



Minutes of the St Luke's Patient Participations Group (PPG)
Friday 11th July at 1.15pm
At St Luke's Surgery

Present: Dr Simon Vickers – GP Partner (SV)
Dawn Brewer – Practice Manager (DB)
Kelly Rideout – Office/Reception Manager (KR)
Helen Gower – PA to Practice Manager (HG)
Kayleigh Moyse – PCN Manager (KM)

1. Welcome and apologies:

SV introduced practice staff and welcomed new and returning attendees.

2. Minutes of the meeting Friday 14th March 2025:

A copy of the previous minutes were previously emailed to attendees and hard copies distributed today. All minutes are available to view on the practice website.
[Microsoft Word - PPG Meeting Minutes 14.03.25.docx](#)

3. Beech Tree

SV gave an update on the sick beech tree. We contacted three different tree surgeons for advice, who all recommended that the tree was in poor health and would need to be felled. The relevant applications were made with Guildford Borough Council and permission has now been granted to complete the tree works.

Conditions of the application from Guildford Borough Council include replacing the felled tree. It does not have to be planted in the same area.

The successful contractor will complete the works the weekend of 19/07/25.

4. Cycle Rack

Several options for the positioning of a cycle rack have been explored. Derek Payne contacted The Spike about using one of their spaces but this was not feasible. The space near the bin store is not suitable as this blocks the fire exit.



The space above in the corner of the carpark is unused due to the positioning of the car parking spaces. It has been decided that this would be a good area to plant a tree (Silver Birch) in replacement for the felled Beech tree.

The tree surgeons will be clearing this area, and there is potential that this space, once cleared, will be large enough to hold a cycle rack.



5. Total Triage Feedback

We are now 6 months into Total Triage. Feedback has been overwhelmingly positive with the Friends & Family Test results averaging 97-99% of patients recording “very good” or “good” for the appointment experience.

SV asked the committee for their feedback and suggestions:

- Response time to triage forms – excellent
- Can a BP form be added to website? – Website is run by a third party. BP results can be added into a medical form
- Not a large selection choice of routine appointment – we are continuously reviewing the system and the times of appointments offered
- Can routine appointments be extended past three weeks – the Total Triage system has brought the average routine wait time down from 6 weeks to 3 weeks or less, which was the aim
- Has the pressure of GP’s reduced? – yes and no! SV explained that the “quick wins” were either dealt with by the duty/triage doctor or 7 minor ailments at Pharmacy First. This means that GP’s are now seeing more complicated cases in appointments

6. Community Hubs

SV and KM introduced the concept of Community Hubs (similar to that as The Hive, Park Barn) and what services these would include. The NHS 10 year plan is to re-focus care from hospitals to the community.

Guildford East PCN is made up of six GP practices, servicing 60,000 patients. A hub would need to be location accessible for all practices.

SV asked that if anyone had any suggestions for venues please email HG at ppg.stlukes@nhs.net for KM to explore.

Community hubs – have your say



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The thinking behind community hubs

What is the challenge?	What might this include?	What impact might it have?
• People are living longer and some with more complicated health conditions and challenging social circumstances which affect their wellbeing. • Some people go to their GP practice when they could access more appropriate support they require from a local hub. • Organisations often work in silo which can cause duplication and confusion for the service user.	• Services working together, Eg: Citizens Advice, fitness support, work support, council queries, alcohol support, voluntary services, social prescribers. • Accessible local location with social space available (eg: coffee shop) • A strong link back to GP practices for any health need or onward health referrals (care coordinators)	• Local people getting the right support first time. • GP practices have better access. • Local people meeting each other to reduce social isolation • Local services working together to increase productivity and reducing duplication.

An example of what a community hub could look like:



7. Date of next meeting

To be confirmed.