

Hollies Patients Forum
Steering Group Meeting
Monday 5 June 2023, 6.15pm to 7.45pm
Room 3, Shirley House, St Andrews Church, Psalter Lane

Attendance Diane Davies (DD) (Chair), Linda Campbell (LC), Michael Worboys (MW), Ian Hodgson (IH), Lydia Wells (Observer) (LW), Tom Baker (TB), Linda Strudwick (LS), Andy Smith. Deputy Practice Manager (AS), Pauline Tryner (PT), Sally Freeman (SF) (Notes), Dr Nicky Bramwell (NB), Charlie Askew, Patient Services Administrator (CA)

Apologies Chris Ames, Alison (observer)

1. Welcome and introductions

New members welcomed – Linda Campbell (patient) and Charlie Askew (new Patient Services role)

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

a) Andy Smith to sort shadowing timescale please

AS has finalised the necessary confidentiality forms for PT and LS to enable them to shadow Hollies staff. Certain specific types of observations will be possible.

Action - PT and LS will liaise and arrange dates with AS to shadow staff and write short reports for potential HPF newsletter article.

b) DD to send a poster for display to Hollies Medical Centre (HMC)

Poster is now displayed in the surgery for recruitment to Hollies Patient Forum.

c) Patient Survey remaining actions

All actions completed – practice response is now displayed on website and in surgery, HPF newsletter addendum completed and text message sent to patients to alert them to these.

d) Working Group to simplify information around patient pathways for making appointments

Working Group established and met on 15 May to develop a plan based on information currently available on Hollies website.

e) HPF newsletter and webpage

- The HPF newsletter link is now more prominent on the HPF webpage.
- AS reported there's no way to record number of hits on the HPF webpage and newsletter.

3. Recruiting new Steering Group members and Vice Chair

LC, new Steering Group member, was welcomed. Recruitment poster to remain in place in surgery and message on HPF webpage as one further place on the Steering Group is still available. Steering Group patient members were asked to consider taking on Vice Chair role.

4. E- group feedback - Sally Freeman

Individual e-group members wanted to know:

- Can there be a simple guide on ‘how to access test results’ ? This could be addressed by the Working Group (item 6)
- Why they were prevented from requesting asthma medication because they were not allowed to ask for a repeat prescription before a certain date? NB and AS responded that repeat prescriptions have always been date controlled. This is for many reasons including medicines safety, to control stock piling, reduce risk of wrong dosages being taken etc. The earliest date to order repeat medication is displayed on the SystmOnline system, so as patients move onto this system they become aware of it. If prescriptions are needed in an emergency, for example for asthma medication, then a request should be made via the phone to the practice.
- What is the update on soundproofing? AS reported this is still being investigated. It has to comply with health and safety conditions, to ensure a clean environment. An example is that a recent contractor suggested a felt wall, but this would absorb other phenomena apart from sound.

One e-group member reported difficulties with the system for booking appointments

5. HPF Newsletter update – Michael Worboys

Lots of suggestions for newsletter articles. MW suggested that a decision needs to be made whether it is a patient forum newsletter, or a practice newsletter or a hybrid.

DD said we must be clear that the items in the newsletter are from the independent Hollies Patient Forum voice and it was not a Practice information service. However, some information for patients to assist in the navigation of the various opportunities available to patients at the surgery or across the Primary Care Network can be useful and helpful for patients.

Action - Future HPF newsletter items must be independent and clearly from HPF

6.. HPF priority issue “Clarifying and simplifying the patient journey when navigating the appointment system for different reasons”

An update was given by the Working Group about a developing plan for the simplification of communications around the appointment system, particularly on the website. Many examples of over-complication and confusion for patients trying to use the varied appointments systems were raised. There was discussion around how to simplify and improve the current systems including videos on how to use the available systems and simplifying the website messaging.

IH and MW volunteered to proof read and edit some of the information on the webpages to simplify content.

Actions

- AS to investigate if there are any videos or similar to support the appointment systems.
- IH and MW to edit website text around appointments to simplify and avoid duplication
- Working Group to meet to develop the plan

6. How we are working with e-group volunteers – update from members

MW has utilised the volunteers for proof reading of the newsletter and this was helpful. Let DD know of any further involvement please.

8. Hollies and NHS update – Andy Smith and Dr Nicky Bramwell (GP)

- Junior Doctors strikes to be held in June
- Administrator (CA) appointed to support AS in Patient Services role
- Further reception staff appointments to be made
- New telephone system and improved functionality of the system was discussed
- Workload for all staff, especially GPs, continues to be very high.
- LS asked why things have become more complex and services difficult to access since Covid. NB explained there were many multi-faceted reasons including a huge increase in health problems, especially mental health, reductions in services in community care, communication problems and pressures in secondary care.
- There have been GP contract changes which have made the recruitment of different personnel as part of the access recovery plan more possible. However, the restrictions of the practice estate mean the practice is at full capacity at present. Further services may be

offered in local hubs. The role of Physician's Associate was discussed. They really do assist the GPs in their role, with GP oversight.

- Decision-making in allocation of appointments, including time and place of appointment, was discussed. This can be dependent on age, employment and seriousness of condition. Patients are triaged via the Accurx system by GPs using their medical expertise to make decisions.
- There was discussion around opportunities for self-referral to various Hollies and Porter Valley Network services
- AS had produced some statistics eg there were 3588 telephone calls to the Hollies in May
- DD asked for our thanks be passed on to The Hollies Team for all the hard work at a time of unprecedented pressures.

Actions

- AS to communicate opportunities for self-referral pathways to patients
- AS to send the Steering Group the statistics on use of The Hollies Services and consider how to communicate these to patients

9. Reflections on achievements of the HPF in the past year

- Successful Patient Survey and detailed analysis with considered response for all patients from The Hollies
- Newsletter started and successful
- New members
- Active working groups, eg for Patient Survey and simplification of patient pathways
- Supporting the Hollies with patient-friendly communications

10. Dates of future meetings, all Monday evenings

7 August, 6pm via Zoom

2 October, 6.15pm at Shirley House

4 December, 6pm via Zoom

11. Any other business

None raised