



WINDSOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
Tuesday 25/01/25
Morley Cricket Club

Attendees: Kevin Batley, Brian Griggs, Jennifer Varley, Linda Stephenson, June Spencer, Karen Shotton, Steve Hill, Jen McConnell, Charlotte Longhorn, Lilian Curley, Rebecca Walker

Practice Reps: S Horton Dr T Roberts J Allan

Minuted by: J Allan

Item	Action
1	<p>Introductions / Minutes of Previous Meeting</p> <p>Steve Horton started the meeting by advising the PPG members present that future meetings may be held at Adwalton House Surgery in Drighlington in our second-floor meeting room which holds up to thirty people. This is due to our original projected meeting numbers now been smaller of which does happen to PPG groups. He then welcomed the PPG members present to the meeting and apologised for the cancellation of the October 2024 meeting due to getting the GP Patient Survey out to patients so we could then obtain some of the outcomes back to discuss at this meeting.</p> <p>Steve Horton (SH) - Practice Manager introduced himself to members present along with Joanne Allan (JA) - Care Co-ordinator and Dr Timothy Roberts (Dr Roberts) – GP Partner. He then handed over to Dr Roberts.</p>
2	<p>GP Partner Introduction – Dr Timothy Roberts</p> <p>Dr Roberts thanked PPG members for coming to the meeting and advised he had been working at Windsor House Group Practice since 2001 and became a GP Partner in 2002. Half of his working week is clinical in the practice and the other half dealing with appraisals within the Yorkshire region (GP's have these annually). He also does a reasonable amount of teaching, education training work with medical students and GP trainees. Over the years his area of interest is education, training and appraisals. He then went into a brief background of some of the training and educational work that goes on at Windsor House Group Practice. He hopes that himself and the other trainers pass on some of their valuable knowledge and for the practice itself it is beneficial to have the ability to recruit and retain doctors. It does also increase slightly the capacity for appointments. Dr Roberts asked if any of the PPG members had any questions on this.</p> <p><u>Some of the PPG members questions</u></p> <p>Do you have admin support for this?</p> <p>We are quite well organised and have a timetable and a set model for the medical students. The most complicated area is the rotas for the GP trainees.</p>

This is due to having to have a trainer in at the same time and same place as the trainees and the trainer may cover more than one trainee of which one of our operational managers Jill Peel is quite good at organising this.

Do you offer the same support of training for your nurses?

Structures for the training of our in-house nurses is different but we do support training in different areas like for example diabetes etc.

3 **Changes Within the Practice**

SH said there hasn't been many changes since our last meeting. We do have Registrars that change twice a year and Dr Roberts added that this is a small amount rotated in February and most in August. SH advised that we currently have staff members that are coming back from maternity leave. A Health Care Assistant and a Data Administrator. Also due to long term illnesses we have had to have staff multitasking and move and train some staff to cover different roles to accommodate the levels needed. We also have a practice nurse that has left us to go back into Secondary care. We do have interviews planned for this position in the next couple of weeks. SH added from a structural level the staffing will remain the same for the next 12 to 18 months, unless there is a big shift of patient numbers, demand or changes in the NHS England contract. At this moment in time, we are not aware of what the new government requirements or guidelines are for this coming financial year.

Windsor Connect App (Live version – link below)

<https://eu.jotform.com/app/241412910150340>

From our previous meeting we had feedback advising that a lot found the website not easy to navigate and members where not sure where some of the information they were looking for was found.

The app went live and the demand was high. SH gave credit for the feedback from the PPG members as we tried to tweak it and make it user friendly for patients. It is also easy for us to change to allow us to show extra information for example Christmas opening times of the surgeries. A new module came on board after the last PPG meeting and this is a notification module. Patients can turn on their notifications for the app and this will advise you of any important messages that we need to get out. SH went through the app with PPG members present.

Telephone Statistics / Web Site Usage

The telephone, website and our care navigation systems have seen massive improvements recently and in June 2024 a new telephone system was put in place that has a call queuing and call waiting facility. NHS England are now trying to drive this system so that all practices have this in place. To clarify Call queuing gives you what position in the queue you are. We have abandoned calls and this is when people hang up due to not wanting to wait in the queue and now we have call waiting which allows you to press 1, this then allows you to remain at that queue position but rings you back rather than you hanging on the telephone. When you are at position one and a member of staff becomes available, the system will ring you back, if upon 5 rings patients don't answer we will end the call.

On a morning, we have up to 16 people answering calls from our staffing structure this been the Receptionists, Secretary's, Pharmacy team, Data team and Manager's and they will answer calls from 08:00 till 08:45 to allow us to get that call queue down quickly. We have live TV data systems in place showing our staff how many is queuing, waiting, or abandoned so staff can go back on the phones if the numbers go up. SH went on to show the PPG members present the data of the telephone statistics which is available for patients to view on the App, Website, Facebook or Twitter.

SH then went through some stats for if you complete an e-form on our website it would then asks you what you would have done if you did not contact us this way, so for the last 12 months we have the following data,

11356 - Would have rung the surgery
2822 - Would have come into the surgery
1351 - Made an appointment
812 - Given up

A report is also run to allow us to see the trends of what patients are requesting on the website for example see below for December 2024.

484 Routine Appointments
383 Repeat Prescriptions
245 Sick Notes
151 Contact the Practice (other questions)
101 Registered for Online Services
88 New Patients

SH spoke about the forms and that it allows people another option to communicate with us but also allows us to answer the calls for people that need to get through on the telephones.

Some of the PPG members questions

Would you prefer for people to hang on the telephone and wait rather than go in a waiting que?

It is for the flexibility of patients as we don't see you moving down the que until you are at number one and an operator is available to answer the call, so has no impact for us.

Do NHS England set you a target?

This year it's about setting the systems up. So not as yet.

GP Patient Survey 2024 vs Outcome of WHGP Patient Survey – Sept / Nov 2024

- 6 The survey went to all of our patient via text messages and we also had paper copies in our surgery's. Out of that number we had 1203 returned which equates to a 6.14% return of which is quite a poor return. This is the first year that we have mirrored the National Survey. SH handed out copies of the National Survey vs WHGP survey comparison statistics for PPG members present to look at. SH asked PPG members how can we make that return higher.

Do we need to ask questions in a different way, is it too long should we do two to three questions every month. Should we ask different questions that are

relevant to the service that we offer to ascertain if they are working. SH asked for members views on this.

Some of the PPG members present answers.

Can we break it down and do half the questions and then in six months' time the other half of questions.

Could we look at doing the survey by age groups.

Would it be easier to do the survey while we are in the surgery.

Would it be better to word it like the patient would benefit from filling it out.

Dr Roberts asked if the members present thought there where any questions that where important to be in the survey?

Some of the PPG members present answers.

How easy or difficult is it to contact your GP practice on the phone.

Quality of care.

SH said there is a meeting with staff on Thursday 30 January 2024 of which he will be talking about the survey to try also get some feedback from staff.

Action: at the next meeting we need to look further into alternative technology / ways that allows us to do it differently enabling more people to complete the survey and for it to be more relevant.

Any Other Business

7

Flu / COVID clinics were held over two Saturdays and over two sites been Shenstone House Surgery - Churwell and Adwalton House Surgery - Drighlington and we had some mid-week appointments at Windsor House Surgery - Morley. The uptake has been better than it has ever been and we also had a high demand for the RSV vaccine.

Adverse weather caused challenging situations in January at Adwalton House Surgery -Drighlington when the snow melted of the roof and smashed the canopy which was hanging off leaving no option but to close the surgery to keep patients and staff safe.

SH said that in the next few weeks we will be marketing DNA (Did Not Attend). We will be putting in place a three-tier letter system over a twelve-month period for patients that do not attend their appointments. If you DNA and get to a third letter, then a discussion will be held with the practice partners around the possibility of removing the patient from the practice list. DNAs in our practice like most practices aren't good so we need to get on top of these as these are missed valuable appointments for patients. We will always look at each individual case and see if there is mitigating circumstances for the DNAs before issuing a letter.

In the future we will also start to look at patients that frequently attend the practice that may need support in place.

SH closed the meeting asking if any of the PPG members present had any further questions.

A PPG's members question

Is there anything we can do for you as a group?

SH answered this with the Windsor House Group app as an example as the group already had a significant input and raised awareness that things weren't as easy to find on the website as what we originally thought. We have put the app in place and it has worked well and patients are using it. These are the things that help us to see your views on things so we can try and support our patients.

Date and Time of Next Meetings

To be agreed.

1

2