**The Hollies Patient Forum**

28 September 2020

Minutes of the meeting

**Present**: Sarah Bowler (Chair), Dr Richard Harvey, Chris Armes, Tom Baker, Liz Friend, Ernest Shoobridge, Diane Davis

1. **Apologies for absence**

Fran Draper, Andrew Spooner, Patrick Harding, Pam Hooley

1. **Minutes of the previous meeting and matters arising**

These were accepted as a true record.

1. **Virtual Group Feedback**

 AS not present.

1. **Transformation Project - feedback**

A joint venture between the PCN (Porter Valley) and Sheffield Age UK to support elderly and vulnerable people was due to start in March however this has been delayed due to Covid 19. The Project has now begun to recruit volunteers and to identify service users. RH to follow up on progress. CA said he had a contact in AgeUK Sheffield and would also make enquiries

1. **Practice Update – RH**
* **General**

The Covid 19 pandemic has radically altered how the practice operates from March 2020. The change to the way of working is to aim to reduce the amount of face-to-face contact with patients to protect both them and the staff. Appointments requests are triaged by phone to assess priority. A GP will call back and deal with the appointment via telephone or video call and when appropriate arrange a face-to-face appointment at the surgery. The AccurX online system is now in place to provide an additional interface for patients to make contact and to reduce pressure on the phone lines. Full information is on the website.

There has been some issues with aggressive callers and publicity concerning what is inappropriate patient behaviour will be promoted on the website to support staff.

Capacity has coped so far despite managing staff absences during the height of the pandemic. Care Home visits have also been kept up to date. More clinics have been able to resume in recent months such as Woman’s Health and immunisations.

* **Staffing**

Dr Simon O’Connor has now retired and the meeting offered their warm regards and good wishes. The Practice is interviewing for a new GP partner in October.

Other staff joining the practice are two new pharmacists (one part time); and an HCA Apprentice. The recruitment for the new post of a Physician’s Associate is at an early stage.

* **Flu Clinics**

The first clinics will take place on 3 and 17 October and will be held at the surgery under Covid guidelines. Patients will enter a one way system, have their jab and leave via the fire exit. There will be special arrangements for the most vulnerable patients.

* **Estates**

The Practice has put in a bid for funding to develop the top floor of the building into office space which has not yet been confirmed. This will in turn free up the space on the other floors for clinical use. The initial refurbishment of the existing top floor rooms has been completed this summer.

The meeting offered their thanks to all staff in the Practice during this extremely difficult period and wished to acknowledge the dedication of all concerned.

* **Action** RH said he would be grateful for any feedback before next meeting
1. **Dates and Times of next meeting**

**Monday 7 December** 6pm via Zoom

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