

Holly Tree Surgery (HTS)

Patient Participation Group

“Working together for best practice”

Minutes and Action Points for meeting held: 28 July 2016

1. Welcome and apologies

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

Apologies: Mandy Hartfree-Bright, Christine Pointer, Pam Shipp

2. Minutes of meeting held on 19 February 2016

The minutes were accepted without amendments

3. PPG Group membership

3.1. Pam Shipp and Mandy Hartfree-Bright have resigned from the PPG.

3.2. Christine Pointer, although she has not been able to attend a meeting for some time, is willing to stay on the PPG but needs more notice of meetings to fit them into her schedule.

3.3. We need 2 new PPG members, ideally from patient demographics not currently represented in the group, to replace Pam and Mandy. We hope to identify these new members at the upcoming BGM.

3.4. The VPPG now has 160 names.

4. Update on the Vanguard Project

4.1. The 5 Farnham practice PPGs are meeting periodically to discuss and provide patient input to the Vanguard project. The Downing Street PPG has been particularly active in supporting the initiative.

4.2. Holly Tree Surgery has pulled out of the vanguard project patient hub. The Farnham hub is designed to allow patients who cannot get an appointment at their own surgery, to be seen by an alternate doctor on a same day basis at the hub. It could be helpful for patients at some of the other Farnham practices who struggle to get appointments. It would be of little benefit to Holly Tree Patients, who can always see a doctor on their day of choice through the walk-in system. Furthermore, to be a member of the hub, Holly Tree would have to provide the hub with doctors' hours. This would mean fewer doctors hours at Holly Tree Surgery lengthening waiting times at the Surgery. **The PPG agrees that not participating in the hub is in the best interest of Holly Tree Surgery Patients.** Benchmarks indicate that you need 70 appointments per week for every 1000 patients in a surgery. As long as the ratio of available appointments to number of patients in a Surgery falls below this benchmark figure, appointment availability will continue to be a problem regardless of the system used. Holly Tree Surgeries “walk-in” system continues to provide an excellent service to the vast majority of patients as shown in annual patient surveys.

4.3. A representative from the Holly Tree PPG (David Kirk) will continue attending the combined Farnham Area PPG meetings to make sure that we stay up to date with

any further developments and to represent the interest of Holly Tree Patients as required.

5. Biennial General Meeting (BGM)

- 5.1. The BGM will take place on Tuesday, 5th October at 19:00, with the next PPG meeting following on directly after. Anticipated timing is 30 minutes for the BGM, followed by 1 hour for the PPG.
- 5.2. At the BGM we will give an update of PPG activities over the past year. We will also select 2 new members to join the PPG.
 - 5.2.1. Send copies of previous BGM agenda, minutes and other material to C Stancell (**D Kirk**)
 - 5.2.2. Prepare and circulate BGM agenda and meeting material (**C Stancell and D Kirk**)
- 5.3. BGM will be advertised by:
 - 5.3.1. Placing meeting notice in the surgery waiting room next to the PPG poster (**C James**)
 - 5.3.2. Sending email to all VPPG members (**D Kirk**)
 - 5.3.3. Placing notice of BGM in next patient newsletter (**C James**)
- 5.4. At the PPG meeting directly following the BGM, we will:
 - 5.4.1. Elect the PPG President and Secretary for the coming 2 years.
 - 5.4.2. Approve the Questions for the 2016/2017 Patient Survey
 - 5.4.3. Decide on Survey timing.

6. 2016/2017 Patient Survey

- 6.1. Polldaddy Pro subscription expires on 14 January 2017. Full survey results need to be downloaded into Excel by 8 January 2017 if we wish to avoid a new \$200 charge. Survey timeline needs to be worked back from here.
- 6.2. Last year's survey was briefly reviewed:
 - 6.2.1. Question on last waiting time – Keep
 - 6.2.2. Question on rating of walk-in-system – Keep
 - 6.2.3. Question on practice of offering an alternative doctor if usual doctor has long queue – No decision.
 - 6.2.4. Question on receptionists – Keep
 - 6.2.5. Question on practice hours – Keep
 - 6.2.6. Question on newsletter – Drop
 - 6.2.7. Demographics questions – Keep
- 6.3. Consider adding questions on the following
 - 6.3.1. Are you interested in joining PPG / VPPG? Request for involvement should state that VPPG members are only contacted 5-6 times per year through email and are asked to complete the patient survey once a year.
 - 6.3.2. Are you aware of Vanguard project?
 - 6.3.3. Views on creation of potential Super Practice?
Note: a Super Practice would be 30,000-40,000 patients. It could offer some administrative economies of scale, and special clinics (Warfarin, Asthma, etc) but would certainly involve most patients travelling further to reach their GP, and a potentially a loss of personalization.

6.3.4. Perceptions of advantages and disadvantages of proposed vanguard changes.

6.4. Final Survey content to be agreed at October PPG

6.5. Latest Survey return date to be put on paper copies.

6.6. Target to have Survey available for completion during the second part of the flu clinics from late October to End November.

7. Other Matters arising from meeting of PPG

7.1. Holly Tree Surgery CQC report was very positive. Next review will be in 5 years. Key action suggested was for the surgery staff to have more (documented) team meetings.

7.2. It is unclear what role the PPG and VPPG should play in providing feedback to the Vanguard project. This should be discussed further at our next meeting (**D Kirk**)

8. Next PPG Meeting will take place on Wednesday, 5th October following the BGM.