

Holly Tree Surgery (HTS)

Meeting on 14th June 2012 of the

Patient Participation Group

“Working together for best practice”

Action Points

1. Introduction and apologies

Present: Frank Wilkes (chair), Mayonne Coldicott, Melanie Eldridge, Tom Dawson, Anne Blackman, My Spence (secretary), Ian Ambrose, Prof David Kirk, Dr Jane Elliott and a visiting medical student (as an observer).

We welcome Professor David Kirk to our group. We also welcome Christine Pointer from the Virtual group, who has offered to represent us at the NEH and Farnham PPG meetings.

2. Minutes of meeting on 15th March 2012

Minutes accepted.

3. Matters arising

Reception informing patients how many are waiting ahead of them: Melanie has implemented this change. **Restore lines in the car park:** this has been done.

4. Virtual group and BGM announcement

Our next meeting will be the Biennial General meeting, and we need to invite everyone in our Virtual group to attend. The meeting will take place in early October.

My talked about the need for us all to interact with the Virtual group via the email account we have set up. Everyone was given the email address and password needed to access the Virtual group's email account. It was pointed out that this and all communication need to be kept secure. **(ALL)**

My also brought up the need for the members of our group to resign their posts just prior to the BGM, in order for the positions to be available for election at the BGM. Everyone is free to stand for election again, should they so wish. **(ALL)**

The problem of how to run things, should more than 7 people stand for election, was considered. A sub-committee was formed: David, Melanie and My will meet to draw up a plan. **(DK, ME, MS)**

5. **This year's Patient Survey**

A few suggestions were added to Melanie's proposal (emailed to us all before the meeting), and the survey was accepted with these changes. **(ME)**

6. **Farnham CCG and targets**

Melanie and Dr Elliott were positive about the future of the CCG and expects it will be helpful to us. It was pointed out that many meetings of different kinds are attended for the surgery by Melanie and/or one of our Doctors. Farnham CCG has now joined with NE Hants to form a single larger commissioning consortium (NEH/Farnham CCG). The 5 Farnham practices have been invited to send representatives to the PPG associated with the new CCG. Christine Pointer, a member of our Virtual Group, has offered to attend on our behalf. It was agreed that we would wish to receive feedback from her regarding outcomes of these meetings.

7. **Shaping a healthy future for the people of NE Hants and Farnham**

Frank wished to discuss the importance of a recently held general meeting of GPs; a long debate ensued, but while the importance was accepted, the outcome was a general consensus that this is outside our remit as the surgery PPG, and that anyone interested should try to attend other meetings on a personal basis to contribute there.

It was deemed useful to clarify the remit of our PPG group: we aim to bring the opinions of the patients to Melanie and the surgery Doctors, who are then armed with this information when they take decisions and attend other meetings of interest. This is with the aim to effect any needed improvements to Holly Tree Surgery. It is a brief but important remit. **(ALL)**

8. **Surgery website**

The website is being updated and this process is almost complete. The surgery will now be able to make changes to the site without the assistance of the website designer, which is a major improvement. Mayonne and My were asked to take a look at the current site and suggest changes needed to Melanie. **(MC, MS, ME)**

The Patient Leaflet is being updated, too, and is about to be completed. We should all have a look at it when it is released, probably sometime in July. **(ALL)**

9. **21st June – Doctors' intentions**

The Doctors intend to conduct business as usual on 21st June, when some doctors nationally are intending to strike. Melanie, joined by us all, wished to note our thanks to the Doctors for this.

10. GP targets

There are a great many targets at any one time; at present the main ones are to be aware of not asking for unnecessary pathology tests and not overdoing referrals. HTS is already doing well in these areas.

11. Any Other Business

Ian brought up the question of whether it is possible to somehow announce changes in Doctors' schedules. It was agreed that the best way to find out if a certain Doctor will hold surgery that day is to call (from 8am) and ask. This early opening of the reception for telephone calls should be pointed out on the website. **(ME)**

Frank asked whether the blood testing available at the surgery is for everyone; it is not. It is for those patients who the doctors agree cannot get to Farnham Hospital.

12. Date of next meeting

The BGM will be held on Thursday 4th October 2012, at 19.30 in the usual meeting room at the surgery. Please note that the meeting is in the evening, in order to allow more Virtual members to attend.