**The Hollies Patient Forum**

Minutes of the meeting held on March 2nd 2020

**Present**: Sarah Bowler (Chair), Dr Richard Harvey, Chris Armes, Tom Baker, Liz Friend, Patrick Harding, Wally Hurst, Pam Hooley, Ernest Shoobridge

1. **Apologies for absence**

Fran Draper not at work today, Andrew Spooner, Diane Davis

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

These were agreed.

6. Connor, the new social prescriber from Door 43 is now in post.

7. Still awaiting update on soundproofing. Internet still not improved.

Still awaiting apprentice from Sheffield College.

1. **Virtual Group Feedback**

Not provided as Andrew not present.

1. **Transformation Project - feedback**

Both Sarah and Patrick attended two meetings at Nether Green along with others from The Porter Valley patients’ groups and staff from Sheffield Age UK. A lot of helpful feedback was provided as to the content of two fliers advertising the new service and copies of the flier to the general public have been sent for us to distribute to local shops/churches etc. We expressed some concern at the short period before the first two volunteer sessions on 13th and 18th March.

1. **Action Plan and Survey Update**
2. Liz had already e-mailed us a copy of proposals for the HPF pages on the Hollies web site. There was some debate about the website and the problems of navigation to find which doctors work on which days. Also more information was needed about both the virtual and steering groups. Liz will liaise with Andrew to try to make the system more user friendly. Further improvements were suggested which she will work on. Sarah thanked Liz for her work to date.
3. It was proposed and agreed that the Action Plan run until 2021.
4. We are still awaiting printing and distribution of the posters and leaflets in the waiting rooms as previously agreed– Dr Harvey agreed to chase these up.
5. Liz had e-mailed us a list of possible questions for the patient survey and it was agreed that we should try and launch the survey in September following an update at the June meeting. Ernest asked if we could include a question about the quality of service offered at the Hollies.

**6 Practice Update – Dr Harvey**

We have a new G.P. – Mike Hogan who will work on Mondays and Fridays so we now have 5 partners, 3 salaried G.P.’s plus trainee doctors.

We have a new receptionist – Alex and she is fitting in well.

From April via Primary Care Sheffield there will be access as a 1st point of contact to a physiotherapist for one consultation.

7 **Appointment of Chair, Vice-Chair and Secretary for 2020-21**

All three current members in these positions have agreed to stand again. Therefore Sarah will be Chair, Andrew Vice Chair and Patrick Secretary for the coming year, but Sarah gave notice that she intends to stand down in a year’s time.

8 **Dates and Times of next meetings**

**Monday June 8th** 6.15 n.b this is a week later than was originally planned  **Monday September 14th** 6.15 (2nd Monday in the month) **Monday December 7th** 6.15

It was proposed that we try to have a speaker at each meeting with possibly one of the other Partners on women’s health/learning disabilities in June, someone from Door 43 in September and an update on the transformation project in December,

Patrick 05/03/20

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