

Hollies Patient Forum

NEWSLETTER

No. 1 September 2022



Welcome

The Hollies Patient Forum is pleased to welcome you to our first Newsletter! It will update you on the work of the HPF and its e-Group members, along with what is happening at the Hollies Medical Centre.

The Hollies Patient Forum (HPF) is the patient voice of the Hollies Medical Centre (HMC)

HPF is a 'Patient Participation Group' and allows patients to offer their views, experiences, suggestions and ideas to the Centre through a strong and close working partnership between patients and the practice.

Anyone registered with the HMC can join the Forum.

There are three ways to get involved:

1. If you would like to receive updates and get your views heard confidentially - you can join the HPF e-Group – please email hpfegroup2@gmail.com As a 'virtual' group, there are no meetings to attend.
2. We are also looking for volunteers with specific skills to help us with our work occasionally. The skills we sometimes need are: community languages; proofreading and reviewing texts or documents; creating and developing accessible reading materials; IT and webpage development; communications and social media.
3. There is a Steering Group of around twelve patient members, (plus two Centre members in attendance) who coordinate the work of the HPF and feedback ideas

and suggestions from the e-Group directly and confidentially to the Centre. The Steering Group meets every two months.

There is more information on the HPF on our webpage:

<https://www.theholliesmc.co.uk/the-hollies-patient-forum>

HPF Patient Survey

This month we are conducting our own patient survey on recent changes at the Centre, especially the new appointments system. This is in addition to the annual NHS GP Patient Survey. You can see the most recent NHS report on the HMC at: <https://www.gp-patient.co.uk/patientexperiences?practicecode=C88052>

We will make the Survey available to all members of the practice. The survey is anonymous, though we will ask you to volunteer information on age, sex/gender, ethnicity, disability, etc., to monitor how representative the results are. Survey results will be shared with the Centre and reported in the Newsletter.

Get in touch

We want to encourage participation in the work of the Group and the Newsletter, so if you have comments or contributions please email: newsletterhpf@gmail.com

HPF and the New Appointments System

A recent example of the work of the HPF was with the introduction of the new appointments system

In June, the Centre informed the HPF that new arrangements would be introduced for appointments. At its next meeting, Dr Mike Lyons explained why a new system was urgently needed: increased demand on services and their impact on staff and patient safety. It was the local experience of the national picture of the long-term squeeze on NHS resources, staff absences with COVID-19, and demand built up over the last two years. The new system aimed to give HMC the ability to better separate urgent and non-urgent requests, directing patients efficiently to an appropriate person, be that a GP, nurse, pharmacist, or admin.

After discussion at the meeting, it was agreed to delay the start. This was to allow input from HPF members and the e-Group, on how the system would operate and its effective communication in new web pages. Liaising with the Deputy Practice Manager Andy Smith, changes were agreed to the operational timings, the integration of SystmOnline/Airmid, and the consistency and clarity of the wording setting out the new arrangements.



The new system went live on 27 June. Feedback and liaison about the communications to patients continued, with further improvements made. Dr Lyons fed back on the new system at the end of July. He believed patients now had improved access, which is more clearly defined as urgent or non-urgent, and is more equitable. He thanked the HPF and e-Group for their help in making the new system work. Also, direct feedback to the Centre from patients has been invaluable.

Primary Care Networks (PCNs)

Last year, many patients were surprised to have to attend a GP practice in Dore for their COVID jabs. This was the first experience of a change across all GP practices in the past year – creating Primary Care Networks. The initiative is in the NHS Long Term Plan and aims to join up local services, though patients still access GP appointments at their home practice.

The HMC is in the Porter Valley Primary Care Network, along with the surgeries at Nethergreen, Rustlings Road, Greystones, Falkland House, and Carterknowle and Dore. HMC patients are already being referred to other practices for physiotherapy.



Information on the Network can be found at:

<https://portervalleyprimarycarenetwork.gpweb.org.uk/index.php/home-mobile>

HMC Update

- Andy Smith has joined the HMC in the new role of Patient Services Manager and Deputy Practice Manager. He has wide ranging responsibilities, focussed on service delivery and efficiency.
- In the autumn, three new trainee doctors are joining the Centre: two in their second year of postgraduate training and one in their third year of GP training.
- Dr Laura Martin has joined the Hollies as a salaried GP.
- HMC will shortly announce their plans for influenza and Covid booster vaccinations. **For information on vaccinations and eligibility see HMC's Updates page** <https://theholliesmc.co.uk/coronavirus-and-flu-updates> If the dates released by HMC are unsuitable for you, vaccinations will also be available from supporting pharmacies.