

Hollies Patient Forum (HPF) Steering Group Meeting and AGM Monday 10 February 2025 6-7.30pm

In attendance

Niki Bramwell (NB) (GP)
Linda Campbell (LC)
Sally Freeman (SF) (Secretary)
Howard Fry (HF)
Ian Hodgson (IH) (Chair)
Jeet Khosa (JK)
Andy Smith (AS) (Practice Manager)
Michael Worboys (MW) (Newsletter Editor)
Jean Nowell-Eyre (JE) (Observer)

Apologies:

CORE AGENDA ITEMS

1. Apologies for absence.

Apologies were received from Tom Baker and Linda Strudwick (LS).

2. Welcome and Introductions (for observers and visitors).

Introductions made by all attendees, and JE was welcomed to the meeting.

3. Notes from previous meeting and action points.

All actions discussed and items resolved or on this meeting's agenda.

AGM COMPONENT

4. Summary of achievements

- IH reported HPF's activities and achievements since February 2024 and outlined plans for 2025 [see Appendix on page 4].

5. HPF elected positions

- IH was elected to remain **Chair** for 2025-2026
- SF was elected to remain **Secretary** for 2025-2026
- LS has decided to stand down as **Vice-Chair**, so this position is currently vacant.
- Management of the **E-group** – up to now part of the Secretary's role – is being passed to another member of the Steering Group. This is awaiting confirmation.

ACTION: SF to liaise about handing on management of the e-group.

CORE DISCUSSION THEME

6. Patient participation in primary care

- To be discussed in depth during the virtual training event [see Item 7].

7. New member training

- Members of the forum are meeting Monday 17 February 2025 to pilot training package for new members.

PRACTICE FOCUS

8. Practice update

- **Industrial action** is ongoing – no new work is being undertaken, but current services will largely continue. 'Shared care agreements' are the most likely to be affected (e.g., some ADHD and transgender consultations) as the Practice is not paid directly for these.

- **Changes to appointments system:** one minor change is to the timeframe for calls to the surgery for an appointment. These are now available only up to 12 MD and not 1pm (more information is available on the Practice website).
- **Total triage** is receiving generally positive feedback. It's important to note that effective triage depends on receiving sufficient information from patients when they contact the Practice. The receptionist can then complete the assessment form on the patient's behalf so that they can be triaged by the Lead GP.
- **Extended access appointments** in network Hubs – patients are always seen by a fully trained GP (not a trainee or physician associate).
- **The GP NHS contract** is due for renewal on 1 April 2025. This may impact on how services are delivered, but at this stage little is known about the new contract.

9. HPF survey 2025

- The **draft survey questionnaire** was reviewed and will be amended according to comments.
- **Wording of certain questions** was discussed, and efforts to shorten the questionnaire as far as possible. Core questions replicate the survey at Falkland House undertaken in Autumn 2024 to enable a larger dataset if required.
- An **online version** of the questionnaire will be available in addition to paper copies in the Practice waiting room.
- **Data collection** will begin on **Monday, 3 March 2025**. The Practice will send a link to the online form to everyone attending the Practice over four weeks. This data collection period can be extended, depending on the number of responses. It's expected that data collection will finish no later than **Friday, 11 April 2025**.

ACTION: IH to finalise questionnaire and liaise with Andy to establish logistics.

PATIENT FORUM FOCUS

10. E-group feedback

- There are currently **76 members** of the e-group.
- **Completed GDPR** forms are being returned [see Item 12 below].
- **Sally shared information** about an email error sent to the e-group (CC instead of BCC). She received 20 supportive emails following her apology to the group. One person queries why BCC is used in a forum where implied to consent to share is given. Otherwise, responses from the group have been positive.
- **Query** – waiting time for appointments. **Response:** extra shifts are being offered by partner GPs to clear the appointments backlog [on some days, there can be over 100 requests for an appointment]. Waiting time has been reduced, but for non-urgent appointments there is still sometimes a 4-week wait. The Practice has requested funding for additional appointments.

11. Newsletter

- The **next edition** is scheduled for March 2025.
- **Content** will include:
 - Information about HPF's survey.
 - A report from the recent PVPCN meeting.
 - Patient oriented details about care navigation.
 - The launch of a 'Definitions Series' – clarifying terminology used in primary care.

ACTION: IH provide short pieces about the PVPCN meeting and care navigation. All members to liaise with Michael to provide suggestions for terminology requiring clear definitions.

12. Miscellaneous

- **GDPR forms** – all steering group forms have been returned. Some e-group forms have also been received [Thanks to all for returning forms!]. No further reminders will be sent to the e-group – it can be assumed that by continuing membership their consent is implied.
- No updates were reported from the **National Association of Patient Participation (NAPP)**.
- The recent **PVPCN** meeting, held in the King's Centre, 30 January 2025, is considered a success. Nearly 40 patients attended, representing all six Practices in the network. The core theme was care navigation, and a summary report together with the PPT slide set will be shared shortly.

ANY OTHER BUSINESS AND FUTURE FORUM MEETINGS

13. Any other business

- None

Date of Next meeting

- Monday 7th April 2025 – Hollies MC 6-7.30pm

Remaining HPF Meetings in 2025 [all Mondays @ 6pm]

- 7 April 2025 [Theme: *World Health Day*]
- 2 June 2025 [Theme: *Porter Valley Primary Care Network*]
- 28 July 2025 [Theme: *Maternal health and breastfeeding support, to reflect World Breastfeeding Awareness Week*]
- 6 October 2025 [Theme: *Diversity and health, to reflect Black History Month*]
- 1 December 2025 [Theme: *HIV and prevention, to reflect World AIDS Day*]

SF/IH

17 February 2025 [FINAL]

Hollies Patient Forum: Summary Report 2024

ACTIVITIES AND ACHIEVEMENTS IN 2024

1. The HPF Steering Group held **6 meetings**.
2. Collaboration with the **Porter Valley Primary Care Network (PVPCN)** on its Patient Voice initiative – two meetings so far for patients across the network, and more planned for 2025.
3. Collaboration with **Falkland House PPG (FH)** (involvement in each other's meetings, and continuing discussions).
4. Support for **new PPG (Greystones)**. Currently in Porter Valley, the status of PPGs is:
 - a. HPF – long standing and very active.
 - b. FH – long standing and very active.
 - c. Greystones – new and becoming very active.
 - d. Carterknowle and Dore – emergent, and two people are interested in developing a patient group.
 - e. Nether Green – unknown.
 - f. Rustlings Road – unknown.
5. Responded to **e-group queries** – e-group members are engaged and continue to provide a helpful feedback mechanism.
6. **Membership:**
 - a. Two new regular members.
 - b. 1 regular person resigned.
 - c. 1 person joined but then decided to return to the e-group only.
 - d. 1 person may be resigning [health].
 - e. As of February 2025, there are nine members of the steering group [can have up to 14].
7. **Training packages** on patient engagement for new members and new staff.
8. Recommended **changes to website**.
9. Assisted in **vaccine clinics**.
10. Moved away from **Zoom to F2F** for all meetings.
11. Published **several newsletters** which are being well received.
12. Tidied up **noticeboard**.
13. Maintained **effective working relationships** with the Practice.
14. Ian attended **NAPP AGM** on behalf of the group (and we have continued membership of NAPP).
15. Excellent **Xmas event** (and with gift donations to the Sheffield Young Women's Housing Project).
 - Thanks to **Sally** for notes and e-group.
 - Thanks to **Linda** for her work as VC.
 - Thanks to **Michael** for the newsletter.
 - Thanks to **Hollies Staff** for their support and positive interactions with the patient forum.
 - Thanks to **everyone** for their continuing commitment to the forum and to working towards improving the experience of Hollies patients.

AREAS TO ADDRESS

1. Losing **Charlie Askew** (Patient Services Administrator), a powerful link between HPF and the Practice, has placed more pressure on other staff.
2. The steering group is not as **diverse** as we would have liked.
3. We were **occasionally surprised** by changes at the Practice – we believe our role as a sounding board can be used more.
4. We're also aware that **primary care is currently under a lot of pressure**. As a group, we're keen to ensure Hollies patients are informed about new initiatives and the importance of their voice in the Practice.

PLANS FOR 2025

1. Review HPF **constitution**.
2. **Stronger understanding** about what patient involvement means.
3. Undertake **survey and report on findings**, with implementation as required.
4. **Increasing SG numbers** and diversifying the demographic.
5. **Continuing collaboration** with other PPGs (and working to encourage new groups in practices with no patient representation).
6. **Guides** for patients - adapting FH resources for use at Hollies.
7. Exploring ways to **maximise our positive relationship with Hollies staff**, and to be used more as a sounding board (a bellwether for patient responses to new initiatives and/or current challenges).
8. More **publicity about the forum** and its work locally and nationally (via NAPP).
9. Strategise the **best ways to keep patients informed** on primary care developments (including care navigation, self-care, and shared care), and ensuring patients are aware of what's going on (including people who rarely access primary care).
10. Set up **working groups** to target specific outcomes, e.g., patient outreach guides.
11. Exploring ways to get the **e-group more involved**.
12. Expanding **outreach opportunities**, such as the vaccine clinics.
13. Making the **HPF meetings more welcoming** (coffee/tea! biscuits! cake!)

IH/10 February 2025 [Edited]