



WINDSOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
Tuesday 23/01/24
Morley Cricket Club

Attendees: M Teague, J Spencer, B Sharp, K Batley, B Griggs, J Broughton, H Lambert, H Smith, G Myers, L Myers, L Gilbert, E Cooper, L Stephenson, G O'Rourke, L Curley, C Longhorn, S Parker, G Milner, S Hill, A Jones, J McConnell, E Walker, C Sowerby, B Patel, C Chapman, K Shotton, J Johnson

Apologies: J Cave, P K Chan, D Dobson, J Fairy, A Grimshaw, J Hill, S Jones, G Kellett, K Ofeimu, R Shotton, K Smithson, A Sutherland, L Walsh, H Wilman

Practice Reps: S Horton Dr Krishnan J Allan

Minuted by: J Allan

Item		Action
1	Minutes of Previous Meeting / Introductions No previous minutes. First meeting since before Covid. SH welcomed everybody to the meeting and started the meeting by introducing Dr Krishnan - GP Partner, himself Steve Horton - Practice Manager and Joanne Allan - Care Coordinator.	
2	PPG Terms of Reference / Constitution / Role of the PPG SH informed the group about the aims and objectives of the PPG which encourages people to engage with the Practice at the same time engaging in their own health care and to contribute to the continuous improvement of services. The role of the PPG is for patients to have a better understanding and knowledge of the Practice and its staff. Patients will have a forum to suggest positive ideas and voice concerns as WHGP welcomes feedback and suggestions.	
3	Chair / Vice Chair of the PPG Following the recent re introduction of the PPG, SH invited members to show expressions of interest in taking up the positions which will be done by an electronic voting process. The PPG members will elect the Chair and Vice Chair to serve for a period of 12 months from April. In the absence of the Chair, the Vice Chair will be invited to chair the meeting.	
4	Changes Within the Practice SH updated that we have had staff recently retire this been our senior partner Dr John Browne and our Shenstone Surgery receptionist Val Chadwick. Over recent years the practice staffing levels have increased by a further 3 GPs with a new GP starting with us May 2024. Our Registrars increased by 5 and our	

Nurses by 2. We also have had an increase in Health Care Assistants (HCA) by 2 additional staff.

Recent years have also seen the introduction of the Contact Centre, Data team (long term conditions, Flu and Covid), Pharmacy team to complement the existing Reception and Secretarial teams we already have in place.

5 System Improvements to Improve Access and Patient Care

We have seen a number of system improvements recently with the introduction of a Care Navigation System, Interactive Website, E-Form routine appointments (GP&Nurse) e-form. Also the practice has introduced a new telephone System (including call queuing and call back facility).

Further refurbishment works have been underway to improve the surgeries and also the introduction of data capture software ie. Footfall, Google, Care Navigation, DNA, Family & Friends, Telephone information and Website usage.

S.Horton went through the support that the Morley and District PCN (Primary Care Network) provide local practices inc Windsor House, this is to compliment the current core primary care services that are already provided. The PCN provide support such as Health and Wellbeing Coach, Physio Service, Social Prescribing Service, Occupational Therapist(s), Care Home Team, and a Pharmacy Team available for our patients.

6 Patient Survey 2024

SH talked about a patient survey that he would like the PPG members to be involved in. SH will email members a first draft for membership to consider / amend / add further questions as appropriate. This will be sent out during March 2024.

7 Matters Arising / Any Other Business

As there were a substantial number of questions from new members of the group, we have listed some areas that were addressed on the night. Please see below:

- What staffing is in the surgeries?
- Why do you no longer have your own GP?
- Would like to see a rota on website of the days the doctor's work.
- Some patients do not want to discuss ailments with Reception staff due to private matters.
- Unaware about some services available on the website.
- Hospitals, GP's, Dental Hospital do not communicate.
- Would like to have Drop-in clinics to educate patients.
- How can we educate young people in the practice to prevent and raise awareness of public health.
- More clarification on call back telephone appointments of times when the doctors will be calling back.
- How to address patients who fail to attend their appointments.
- Waiting time of trying to get through to WHGP.
- Will there be training for the PPG Chair and Vice Chair?
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Responses From the Practice Reps

Staffing

SH and Dr K advised the PPG members that there are 7 Partners, 4 Salaried GPS, 5 Nurses, 4 Health Care Assistants and 10 Registrars within the Practice.

A member asked why they no longer have their own GP rather than seeing different ones as this then takes time to go through your history. SH and Dr K agreed you can see the same doctor for appointments if required but this could delay your care. If patients wish to attend a certain surgery and see a certain GP that can be achieved but the appointment offered could some weeks / months away.

Communication

Members present were asked to give some consideration as to how the practice may encourage patients to engage with the care navigation system. This is a national project where receptionists assist patients to access the most appropriate service for them instead of booking straight in to see a GP which is not always the most appropriate need. A Member present advised that they themselves have been reluctant to divulge information to a receptionist that is of a private nature. SH appreciated that private matters are not always wanted to be shared with reception staff and patients do have the right to not do so.

Hospitals, Dental Hospitals, and GPs do not communicate to each other which a member was concerned about. Dr K reassured members that at WHGP we do have access to the Leeds Care Record system that the hospitals use that can be accessed by us when needed.

A member asked if a WhatsApp group could be set up for communication. SH advised that due to GDPR and permissions of all members we would need to look into this to see if we could set up this way of communication.

Website

A Member enquired about having a rota put on the website for the GPs to enable patients to check when a particular GP was available. SH and Dr K advised WHGP can look into this. Some members were unaware or found it hard to navigate round the website. SH showed members the various ways to navigate by using the search at top of the website.

Appointments

A member asked how we can address the patients that fail to attend their appointments and asked do they get reminded of these appointments. SH Replied by advising they do get a message informing them of their appointment day and time. Also a text message is sent to patients who do not attend appointments. The practice is also reviewing their DNA policy which should hopefully see a reduction in the number of DNA appointments(Do not attend).

The practice offers both pre-booked and face to face appointments as well as on the day booking. WHGP also offers pre-arranged routine telephone appointments. One member asked if the telephone appointments could have a

time of call to be given. SH and Dr K advised it is not possible to give a specific time due to been in surgeries put could look at the patient been advised if it would be a morning or afternoon.

Some members mentioned the difficulty in getting through on the telephone system at times. SH spoke about the other options patients now have, one is to request a call back when already in the que, you will remain in the que when you have put your phone down then when you are number 1 in the que the system will call you back. You can also book a routine appointment online via the e-form and we aim to respond within two working days.

Pharmacy

Some members present reported that their experience with a member of the Pharmacy team was particularly good and seemed happy with the service provided.

Surgeries / Clinics

One member present asked if we had any plans for a minor surgery unit. SH and Dr K both had said there had been discussions on this subject but will not be looking at this at present.

Some members were interested to see if there could be any clinics in the future that would educate young patients to prevent and raise awareness about public health.

PPG Chair Training

A member asked if you became the Chair would you receive any training for this position. SH said that the National Association of Patient Participation Groups will give information to support this role.

8 **Date and Time of Next Meeting**

**April 2024. Date, Time, and Venue to be confirmed.
Future meeting to be held also in July 2024, October 2024, and January 2025.**