

WINDOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
 Tuesday 4th September 2018
Adwalton House Surgery

Attended: Shirley Varley Joyce Sanders Alan Peters
 Sharon Wears Barbara Hope

Apologies: Grace Turner

Practice Reps: Steve Horton Dr Holland Jill Peel

Minuted by: Jill Peel

Item	Action
1	Apologies: See Above
2	Minutes of Previous Meeting/Matters Arising: Minutes accepted as a true record.
3	Matters Arising: None to report.
4	<p>Windsor House Group Practice/Fountain Medical Practice – Update</p> <p>Further to the email sent to PPG members to inform them that WHGP and FMC are no longer proceeding with merge plans Steve updated the meeting.</p> <p>Members present were informed that both parties had been unable to agree on several important business decisions despite prolonged discussion and after very careful consideration the Partners at WHGP had decided to withdraw. A lot of time and effort has been invested by both practices working closely over the past 9 months and this has enabled WHGP to reach this decision.</p> <p>The partners have been aware that the proposed merge has caused a certain amount of uncertainty for the staff at WHGP and this has been an added factor in the decision making process.</p>
5	<p>Successful Funding Application – Next Steps/PPG Engagement</p> <p>The PPG has been successful in securing CCG funding following an application submitted by Steve and Paul Handley. The sum of £810.00 has been awarded and will be used to raise awareness in the hope of attracting new PPG members. The monies will purchase large free-standing banners and flyers based on design ideas put forward by Barbara earlier this year.</p>
6	<p>Patient Feedback/GP Survey 2018</p> <p>Results of the 2018 GP Patient Survey were circulated. Members were assured that it is now the intention of the practice to focus on the areas where</p>

	<p>the feedback has indicated room for improvement is necessary.</p> <p>The practice achieved a result of 59% from 'patients who find it easy to get through to the GP practice by phone'.</p> <p>WHGP recognise that there are problems with the current telephone system and plans to update this were on hold due to the proposed merge. Steve has today signed an agreement with the telecoms supplier to install a new system. This will be built from scratch to WHGP specifications. It is intended that the new system will assist in the implementation of care navigation with a front-end message facility directing patients to the most appropriate service.</p> <p>Steve asked PPG members to submit suggestions for consideration in the configuration of the new system.</p> <p>Barbara indicated that it would be helpful for patients to be informed of their position in the call queue and this was noted.</p>	<p>PPG Members</p>
7	<p>Patient Survey 2019</p> <p>It is almost 3 years since the practice carried out it's own patient survey. All agreed that the survey should be updated with more appropriate questions and Barbara suggested that it would be beneficial to break the survey down into categories of patients e.g. families and the elderly with questions more specific to each group. It was agreed to research other surveys for ideas.</p> <p>Steve asked the members to give consideration to the type of questions that the survey should contain and feed these back.</p> <p>It was agreed that the survey should be carried out in Spring 2019.</p> <p>Barbara suggested that the front page of the website should be re-configured with the link to the 2016 patient survey results moved to allow prime position for highlighting more current information such as 'Care Navigation Coming Soon'. This was noted.</p>	<p>SH</p> <p>PPG Members</p>
8	<p>Flu Clinic – Discussion Around Possible Areas For Raising Awareness</p> <p>Jill updated the members on the anticipated problems facing the practice this flu season.</p> <p>NHS England has given a directive to all GP's that for the 2018/19 flu season a different vaccine must be administered to the over 65's and currently there is only one vaccine company responsible for the manufacture and distribution to GP's and Pharmacies. Three separate delivery dates have been published and unfortunately these are later than usual and stretch from September to November. This will impact on the scheduling and structure of the flu clinics across all three sites.</p> <p>Notification has been received that the manufacture of the vaccine on order for the under 65's has also been delayed by 2 weeks.</p> <p>Flu clinics attract the biggest foot-fall of patients and the members present were asked for their ideas on how they could participate in raising the PPG profile and promote practice services. It was agreed to inform members about the flu clinic dates once they have been agreed.</p> <p>Barbara was keen to engage in the flu clinic held for children and raise PPG</p>	<p>PPG Members</p>

	awareness in younger families.	
9	<p>Locality Schemes 2018/19</p> <p>Steve will be attending a locality meeting tomorrow where he will find out if the bids submitted for several locality scheme ideas have been successful. An update will be given at the next meeting.</p>	
10	<p>Any Other Business</p> <p>Steve informed the members that a sum of money has been awarded to WHGP through prescribing savings in the medicines management scheme. This money is non-recurrent and has to be utilised to enhance patient services/facilities. From a previous meeting the members suggested that weighing scales should be made available for patients to use in the surgery and it is now possible to proceed with the purchase of these from this funding.</p> <p>Though it is late in the year Barbara raised the subject of how the practice could acknowledge the 70th anniversary of the NHS.</p> <p>Steve raised two items on behalf of Debbie Gumbley (currently on leave).</p> <p>Debbie has asked if any of the PPG members were interested in attending the next care co-coordinator's meeting at Leigh view Medical Centre. Steve agreed to forward further details to the members.</p> <p>Debbie has also suggested that the practice could become a park-run practice. The members present were keen for Debbie to provide further information on this at the next meeting.</p>	<p>SH</p> <p>DG</p>
11	<p>Date and Time of Next Meeting:</p> <p>Tuesday 27TH November 2018 – 5.30PM to 7.0PM (Adwalton House Surgery)</p> <p>Tuesday 19th February 2019 – 5.30PM to 7.00PM (Adwalton House Surgery)</p>	