



Attended:	Alan Peters Joyce Sanders Shirley Varley Paul Handley (Chair)	Sharon Wears Robert McDougall Keith Brown	Barbara Hope Julie Northway Barbara Hope
Apologies:	Graham Hepworth James Hill	John Walton Catherina Teece	Philip Ramsden
Practice Reps:	Dr Laura Holland Jill Peel	Steve Horton	Debbie Gumbley
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	Terms of Reference & Constitution - Feedback The draft PPG terms of reference and constitution documents were discussed and it was agreed that the suggested amendments that had been received would be reviewed further and all necessary amendments would be actioned. The completed documents would be placed onto the practice's website.	SH
5	Action Plan / Patient Survey In line with the notes of the last meeting SH posted out sample patient survey questions for the group to consider and amend / add to as necessary. The feedback from members of the group was very positive and it was agreed that in the main the sample questions were agreeable. Discussions were held around the question asking patients for ethnicity information and it was agreed that this question would be placed at the end of questionnaire and it would be a voluntary question. The timeline for the circulation of the survey was to commence – early Jan 2016 with a closing date of mid-March 2016 so that the findings could be discussed at the 30 th March PPG meeting. The survey would be produced in paper format along with the link to the electronic survey being advertised on the practice's website and Facebook page as well as being emailed / texted to patients that have registered their on-line information.	SH
	PPG members also offered support in attending surgeries to promote the survey (half day sessions). It was agreed that this would be considered further following a review of the number of replies received by the next PPG meeting.	The group

	As part of the groups initially strategy the findings from the patient survey would be pulled together to ascertain patients feedback and views in terms of moving the group / practice forward.	
6	On-line Enrolment <p>As part of the flu jab programme during Oct / Nov 2015 the practice placed an employee at each site promoting the on-line facilities available and assisting patients to sign up. The outcome of the promotion campaign means that the practice has now over approx. 1000 patients who can book on-line and use the on-line facilities.</p>	
7	Electronic Prescriptions <p>Implementation of the new electronic prescription system was discussed along with the process that both the practice / patients will follow to produce / collect their prescription. The implementation date for the new system is 17/03/2016. The practice will promote the new facility to patients once they have received further guidance from the NHS IT team.</p>	
8	Liaison with other PPG's / NAPPG <p>Discussion where held around members of the Windsor House PPG attending well established PPG's within the Leeds area, to obtain further insight into the role of a Patient Participation Group and obtain good practice models. Both Paul Handley and Barbara Hope agreed to attend these meetings. SH to liaise with Practice Managers within the Leeds area and obtain dates for consideration.</p>	SH
9	PPG Meeting – Meeting Focus / Future Topics <p>It was agreed that the main focus of the PPG during 2016 would be focused around the outcomes from the Patient Survey. It was also discussed and agreed that it would be useful for the group to invite guest speakers particularly around patient wellbeing etc.</p>	
10	Any Other Business <p><u>Missed Appointments</u></p> <p>Discussions were held around the number of missed appointments that occur within the WHG Practice and the process that the practice follows to try and reduce these occurrences. It was agreed that a notice would be placed in each of the 3 x surgeries waiting areas, detailing the number of missed appointments (per week / month).</p> <p><u>Morley & District Alliance Group</u></p> <p>SH informed the group that the newly formed Morley and District Alliance Group (MaD) had received funding from Leeds CCG to put on an additional surgeries (Saturday mornings) from December 2015 until the end of March 2016 at Windsor House (to reduce the winter pressures placed on Practices within the Morley area. The appointments are for acute cases only. Promotional materials where in the process of being produced and would be displayed when received.</p>	

11 **Date and Time of Next Meeting**

Wednesday 27/01/2016 – 5:30pm (Shenstone House Surgery)

12 **Future Dates**

Wed 30/03/2016	5:30pm to 7:00pm	Shenstone House Surgery
Wed 25/05/2016	5:30pm to 7:00pm	Shenstone House Surgery
Wed 27/07/2016	5:30pm to 7:00pm	Shenstone House Surgery
Wed 28/09/2016	5:30pm to 7:00pm	Shenstone House Surgery
Wed 23/11/2016	5:30pm to 7:00pm	Shenstone House Surgery
Wed 25/01/2017	5:30pm to 7:00pm	Shenstone House Surgery
Wed 29/03/2017	5:30pm to 7:00pm	Shenstone House Surgery