

Oaklands Health Centre & Slaithwaite Health Centre

Meeting: PPG	
Date: 17/11/15	
Attendees: Tony Clifton, Dr James Ward, Helen Kitching, Michelle Blackburn, Anne Atkinson, Carol Irving, Helen Smith, Ian Ibbotson, Margaret Culshaw (part of), Sheila Dunn, Sally Deakin	
Minutes: Michelle Chair: Tony Clifton	Actions
Welcome – Sally Deakin	
Apologies: Carron Ellerton, Frank Adams, Jane Hobson, Susan Newstead, Trevor Doherty	
Minutes were seen to be correct	
Confidentiality – all members in attendance were given confidentiality letters to sign	
Disabled access – wouldn't allow to meet – email several times no response 7/10/15 29/10/15 – no response. This is a historic issue – out of order	Michelle to ring Leanne at Carter Towler
<p>Ring in after 10am update – not easy if work 8 – 9 crunch time.</p> <p>Looking at our systems & how we work – appts What problems do admin staff have with booking appts? Ring early in morn to get an appt. Breaking the cycle audit we have been involved with this in the last week. Trying to run primary care in a different way and how we manage and how we can improve. See home visits earlier, ambulance service also involved. 11 – 1 usual home visit time if need to admit a patient by the time they get to hospital it is time for doctors to finish so getting patients into hospital earlier would get them seen quicker.</p> <p>Points raised</p> <ul style="list-style-type: none"> • Home with a sick child may wait until after lunch because the child may get better. • If you think you may need a visit we would like to know sooner, rather than later even if that means cancelling. • Regular cohort? • Booking appts – okay to cancel, as can give appt 	<p>Discuss with practice staff in the new year.</p> <p>Agenda for next meeting</p>

<p>to someone else.</p> <ul style="list-style-type: none"> • Have to be careful with answerphone messages telling patients to ring after 10am, may put some patients off from ringing us and they may really need us if they don't want to bother us for example • Likely to go to a single clinical system. <ul style="list-style-type: none"> ○ Currently run 2, although linked – appts 1 system & the other system is our clinical system. Once we move to one system more availability on-line. ○ Timed telephone consultations are difficult as clinics may over run. 	
Proposed constitution – Tony read through this to the group – Proposition – everyone in favour.	
Carers Count – 13 new carers from the flu clinic and many more spoken to.	
Text messaging – back up and running – nhs gateway for text messaging – funding closed May use more of as postage is costing a lot Date of text / appt Hot weather alert Phone system down Preference of post or text on notes? Docmail send flu letters – one member mentioned received 2 letters	
Slaithwaite – Dr Wilding – partner at Slaithwaite - radio 5 live interview 42% funding cut. Support from patients and public. Counter argument. Judicial review. It now costs us £150,000 less to run than when PCT ran and we have 1500 more patients. We run 2 practices, Slaithwaite & Oaklands. Oaklands are also having funding cuts but we are able to manage this. We do not need to worry at Oaklands.	On agenda next meeting
Food bank – Oaklands will provide black bin	
Frank Adams <ul style="list-style-type: none"> • congratulations on restarting text messaging • patient reference group – Frank would like to go on our behalf, also another member who isn't here mentioned they were interested. • unhappy physiotherapy services has finished here 	Michelle to action patient reference group and contact the other member to check would like to go.
Any other business <ul style="list-style-type: none"> • Warfarin clinic any closer to holding here at Oaklands. We have started training at Slaithwaite and then hope to train at Oaklands. 	
Date of next meeting 19 th January 2015	