



WINDSOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
Tuesday 4th October 2017
Adwalton House Surgery

Attended: Barbara Hope James Hill Paul Handley (Chair)
Shirley Varley Joyce Sanders Lesley Patrick

Apologies: Deborah Horrocks Doreen Whiting John Walton
Denise Sykes Philip Ramsden Keith Brown
Graham Hepworth Ann Barrett Alan Peters
Jean Roper Robert McDougall Sharon Wears

Practice Reps: Steve Horton Debbie Gumbley Dr Laura Holland
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	Windsor House Group Practice – Forward Plan SH/LH briefed the group around the high level vision for Windsor House Group Practice for the next 18 to 24 months, as well as the locality work that is already underway (working with the 7 x local GP practices), Windsor House Group Practice would start and work closer with Fountain Medical Centre. The two practices will be looking at various ways that they can provide better patient care in a more efficient / effect way. Once a forward plan has been produced this will be shared with the PPG. Call Centre Implementation / Impact – Monthly Statistics SH provided a further update around the contact centre performance targets from July 2017 to mid Oct 2017, see below: <table><tr><th>Week Commencing</th><th>Number of calls received</th><th>Missed calls</th><th>Average call waiting time</th></tr><tr><td>10/07/2017</td><td>531</td><td>17</td><td>1 min 21 sec</td></tr><tr><td>17/07/2017</td><td>498</td><td>21</td><td>1 min 14 sec</td></tr><tr><td>24/07/2017</td><td>442</td><td>6</td><td>1 min 34 sec</td></tr><tr><td>31/07/2017</td><td>401</td><td>10</td><td>1 min 29 sec</td></tr></table>	Week Commencing	Number of calls received	Missed calls	Average call waiting time	10/07/2017	531	17	1 min 21 sec	17/07/2017	498	21	1 min 14 sec	24/07/2017	442	6	1 min 34 sec	31/07/2017	401	10	1 min 29 sec
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07/08/2017	303	0	1 min 14 sec
14/08/2017	271	0	1 min 20 sec
21/08/2017	242	0	1 min 29 sec
28/08/2017	215	0	1 min 13 sec
04/09/2017	301	0	1 min 24 sec
11/09/2017	297	0	1 min 29 sec
18/09/2017	295	0	1 min 10 sec
25/09/2017	367	1	1 min 24 sec
02/10/2017	368	2	1 min 34 sec
09/10/2017	358	0	1 min 30 sec
16/10/2017	336	0	1 min 29 sec

The feedback from the data seems that calls are being answered more quickly and a reduction in calls unanswered. The practice will continuously monitor the performance and will feedback to the next PPG meeting. The PPG asked if the system would allow the performance of the contact centre during busy periods (8am to 9am). SH to investigate and report back at the next meeting.

PPG City Wide Event (Feedback)

PH, SW and JP attended the event and at the meeting PH provided an overview of the event along with proposed actions to allow us to move forward as a PPG. It was agreed that an extraordinary meeting would be called in November 2017 to allow the group to focus solely on the Patient Participation Group – Quality Indicator Checklist, which should identify areas where the PPG could improve.

Morley and District – Hub Update and Locality Projects 2018

Jayne Dalziel (lead nurse – primary care network) attending the meeting to brief the group around the “Leg Club project” which is scheduled to commence Jan / Feb 2018. SH also brief the group around the locality Physio First project that will support locality practices again commencing Jan / Feb 2018. Further details will be provided once dates have been confirmed.

Health Promotions / Campaigns

This agenda item would be deferred to a future meeting following on from the additional meeting in November 2017.

Flu Vaccinations Update

There have now been 3 x flu clinics across the 3 x surgeries with an increase in uptake and a further session booked for the end of November 2017 as a final catch up in terms of patients who are eligible to have a flu vaccination.

Christmas / New Year 2017/18 Opening Times

SH provided the group with the draft opening / closing times during the Christmas / New Year Period. The document was agreed and as such SH would arrange for this information to be shared with patients asap (website, posters, leaflets, facebook etc.)

Patient Survey 2018

This agenda item would be deferred to a future meeting following on from the additional meeting in November 2017.

Any Other Business

No items raised

Date and Time of Next Meeting

Cancelled - Tuesday 12/12/2017 – 5:30pm (**Adwalton House Surgery**)

Next scheduled meeting: 27/02/2017 – 5:30pm (Adwalton House Surgery)