

Hollies Patient Forum

NEWSLETTER

No. 7 September 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, notes from its meetings and copies of the Newsletter can be found at: <https://www.theholliesmc.co.uk/the-hollies-patient-forum>

Patient Survey 2025

A total of 604 patients completed the survey. Overall, responses were positive. Comments included 'efficient', 'friendly', 'responsive', and 'effective' in meeting patient needs, but several issues were highlighted.

For patients requesting an appointment, 61% received a consultation on the same day, 73% within three days, and only 8% waited longer than 2 weeks.

When patients requested a named staff member, 75% of the requests were met.

Satisfaction with consultations was high, with 91% reporting 'satisfactory', 'very satisfactory', or 'excellent'.

Online access is valued as a rapid and efficient way to contact the practice and make requests, though some patients find the use of online AccuRx challenging.

The work of the reception staff is widely appreciated. However, there were comments on perceived barriers or a lack

of friendliness. Patients are wary about sharing personal details, though this may be due to a misunderstanding of the role of reception, which is 'care navigation' across the services offered by the practice. GPs are responsible for the allocation and prioritisation of requests for appointments ('triage').

The convenience of Lo's pharmacy is seen as a key benefit, though some prescription issues were mentioned.

Continuity of care was a concern for some respondents.

Patients reported logistical issues, including the timing and notification of phone consultations, reporting test results, and long wait times on the phone.

The ambience and environment of the practice building were flagged, including inadequate signage, background music, and access to the basement and first floor, with steep stairs and no lift.

The 2025 Survey Report is available at: <https://theholliesmc.co.uk/common/getdocument?id=373441>

Summary and recommendations at:

<https://theholliesmc.co.uk/common/getdocument?id=373444>

Healthwatch Sheffield

Healthwatch provides independent information and advice to the public on navigating health and social care in their local area. It also supports people in sharing feedback, positive and negative, about their experiences with local health services.

For over ten years, Healthwatch Sheffield has collaborated with patients and GP surgeries to advocate for service improvements, including enhancements to booking systems and the adoption of more inclusive approaches to care.

At the Hollies, the Patient Forum provides feedback, but the patient experience extends beyond GP services. Onward referrals to hospitals and other services can be lengthy and confusing. Healthwatch Sheffield can signpost and support you with issues you might encounter along the way. It can also provide feedback anonymously to various NHS and private service providers about a range of concerns and experiences.

Following the Dash Review into patient safety organisations in July 2025, the Government decided to transfer the functions of local Healthwatch to teams within the NHS and local councils. This means that at some point in the future, Healthwatch Sheffield is likely to close. Transferring independent voices within the NHS questions the very nature of independence. If, after reading this, you share this concern, a petition is currently live on the Healthwatch Sheffield website, calling on the Government to protect the independence of local voices. Please give your support by signing this petition today. <https://www.healthwatchsheffield.co.uk/news/2025-08-08/sign-petition-review-decision-abolish-independent-local-healthwatch>

To speak with Healthwatch about any poor experiences you have had as a patient in Sheffield, please get in touch with us by phone (0114 253 6688), email, or in person. Details can be found at www.healthwatchsheffield.co.uk

Harry Frost, Sheffield Healthwatch

Autumn flu and COVID-19 vaccinations

The Practice is preparing for its annual programme of flu and COVID-19 vaccinations. Eligible patients are being contacted and offered appointments. Some patients will also receive a COVID-19 booster (usually offered to people 75 years or older, residents in care homes for older adults, or those who are immunosuppressed). Around 2,000 patients are expected to attend the Hollies for vaccinations.

Vaccines have had an immensely positive impact on public health since the early 1940s, when one of the UK's first vaccination programmes against diphtheria reduced deaths from 2,480 in 1940 to just six by 1957. The COVID-19 pandemic also highlighted the importance of vaccines in disease control. A World Health Organization report published in October 2024 on COVID-19 vaccines found that they prevented more than half of all COVID-19-related hospitalisations and severe outcomes. The flu vaccine has shown a similarly positive impact – last year alone, it prevented between 96,000 and 120,200 hospitalisations in England.

So, amidst the noise of misinformation and disinformation about vaccines, let's stay focused on the significant benefits of vaccination programmes. We must also avoid complacency—the pathogens that cause serious vaccine-controlled diseases (e.g., COVID-19, polio, mumps, or measles) don't simply disappear. They remain, waiting for new opportunities to gain a foothold in under-vaccinated populations.

Ian Hodgson, Chair, HPF

Get in touch

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