

Hollies Patients Forum (HPF)
Steering Group Meeting
Monday 1 December 2025, 6-7.30pm

Attendance

Sally Freeman (Secretary) (SF)
Rory Freeman (RF)
Howard Fry (E-group Coordinator) (HFy)
Ian Hodgson (Chair) (IH)
Craig Fishwick (GP Partner) (CF)
John Nelson (JN)
Jean Nowell-Eyre (JNE)
Andy Smith (Practice Manager) (ASm)
Linda Strudwick (LS)

Apologies for absence

Harry Frost (HF)
Jeet Khosa (JK)
Andrew Swartz (AS)
Pauline Tryner (PT)
Michael Worboys (MW)
Barbara Wigley (BW)

CORE AGENDA ITEMS

1. Apologies for absence

Apologies were received from Harry Frost, Jeet Khosa, Andrew Schwartz, Pauline Tryner, Michael Worboys, and Barbara Wigley.

IH reported that Barbara Wigley has decided to leave the steering group. IH has thanked Barbara for her contribution.

2. Welcome and Introductions.

3. Notes from previous meeting and action points

These were confirmed as correct, and action points addressed in this meeting as appropriate.

CORE DISCUSSION THEME

4. HIV treatment and prevention

As 1 December is World AIDS Day, IH provided a short summary of key issues around HIV and AIDS [see accompanying summary with these notes].

A short Q&A session followed. CF shared that cardiovascular issues are more common in people living with HIV, requiring a different approach to assessment and treatment. IH emphasised the challenges of ageing for people living with HIV, and the role of primary care in managing issues that arise.

PRACTICE FOCUS

5. Practice update – CF and ASm

- ASm reported that the practice is busy, but that the vaccine clinics were very successful. The 'hard to reach' population under 65 years of age engaged more positively in 2025.
- As an example of workload, CF noted that today (1 Dec 2025) there were 50 on-the-day appointments, and 200 requests requiring triage and signposting (including to hubs if appropriate). He also shared that very vulnerable patients, those who are chronically

sick or with complex needs, are now flagged as ‘continuity’ patients. This means that they are not sent to hub services.

- A new salaried GP is being recruited at the practice.
- An artificial intelligence (AI) tool is being considered as part of the package offered to patients. This could be especially useful for signposting to services, including prescriptions and other health advice. It could also improve accessibility. Upperthorpe already use this facility, and report very positive results, especially around reducing reception staff workload.

6. Update on new Hollies patient guide

- This is still in progress, and further details will be shared at the next HPF meeting (AGM, February 2026). In the meantime, ASm will respond to specific queries raised by AS.

Action: Add to agenda for next meeting.

7. Specific items for discussion

- The **use of AI/‘Sensely’** – no further feedback on this (MW and others had previously raised concerns at a previous meeting about the use of data). This will be followed up at the next meeting.
Action: Add to agenda for next meeting together with general discussion about AI in primary care.
- **Impact of resident doctor industrial action** on the practice – this has affected the practice, though the impact on patient services has been minimal. Around 50% of resident doctors working at Hollies have been involved, and the next action will be 17-22nd December 2025.

PATIENT FORUM FOCUS

8. E-group feedback (HFr)

- Two queries were received from e-group members:
 - *Q: Are electronically generated discharge letters seen by GPs?* AS confirmed that if there is any further follow up, they are and then filed in the patients notes. No further follow up or intervention are filed directly in the notes.
 - *Q: Lasting Power of attorney Records:* These need to be brought into the surgery to be copied for them to then be entered into the patient record.

9. HPF Newsletter, updates and next edition (MW)

- A new edition will be published in the first quarter of 2026 and will be discussed at the next meeting.

Action: Add to agenda for next meeting.

10. Planning for 2026

- **Updates on plans for a strategy to increase our impact on primary care as a patient forum:** JK has coordinated a preliminary meeting, identifying possible community partners with which to liaise. Further details will be shared at the next meeting together with a draft action plan for 2026.

Action: Add to agenda for next meeting.

11. Miscellaneous

- **Meetings for 2026** are now confirmed – all Mondays @ 6pm at Hollies Medical Centre:
 - 9 February 2026 [AGM] [Theme: *Participation and advocacy*]
 - 13 April 2026 [Theme: *Mental Health #1 – accessing services and community networks, including Citizens Advice - Lesley Faithful*]
 - 1 June 2026 [Theme: *Sarcoidosis – JNE*]
 - 3 August 2026 [Theme: *Mental Health #2 – focus on addiction and recovery services – JN*]
 - 5 October 2026 [Theme: *Infectious disease, to reflect the Autumn vaccine clinics – IH*]

- 7 December 2026 [Theme: *HIV and prevention, to reflect World AIDS Day – IH*]
- **Update on HPF's NAPP Corkill Award Application:** HPF was unsuccessful. The award was shared by two PPGs in large practices (20k+ patients) in Balham (with innovative approaches to the training of care navigators) and Beaconsfield (extensive community activities and targeted health training events for patients). It was also announced at the NAPP AGM, attended by IH on 29 November 2025, that in 2026 the organisation would be closing after 50 years of activity.
- **Update on Porter Valley Primary Care Network (PVPCN):** The patient meeting held 23 October 2025 was attended by 50+ patients and provided useful information about the 10-year Plan for Health in England, and the range of local services available to primary care. A report will be shared in due course.
- **Update on other PPGs in PVPCN:** Meetings of PPG chairs in PVPCN chairs are continuing (Hollies, Falkland House, and Greystones). A new PPG has just been launched at Rustlings Road practice, and the chair join future meetings.
- **Final arrangements for HPF Xmas event 2025:** Linda C has kindly offered to be host, and this will be held Tuesday 16 December 2025 @ 7pm. As before, donations to a local charity will be welcomed ([Young Women's Housing Project](#), YWHP).

Action: IH will share an email with final details and directions.

ANY OTHER BUSINESS AND FUTURE FORUM MEETINGS

10. Any other business

- **LS** is standing down from the steering group for health reasons. The group expressed much thanks for her support and significant contribution to the group. Her wisdom in directing the group's focus will long be appreciated.
- Thanks to **LC** for providing delicious cakes for the meeting, and **Andy Smith** for supplying drinks.

Date of Next meeting

- Monday 9th February 2026 – Hollies MC 6-7.30pm [**Annual General Meeting**]

Remaining HPF Meetings in 2026 [all Mondays @ 6pm]

- 13 April 2026 [Theme: *Mental Health #1 – accessing services and community networks, including Citizens Advice - Lesley Faithful*]
- 1 June 2026 [Theme: *Sarcoidosis – JNE*]
- 3 August 2026 [Theme: *Mental Health #2 – focus on addiction and recovery services – JN*]
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SF/IH

15 December 2025 [FINAL]