

Holly Tree Surgery (HTS)

2nd Biennial General Meeting on 28th October 2014 at 7.00pm

of the

Patient Participation Group

“Working together for best practice”

followed by a meeting of the PPG Committee

1. Introductions and apologies

Present: Anne Blackman, Mayonne Coldicott, Chris James, David Kirk (chair), Christine Pointer, Michael Haddleton, My Spence (secretary), Pam Shipp.

Apologies were received from Robert Jones.

2. Opening comments

Chris James was welcomed to his new position as Manager of HTS, and agreed to take the chair for the voting (point 4). David Kirk spoke about how our role is to gauge and report on patients' views and thus we spend time attempting to protect HTS's very popular system of walk-in surgeries. Our surveys are our main way of finding out what patients think. David thanked Mayonne for her sterling work in responding via email to the recent Radio 4 programme about the NHS and GP surgeries' appointment systems.

3. Nominations for the PPG committee

Nominees: Mayonne Coldicott, Robert Jones, David Kirk, Christine Pointer, Michael Haddleton and Pam Shipp.

4. Election for the PPG committee

All six nominees were unanimously voted in.

5. Any other business

It was agreed that we need one or two more members of the committee, preferably from a younger age group in order get stronger feedback from patients with young families.

The question was raised about whether we need/want to keep the Virtual Group going; it was set up when in order to receive full funding, the surgery's PPG had to reflect the patients as a whole, which the committee was unable to do. The Virtual Group is, with a few encouraging exceptions, hardly ever used as a means of active participation. Even during surveys, the majority are returned from the paper copies handed out in the surgery, with a very small amount from the Virtual Group (all Virtual Members are sent one). However, a number of

virtual group members wrote to Jeremy Hunt during this last year in support of the Walk-in concept.

This matter should be looked at, especially now that the funding element of the PPG has been removed by the Government.

David Kirk thanked Anne Blackman and My Spence for their time on the committee, and explained that he wished to send another thank you letter to Melanie for her excellent service to us during her time as Manager at HTS.

The new automatic feed-back system being brought in to all GP surgeries was explained by Chris James, and the point was raised whether the surgery now will want/need surveys – will they simply be a duplication? It was agreed that this will depend on the questions raised, and Chris will look into this.

The BGM closed at 8.00pm. Anne Blackman left the meeting.

The business of the BGM being completed, the meeting turned into a PPG committee meeting.

(Please see action points from the meeting in a separate document.)