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**WINDSOR HOUSE GROUP PRACTICE  
PATIENT PARTICIPATION GROUP  
Tuesday 28<sup>th</sup> March 2017  
Adwalton House Surgery**

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**Attended:** Sharon Wears      Robert McDougall      Barbara Hope  
James Hill

**Apologies:** Deborah Horrocks      Doreen Whiting      John Walton  
Denise Sykes      Philip Ramsden      Keith Brown  
Sharon Wears      Paul Handley      Joyce Sanders  
Graham Hepworth      Shirley Varley      Alan Peters  
Keith Brown      Ann Barrett

**Practice Reps:** Steve Horton (Chair)      Debbie Gumbley      Dr Laura Holland  
Jill Peel

**Minuted by:** Steve Horton

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Item	Action
1 <b>Apologies</b> See above	
2 <b>Minutes of Previous Meeting / Matters Arising</b> Minutes accepted as a true record.	
3 <b>Matters Arising</b> None to report	
4 <b>Call Centre Implementation / Impact</b>  SH updated the group around call centre team method of answering patient calls. 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.  <b>Refurbishment Works – Update</b>  SH went through with the group the refurbishment work that had been undertaken at Windsor House Surgery since Nov 2017, works are now coming to an end and the practice have already received positive feedback around the changes already made.  <b>Extended Opening Hours April 2017</b>  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 means that Windsor House Group Practice will now be open as follows as from the 01/04/2017:	

**Windsor House Surgery**

Monday 8am to 7pm

Tuesday 8am to 6pm

Wednesday 8am to 7pm

Thursday 8am to 8pm

Friday 8am to 6pm

**Adwalton House Surgery**

Monday 8am to 6pm

Tuesday 8am to 8pm

Wednesday 8am to 6pm

Thursday 8am to 6pm

Friday 8am to 6pm

**Shenstone House Surgery**

Monday 8am to 6pm

Tuesday 8am to 6pm

Wednesday 8am to 6pm

Thursday 8am to 6pm

Friday 8am to 6pm

**Weekend Opening (Sat / Sun) – Update**

SH provided the group with an update around the new model of the Morley and District Locality weekend hub. The weekend hub now offers a number of appointments to patients from locality practices on Saturdays (8am to 4pm) and Sunday (8am to 12noon). Patient feedback is very positive and all appointment slots are being used.

**Action Plan Update**

SH provided the group with copies of the 2016-2017 action plan, in the main all actions have been completed with the exception of actions that are classed as on-going (i.e. continuous marketing). SH to email a copy out to all members for their information.

**Future Action Plan 2017/18 and PPG Involvement**

Brief discussions were held around the 2017-18 action plan and it was agreed that the group work start an work on this at the May meeting.

**NHS Choices**

SH reported back to the group that the practice was now 4.5 stars out of a possible 5 have with some of the changes throughout the practice this would hopefully move to 5 stars in the near future. SH to monitor and feedback.

**Any Other Business**

Members asked if revised opening hours signage could be placed on the entrances to each practice. SH to action asap.

**Date and Time of Next Meeting**

Tuesday 23/05/2017 – 5:30pm (**Adwalton House Surgery**)