

**Notes Hollies Patients Forum  
Steering Group Meeting [Zoom]  
Monday 25 March 2024, 6pm to 7.30pm**

**1. Attendance**

Ian Hodgson (IH) (Chair)  
Sally Freeman (SF) (Notes)  
Tom Baker (TB)  
Pauline Tryner (PT)  
Andy Smith (AS) (Practice Manager)  
Linda Campbell (LC)  
Lydia Wells (LW)  
Dr Mike Hogan (MH) (General Practitioner)  
Charlie Askew (CA)

**Apologies for absence.**

- Michael Worboys
- Linda Strudwick

**2. Welcome and introductions.**

The group introduced themselves.

**3. Notes from previous meeting and action points.**

Notes agreed as correct.

**ACTION:** IH will rework the recruitment drive flyer for the Forum and add a QR code.

**4. HPF constitution – review [Ian].**

IH asked the forum to review the constitution and send comments if required. **There may be no need for changes**, but a review is required.

**Action:** IH will create a Google doc for the forum to review and amend as required.

**5. Extra roles – Deputy/Vice Chair [Ian].**

IH discussed the role and would appreciate a Deputy/Vice chair for succession planning, support for chairing and reviewing agendas, and other roles as agreed with the Chair.

**Action:** Any interested parties to contact IH for further information/discussion.

**6. Recruitment Drive for Steering Group and E-group – updates.**

One person is keen to join the forum steering group and will attend the meeting in June 2024.

**7. HPF priority issue: HMC website text changes and noticeboards.**

IH commented that the appointments page on the website is now much clearer, and SF agreed with this. IH thanked the practice for their hard work on this.

IH discussed a recent meeting with SF to produce a list of questions on topics that patients may require answers to, and what media may work best as a teaching aid (e.g.,

document, or video). AS suggested the list of questions be sent to the Forum to see if any other queries can be considered. AS felt short Tik Tok length films could be produced in the place of something else to read.

**ACTION:** IH and SF to share the core topics/questions with the group and e-group for further comment.

### **8. HPF Newsletter, next edition [Notes from MW]**

MW wished to thank everyone for helping in the preparation and circulation of Newsletter #4, and a special thanks to CA for putting the PDF online so quickly. The next edition will be in 6 months, so there is lots of time for news to emerge, and if anyone wants to write for #5, please get in touch with MW.

**ACTION:** IH suggested a section in the next newsletter about being a 'patient' patient, and potential writers for any article should contact MW.

### **9. E- group feedback**

Active members – 77 (increase of 3 since last meeting).

One further potential interested person to join the forum and information will be sent to IH.

#### **Feedback from e-group:**

1. *Difficulties receiving correct medications.*

A new pharmacist has joined the practice so any issues with medications should now be simpler to resolve.

MH said that he would be supportive of people requesting an appointment with the pharmacist to discuss their medication requests and questions. This can be done via the admin team.

2. *Mechanisation of the practice and lack of face-to-face contact.*

If somebody asks for a face-to-face appointment this will usually be granted. However, the practice is trying very hard to do more with less funding and of course patients can still come to the practice to request an appointment, but there are finite appointment slots for people. However, this is preferred for people who cannot use 'smart' technologies. AS made the point that there is no limit to the list, for anybody residing in S7 or S11. There are currently around 11k people registered at Hollies practice, and this number is steadily rising.

**Action:** MH suggested that stats relating to the increase in patient numbers would be useful to add to the website to assist in patients understanding the pressures on the practice.

**Action:** IH suggested that an article in the newsletter about being a 'patient' patient would be useful.

3. *What is the role of the Physician Associates (PA), how are people allocated to them, and can there be something on the website to clarify their role?*

MH – partner GP, salaried GP and training GPs, all work at the same time as the PAs. A triage of all contacts is made and then allocations are made. If a condition is straightforward, then the presenting person can be allocated to a less experienced colleague. Gaining experience with complex conditions is also essential to increase the knowledge and confidence of all staff. There are no set

criteria for allocation to trainee GPs or to PAs. Patients are allocated to the most appropriate colleague, and this is always done under supervision.

4. *When a person is referred to a specialist, can they be informed when this has been done, and what the waiting time is?*

MH said that GPs do not know how long the waiting lists are. There is a website that gives an approximation of how long the waiting lists are which people can access.

CA suggested that people with full access to the NHS App can see when they have been referred. Perhaps for all patients to have full access may see an improvement in the information received. However not all hospitals use the NHS App. PT said that she can see when she has been referred to a specialist, but there are clear limitations with the app, which is also made more complicated by sites using different platforms and displaying different data.

**Action:** AS to seek more information about which Trusts are communicating with (and linked) to the NHS App.

5. *Do you have a nominated charity/special fund to which people can contribute to show their appreciation?*

Not at present. This will be given consideration, but care must be taken to avoid accusations of GPs receiving payment for services.

#### **10. Porter Valley Primary Care Network, postponed Zoom event [Ian – updates].**

Margaret Booth (Chair, Falklands House patient forum) will attend our next face to face meeting. Hollies and Falklands House patient groups were closely involved with developing the PCN event. According to Elaine Atkin (Porter Valley Primary Care Network Manager) a meeting is still in planning to discuss a way forward with the PCN and how the Hollies can work positively with the PVPCN. There are currently no plans to disband the PCNs (but the political agenda is always changing).

#### **11. NAPP (National Association for Patient Participation) verbal update [Ian].**

NAPP is still active, and more information has been received early in 2024, sharing information about activities of other patient groups (including one producing a podcast!). Some patient groups have also been collaborating with local schools.

**Action:** IH to forward the NAPP information to the forum.

#### **12. Hollies and NHS update [AS, CA, and MH].**

- AS reminded us that Niki Hall has retired from the practice.
- Dr Ellie Cumberbatch is a new partner and is joined by Dr Craig Fishwick.
- Fran has also retired.
- Further new staff have joined the admin team.
- COVID-19 boosters will be given to over 75s only. No stock has been received yet. Immune suppressed patients may also be considered.
- Proactive recall of patients for vaccination updates has been ongoing including for shingles, MMR, etc. IH asked if there are many people who decline vaccinations. According to AS, there is a small cohort of people who decline vaccinations.

- MH said there has been massive change at the practice, and they are all looking forward to some stability moving forward.

**13. Dates of 2024 meetings, all Monday evenings at 6pm:**

- 3 June, Hollies MC (SF gave her apologies)
- 5 August, Zoom
- 7 October, Hollies MC
- 2 December, Zoom

Meeting closed at 7.26pm.

[END]

SF and IH/8 April 2024