

Holly Tree Surgery (HTS)

Patient Participation Group

“Working together for best practice”

Thursday 16th May 2013

1. Introductions and apologies

Present: Melanie Eldridge, Dr Jane Elliott, Bob Jones, David Kirk (chair), My Spence (secretary).
Apologies were received from Anne Blackman, Mayonne Coldicott and Christine Pointer.

2. Minutes of meeting held on 17th January 2013

The minutes were gone through and accepted.

3. Matters arising

Re parking: we have done what we can for the time being regarding encouragement for people to park within the rules of the law. There may be a potential for a few more spaces (for staff, thus freeing up other spaces for patients) in an area of hard standing behind the surgery. (ME)

4. Patient Survey Questions and

5. New afternoon surgery hours

Points 4 and 5 were discussed together. The upcoming change in afternoon surgery hours was discussed, and it was agreed that it will be one of the subjects we ask patients about in our upcoming survey. The background is that the government wants all GP surgeries to be offering appointments online. Holly Tree Surgery will probably have to back down and offer some appointments in the future. However, the last patient survey was unanimous in stating that our patients did not seek this change or see it as a benefit. So, although the practice would not be any closer in meeting the government targets (that change is still to come), in order for us to continue our walk-in system, staff of the practice feel that they need the change in appointment times for the GPs' sake. There is more detail on the Holly Tree website at <http://www.hollytreesurgery.com/opening-times.aspx> (Morning surgeries are not being changed.) The change will be implemented on 3rd June, and reviewed after 3 months.

We will formulate a question for the survey on this subject for forwarding to Melanie. (DK, MS)

Interesting point to note: people who work tend to choose to attend early morning surgery, before going to work, rather than attending late afternoon ones.

Other questions: waiting times for seeing a doctor, registrars and trainees attending. (ME)

My will ask the Virtual PPG again if there are any further questions of interest. (MS)

The survey should go out the first week in July, be in an easy-to-fill-in format (probably Survey Monkey) and consist of 4-8 questions, no more.

6. Any Other Business

Transport to Frimley Park Hospital (RJ): This was discussed at the recent Farnham, Hart & Rushmoor PPG meeting; the surgery can be asked to assist in arranging transport for those who can't get themselves to the hospital. Another issue at this meeting concerned diabetes – whether it is primary or secondary care. At Holly Tree Surgery, it is considered primary care.

7. **Date of next PPG meeting – please note the earlier time.**
Thursday 26th September 2013 at 13.45 at HTS in the upstairs meeting room. The earlier time is due to the change in hours for the afternoon surgeries. Any apologies should go to My, please. (All)
8. **Meeting closed**