

Hollies Patient Forum

NEWSLETTER

No. 6 March 2025



The Hollies Patient Forum (HPF) is the patient voice of the Hollies Medical Centre (HMC)

HPF is a 'Patient Participation Group' that allows patients to offer their views, experiences, suggestions and ideas to the Centre through a strong and close working partnership between patients and the practice.

HPF Steering Group

Information about the Group, its work, and the notes from its meetings can be found at <https://www.theholliesmc.co.uk/the-hollies-patient-forum>.

Patient Forum Steering Group Meeting, 10 February 2025

This meeting was the Annual General Meeting, where elections to officer posts were completed.

The main item on the Agenda was patient participation. On page 2, there is an article on this and a report on a meeting of the Porter Valley Primary Care Network on the subject.

The update from the Practice Manager and GP was that the Hollies is busier than ever. Some days, there are over 100 contacts from patients. Their feedback was that the new arrangements for appointments, introduced in November, are working well.

As in all GP practices, staff await details of the NHS financial settlement for next year. At the Hollies, ongoing issues with the GP contract have affected Shared Care Agreements.

The Group discussed the planned Patient Survey, which will survey all patients who use the Hollies in a four-week period from 31st March. The Group welcomed the support of the Practice Manager with electronic data collection.

The Group decided to create a Glossary of the Hollies and NHS terms that are widely used but may be unfamiliar. The first list is on page 2 – further suggestions are welcome. Please email

newsletterhpf@gmail.com

Patient Survey 2025

The Forum is conducting a survey of patient experiences. From 31 March to 26 April, all patients who contact the practice will be invited to complete a questionnaire online or in person.

After their appointment or contact, patients will receive a text message with details about completing the survey via a website link.

Paper copies will be available at reception and in waiting rooms for completion and submission at the practice.

If you have more than one appointment in the month, you should complete the survey for each visit or contact.

The survey is anonymous.

Our last survey occurred in October 2022. This year's survey is timely as it will capture patients' reactions to the new appointment arrangements that have been phased in since last November. The three changes are:

- **Routine appointments** were increased from 10 to 15 minutes. Urgent appointments remain for 10 minutes.
- **Online appointment booking** with the AccuRx form is now open from 8 am -12 midday.
- **Telephone appointment booking.** Patients can call after 8.30 am for a member of the practice team to fill out an AccuRx form on their behalf.

Further information on the changes is available on the News page on the Hollies website. <https://www.theholliesmc.co.uk/news-2>

Practice Jargon

AccuRx is the name of the NHS-approved software system the Hollies uses. **AccuRx is the HMC's preferred way for patients to contact it on all matters – it is not just for appointments.**

It is through **AccuRx** that the practice: (i) manages and allocates requests for appointments (*"I want help for a medical issue"*); and (ii) communicates with patients (by telephone, text and video) to give advice and guidance. All requests for appointments now go through AccuRx.

Admin Requests via AccuRx are for enquiries about doctors' letters, fit (sick) notes, referral follow-ups, test results, and other matters.

Floreys are a type of questionnaire generated by AccuRx and sent to patients to fill out on smart devices.

SystmOnline allows patients to view their electronic medical records and order repeat prescriptions. <https://systmonline.tpp-uk.com>

Airmid is a version of **SystmOnline** designed for patients to view their medical records on small mobile devices. <https://airmidcares.co.uk/>

The NHS App also allows you to view your medical records and order repeat prescriptions. <https://www.nhs.uk/nhs-app/>

Triage is the assessment of **patient needs** and forward planning based on AccuRx requests for appointments. The Lead GP triages (prioritises and allocates) patients to the appropriate team member. GPs take turns as Lead.

Care Navigation Team is the new term for Reception. It reflects their enhanced training and role in helping patients. With telephone and in-person visits, as **Care Navigators**, the team will complete an AccuRx request on your behalf or arrange for other support to meet your needs.

Hubs are GP practices that offer additional appointments on evenings and weekends to those arranged at the Hollies. The nearest Hub to the Hollies is the Carterknowle Medical Practice. Appointments are available Monday to Friday from 18:30 - 21:30, Saturday from 09:00 - 18:00, and sometimes on Bank Holidays. For details of all the Hubs in Sheffield, see: <https://sheffieldurgentcare.co.uk/hubs.html>

Hub appointments can be booked through the Hollies (AccuRx or telephone) or by contacting 111 when the GP practice is closed.

Social prescribers connect people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and well-being. <https://www.england.nhs.uk/personalisedcare/social-prescribing/>

Porter Valley Primary Care Network (PVPCN)

Primary care networks (PCNs) are groups of GP practices that work together with other health and care providers to offer a wider range of services to the local population than would be feasible within a single practice.

The Hollies Medical Centre (HMC) is in the Porter Valley Primary Care Network (PVPCN), which has six GP practices: Carterknowle and Dore, Falkland House, Greystones, Hollies, Nether Green, and Rustlings Road. The network serves nearly 45,000 patients, and one benefit of a primary care network is the ability to share information and staff between practices, such as physiotherapists or dieticians.

One area the network is focusing on is amplifying the patient's voice, ensuring that patients in primary care have opportunities to contribute to the development and delivery of healthcare services. In July 2024, the PVPCN hosted an online event for patients across the network to share more information about its work and emphasise the importance of the patient's voice. Around 30 people attended, and the discussion explored the benefits of practices working in partnership and the valuable contributions that patient groups – speaking as 'expert patients' – can make to a GP practice.

More recently, at the end of January 2025, nearly 40 people attended a face-to-face meeting at the King's Centre, where they received further insights into the network and ways to strengthen the patient's voice. The meeting also provided an opportunity to discuss how a system of care navigation – part of triage – helps ensure that patients are directed to the most appropriate healthcare professional, such as a GP, practice-based pharmacist, or mental health specialist.

A version of care navigation is used in all six practices across the network, and the meeting, with patient representatives from each practice, provided a significant opportunity to address questions and feedback.

There is more information on care navigation in the reports from the PVPCN meeting: <https://portervalleypcn.nhs.uk/patient-voice/>

We encourage patients across the network to explore ways to have a greater voice in their practices through a Patient Participation Group (PPG) or Patient Forum.

Get in touch

We want to encourage participation in the Newsletter. If you have comments or contributions, please email to newsletterhpf@gmail.com
