

## **Holly Tree Surgery (HTS)**

### **Patient Participation Group**

*“Working together for best practice”*

#### **Minutes and Action Points for meeting held: 10<sup>th</sup> February at 13:30**

##### **1. Welcome and apologies**

Present: Bill Elliott, Jenny Grant, Michael Haddleton, Chris James (Practice Manager), Bob Jones, David Kirk (Chair), Rob Price (Doctor) and Caroline Stancell (Secretary)

Apologies: Mayonne Coldicott, Christine Pointer

##### **2. 2016/2017 Patient Survey**

The 2016/2017 Holly Tree Surgery Patient Participation Group survey was carried out between October and December 2016. 148 patients participated in the survey. A copy of the survey analysis, which was reviewed at the meeting is available on our dropbox share site and has been distributed via email to all PPG members.

We also discussed the survey questions. The group was satisfied with the number and flow of the questions and felt that they yielded valuable information on patient views. One question, that referring to GP referrals, needs to be modified for next year's survey. The survey asked patients if they had been referred to see a specialist over the past year, if they replied in the affirmative, it asked if the referral was NHS or Private. Some patients had been referred more than once, using both the NHS and Private systems. There was no option for them to enter this dual referral in the survey.

From a process perspective, the PPG would have preferred to have a higher number of patients, particularly younger patients, participate in the survey. We decided that next year we would print, from the start, the total number of survey's which we hope to have completed. The reception team would then know that this number of surveys needs to be distributed to patients over the survey period. Assuming an 80% return rate, we will hopefully get closer to the desired number of respondents (around 350) for better statistical significance.

##### **3. Patient Participation Group Contact Details**

The contact details of PPG members were reviewed to ensure that we had up to date phone numbers and email addresses. A list has been posted on our dropbox share site and distributed to PPG members via email.

##### **4. Farnham Locality Patient Group**

- 4.1. The Farnham Locality Patient Group (FLPG) which involves the 5 GP practices in the Farnham Area, and represents 35,000 to 40,000 patients, is now established. It meets regularly, although there is still no direct proposal for representative members from 2 surgery PPGs: Farnham Dene and River Wey.
- 4.2. Most discussion to date, has concerned the creation of the Farnham Integrated Care Centre (ICC). Due to open the end of May, the ICC aims to see, on the same day,

those patients with an urgent need who cannot get an appointment at their own surgery. It is believed that the scheme will work as follows. A patient requiring a same day appointment will ring their own surgery to request an appointment. They will then be rung back with an appointment, at either their own surgery or at the ICC. If the appointment is at the ICC, they will see a doctor from 1 of the 4 Farnham surgeries participating in the scheme, not necessarily a doctor from their own surgery. Holly Tree Surgery patients will not be part of this scheme as the walk-in system ensures that a patient can always see a doctor on the day. For the other 4 surgeries, however, it is hoped that this will help patients to get a same day appointment for urgent cases more easily. The ICC will also have dieticians, physios and other services available. The full extent of the services is not yet completely understood. The ICC will be located at Farnham hospital.

- 4.3. The Farnham Locality Patient Group recently held a discussion with patients at the Maltings to better understand their issues. Main concern, by far, was the ability to get an appointment to see a doctor within a short time span. In this respect, the needs of patients in other surgeries are quite different from those of Holly Tree Surgery Patients. There were also requests for evening appoints, as well as (although to a lesser extent), Saturday morning appointments. Holly Tree Surgery patients would also welcome the ability to see a GP outside of core business hours.
  - 4.4. The Vanguard Projects 8-8 Services initiative should help to meet the needs of patients wanting to see a doctor in the evening or on Saturday morning. The scheme, in which Holly Tree Surgery will participate is still in the early stages of discussion, more information on how it will work should be available by the next PPG meeting.
5. Sustainability and transformation programme for the Frimley Health and Care system
    - 5.1. Overall, Farnham area patients are lucky to be in a part of the country where the Health System is in fairly good condition.
    - 5.2. There is some talk of potential mergers between Care Commissioning Groups. A merger between the Bracknell and Ascott groups is under discussion, for example.
    - 5.3. All in all, patients are receiving little information about potential changes or their impact, and it is not clear how patients can get involved in the planning process. David is reaching out and hopes to learn more about how patients can contribute to the decision making.
6. Next PPG Meeting targeted to take place on Friday, 16<sup>th</sup> June 2017 at 13:30.