**The Hollies Patient Forum**

Minutes December 2nd 2019

**Present:** Sarah Bowler (Chair), Dr Richard Harvey, Fran Draper (new practice manager), Chris Armes, Tom Baker, Diane Davis, Liz Friend, Patrick Harding, Walter Hirst, Andrew Spooner

**1 Apologies** Ernest Shoobridge

**2 Shipshape presentation** postponed due to no show

**3 Minutes of previous meeting** approved, no matters arising

**4 Action Plan update and action on leaflet and poster**

The 2019-2020 action plan is ongoing though there have been delays. Liz reported that aspects such as developing the patient questionnaire still awaited ongoing changes at the practice.

It is hoped that 4 copies of the new poster will be put up in the near future backed up by the leaflets. There was a brief discussion about the name of our group but it was decided not to change it yet again. The leaflet does explain the differences between our group and the virtual group.

It was agreed that the HPF page on the Hollies web site needed updating. Liz volunteered to look over and amend our section of the website and will send everyone a draft. Fran asked if the Steering Group were happy for their names to appear for example in the Minutes. Members present consented but this needs following up

**5 Virtual Group feedback – Andrew Spooner**

The question of how easy it was to make appointments via the website was raised. Dr Harvey explained that the complex process (at least 5 clicks!) was due to the need to transfer to SystmOnline. It was pointed out that there were very few advance appointments available to book online and choosing a named doctor was difficult.

There was a discussion about the need to get permission from members of both groups in relation to having their e-mail details listed. It was decided that it was easier to ask if anyone was not happy.

**6 Porter Valley Neighbourhood Network News**

1.Dr Harvey reported that the Network had been successful in its transformation bid, obtaining £97,000 to help train volunteers along with Age UK to support socially isolated vulnerable older people in their own homes.

2. It is planned to appoint a full time pharmacist for the Network.

3. There will be a full time appointment within the Network’s 40,000 population of a social presciber. They will work with Door 43 which is an organisation offering support to 13-25 year olds on a range of emotional wellbeing issues in a young person centred environment.

4 The change in sexual health services means that contraception including implants will now be carried out in GP surgeries. There will need to be training for 2 nurses from the Porter Valley Primary Care Network to carry out procedures such as coil fitting.

Sarah mentioned that she and Diane went to the last Neighbourhood meeting. She said it was important to have inputs from people with knowledge of local groups and facilities.

**7 Practice Update Dr Harvey and Fran Draper**

Fran introduced herself giving us a brief history of her previous positions. She will be working 3 days a week together with Katie Schofield who has been promoted as deputy practice manager.

We now have 4 nurses and a new woman doctor Dr Thukral who works on Thurs/Fr. Dr Harvey reported that another G.P. doing 2 days a week starts in January. There will be a new online Doctor Link coming in from April.

It is hoped to attract an apprentice from Sheffield College to train as a receptionist.

Fran has changed the phone message and is looking into the cost of getting back to having a queue system. It may be difficult within the present contract.

We await a builder’s quote for soundproofing on the ground floor and may yet get an improved internet access in 2020. Fran hopes to make some changes in the reception area.

**8 Plans for 2020**

Sarah asked for suggestions as to future presentations and two suggestions were in the areas of Dementia (high rate in our area) and access to therapy on the NHS for those suffering from mental health problems.

**9 AOB** None

**10 Dates and times of next meetings**

Monday March 2nd 6.15 pm including AGM

Monday June 1st 6.15 pm