

# Holly Tree Surgery

meeting on 8<sup>th</sup> June 2010 of the

## Patient Participation Group

“Working together for best practice”

### Action Points

#### 1. Introduction and apologies

Present: Ian Ambrose, Mayonne Coldicott (Secretary), Tom Dawson, Melanie Eldridge, Dr. Jane Elliott, Pat Neill, My Spence, Frank Wilkes (Chair)

Apologies: Anne Blackman, Alice Bull. Nickie Lee, who was due to join the committee for the last meeting, has regretfully resigned due to lack of time.

Introduction: Ian Ambrose was welcomed to the committee.

#### 2. Minutes of the meeting on 4<sup>th</sup> February 2010

Minutes accepted.

#### 3. Matters arising

(3.8) Due to Data Protection considerations, it was agreed that it was unsuitable for the PPG secretary to hold patients' email addresses (even though they had been given willingly.) My offered to draft an email to all those on the list explaining that PPG updates, minutes etc. will be put on the website and on the new screen in the waiting room. Melanie will have sight of the email before it is sent. (MS/ME)

#### 4. Membership of committee

As Nickie is not now joining the group, consideration was given to the balance of membership and whether we needed someone to represent people with young children. Two of the members (Ian and Mayonne) have adult children and grandchildren who are currently patients at the surgery, and these were felt to provide an appropriate link. However, if suitable patients came forward, they would be welcomed.

#### 5. PBC update and liaison with other PPGs.

Mayonne described some of the problems facing the Farnham Practice Based Commissioning Group at the moment; with 7 changes of personnel/roles within the

group it is difficult to maintain momentum. Hopefully there will be better news at the next meeting.

Frank has resisted following up with the Downing Street surgery as initial contact showed the group to have very different needs and approaches to Holly Tree's.

## **6. Patients' Survey**

The survey carried out in January once again showed a very high level of satisfaction with the surgery. 41 individuals from a cross-section of age and sex were approached. Specific points highlighted were:- Strong desire to keep the walk-in surgery system and the dispensary (for those able to use it). 3 people would like to have Saturday morning appointments, and 2 would like better seating. Apart from those, all comments were 'one-offs'. Tom, Anne, Frank and Pat were thanked for carrying out and presenting the survey.

It was noted that Cary Wright joined the surgery 2 weeks ago as Practice Nurse. There will now be a nurse available every morning and 4 afternoons a week, which should help to reduce time waiting for non-urgent appointments.

## **7. Email addresses of patients.**

This item was dealt with under Matters Arising (above)

## **8. Cancellations Policy**

Frank's dissatisfaction with the process for postponing this meeting (from 13<sup>th</sup> May) led to an agreement that in future a quorum for PPG meetings would be the Practice Manager and 3 patients, (and ideally a medic) to be present.

## **9 A.O.B.**

The Local Medical Committee of the BMA has sent out a document entitled "Striking a Balance: what matters most in General Practice?" inviting responses from PPGs. This has been emailed to all PPG members for perusal. If appropriate, it can be replied to individually by 10<sup>th</sup> Sept; if it needs collating for a single PPG response, ideas should be forwarded to Mayonne asap please. (All/MC)

There was discussion about the Single Care Record initiated by the last Government. Members generally felt uneasy about the level of security provided by public bodies, and felt that patients should have been asked to opt in. If patients wish to opt out, they must do so by the end of June, or their records will automatically be included on the national database. (All)

Mayonne said that, having been Secretary of the PPG since it was formed 5 years ago, she felt it was time for someone else to take on the role as it seems appropriate to share these tasks around, and has asked for a volunteer. (All)

Mayonne passed on a flier for the Surrey LINK. This is the body that aims to give residents a stronger voice in how their health and social care services are delivered, and it is holding an open day on Saturday 26<sup>th</sup> June. Membership is free and open to everybody. (All)

Frank expressed concern that St. John Ambulance appear to be telephoning people to invite them to train as 'rapid responders' in their area. St. J. is offering training in defibrillation techniques. Frank's concern was that inappropriate people might be given inadequate training.

#### **10. Date of next meeting**

Thursday 23<sup>rd</sup> September 2010 at 2.15pm