

Hollies Patients Forum

Steering Group Meeting: Monday 2 October 6-7.30pm

Hollies Medical Centre

Attendance

Diane Davies, Ian Hodgson, Andy Smith (Practice Manager), Charlie Askew (Patient Services, Hollies), Tom Baker, Pauline Tryner, and Dr Niki Campbell (GP).

Apologies for absence

Sally Freeman

Linda Strudwick

Linda Campbell

Lydia Wells

Michael Worboys

Chris Arms

1. Welcome and introductions.

- No new members present.
- Diane informed the group that Chris Arms wishes to step down from the Steering Group, but wants to join the e-group.

2. Notes from previous meeting and action points

- #4 - The HPF constitution and ToR has been updated and uploaded to the HPF webpage, as requested.
- #5 - Andy is gathering stats for the newsletter (including annual collection of 'complaints and compliments' of the practice, and referrals). In progress.
- #6 – Andy and Charlie are still to update the webpage for appointments (from HPF's recommendations) – the summer has been exceptionally busy, but they will get around to this soon.
- #7 – Steering group members are recommended to join the e-group. **To join the e-group, send an email to hpfegroup3@gmail.com and ask to join the e-group. Sally will communicate with you as co-ordinator of the e-group.**

3. HPF priority issue – update from Working Group [Ian]

- Changes in the text for appointments will be implemented on the website shortly. The e-group will be contacted to provide feedback on the changes.
ACTION: Andy and colleagues will inform the us when the changes are complete so that feedback can be gathered.

4. Shadowing exercise verbal update [Pauline and Linda]

- Pauline shared her experiences and observations whilst shadowing staff at the practice. The exercise provides important insights into the work of several types of staff, and their interactions with patients.

- An article, based on Pauline and Linda’s reports, will be developed. This will include a shorter version for the newsletter, and a longer version to be published on the Hollies website.
 - Prior to publication, the article will be shared with Andy Smith to ensure it is suitably anonymised and an appropriate reflection of practice activities.
ACTION: Michael will work up two versions on the article in collaboration with Pauline and Linda.
6. **HPF Newsletter update [email update from Michael]**
- The newsletter will be published at the end of October 2023. It will include the stats provided by Andy, information about the Porter Valley Network initiatives (especially the online event on 8 November 2023) and a note on vaccinations (Ian).
 - A draft will be available for comment shortly.
ACTION: Andy will share the stats with Michael. Ian will work up a short piece on vaccinations. Michael will draft the newsletter and seek comments.
7. **E- group feedback [Sally/Diane]**
- A comment was received about the need for an organogram – there is a form of organisational graphic on Hollies’ website (the ‘Staff’ tab at the top of the homepage). We’ll need to discuss further if anything more is required.
ACTION: Further discussion in the group.
8. **Porter Valley Primary Care Network (PV PCN) [Diane and Ian]**
- A Zoom event is being held [See paper 2 with details] on 8 November 2023, supported by AgeUK and Sheffield Healthwatch. The event will provide some info about PV PCN, gather some patient views and start a conversation around strengthening the patient voice across PV PCN. Aim is currently for around 30 patient attendees, with 2 breakout rooms for more in depth discussions. Invites and bookings will be arranged via Eventbrite. It will be a taster/experiment ahead of a larger F2F event planned for early 2024.
 - A PV PCN flyer, containing a lot of information, including describing the 8 components of wellness/health, was discussed. It will hopefully be updated (currently too confusing with unclear layout and graphics).
9. **NAPP (National Association for Patient Participation) update [Ian]**
- Andy Smith confirmed that HPF is still a member, though very little communication has been received in 2022 or 2023.
 - Ian has reviewed the website, and it seems geared more towards ‘how to...’ information rather than dynamic communication. There are AGMs and news updates, but limited interactions. Ian will follow up to see if HPF can offer NAPP support in any way.
ACTION: Ian will follow up with NAPP.
10. **Hollies and NHS update [Andy Smith, Charlie Askew, and Niki Campbell]**

- Vaccinations proceeding – e.g., Saturday 30 September 2023 saw 1300 vaccinations given to around 700 people attending. These included the current ‘flu and C19 vaccines (for those eligible).
- Management restructuring – Andy is now Practice Manager, and Fran is Business Manager.
- The practice is still not up to its full staff complement, though there is a strong plan in place. One challenge is that there is no cap on the number of patients who can be registered at Hollies.
- There is expected to be no extra support available for the upcoming winter period, but it is hoped that the usual Autumn vaccine rollout will limit serious illness (and hospital admissions).
- The primary (GP) and secondary (hospital) care systems are under severe strain at the moment – all hospitals are triaging admissions. This is partly due to ongoing employment disputes and other long-term factors.

11. **Dates and locations of future meetings**

- This meeting decided to continue meeting in the waiting room at Hollies MC, at least for the next couple of F2F meetings).
- All Monday evenings at 6pm:

2023 date:

- 4 December 2023 - Zoom (new Zoom host – Michael)

2024 dates:

- 5 February (AGM) – **Hollies MC**
- **March 25 – Zoom – note this is a change of date (previous date was Easter Monday!)**
- 3 June – **Hollies MC**
- 5 August – Zoom
- 7 October – **Hollies MC**
- 2 December – Zoom

12. **Any other business**

- Another recruitment boost is needed now that a member has stepped down. **Discuss recruitment drive at next meeting.**
- Ideas for a Christmas event/get together should be shared with Diane – options include someone’s house (!), or a local venue. **Please share ideas by Friday October 27, 2023.**

END

IH/4 October 2023