

Holly Tree Surgery (HTS)

Patient Participation Group

“Working together for best practice”

1. Introductions and apologies

Present: Anne Blackman, Mayonne Coldicott, Melanie Eldridge (chair), Dr Jane Elliott, Bob Jones, David Kirk, My Spence (secretary)

Apologies were received from Christine Pointer.

2. Minutes of meeting held on 4th October 2012

The minutes were gone through and accepted.

3. Matters arising

All dealt with.

4. PPG Constitution

The suggested additions to the constitution were passed. The new version will be sent out to the committee and to the Virtual PPG, as well as posted on the website. (MS, ME)

5. Patient Survey 2012

Points to note are that only a small percentage wanted appointments in the afternoons (with walk-in surgeries in the mornings); fewer than 30% knew about the online repeat prescription service (but hopefully that is now changing); we should try to make sure the next survey is of a kind that can be filled in online, as many had problems with this one. It was a good survey, which gave both us and the patients filling it in information.

Parking by the surgery is seen by some as a problem; the greatest one is parking on corners (which is illegal as well as dangerous). We should send a letter to the council asking for double yellow lines to be painted where necessary. (MC)

6. Farnham, Hart & Rushmoor PPG meeting 16th Jan 2013

Bob reported on proceedings at the larger area PPG. Some concerns were closing of wards; waste of resources – a lounge was refurbished and is now closed; patients being discharged in the morning having to wait hours to get meds and be able to actually leave hospital. There is a new lay member joining the group. The funding of Community Nursing is under question – who finances this service? Referrals from one consultant to another has to go via the GP – can be seen as time-wasting, but was introduced to counter problems with the old system.

7. Any Other Business

Mayonne brought up the need to de-clutter the notice board in the waiting room, in order to tempt more patients to read what is posted there. Also, the surgery is creating its own email list of those wishing to receive newsletters via email. Currently, you can sign up on the website, but there appears to be quite a few problems with this system, which is run by the website creators. It is hoped that the surgery list will solve this.

8. Date of next PPG meeting

Thursday 16th May 2013 at 14.15 at HTS in the upstairs meeting room. Any apologies should go to My, please. (All)

9. Meeting closed