



**WINDSOR HOUSE GROUP PRACTICE
PATIENT PARTICIPATION GROUP
Tuesday 21st January 2020
Adwalton House Surgery**

Attended: Deb Maude Sharon Wears Shirley Varley Sandra Conway
Claire Barnes Ann Hudson Alison Grimshaw Bhavna Patel

Apologies: Alan Peters

Practice Reps: Steve Horton Jill Peel Dr Holland

Minuted by: Jill Peel

Item	Action
1	Apologies Alan Peters
2	Shirley Varley (Chair) opened the meeting and apologised for her absence at the previous 2 meetings. Shirley welcomed the members and introductions were carried out.
3	Minutes of Previous Meeting (26/11/19) Minutes accepted as a true record. No action.
4	Matters Arising Refurbishment is almost complete at Shenstone House Surgery and it was suggested that the next meeting may be held there as the first floor is now fit for use. Disabled access to the 1 st floor is a problem so the meeting may take place in the waiting room at 6PM allowing time for members to look around the updated facilities. Venue to be confirmed for the next meeting. The chairs in the waiting room at AHS are soon to be replaced to comply with infection control. Members suggested that the old ones may be donated and utilised by other organisations and should be placed on appropriate web-sites. Practice Staffing Update Dr Baren is now on maternity leave and she is being covered by Dr Rachel Pinder. Dr Taylor will be absent for approximately 3 months following an accident and he is being back-filled by the Salaried GP's currently working on the practice. Cathy Smith one of our Practice nurses is off sick following surgery and her colleagues are working extra to help with cover. Liz Field retired from the practice after 32 years service and her role has been divided between other admin staff members. Our Data Manager left in December and interviews will take place this week for his replacement.

Dr Krishnan (Salaried GP) will be starting maternity leave mid April and it is anticipated that cover will be provided by other Salaried GP's and/or Registrars qualifying in August.

Seasonally current demand is challenging and some of these absences have been unexpected. Every effort has been made to back-fill the gaps.

Patient Survey 2019 – Draft Action Plan 2020

Plans are to incorporate in a newsletter the things that patients have said they didn't know about. Carry on raising awareness and look at ways to market services more effectively.

The next patient survey will take place monthly and there is a plan to notify patients by newsletter/facebook etc. that they will be receiving a monthly text message. This will hopefully improve the uptake.

Patient Newsletters- Frequency, content & PPG support

Ideas from members present regarding content of newsletter:

Publish survey results

Raise awareness to complete survey questions

Community news and support networks/actions groups

Dr in the spotlight – a day in the life of/blog

Raise awareness of Physio First/PEP (now Linked-in Leeds)

Publish DNA figures

Home visiting policy

Publish good news – baby news etc.

Discussion took place regarding the frequency of the newsletter:
? seasonal, quarterly, twice per year, Winter/Summer.

Keep it short and to the point.

Put an electronic version on the web-site.

Paper copies in the waiting room.

Patients may request a paper copy – call in and collect.

PPG/Practice – joint projects ideas/discussion

Steve suggested that it may be beneficial to the WHGP PPG for a couple of members to attend another successful well established PPG so that we may share in their good practice and improve the purpose of the PPG.

Steve agreed to speak with another Practice Manager and request an invitation to their meeting.

Flu vaccination programme update 2019/20

The flu vaccination season has been challenging once again due to 2 different vaccines and the unexpected delay in manufacturing and delivery schedules. However, every effort has been made to vaccinate our eligible populations and this work is still ongoing and will be until March.

Any Other Business

Shirley raised her concern that some services are being reduced for the Morley

population. It seems that the National Diabetes Prevention Programme 10 week course has been moved out of the town centre.

5 Date and Time of Next Meeting

Tuesday 24th March 2020 5.30PM to 7PM Adwalton House Surgery (TBC)

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