**The Hollies Patient Forum (HPF)**

**Steering Group Meeting (held via Zoom)**

**6 September 2021**

**Notes from the meeting**

**Present**: Diane Davies (Chair), Sarah Bowler (Secretary), Liz Friend (Vice Chair), Dr Richard Harvey (GP), Fran Draper (Practice Manager), Tom Baker, Chris Armes, Helen Blackburn, John Harding

**In attendance** Kira Hutson, Network Care Coordinator

**1. Apologies for absence**

Catherine Prior and Andrew Spooner

**2. Presentation by Kira Hutson**

Kira explained that hers is a new role which covers the 6 Network practices in the Porter Valley. Her contract is for one year. Initially she worked from February to August at the Covid hub at Dore where they delivered 40,000 vaccinations and were supported by 50 volunteers. Now she is focussed on the core task which is to enhance and improve the care patients are receiving by helping them to navigate the raft of services on offer. These are many and various (approx. 100, some very small and some City wide)so she is undertaking an audit of what is available in the Neighbourhood as, post Covid, several of the local small services have collapsed. Updating services and making knowledge of them accessible is a challenge so updating the Primary Care Network web site is part of the work necessary with paper copies in the surgeries. She also hopes to improve a sense of community between practices.

A number of queries were raised.

* There was concern about how patients can navigate a system if they don’t know how it works nor what services are available. The plan is for there to be care navigators and to give staff, specifically receptionists, training to direct patients in the right direction and to the right services. Since so much information is on line the Age UK IT training could help to address some of this problem as could the Porter Valley In Touch programme
* Given the funding is only for 1 year it is foreseen that it will become locally funded if successful. However it was unclear either how the service is being evaluated or what measures are being used.

Diane thanked Kira for her presentation and for the energy and enthusiasm she was obviously bringing to the role. Kira’s e-mail is [kira.hutson@nhs.net](mailto:kira.hutson@nhs.net)

**Action: members to email Kira (and cc Diane) with any ideas about how to ensure the practice population can find out about all the services and activities on offer, particularly if they don’t have computer access, and with any information on relevant groups or activities for the audit.**

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

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

Matter arising.

* Minute 2 Diane reported that developing a Network PPG is proving difficult. It seems that some of the local PPG’s may have suspended work during Covid but she is still hoping she will meet with the Chairs of the others
* Minute 6. It has been a very difficult summer for the practice so the admin. staff have not had the time to work on the web site etc. However, it is hoped that things will improve during the autumn. Regarding the demography of the practice Fran has sent this link:

<https://fingertips.phe.org.uk/profile/general-practice/data#page/12/gid/2000002/pat/166/par/E38000146/ati/7/are/C88052/cid/4/tbm/1>

* Minute 7 there seems to be no more information about NHS Digital now than in June other than it has been postponed beyond September with no new date given yet.
* Minute 9 NAPP Membership has been renewed

**Action: Fran and Harriet to amend and update the HPF webpage and post the latest Steering Group meeting notes and HPF posters on the HPF webpage and surgery notice boards**

**4. Membership and recruitment update**

Fran reported that she had informed the Covid volunteers about the Hollies Patients’ Forum and Sarah reported that she had had 3 expressions of interest. She will forward them to Diane for action.

**5. Network Update and Porter Valley PCN website**

Diane took the Group through the information provided by Elaine Atkin. Dr Harvey said that the practice hopes to continue its involvement in the Park Run

John and Diane had tried to get onto the PCN web site either directly or via the Hollies web site. Both had experienced difficulties. Fran thinks that during September Harriet will have the time to work on the Hollies web site. She will feedback to Elaine about difficulties with Network web site

**Action: Fran to contact Diane when web sites are ready, probably in October. Then Steering Group members will trial the accessibility and usability of the web sites.**

**6. E-group feedback**

Sarah said that an e-group member had e-mailed her about the use of a television screen in the waiting room at the Sloan practice which seemed a better way of giving information than a notice board or leaflets. Dr Harvey and Fran agreed and said it is something which should be discussed in the Hollies. Apparently there were once screens in the waiting rooms but the company providing and maintaining them went bust. It is also more difficult to set up a screen system in an old building, particularly on 3 floors, than in a custom built clinic.

**Action: Dr Harvey and Fran to raise the idea with the practice**

**7. Action Plan 2021-22 Update**

Liz said that to date the Patient Survey had stalled because Harriet’s time had been taken up with the Covid vaccination programme and reception cover. Fran said that it was hoped to move things along in the coming weeks.

**Action:** **Once the survey is ready Steering Group members will test it.**

**8 Vaccination update**

As reported previously the roll out of vaccinations through the Dore clinic has gone very well. Now they are waiting to hear what type of booster jab will be available and whether it will be possible to deliver it at the same time as the ‘flu vaccine. Dr Harvey said that the Hollies to date couldn’t plan when these jabs could be given. However, they do hope to use St Andrew’s Church Hall opposite the Hollies on weekdays which will enable the practice to continue working normally and maintain social distancing.

**9 Porter Valley In-Touch programme and People Together Zoom meetings**

The time limited funding for the In Touch programme is coming to an end. Age UK will therefore withdraw from their management role and the Porter Valley Primary Care Network will take this on. Diane has attended the monthly Porter Valley People Together Zoom meetings when she could.

**10 NHS Update**

Dr Harvey reported that it is really busy in Primary Care and A&E. There has been negative media reporting round Primary Care which a BMA press campaign hopes to address. Absences through illness add to the pressure

**11. Dates and times of next meetings and suggested speakers**

Diane asked for suggestions for speakers for the coming meetings.

The next meeting is **6 December 2021 at 6pm**

2022 Meetings are **7 March (AGM), 6 June, 5 September, and 5 December**

SB 13 September 2021