**Hollies Patients Forum, Steering Group Meeting**

**Monday 3 October, 6.15pm to 7.45pm**

**Shirley House, Psalter Lane**

**Notes from the meeting**

**Present:** Diane Davies (Chair), Sarah Bowler (Co-ordinator of e-Group), Michael Worboys (Newsletter lead), Andy Smith (Patient Services Manager), John Harding (left the meeting at 19.00), Dr Nikki Hall, Sally Freeman (Secretary and notes),Tom Baker (left the meeting at 19.28), Linda Strudwick, Pauline Tryner (Left the meeting at 19.29) Chris Armes

**Apologies for absence:** Ian Hodgson, Liz Friend

**Welcome, introductions and Steering Group membership update**

Catherine Prior has stepped down and Diane has passed on thanks for her services.

1. **Notes from previous meeting and action points – paper 1**

Actions complete and notes agreed.

1. **Hollies Patient Survey update - paper 2**

Survey is now on-line and so far 8% of patients have contributed (696 responses). Andy provided a rough data summary to date. Paper versions of the survey are available in the conservatory at the Hollies and were available at the recent flu clinic. Finishes on 16th October. Liz is looking for people that can help analyse the results of the survey. Brief consideration of the demographics of the survey results suggests the majority of respondents are in the 40-65 age group. Future surveys will be much easier to organise as the hard work has been done for this survey. Thank you to everyone involved.

**Action** – volunteers to analyse the data to inform future planning for the Hollies.

1. **HPF Newsletter update – Michael Worboys – paper 3**

Impressive quality and content in the HPF Newsletter. Thank you to Michael and to everyone who helped in the production of the same. The feedback from the survey will form part of the content of the next Newsletter. Further suggestions for content include explaining the different ways to contact the surgery and more detailed information about the use of apps. Dr Lyons has contacted Diane offering an opportunity for Steering Group members to shadow a GP and receptionists which could help provide some content.

**Action:** Michael to consider the content for the next edition of the Newsletter, plus help from e-group volunteers, Steering Group members to consider helping

1. **Updated HPF webpage and call for skills**

The webpage has been updated and the content has been enhanced, including the “call for skills”. Several members of the e-group have volunteered to offer their skills to help the work of HPF, particularly with proofreading, reviewing and simplifying texts.

**Action:** Workstream leads to consider how best to use the offers of help from e-group members and contact them when needed

1. **E- Group feedback and queries - Sarah Bowler**

The e-group membership has increased to 65 people and is more active. 10 new members have contacted Sarah to join the group. Two people provided negative pieces of feedback regarding the new appointment system. One person was referred to complete the Patient Survey as a suggestion. Sarah said that some people have reported not feeling confident in using on-line access to appointments.

A further communication has been received regarding the poor state of the handrails leading up to the surgery. Andy reported that there are practice plans to replace these, but it will not happen immediately.

1. **Practice and NHS update – Dr Hall/ Andy Smith**

Consideration is being given to provide a general email address as well as a prescriptions email address to avoid confusion for people who wish to make an enquiry.

Andy discussed the range of patient feedback received and said the flu clinic was a catalyst for people giving more positive feedback. 4907 flu clinic invites were sent, 1059 appointments were made and 997 vaccines were given. Only 25 slots were available at the end of the day. Next year the GPs feel they can manage greater numbers. It appears to have been very efficiently run and text messages were utilised to encourage speedier throughput. Flu vaccines were late arriving compared to previous years.

New administrators and receptionists have started and are being orientated. New trainee GPs have started. Dr Laura Martin is now a salaried GP (formerly a Hollies GP trainee).

Alternative telecommunications systems are being explored to enable the monitoring of the volume of calls, as well as time waiting and call drop-outs.

As part of the new Enhanced Access initiative in Sheffield, the out of hours hub will move to Porterbrook Surgery from the Sloan practice. GPs will have to triage all calls prior to being referred to Porterbrook.

1. **Porter Valley Primary Care Network (PCN) update – paper 4**

Elaine Atkin compiled an update regarding several new initiatives in the PCN. The PCN is considered a positive development although the lack of buildings and rooms across the PCN does limit what can be done by sharing services and does not allow for further expansion. The listening service, midwifery services and other services are shared but the surgeries are fully utilised now from an estates perspective.

1. **Porter Valley PPG (Patient Participation Group) update**

Some GP practices in our PCN do not have a PPG or patient forums. The attempt to develop a Network wide PPG is moving forwards slowly.

1. **Roles available for Steering Group members – paper 5**

There are several roles available for Steering Group members to help with. Sarah Bowler would like to hand over the role of e-Group coordinator to a willing volunteer. Sarah will continue for the immediate future.

**Action:** Diane will email Steering Group members to see if some of the roles can be filled

1. **Future speakers**

A speaker from MIND at Sharrow may be an informative and useful speaker. The pharmacist has also offered to speak.

**Action:** Contact Diane if you have any further suggestions for speakers

1. **Dates of meetings:**

Monday 5 December 2022, 6pm, via Zoom

**Suggested dates for 2023 – all Mondays**

1. Feb (AGM) at Shirley House

3 April via Zoom

5 June at Shirley House

**Action:** Diane to contact Steering Group to check whether Monday evenings are still a suitable time for meetings in 2023.

1. **Any other business (please notify the Chair before the meeting)**

Liz has kindly offered her house as a venue on Monday 19th December for us to meet informally.

Responses to complaints from the practice on the website were discussed.