**The Hollies Patient Forum (HPF)**

**Steering Group Meeting at Shirley House**

**6 June 2022**

**Notes from the meeting**

**Present**: Diane Davies (Chair), Chris Armes, Tom Baker, Sarah Bowler (Secretary), Sally Freeman, Liz Friend, John Harding, Dr Mike Lyons, Andy Smith (Deputy Practice Manager) Pauline Tryner, Michael Worboys.

Observers: Linda Strudwick, Pauline Pasley

1. **Apologies for absence** Catherine Pryor

**2. Introductions, welcome to new members and observer**

Diane welcomed Sally as a new member, Pauline and Linda as observers and Andy as the new Deputy Practice Manager. Everyone introduced themselves.

**3. Notes of the previous meeting and action points**

These had been circulated and amended previously and were accepted as a true record. All the action points had been addressed or were covered in the agenda.

*In addition a response from the Practice to the Summary of Patient Feedback had been received. Diane asked that it should be made clear that this had not been a survey but a request to the Steering Group and e-group for any feedback about their experiences as patients during the last 2 difficult years. It was not for general publication and hopefully most of the points would be covered when the planned Patient Survey takes place. Diane will contact Fran Draper (Hollies Practice Manager) about how the Practice response will be circulated to those who were invited to provide feedback.*

**4. Steering Group membership**

Andrew Spooner has resigned due to ill health and Helen Blackburn has also resigned as she has joined another Practice. Diane thanked them both for their commitment to the Steering Group and cards of thanks were signed. There are now 10 patient members so at least 2 more can join.

**5. E-group membership and feedback**

There are currently 62 members of the e-group but as occasionally emails bounce back it can be difficult to keep track of all members. Some questions had been raised about the proposals for the new appointment system. These were taken later in the meeting. There was also a query about whether Dr Nikki Hall was still a partner. Dr Lyons said that she had been away for 6 months but was back working part-time. Another Dr Hall was working as a locum GP on Mondays.

**6. New role of Patient Services Manager and Deputy Practice Manager at the Hollies**

Diane welcomed Andy Smith and he introduced himself. He has not worked in the NHS before but has been in customer focussed work so brings a new perspective. He has wide ranging responsibilities but is particularly interested in being proactive at this time of change

* to find out what is working and not working in the Practice,
* helping patients to manage their appointments in a number of ways,
* finding better ways of doing things,
* improving the web site,
* managing complaints and
* working more efficiently

**7. Future Steering Group Meetings**

After some discussion it was decided that meetings would be every 2 months alternating between face to face meetings at Shirley House and Zoom meetings which Sally will host. This means that for the current year the meetings will be

* **1 August Zoom 6pm**
* **3 October Shirley House 6.15pm**
* **5 December Zoom 6pm**

**8. New Hollies Appointments System**

Dr Lyons introduced his paper on the new appointment system and outlined the main points. The current system is not sustainable so an alternative had to be found. The new system will mean that patients can make

* **Urgent appointments** by telephone from 8.30 to 10 am and by AccurX (on-line system) 8.15 to 8.45am
* **Routine appointments** by telephone after 10am and by AccurX 8.15 to 8.45am
* **The single Duty Doctor model** will be replaced by having 2 Duty Doctors managing the day and triage

Considerable discussion ensued with a number of concerns and anxieties being aired and responded to:

* Patients need to understand the system otherwise there will be a backlash. There is already concern about getting an appointment. The messaging about the new system needs to be simple and clear. Language has to be consistent.
* The current appointments page on the web site is very messy. Andy said that this is due to be updated before the new appointment system starts
* Explanations about the role and remit of the Duty Doctors are required as there is confusion about the triage system. Dr Lyons said that there will be more information on the web site. He also said that having 2 duty doctors does have the downside of reducing the number of on the day appointments available.
* What is AccurX? It needs to be explained.
* Will it be possible to book a non-urgent appointment with a GP of choice? Dr Lyons said he thought this should be possible, but it will mean a wait.
* There was a general concern that though change was necessary the start date of 20 June was too soon and didn’t allow sufficient time for effective communication to patients. Dr Lyons said that the Practice needed to put the new system in place before the summer holidays but agreed to ask the practice for postponement of a week to 27 June.

**Action**

Dr Lyons agreed to send the updated website communication about the new system so that the Steering Group could comment from a patient perspective before it goes live.

**9. New Sheffield Enhanced GP Access Service**

Under time pressure Dr Lyons explained that there is to be a change to the Primary Care Sheffield Out of Hours/ Extended Access Service. There will be a local hub at the Porterbrook Clinic which will provide extra GP services on weekday evenings from 6.30 to 9pm and on Saturdays from 8am to 8 pm. He will give a further information in August. The change is to be implemented on 1 October.

**10. Patient Survey**

Liz had circulated a further paper about the Patient Survey which has been in the pipeline for some time. Fran Draper had also sent through a link providing the Practice demographic information which had been requested. In the light of the proposed changes to the appointments system Liz gave 3 options for the survey launch. It was decided that the best way forward was to conduct a full revised survey in 3 months’ time combining feedback about the new appointments system and other patient issues, including free text boxes for people to add more comments.

**11. HPF publicity and Newsletter proposal**

Michael had circulated a paper outlining the ‘whys’, ‘whats’ and ‘hows’ of a Hollies Newsletter. There was general agreement that such a newsletter would be a good idea especially as it could be in PDF downloadable from the website and also in print form available in the waiting rooms. Dr Lyons confirmed that leaflets are now allowed in the surgery.

**Action**

A small working group will move this forward. Dr Lyons volunteered and Diane asked for anyone else interested to get in touch with her.

**12. Primary Care Network**

Elaine Atkin (Porter Valley Primary Care Network Manager) had sent out a paper listing the activities being initiated and maintained by the Network team. There were no issues or questions raised.

The meeting closed at 8pm.

**Next meeting - Monday 1 August, 6pm on Zoom**

Sarah Bowler 7 June 2022