

## **Holly Tree Surgery**

Meeting 15<sup>th</sup> March 2012

### **Patient Participation Group**

*“Working together for best practice”*

#### **Action Points**

##### **1. Introduction, and apologies**

Present: Anne Blackman, Melanie Eldridge, Dr. Rob Price, Frank Wilkes (Chair), Tom Dawson, Ian Ambrose

Apologies: Mayonne Coldicott, My Spence

##### **2. Minutes of the meeting on 28<sup>th</sup> September 2011**

Minutes accepted.

##### **3. Matters arising**

A separate sub-account for the virtual PPG members has been set up for privacy.

##### **4. Patient Survey**

The survey has been completed by 200 patients and the report reviewed by our committee members and virtual members. It was agreed that our patients are more than happy with the service offered by Holly Tree Surgery and performed well above the national benchmarks. As the report was so good, it was decided that our action plan should be taken from the comments made by the participants of the survey.

It was noted that although everyone was really happy with the walk-in service some people would like to have appointments as well. The chairman read out a comment from one patient regarding this issue. Most of the meeting was taken up with this discussion as the only contra-complimentary comments made were because patients were asking for appointments for certain complaints (mental health, etc) or for late nights or weekends. It was eventually agreed that next years survey should contain questions as to whether patients would like to have some surgeries as pre-booked appointments rather than walk-in. Some committee members were not particularly happy with this as they felt we would have to be very careful regarding the wording or the results could be skewed. It will be up to the committee how the next survey will be worded. (All members)

Another issue was that some patients wanted our doctors to be on-call at weekends, evenings and bank holidays. It was stated that some of our doctors and other local GP's actually did work for Thamesdoc and that we should instil more confidence to our patents with regard to this service. A newsletter will be written

with all details about Thamesdoc – what they do, when and how to contact them. This information will be advertised in the surgery and on the website. (ME)

The demarcation lines have also been mentioned to one of our committee members and they have kindly offered to rectify this by the middle of April. (IA)

It was also commented on that reception should inform patients how long the wait to see a GP will be. This is a reception training issue and will be dealt with immediately. (ME)

To sum up this year's survey the members felt the GPAQ was too long and cumbersome and next year it should be more applicable to our surgery and much shorter.

## **5. AOB**

There was no other business

## **5. Date of next meeting**

Thursday, 14<sup>th</sup> June 2012 at 2.15pm