

Hollies Patient Forum Notes
Steering Group Meeting, via Zoom
Monday 4 December 6pm to 7.30pm

Agenda

1. **Apologies for absence** - Tom Baker, Charlie Askew - CA

2. **Attendance**

Diane Davies - DD (Chair)

Sally Freeman - SF (Notes)

Ian Hodgson IH - (Vice Chair)

Michael Worboys - MW (Newsletter editor)

Andy Smith – AS (Practice Manager)

Linda Campbell - LS

Pauline Tryner - PT

Dr Niki Bramwell - NB (GP)

Lydia Wells – LW

3. **Notes from previous meeting and action points – paper 1**

Action Point 3 on agenda

Action Point 5 action completed

Action point 6 action completed

Action point 7 action completed. Sally to respond to email re infogram

Action point 8 on agenda

Action point 11 date of meeting changed

4. **AGM on 5 Feb 2024 – notice of intentions for Steering Group roles**

Diane wishes to stand down as chair.

Sally would be happy to stand down from e group coordinator role.

Action - all members to consider Steering Group roles before the next meeting

5. **Recruitment drive to Steering Group and e-group – agree next steps**

Steering Group members requested further recruitment to the Steering Group to boost numbers, plus further recruitment to the e-group. The recruitment drive could be included in the next newsletter. IH suggested a personalised reflection on what being on the Steering Group entails could be written. Members agreed one experienced member and one newer member could write an article for the newsletter. AS suggested a message including targeted message to diverse groups could be sent from the practice too.

Actions

- LW and IH have volunteered to liaise and write an article for the next newsletter.
- MW can contact one of the HPF volunteers to write a newsletter article about the benefits of joining the e-group
- AS can send messages to targeted and diverse groups.

6. HPF priority issue – update from Working Group – HMC website text changes

IH explained we are awaiting a response from Charlie re amended website text so we can review it via e-group, volunteers etc. A member of Falkland House Surgery has also offered to help the review.

AS explained CA is on annual leave, but has been working on the suggested changes.

Action - CA to update the working group when returned to work.

7. HPF Newsletter – verbal update - Michael Worboys

MW showed a hard copy to the group and asked AS whether hard copies were being picked up from the surgery. AS said that people were reading them and generally there are enough to last between the editions. The number of newsletters ordered for the waiting rooms had risen from 50 to 100.

Action - The content of the next newsletter can be discussed at the February meeting

8. E- group feedback - Sally Freeman

72 active members now and numbers are increasing, especially after editions of the newsletter are released.

One person had given positive thanks.

One email to be forwarded to AS.

9. Porter Valley Primary Care Network, postponed Zoom event – verbal update – Diane Davies

Preparation for the event went well but the meeting did not go ahead as invitations to the meeting were not sent out in a timely manner. It will go ahead in the New Year.

10. Links with Falkland House Surgery (FHS) – verbal update - Ian Hodgson

IH was invited to meet with FH surgery Patient Forum and ways of working were shared eg communication with patients, engaging with the practice, community initiatives etc. FHS were keen to learn more about the HPF e-group and how it was developed. FHS prepare a Christmas quiz and money raised goes to a chosen charity. Lots of similarities between the two forums.

Action - A member of FHS to be invited to a HPF meeting.

11. NAPP (National Association for Patient Participation) verbal update – Ian Hodgson
Little to report. Recently the NAPP AGM was held, but we were not aware so did not attend. NAPP does not appear very active and they still have no chair.

Action – IH to investigate NAPP further and contact them to offer support.

12. Hollies and NHS update – Andy Smith and Dr Nikki Campbell

AS reported stats for November:

- 2968 calls were made to the practice. Average call response time is less than 5 seconds. One member explained they had waited a long time in the phone queue on 2 occasions, AS reminded the group about the call back service.
- 423 referrals were made - suspected skin cancer referrals are the top referral (30 referrals)
- 2000 covid and 2000 flu jabs have been administered. This includes under and over 65s, those at risk and pregnant people.

New outdoor lighting and handrail have been installed.

A new clinical pharmacist is starting in New Year to replace Debbie.

There is a new active walking group “Hero for Health”, with walks starting from the Hollies every month on a Friday. Certain people have been invited eg people living alone and people living with diabetes. This group is keen to speak to HPF about engaging with patients.

NC reported that there had been a big increase in cases of winter illness and this has been compounded by an increase in poor mental health and anxiety associated with the cost of living crisis. GPs and clinical staff are signposting people to other services and the wellbeing hub. MW reported that there had been cuts to the Citizens Advice service in Sheffield.

Action - AS to invite Hero for Health team member to email DD to arrange a slot at a meeting.

13. Christmas social

MW kindly offered to host a Christmas gathering. This has been postponed until January to allow more people to attend

Action - MW to offer further dates in January

14. Dates of meetings in 2024, all Monday evenings at 6pm:

5 February (**AGM**), Hollies MC

25 March, Zoom (**note this is a change of date**)

3 June, Hollies MC

5 August, Zoom

7 October, Hollies MC

2 December, Zoom

15. Any other business

HPF members asked for thanks to be passed on to all HMC staff for the work they are doing in difficult circumstances.