



Attended:	Shirley Varley Alan Peters	Sharon Wears James Hill	Janet Houlst Ann Hudson	
Apologies:	Paul Handley (Chair)		Sheila Furness	
Practice Reps:	Steve Horton	Jill Peel	Dr Holland	Debbie Gumbley
Minuted by:	Jill Peel			

Item	Action
1	<p>Apologies See above</p>
2	<p>Minutes of Previous Meeting / Matters Arising Minutes accepted as a true record.</p>
3	<p>Matters Arising</p> <p>It is with regret that the PPG has received Paul Handley's resignation as Chair. Unfortunately due to other commitments Paul is unable to continue in the role but will attend the meetings whenever possible. The members present thanked Paul for his efforts and enthusiasm from the start of the PPG.</p> <p>SH will text message all patients with information regarding the PPG to attract new members. The message will send a link to the web-site – PPG registration form. At the August meeting a new chair will be appointed.</p> <p>Shirley Varley (Vice Chair) welcomed the members present.</p>
4	<p>CQC Inspection 2019</p> <p>In 2016 the practice was inspected by the CQC and received a result of 'good'.</p> <p>The CQC have changed the inspection process and practices with a 'good or outstanding' result will not be visited again for 5 years but will be asked to participate in a telephone inspection at years 3 and 4.</p> <p>WHGP telephone inspection took place on Monday 3rd June and after a 2 hour call received a satisfactory outcome.</p>
5	<p>Staffing Changes</p> <p>Dr Omar has now left the practice to work in Dubai and Dr O'Donnell will take up the vacant Salaried GP position from early August.</p> <p>The practice is currently in the process of recruiting a Pharmacy Technician to deal with medication admin work.</p>

6	<p>Practice Website – Update</p> <p>Positive feedback was received from AH and her husband regarding the new website.</p> <p>SH circulated detailed statistics from go-live date in April to May inclusive.</p> <p>The website is still ‘work in progress’ and modifications are being made as issues arise.</p> <p>In order to comply with third party documents the practice is currently undertaking the necessary work prior to opening on-line access to the full patient record. Once this has been completed the records will not be available retrospectively but will be available going forward.</p> <p>For patient information it was suggested that the reasoning behind this decision should be published on the website and include information regarding the coding method.</p>
7	<p>Telephones</p> <p>SH apologised for the significant disruption that has occurred with the new telephone system since installation late November 2018.</p> <p>During this time the telephone system supplier, BT, Virgin and LG in Korea have all been involved in trying to solve the different problems. The faults have now been rectified and the practice has noticed a marked improvement over the past 2 weeks.</p> <p>SH circulated telephone statistics for the months of April to 24th June. Going forward SH intends to extract more detailed reports and publish the figures on the TV screens in the waiting rooms.</p> <p>Over time it is anticipated that patients will utilise the website which should show a decrease in the number of calls received.</p>
8	<p>Locality Projects Update/Primary Care Network</p> <p>DG informed the members about funding that has been made available to invest in several ‘social prescribing’ initiatives within the locality.</p> <p>From early June there are Yoga and Pilates classes happening in several locations available at reduced rates. WHGP has 25 vouchers available for patients who would benefit from specialist weight management by Slimming World. This will involve a GP/nurse referral and patients will undertake a motivational interview prior to acceptance.</p> <p>To raise patient awareness SH will look at improving communication overall by co-ordinating Facebook, Twitter, the TV’s in the waiting rooms and the website and will look at adding a ‘Community Directory’ for local services and initiatives.</p>
9	<p>Patient Survey 2019 (proof read and agree survey)</p> <p>SH thanked the members for their input in reviewing the 2016 survey.</p> <p>Comments were noted and amendments made accordingly.</p>

The practice will carry out the survey late summer so that the results are available for discussion by the partners at their annual review meeting in November.

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Any Other Business

Group Consultations

JP informed the members that the practice held the first Diabetes Group Consultation last Friday. The aims and objectives being to deliver disease management advice and complete annual reviews to a group of 12 to 15 patients.

The patients who attended found the session very informative and beneficial to the future management of their condition.

Going forward the practice intends to increase group consultations and include other chronic disease groups such as Asthma and COPD (chronic obstructive airways disease).

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Date and Time of Next Meeting

Tuesday 24th September 2019 5.30PM to 7PM Adwalton House Surgery