

Holly Tree Surgery (HTS)

Patient Participation Group

“Working together for best practice”

Thursday 6th May 2014

1. Introductions and apologies

Present: Anne Blackman, Mayonne Coldicott, My Spence (Secretary), Melanie Eldridge, Bob Jones, David Kirk (Chair), Christine Pointer

Apologies were received from Dr Jane Elliott.

Melanie informed us that she is leaving HTS before the BGM in October, as she is moving away from the area. She will be very badly missed by us all, both on a personal and a professional level. We are very grateful to her for all her work on our behalf!

2. Minutes of meeting held on 16th January 2014

The minutes were gone through and accepted.

3. Matters arising

a) Christine handed a piece written for the HTS newsletter about her very positive experience of the 111 service to Melanie. (ME)

b) Yellow lines: this issue is probably not worth progressing with. We have looked into the options carefully, and on advice from David Munro find that there is not much to be gained, even if we could hope to convince the council to agree to yellow lines around parts of HTS. It is likely that residents would not thank us, as yellow lines in the area is seen as detrimental to house values, and those who currently park against the rules are unlikely to heed the yellow lines.

c) Letters to/from Jeremy Hunt, MP: the funding planned for surgeries using online appointments is no longer on the table, so this is no longer an issue. JH's reply to the most recent letter is not factually correct on at least one point. Melanie will check whether we need to respond with a correction or leave the issue as it stands. (ME, DK)

4. New PPG Enhanced Service

The lengthy document Melanie very kindly provided us with to study before the meeting was discussed and found to present too much of a burden for too small a reward in funding. HTS plans to continue running the PPG in its current form. Our main aim is to keep getting feedback from the patients, mainly via surveys, but also via emails from our virtual group, as well as any complaints from patients presented to the surgery.

Re extended opening hours: The doctors at HTS are not willing to extend the current opening hours. The idea of an appointments only surgery for one Saturday per month was discussed, but the surgery feels that it would probably be covered by locums, and our patients would not be keen to see them rather than our own doctors.

On the matter of continuing our surveys, please can everyone put on their thinking caps and suggest questions we should ask in the next survey. Please send any ideas to My or Melanie. The survey should take place before our next meeting/BGM. (ALL)

5. Planning for BGM in October

The BGM is planned for Tuesday 28th October 2014, at 7pm, at Holly Tree Surgery. My will send out agenda requests, agenda and reminders to the virtual group and the committee. My will also send out a request to the virtual group for questions for the survey, as well as a request for volunteers to join the committee and consider standing for the post of secretary. My and Anne are both standing down at the BGM, so new members are needed. Melanie agreed to try to approach potential recruits in the surgery, too. (MSS, ME)

6. Any Other Business

None.

7. Date of next PPG meeting and BGM

Tuesday 28th October 2014 at 7pm at Holly Tree Surgery.
Any apologies should go to My, please. (ALL)