

Hollies Patients Forum
Steering Group Meeting and AGM
Monday 6 February 2023, 6.15pm to 7.45pm, Shirley House

Attendance

Diane Davies DD (Chair)	Michael Worboys MW (Newsletter coordinator)
Sally Freeman SF (Secretary)	Linda Strudwick LS
Tom Baker TB	Andy Smith AS (Patient Services Manager)
Sarah Bowler SB	Dr Mike Lyons ML (GP)
Chris Arms CA	

Apologies for absence Ian Hodgson, Liz Friend, Pauline Tryner

1. Welcome and introductions

2. Notes from previous meeting and action points – paper 1

Autism health checks – awaiting further information

All other action points addressed in agenda

3. AGM – voting for Chair, Vice-Chair and Secretary/ E-group Co-ordinator – one year appointments

Diane Davies invited members to speak about Steering Group role ambitions that people may have. Results of voting:

- Vice Chair role available
- Diane Davies to continue as Chair
- Sally Freeman to continue as secretary and become e-Group coordinator

Action Anybody interested in the role of Vice Chair to contact DD please.

4. Membership update and recruitment of new Steering Group members

Sarah Bowler to step down following 7 years of loyal service., including terms as Chair, Secretary and E-group Co-ordinator Thank you for all her hard work. Sarah will be missed.

Liz Friend to step down following 7 years of loyal service, including a term as Vice Chair. Her thanks have been received. Thank you for all her hard work. Liz will be missed.

John Harding has stepped down following 2 years of loyal service. Thank you for all your hard work. John will be missed.

Recruitment for new Steering Group members will start asap via the HPF newsletter and via the e-Group through the new Coordinator (SF). The advert will include our wish to encourage people of all ages and backgrounds to apply and explain meetings are held virtually and face to face. SB will also send a message to the e-group about what it's like to be a member of the Steering Group.

Action - MW, DD and SF to formulate the wording of the recruitment campaign.

Hollies Patient Survey – further review of responses - paper 2

Initial analysis of the survey and key points was published on The Hollies website in December. It was felt that further cross-cutting analysis was needed and this took place at an extraordinary meeting in January. This has resulted in more qualitative data for the practice to take on board, plus comments around the acoustics of the building, and accessibility of the building - limited due to the age and structure of the building.

AS explained people could inform the surgery in advance about any access issues, including those with prams and any physical or mobility needs. Dr Lyons discussed the issue of locating post-natal appointments, and the coordination involved. Very difficult to plan all of these appointments on the ground floor.

Action – Practice team to take on board the further analysis from the Patient Survey whilst developing their full response

5. Draft practice response to Patient Survey – work in progress - paper 3

Work in progress paper discussed, including staff training and telephone systems. The telephone system will be upgraded and will allow for more accurate statistics to be developed. Members felt simpler messages could be given in the response eg around timing of calls and making urgent appointments

The overall message is that the practice will continue to work hard to improve all areas of the practice, and the survey findings will inform the direction of travel.

Actions

- Practice team will continue to develop their response to the survey.
- Members to send any further comments on the practice response to DD so she can send a full list to AS.

6. E- Group feedback and queries - Sarah Bowler

One eGroup member communicated the difficulty in emailing GP's.

The hollies.prescriptions email address can currently be used to email the practice, but this email address will cease functionality on 10th March. A new email will be introduced in due course. Dr Lyons explained the AccuRx system can be used to contact GPs. SystemOnline is to be used for prescriptions in the future, as well as the NHS app. Handover given to SF who will take over the e-Group Coordination from SB. Thanks to Sarah for her sterling work as e-Group Co-ordinator.

7. HPF Newsletter update – Michael Worboys

MW would like to get the next newsletter out asap. Survey results and progress on the Practice response can be included, plus an advert for the Steering Group vacancies. Links to HPF webpage etc can be included for further information.

Action - MW will work with editorial team and produce a two-sided newsletter

8. Utilising skills of e-group volunteers

Not discussed through lack of time.

Action – consider volunteer skills available in all Steering Group activities

9. Practice and NHS update – Andy Smith and Dr Lyons

A new telephone system is to be introduced but cables need to be laid and there will be a delay because of this, although it is nearly here! It will inform callers of their number in the queue, and will allow for clinicians to call out, whilst calls are being made to the practice. This will hopefully be introduced in the next six months. Greater ease of data analysis will be enabled.

The practice could use their comms systems to get HPF messages out to people. Dr Lyons again offered Steering Group members the opportunity to shadow staff at the surgery and make a report back to the Steering Group with a view to wider circulation eg via the HPF newsletter.

Action Linda and Pauline to liaise with AS to arrange the shadowing.

AS reported the average number of weekly contacts;

- Over a week 2700 incoming communications
- Generating 195 emails

This includes lab reports and consultant letters to review.

Workload is increasing due to fewer GPs, delays in hospital care, delays in cancer appointments, consequences of the pandemic, mental health is poorer, socio-economic factors and demands of government policy. Dr Lyons emphasised that the numbers are important but that the Practice is focused on improving health and that people are more important.

Architects are to plan potential changes to the reception area. This may include the telephone system being moved upstairs to improve confidentiality, or into the downstairs waiting area, with minimal impact and other structural changes to repurpose the clinical rooms.

Rotation of GPs attending the Steering Group meetings to continue.

10. Dates of meetings 2023 – all Mondays

3 April, 6pm via Zoom

5 June, 6.15pm at Shirley House

7 August, 6pm via Zoom

2 October, 6.15 Shirley House

4 December, 6pm via Zoom

11. Any other business

None discussed