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**WINDSOR HOUSE GROUP PRACTICE**  
**PATIENT PARTICIPATION GROUP**  
**Tuesday 27<sup>th</sup> July 2017**  
**Adwalton House Surgery**

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**Attended:** Sharon Wears      Robert McDougall      Barbara Hope  
James Hill      Paul Handley      Shirley Varley  
Alan Peters      Jean Roper

**Apologies:** Deborah Horrocks      Doreen Whiting      John Walton  
Denise Sykes      Philip Ramsden      Keith Brown  
Joyce Sanders      Graham Hepworth      Ann Barrett  
Dr Laura Holland

**Practice** Steve Horton (Chair)      Debbie Gumbley      Dr Robert Arnold  
**Reps:** 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>Staffing Changes</b>  The group were informed of the following coming and goings in terms of practice staff:  Staff who have started with the practice since our last meeting: <ul style="list-style-type: none"><li>• Joanne Griffin – New Practice Secretary</li><li>• Gemma Cryer – New Practice Nurse</li><li>• Charlotte White – New Prescription Clerk</li><li>• Jayne Lancaster and Bethany Draper – New Receptionists</li><li>• Jan Elphick – New Evening Receptionist</li><li>• Sharon Forrester – New receptionist (Cottingham)</li></ul> Also we have 5 x new GP Registrars starting August 2017 <ul style="list-style-type: none"><li>• Dr David Bell</li><li>• Dr Anisha Ravat</li><li>• Dr Suhanya Nayendran</li><li>• Dr Megan Evans</li><li>• Dr Michael Leese</li></ul>	

Staff leaving or left since our last meeting:

- Lyndsay Samuels – Practice Nurse
- Debbie Dobson – Prescription Clerk
- Debra Barker – Receptionist
- Liberty Bonner – Evening Receptionist

### **Cottingley Surgery**

The group were informed that as from July 2017 Windsor House Group Practice had taken on an additional practice at Cottingley until 31-03-2018. The CCG had approached WHGP to support the patients of Cottingley whilst there was a full patient consultation process carried out to identify further needs for the area. It was unclear at the moment if the contract would be extended after end of March. The PPG would be informed of any changes going forward.

### **Call Centre Implementation / Impact – Monthly Statistics**

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. The telephone monitoring system was now in place and as such the following data was fed back to the group:

Week Commencing 10<sup>th</sup> July 2017 the practice received 531 calls (17 were unanswered) and the average call waiting time was 1 min 21 seconds.

Week Commencing 17<sup>th</sup> July 2017 the practice received 498 calls (21 were unanswered) and the average call waiting time was 1 min 14 seconds.

The initial feedback from the data seems that calls are being answered more quickly and a reduction in calls unanswered. The practice will continuously monitor the situation and will feedback to the next PPG meeting where we will have had a couple of months data to report back on.

### **Practice Data**

The group were provided with a draft document highlighting certain types of data that the practice found useful when making key decisions – examples of these were:

- Patient population – age ranges
- Appointment numbers
- Staffing levels (Clinical) both practice and community areas
- Obesity Info
- Ethnicity Info
- Smoking Info
- Frailty and Care Home Info
- Dementia and Learning disability info
- Patient Carer Info
- Patients using on-line services
- NHS Health Check info
- Etc, etc

## **Changes to Opening Times – August 2017**

The Primary Care Network Hub have now agreed that they will provide GP appointments for the Morley and District locality which means that the practice will be opening longer at Windsor House Surgery, which will now complement the additional hours / opening that is now in place at Adwalton House Surgery. As such the new opening times are as follows:

### **Windsor House Surgery**

Monday 8am to 8:30pm  
Tuesday 8am to 8:30pm  
Wednesday 8am to 8:30pm  
Thursday 8am to 8:30pm  
Friday 8am to 8:30pm

### **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

### **Locality / Leeds Primary Care Network / CCG – Update Presentation**

Dr Arnold provide the group with a presentation which details the roles of the following groups / organisations and how they interlink / work with GP practices in the area along with Windsor House Group Practice:

- Morley and District Locality
- Leeds Primary Care Network
- Leeds West CCG (Clinical Commissioning Group)

### **Any Other Business**

No items raised

### **Date and Time of Next Meeting**

Tuesday 24/10/2017 – 5:30pm (**Adwalton House Surgery**)