



WINDSOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
Tuesday 24th January 2017
Adwalton House Surgery

Attended: Paul Handley (Chair) Robert McDougall Barbara Hope
Alan Peters Graham Hepworth James Hill
Joyce Sanders Shirley Vardy Graham Hepworth
Keith Brown Juliette Martin (CCG) Jayne Garnett (CCG)

Apologies: Caterina Teece Deborah Horrocks Doreen Whiting
John Walton Denise Sykes Philip Ramsden
Keith Brown Sharon Wears

Practice Steve Horton Debbie Gumbley Dr Laura Holland
Reps: Jill Peel

Minuted by: Steve Horton

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	CCG Presentation Members of the Patient Experience & Engagement team attended the meeting and briefed members around areas where PPG members could engage further with the NHS and in particular Leeds patient engagement programme. Details of future training courses were distributed along with forms for members to complete to receive regular updates from the Engagement Team. CQC Inspection Feedback (Inspection held 22/06/2016) The practice had now received the outcome from their recent CQC inspection that was held on the above date. The practice received an overall score of "Good" which is in line with the practices' expected outcome. The areas where the CQC identified areas for improvement were again what were expected and the Practice was now working to improve in these areas going forward. Members of the PPG were thanked for the role prior and during the inspection.	

Call Centre Implementation / Impact

SH briefed the group around the recent introduction of a call centre team that will primarily focus on booking patient appointments for the initial morning session. The team have been up and running since the beginning of January 2017. Early indications show that the patient waiting time for calls to be answered has fallen from 30mins to 5 mins. Further monitoring will be on-going and SH will report back at the next PPG meeting.

Refurbishment Works – Update

SH went through with the group the refurbishment work that had been undertaken at Windsor House Surgery since Nov 2017, works are still on-going, but the practice have already received positive feedback around the changes already made.

WHGP – Extended Opening

Discussions were held around the reduction in funding by Leeds West CCG in terms of funding the extended access project (allowing practices to open 12hrs a day, 5 x days a week). The impact going forward on the practice and potential revised opening times is currently being worked through. SH agreed to update the group at the March meeting where further information will be available.

Weekend Opening (Sat / Sun) – Update

SH provided the group with an update around the new model of the Morley and District Locality weekend hub. As from Nov 2016 the weekend hub now offer a number of appointments to patients from locality practices on Saturdays (8am to 4pm) and Sunday (8am to 12noon). This project is at an early stage and SH will feedback to the group uptake etc. at the March meeting.

5 Action Plan

Deferred to the next meeting (March 2017)

6 Any Other Business

No items for discussions

7 Date and Time of Next Meeting

Tuesday 29/03/2017 – 5:30pm (**Adwalton House Surgery**)