



**WINDSOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
Wednesday 27th January 2016
Adwalton House Surgery**

Attended:	Paul Handley (Chair) Alan Peters Keith Brown	Joyce Sanders Robert McDougall James Hill	Shirley Vardy Sharon Wears Barbara Hope
Apologies:	Graham Hepworth Deborah Horrocks Denise Sykes Jill Peel	Julie Northway Doreen Whiting Philip Ramsden	Caterina Teece John Walton Dr Laura Holland
Practice Reps:	Steve Horton	Debbie Gumbley	
Minuted by:	Steve Horton		

Item		Action
1	Apologies See above	
2	Minutes of Previous Meeting / Matters Arising Minutes accepted as true record	
3	Matters Arising None to report	
4	Patient Survey Feedback (to date) and Next Steps SH notified the group that they had received (to date) over 700 returned / completed survey's (either via electronic means or paper based). SH shared with the group a brief overview of the returns to date and the information / feedback that had been received. SH would provide a detailed analysis at the March 2016 meeting once the survey had closed.	SH
5	Patient / Practice Newsletter – Content / Articles Discussions were held by the group around the production of a practice / patient newsletter and the possible content / articles. The group felt that this would be extremely useful and could be done on a "seasonal" basis (which could also include clinical seasonal information for that specific period). In terms of the content of the first newsletter the group felt that it would be better to wait until they receive feedback from the patient survey which in turn may give them further ideas in terms of content moving forward.	
6	Liaison with other PPG's SH would liaise with local Practice Managers / CCG in terms of members of the WHGP Patient Participation Group (volunteers where Paul Handley and Barbara Hope) to attend so that they can observe other PPG's in action and learn areas of good practice.	SH

7 **DNA (“Did not attend”) Appointments**

Following on from the November PPG meeting the practice were now advertising monthly statistics of DNA appointments (at all 3 sites). The total DNA appointment information that is displayed was for all 3 sites collectively as it appointment system could only produce information in such a way.

8 **On-line Access – Additional modules to be released**

SH informed the group that as from 31-03-2016 additional modules would become available to on-line patients. These modules will allow patients to view blood results along with “read codes” following consultations with their GP. “Read codes” are codes that are allocated against a patients record which categorises the reason for their consultation.

9 **Any Other Business**

No items for discussions

Future items to include: Guest Speakers, Expert Patient Programme

10 **Date and Time of Next Meeting**

Wednesday 30/03/2016 – 5:30pm (Adwalton House Surgery - Drighlington)

Future Dates

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	Adwalton House Surgery
Wed 23/11/2016	5:30pm to 7:00pm	Adwalton House Surgery
Wed 25/01/2017	5:30pm to 7:00pm	Adwalton House Surgery
Wed 29/03/2017	5:30pm to 7:00pm	Adwalton House Surgery