



**WINDSOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
Wednesday 30th September 2015
Shenstone House Surgery**

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

Minuted and Chaired 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	Welcome & Introductions The group formally introduced themselves along with outlining the reasons why they wanted to be part of the PPG and what they would like to get out of the meetings.	
5	Frequency of Meetings After discussions it was agreed that meetings would be held at the Shenstone House Surgery every 2 months (initially) from 5:30pm to 7:00pm. SH to notify the group of future dates going forward.	SH
6	PPG - Terms of Reference & Constitution Draft PPG terms of reference and constitution documents were shared with the group as a starting point. Members were asked to consider the documents and if there were any amendments or changes to let Steve Horton know prior to the next scheduled PPG meeting so that the final versions of the documents can be approved.	The Group
7	PPG – Communication Various means of communication methods were available to the group but in the main 95% of the group had email access, therefore it was agreed that the main form of communication between the group would be via email, obviously members who did not have access to an email account would be sent paper documents. If members of the group needed to contact practice staff they can be contacted on 0113 2525223 and also via email steve.horton2@nhs.net .	

8	<p>Action Plan / Patient Survey</p> <p>As part of the groups initially strategy it was agreed that a patient survey would be pulled together to ascertain patients feedback and views in terms of moving the group / practice forward. Therefore SH would provide members with some sample questions (as a starting point) and ask that colleagues amend as necessary and also provide additional questions that can be considered by the group at the next PPG meeting.</p> <p>Therefore SH would post out the following documents over the next couple of weeks.</p> <ol style="list-style-type: none"> 1. Document 1 - To obtain members of the PPG's list of priorities for the group going forward. 2. Document 2 - Collate views of patients using an on-line / paper based survey. <p>Once the survey has been completed the outcomes / findings from the survey will allow the PPG to draw an action plan together.</p>	SH
9	<p>On-line Enrolment (Group Task)</p> <p>The group undertook a group exercise to highlight the advantages and disadvantages to on-line enrolment. The outcomes from the discussions are as follows:</p> <p><u>Advantages</u></p> <ul style="list-style-type: none"> • Easier access to appointments • Providing choice – in terms of how patients can book appointments • Allows patients to be able to book appointments at any point day or night. • Allows patients to pro-actively control the information held about them on the practice system. <p><u>Disadvantages</u></p> <ul style="list-style-type: none"> • Forget on-line access passwords etc • There is no training available to patients who aren't comfortable using IT and also the on-line system • Concerns around the security and confidentiality of patient information (data breaches) <p>The group also felt that sign up clinics would be useful to raise awareness of the on-line system along with providing assistance to patients who find it difficult accessing the system. SH to look into possible clinics over the next couple of months.</p>	SH
10	<p>Appoint PPG - Chair / Vice Chair</p> <p>A formal vote was undertaken to appoint a Chair and Vice-Chair of the PPG and as such the following individuals where successful.</p> <p>Chair – Paul Handley Vice Chair – Shirley Varley</p>	

11

Any Other BusinessMissed Appointments

Discussions were held around the number of missed appointments that occur within the WHG Practice and the process that practice follows to try and reduce these occurrences. It was agreed that the process along with the data in terms of missed appointments would be brought to the next meeting for future discussion. JP to collate the relevant information.

JP

Practice Newsletter

The group felt that the introduction of a regular newsletter to patients would be beneficial especially due to the number of changes within the NHS / Practice. All parties agreed with the introduction of a Practice newsletter / email. This item would be discussed further at the next PPG.

Engagement of younger members to the PPG

Members raised their concerns around the lack of interest from younger patients in terms of joining the PPG. Discussions were held around possible reasons for this. The group thought that maybe a virtual PPG could be considered or access to the group via a live twitter stream? Both options would be considered by the group going forward.

NHS Choices

The group were reminded that the NHS Choices website was available for patients to provide feedback in terms of service delivery (either positive or negative) as this provides the Practice with invaluable data around their performance. Patients are actively encouraged to use this site.

12

Date and Time of Next Meeting

Wednesday 25th November 2015 – 5:30pm (Shenstone House Surgery)

Future Dates

Wed 27/01/2016	5:30pm to 7:00pm	Shenstone House Surgery
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