**The Hollies Patient Forum**

**Steering Group Meeting**

**7 December 2020**

**Minutes from the meeting (held via Zoom)**

**Present**: Sarah Bowler (Chair), Dr Richard Harvey, Fran Draper (Practice Manager) Chris Armes, Tom Baker, Liz Friend, Diane Davies, Helen Blackburn, Catherine Prior

**1. Apologies for absence**

Andrew Spooner, Pam Hooley, Ernest Shoobridge

**2. Introductions, welcome to new members and membership news**

* Helen Blackburn and Catherine Prior were welcomed as new members to the group. They bring experience and expertise in chaplaincy and mental health issues respectively.
* Patrick Harding has resigned from the HPF due to ill health. Patrick has made a significant and long-term contribution to the HPF and will be greatly missed.

**Actions**

* Sarah will pass on heartfelt thanks from the HPF Steering Group to Patrick for all of his work and achievements over many years
* Sarah will ask for nominations/volunteers for Patrick’s role as Secretary before the AGM in March

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

These had been circulated and amended previously and were accepted as a true record.

**4. HPF e-group report**

Andrew Spooner has resigned as the e-group co-ordinator due to ill health. Sarah has taken this role on recently and has started to communicate with existing members. She has had 4 positive responses to the current Covid secure arrangements at the surgery

**5. Recruitment of new members and development of the HPF web page**

There is a need to recruit more members to the e-group and to the Steering Group and to review the existing HPF web page as it is out of date, difficult to find and confusing. Fran has offered the services of a new member of the practice team, Harriet, to help review the web page. Harriet has a background in journalism and social media. A small working group comprising two members of the Steering Group and Harriet will work on developing the web page. Text amended and simplified from the leaflets drafted last year will be used to explain what the HPF is and how to get involved. The page will include a recruitment drive for new e-group and Steering Group members.

**Action**

* Fran will organise an e-introduction between Harriet, Liz and Diane. They will work remotely to review and improve the HPF web page asap. Replacing the current text with the amended text from last year’s leaflet will be the first step.
* Fran and Harriet will promote the HPF and try to drum up some interest in joining the e-group or Steering Group at the flu clinic on Saturday
* Sarah will provide the updated HPF Terms of Reference and Constitution for the webpage

**6. Porter Valley Zoom meeting and update on the In-Touch programme**

Diane explained to new members that some HPF Steering Group members had contributed to the successful bid to the Primary Care Network (PCN) Transformation Fund to set up a programme in the Porter Valley area that aims to reduce the loneliness and social isolation experienced by many older people. The In-Touch programme trains volunteers and matches them to older people who have been referred. It is managed by Age UK Sheffield and started just before the COVID-19 lockdown in February 2020. Age UK organised a Zoom meeting in November for anyone interested to learn more about how the In-Touch programme was progressing, and also what other health and wellbeing initiatives were happening in the Porter Valley area. Diane attended the Zoom meeting as a HPF representative, along with 40 other people, to hear about local projects. She learned that:

* The In-Touch Project is progressing with 15 volunteers trained and telephone support being provided to a number of older people
* Applications for training and referrals to the service can be made at [Porter Valley In Touch Volunteering (ageuk.org.uk)](https://www.ageuk.org.uk/sheffield/get-involved/intouch/)
* £500 community grants are available to anyone who has an idea for a small support project
* Elaine Atkin, the new Porter Valley Primary Care Network Manager is keen to link with local groups

**Action**

* For more detailed information Diane will circulate notes from the Zoom meeting to the Steering Group when they are sent by Age UK.
* Sarah will invite Elaine Atkin to a future Steering Group meeting

**7. Practice Update**

**Current work and vaccination programmes**

Dr Harvey explained that the Practice had never been so busy, with the recent extension of the flu vaccination programme to 50 to 65 year olds and preparations for the roll-out of the COVID-19 vaccination programme in full swing, on top of all the usual winter pressures. He explained that the local COVID-19 vaccination programme, probably using the facilities of the Dore Practice, would be co-ordinated at the Network level of five GP practices, to allow shared use of staff, buildings and facilities. There is still a great deal of uncertainty from the NHS about how the massive national vaccination programme will be organised in local communities. However, there is a huge commitment from all of the staff at the Hollies and the rest of the Porter Valley Primary Care Network to be involved, work together and make this work for local people.

**New ways of working**

The telephone consultations, e-consultations, AccurX system, texting as well as face to face consultations where necessary are all working well. New ways of working pose challenges but the surgery is very much open for business.

**Staffing**

Dr Harvey and Fran are very pleased that months of recruitment have resulted in a strong, supportive, committed and enthusiastic team at the Hollies. Recent changes are:

* Dr Fisher is retiring this month
* New or recent appointments include:
	+ Two new GP partners have joined the team, Dr Michael Hogan and Dr Niki Bramwell. There are now five GP partners and 2 part time salaried doctors at the Hollies
	+ Physician Associate, Dilraj is to help with Care Homes work
	+ Practice Pharmacist, Debbie, working to improve the efficiency of medication systems
	+ A care co-ordinator, Harriet, to support more vulnerable patients
	+ A new Apprentice Health Care Assistant, Libby
* Recent admin/ reception recruits Alix and Brady are keen to develop their skills further
* As a teaching Practice, the Hollies continues to train GP Registrars and Foundation Year 2 doctors on a rolling basis. Currently one GP Registrar and two F2 doctors each work 4 days per week.

The Steering Group congratulated the Practice on the successful recruitments at such a challenging time and offered their sincere thanks for all the time, work and commitment from the Hollies Practice team over this unprecedented year. The Steering Group offered to help in any way they could, particularly with the logistics of the COVID-19 vaccination programme.

**Action**

* Dr Harvey will contact Sarah if it becomes clearer from NHSE or the Porter Valley Primary Care Network what help and support patients may be able to offer in the COVID-19 vaccination programme

**8. Next meeting – AGM, 1 March 2021**

At the AGM the appointments of Chair, Vice Chair and Secretary will be agreed via votes.

**Action**

* Sarah will ask for nominations in the New Year

**9. Further meeting date –** 7 June 2021