

# Hollies Patient Forum

# NEWSLETTER

No. 2 March 2023



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.

## HPF Steering Group

Information on the Steering Group, its work, and the Notes of its recent meetings are available on its webpage

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

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## We're recruiting

We have four vacancies for the HPF Steering Group and if you're interested, we would love to hear from you. For more information about the HPF and the Steering Group, please take a look at our webpage:

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

The Steering Group meets every two months on a Monday evening, alternating between Zoom and face-to-face meetings. We are looking for people from all backgrounds and all ages.

If you want to apply, then send us an email to [hpfegroup3@gmail.com](mailto:hpfegroup3@gmail.com) expressing your interest and consenting to share your email address with current Steering Group members. We look forward to hearing from you by 7 April 2023.

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## 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](mailto:newsletterhpf@gmail.com)

## HPF Patient Survey

Thanks to everyone who participated in the October Hollies Patient Forum (HPF) Patient Survey. We received over 750 responses and obtained a great deal of helpful information. HMC staff are now reviewing the results and will be setting out their response shortly.

Although not wholly statistically representative, we gathered a rich source of qualitative information. All responses are treated anonymously. Most respondents were female in the 39-65 age group, and 91 per cent of respondents identified as white. There were many positives from the survey but also several negatives.

**In presenting the results here, we are aware that they reflect the situation in the Practice three months ago and that there have been changes since then.**

The HPF's review of the results and a full quantitative analysis is available on the HPF webpage on the HMC website:

[HPF Patient Survey Nov 2022 Review and Results Vers 2.pdf](#)

The quantitative analysis presents pie charts of the percentages of the answers to the 'Yes/No' questions and word clouds to reveal the commonly used terms in the written comments. Unsurprisingly, as the Survey was focused on the changes introduced last summer, the most frequently used words were: 'appointment,' 'times,' and 'face to face.'

## Key Issues Identified in the HPF Survey

The topics patients were concerned about most were:

- The current appointment system is unclear and difficult to navigate.
- The time slots to phone in for urgent appointments and for routine appointments should be longer.
- Clearer information on preferred times for different types of requests.
- Clarify that really urgent calls will be answered outside scheduled times for urgent appointments.
- Difficulties getting through and knowing your place in the queue on the telephone system.
- Waiting times when calling the Practice when patients cannot use online systems.
- More accessible and longer times for the online system (AccuRX) to be open.
- Multiple digital systems are now in place to make appointments that are confusing (AccuRX, SystemOnline, Airmid), and not everyone understands how to use these.
- It needs to be made clearer that the reception staff do not make clinical decisions on what is an urgent or routine appointment.
- The manner and attitude of the reception staff.
- Confidentiality with phone and in-person conversations when sharing details with the reception staff, who sit in a congested, open and non-private area.
- Occasions when patients do not want to share information with anyone other than a doctor, however sympathetic and well-intentioned the reception staff are.
- Poor soundproofing in the building leading to worries that waiting patients could overhear consultations.
- Accessibility for the disabled and those with prams and pushchairs.

## What next?

We presented all your feedback, including your suggestions, to the Centre and their response was discussed at the Group meeting on 6 February. The Centre is updating its response in the light of our discussion and will be issuing a full reply shortly.

## Other Surveys and Feedback

### NHS Annual Patient Survey



Every year the NHS commissions an independent survey by Ipsos of GP practices: <https://gp-patient.co.uk/About>

You can find out how patients feel about their GP practice on the Patient Survey. The Survey data is comprehensive, giving reports of the patient experience and comparisons with other practices in the area and nationally.

The 2022 report on the Hollies can be viewed at <https://gp-patient.co.uk/patientexperiences?practicecode=C88052>

The Hollies did best compared to other practices on 'satisfaction with appointment times' (80% v 53%) and 'easy to get through to by phone' (69% v 46%). The survey was conducted from January to March 2022, before the new appointment system was introduced.

The 2023 Survey is currently underway, with questionnaires sent to 2 million adult patients selected randomly from registered patients.

### NHS Rate and Reviews



You can leave feedback on the HMC anytime on a dedicated NHS website.

<https://www.nhs.uk/services/gp-surgery/hollies-medical-centre/C88052/ratings-and-reviews>

As on TripAdvisor, you can also read the star ratings and comments made by Hollies patients. The great majority of the ratings are ★★★★★