

Holly Tree Surgery (HTS)

Patient Participation Group

“Working together for best practice”

Minutes and Action Points for meeting held: 18 September 2015

1. Introductions and apologies

Present: Bill Elliott, Jane Elliot (Doctor), Michael Haddleton, Chris James (Practice Manager), Bob Jones, David Kirk (Chair), Pam Shipp, Caroline Stancell (Secretary)

Apologies: Mayonne Coldicott, Mandy Hartfree-Bright, Christine Pointer

2. Minutes of meeting held on 19 June 2015

The minutes were accepted without amendments

3. Update on actions from 19 June 2015 PPG

3.1. This year's target Survey participation should achieve 250 to 350 respondents if possible. The following response rate will give the following uncertainties at 95% confidence:

98 respondents → +/-10%

350 respondents → +/- 5%

863 respondents → +/- 3%

Last year's survey had 142 respondents, increasing the number will allow us to make demographic cuts of the data (by age for instance) at reasonable levels of certainty.

3.2. E-survey software allowing good questionnaire functionality as well as up to 1000 respondents is available for a cost of £30-£50.

3.3. Poster advertising the Virtual PPG was produced and is displayed in the surgery.

3.4. Dropbox storage site has been set up for the Holly Tree PPG

3.5. Updated PPG members list has been produced and posted in dropbox

3.6. Not all members have access to Dropbox, so we will continue to send agendas, minutes and background papers via email

4. Matters arising from meeting of PPG

4.1. David updated us on the PPG / VPPG promotional activities carried out since the last meeting. In addition to the poster, advertising the VPPG, which is displayed in the surgery, we wrote an article on the PPG/VPPG for the surgery newsletter. We have added 8 new members to the VPPG since the last meeting, with most citing the newsletter as the vehicle which convinced them to join. There are, in addition, 2 people interested in joining the PPG should spaces become available.

4.2. David contacted the 5 other surgeries which make up the Farnham practices in our CCG to see if they would be interested in undertaking joint promotional activities for the PPG. 4 of the 5 contacted expressed interest, the 5th has not yet responded.

4.3. The problem of getting PPG/VPPG membership which is fully reflective of the age distribution of Holly Tree Surgery patients was again discussed. A high proportion of the VPPG is over 75, with few members under 30. Patient demographics (see attachment 1), on the other hand, show a large portion of patients to be between 40

and 60 years of age. Special efforts will be made to reach this group with our upcoming patient survey.

- 4.4. The various surveys, which the surgery is obliged to carry out were discussed. In addition to the annual PPG survey, there are the following patient surveys:
 - 4.4.1. Family and Friends test: in which patients are asked if they would recommend the surgery to others.
 - 4.4.2. The NHS choices website, has a link inviting patients to comment on their care.
 - 4.4.3. The CCG requests regular surveys of particular patient groups (Asthmatics, users of Amulance services for example)
- 4.5. Word of mouth indicates that all these surveys, may lead to a certain amount of survey fatigue, but it does not negate the need to carry out the Annual PPG survey which was felt to provide valuable feedback on patients feelings about the practice and is a requirement for the practice.
- 4.6. North East Hampshire and Farnham CCG: a copy of the Surrey Carers strategy was circulated to the VPPG for comment, none was received.
- 4.7. A copy of the news release on the Vanguard project was circulated to members of the VPPG. This is potentially an important development of integrated care in the CCG area and across the health, social services and voluntary sector. More detail is expected soon, following on from an open meeting on 22 September.

5. 2015 Patient Survey

5.1. Timing

This year's survey should be circulated in late November / early December. The analysis of results should be complete for the January/February PPG meeting, with the final report posted on the surgery website prior to 31 March 2016.

5.2. Survey Questions

It was agreed that key questions from last years survey should be repeated on an annual basis in order to develop longitudinal data on critical issues, such as the issue of access to GPs. The following questions will be asked:

- 5.2.1. Holly Tree Surgery operates a walk-in system for GP appointments starting at 8:30am and 3:30pm. This means you choose which time and day to come, and which doctors you see. Thinking about the last time you visited the surgery to see a GP, from the time you booked in at reception, how long did it take you to see a GP? (some patients arrive early, please do not add in any time waiting before the session began).
- 5.2.2. Do you value the current walk-in system, which means that you can see the GP of your choice on the day of your choice?
- 5.2.3. This question asks about which doctor you choose to see. Some patients have a "usual doctor" who they may know best. When booking in the receptionist will alert a patient if that doctor has a long queue and will offer an alternative doctor. How do you rate this system?
- 5.2.4. How do you rate the way you are treated by receptionists at the practice?
- 5.2.5. How do you rate the hours the practice is open?
- 5.2.6. The surgery produces a patient newsletter (add frequency), do you find the contents of the newsletter interesting and relevant?
- 5.2.7. What is your age? (match age categories in survey question to those categories shown in the patient demographics chart provided by Chris.

5.2.8. Are you male or female?

5.3. Survey Analysis

5.3.1. When patients indicate a poor response to a question, survey should ask follow up question about the reason for the rating.

5.3.2. If sufficient respondents, provide cuts of survey results by age group, and sex.

5.4. A draft of the new survey to be prepared and circulated to PPG for comment or additional questions **(CS)**.

6. Any Other Business

6.1. Next meeting of PPG to take place in January / February. **(DK)**

6.2. The name of the NEH&F PPG has been changed to NEH&F Area Partner Group.

Useful Acronyms:

PCT = Primary Care Trust (defunct)

PBCG = Practice Based Commissioning Group (defunct)

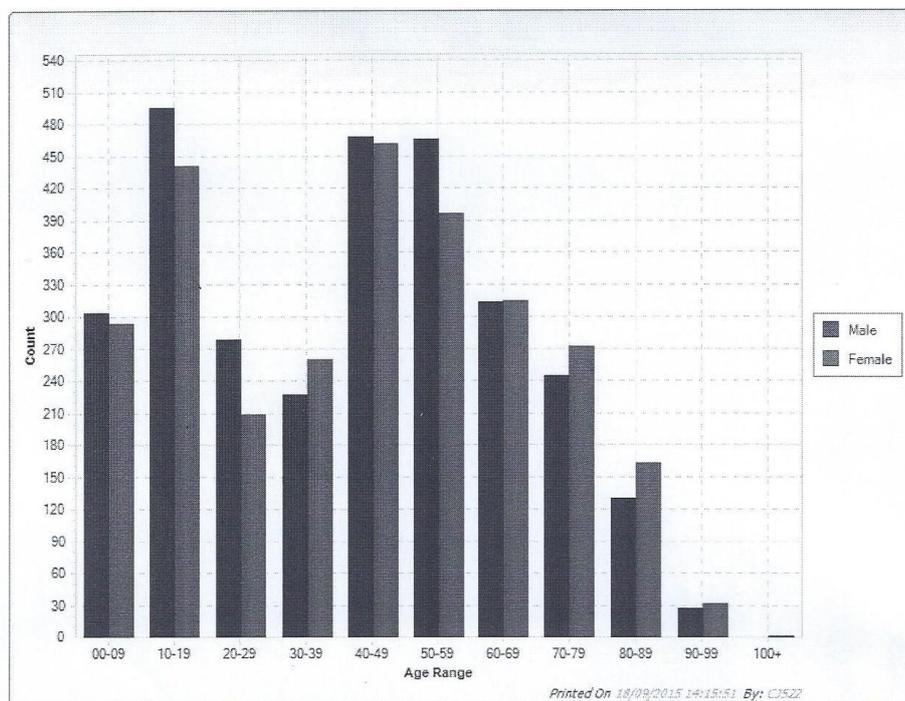
CCG = Care Commissioning Group

NEHF = North East Hampshire and Farnham

VG = Holly Tree Virtual PPG

18 September 2015

Attachment 1 – Holly Tree Surgery Patient Demographics (as of 18 September 2015)



Total 5793

M: 2951

F: 2842