

Oaklands Health Centre

Meeting: Patient Participation Meeting

Date: 21st April 2015

Attendees: Dr Ward, Michelle Blackburn, Ian Ibbotson, Susan Newstead, Peter Hebdon, Sheila Dunne & Anne Atkinson

Minutes: Michelle Blackburn

Chair: Dr Ward

- Correction to the last minutes
 - Susan Newstead sent her apologies
- Minutes of the previous meeting were otherwise correct.
- Telephones – instead of mailing results which need actioning we are now phoning patients. We will try 3 times to contact them and then we will send a letter.
- Non-dispensing patients can collect prescriptions from reception from the 1st May.
 - A new dispenser started
 - Dispensary new opening hours are 08.30 – 12.30 and 13.30 – 17.30 closed 12.30 – 13.30 lunch
 - A question was asked about how many prescriptions were sent to meds2home. We estimate a few thousand per month.
 - We are allowed to dispense to patients who live outside of a mile from the practice and there are no chemists located close to them and live in rural Holmfirth.
- Government scheme
 - Pharmacists at chemists can ask to carry out a medication review, you are not obliged to accept the review.
 - Pharmacists do go around nursing and care homes carrying out medication reviews.
- The group were asked to think of 3 things that we can look into to make our service better at Oaklands.
 - 1st idea is patients who DNA (Did not attend) their appointments.
 - The group thought that 2 DNA appointments should then result in a letter stating that they could be removed from the practice list.
 - The group asked if we would remove children and the answer would be no as there can be other reasons why children do not turn up for their appointments. However we would investigate why they may not be turning up.
 - A member mentioned whether the ideas for better service would extend to outside of oaklands.
 - A lot of duplicate paperwork was recently asked for at HRI and this was thought to have been very unnecessary as it the questionnaire could have been passed from 1 department to the next.

Action – Dr Ward is going highlight the issue using the quality reporting button that we can use to highlight issues in secondary care.

The quality reporting button is a button we can use on CHFT intranet to highlight issues this was introduced after the Mid Staffordshire enquiries.

- Disabled Parking
 - It was mentioned that the disabled markings in the disabled bays are fading and this may be why cars that are not displaying the disabled badge are using them. The spaces are quite often filled with what appears to be non-disabled cars.

Action - Michelle to contact the landlord re painting the signs again and will bring this issue up at a partners meeting.

- Warfarin Clinic – This was put out to tender. Rather than a blood test it is a finger prick test. As Elmwood had a finger prick testing machine our patients are now seen at Elmwood. This clinic started on the 1st April and the results are given at the time of finger pricking.
- ENT clinic is still run at Oaklands. This service is provided by BMI and it is not just for our registered patients; patients from other GP practices can refer via choose and book. This is the same for the orthopaedic clinic. The urology clinic on a Tuesday is however just for our registered patients.

Next Meeting 23rd June at 7pm