

**Hollies Patients Forum  
Steering Group Meeting and AGM  
Monday 5 February Hollies MC**

## **Agenda**

### **1. Attendance**

Diane Davies (DD) Outgoing chair  
Sally Freeman (SF)  
Tom Baker (TB) (left at 19.00)  
Michael Worboys (MW)  
Ian Hodgson (IH)  
Pauline Tryner (PT) Arrived at 18.10. Left at 19.25  
Andy Smith (AS) (Practice manager)  
Linda Campbell (LC)  
Lydia Wells (LW)  
Linda Strudwick (LS)  
Dr Niki Bramwell (NB) (GP)  
Charlie Askew (CA)

**2. Apologies for absence.** None received.

**3. Welcome and introductions.** Not required.

**4. Notes from previous meeting and action points – paper 1.** Noted as correct.

**5. AGM – voting for Chair, Deputy Chair and Secretary roles, plus opportunity for Co-ordinator of E-group (all one-year terms).**

- Unanimous vote for Chair – **Ian Hodgson**. Proposed by Sally Freeman and seconded by Linda Campbell.
- Brief discussion around role of the Deputy chair.

**Action – Constitution and Deputy Chair to be discussed at the next meeting.**

**6. Achievements of Hollies Patient Forum 2022 to 2024 – paper 2** [Diane Davies]. Please see attached.

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

- MW has said he will formulate a letter to be sent to the e-group to encourage engagement with the forum, and membership.
- AS spoke about the covid volunteering group, and they may wish to become members also.
- NB suggested a QR code be added to the flyer.

**Action for IH after DD has forwarded the flyer to IH.**

**8. HPF priority issue – update from Working Group and Charlie Askew – HMC website text changes.**

- CA reported that she had reduced a lot of duplication. AS reported that they were considering a different website provider, but this depends on cost, and functionality. DD suggested further liaison regarding the content of the website.
- Action required to review changes to website. MW

- DD highlighted that 'Emergencies' was spelled incorrectly on the website and the December HPF notes are missing.
- Discussion around the correct use of the Accurix system for non-emergency requests (but not all). Points raised about the use of all the different systems, and their function and purpose. Suggestion made by SF to create some short clips that explain how to undertake certain tasks.

Action for IH and SF to take forward.

#### **9. HPF Newsletter, next edition – verbal report - Michael Worboys.**

All points considered in notes.

#### **10. E- group feedback - Sally Freeman.**

- Thanks to all the HPF (especially for the new handrail).
- Question about statins text - is this a blanket text, or individualized? It is a standardised message if certain criteria are met, and it is only sent if bloods suggest people are in an at-risk category. There is a rumour to suggest that GPs get paid more to prescribe statins, but this was refuted by the practice.
- Question about over 75 'annual review' meetings. Regular medications would warrant an annual review but not otherwise. However, if a person feels they need a review, this could be discussed with the practice.
- One potential recruit to the forum – details to be forwarded to IH.
- Action SF to forward details to IH.
- 73 Active members now that inactive members have been removed.

#### **11. Porter Valley Primary Care Network, postponed Zoom event – verbal update – Diane Davies**

- Still no date for the next event but this is still in on the horizon.
- This may be an event across the network or by individual groups. The PCN is only funded until the end of March.

#### **12. Links with Falkland House Surgery – verbal update - Ian Hodgson.**

- No great changes.
- Training session with Margaret to use Teams in preparation for the meeting when this is arranged.
- Margaret will be invited to one of our next HPF meetings (potentially in June when face to face).

Action IH to invite Margaret to next face to face meeting.

#### **13. NAPP (National Association for Patient Participation) verbal update – Ian Hodgson**

- No further update. No new chair is yet in place.

#### **14. Hollies and NHS update, including impact on patients of junior doctor strikes – Andy Smith, Charlie Askew and GP - Niki Bramwell.**

- AS reported several items. Niki Hall is retiring at the end of February. The practice has recruited two new partners. A vigorous recruitment process has resulted in the appointment of Dr Ellie Cumberbatch and Dr Craig Fishwick. They will be covering 5 sessions and will start in April 2024.
- Fran (former practice manager) is leaving the practice and is to take time travelling.

- The new pharmacist will start in mid-February. Jon Vinson will be full time, Monday to Friday.
- Two out of three HCAs will have retired by the end of the year, so new people will be recruited to replace them which will increase the hours covered at present. The admin team are working well and are a stable workforce at present.
- There will be a COVID-19 vaccination drive but the target group and the number of vaccines available is not yet known.
- 'Hero for Health' was discussed. These are walks from practices to various points, aimed at people at risk of metabolic syndrome to reduce the need for medication and therefore follow up and requirement for reviews.
- IH asked a question about the role of the PAs (following reports in the Guardian that they can create additional pressure on doctors due to supervision requirements). Two PAs are in post at the Hollies. One has been in post for 5 years, and one requires more supervision as has only been qualified for one year. Regulation is being discussed at present for the PAs.
- HPF gave their thanks to the practice.

15. Dates of 2024 meetings [all Monday evenings at 6pm]:

1. 25 March, Zoom [Apologies from MW, TB and potentially LS]
2. 3 June, Hollies MC
3. 5 August, Zoom
4. 7 October, Hollies MC
5. 2 December, Zoom

16. Any other business (please notify the Chair before the meeting). None.

[END]