wanting to know how to see the same doctor again. As we need three new members on the Steering group Andrew was asked to see if any of the e-group members might be interested and if so to ask them to contact Sarah. Diane also reminded the Group that we are all members of the egroup.

**6 Practice Update**

Dr Harvey discussed the new phone system and the simple triage system in an attempt to fulfil the same day appointment promise. We now have a new receptionist and interviews for a new practice manager will be held next week. The practice is still trying to get more nurse time but this is not easy. Sadly there has been no improvement to the reception on the wi-fi music used to prevent doctor/patient discussions being overheard. On a lighter note he reported that a number of staff had taken part in a special park run at Endcliffe Park – the health benefits being obvious to all.

**7 Any other business**

Andrew asked for clarification about patients turning up at 8.30 am in order to get an appointment. It was agreed that this was acceptable but it might not be a good idea to advertise it!

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

Sarah reported that she could not make the previously arranged next meeting on September 16th and by a majority agreement it was decided to move the meeting to 6.15 pm on **Monday September 23rd.** Sarah asked Andrew to confirm that Shipshape would make a presentation that evening. He agreed. The practice pharmacist Andrew Adams should be the visitor on 2 December and Dr Harvey agreed to check this out.

**CPH (Patrick) 05/06/19**