

# Oaklands Health Centre

**Meeting:** Patient Participation Group Meeting

**Date:** 1<sup>st</sup> July 2014

**Attendees:** Sheila Dunne, Anne Atkinson, Helen Smith, Jane Hobson, Ian Ibbotson & Susan Newstead

**Apologies:** Margaret Culshaw, Dr B. Jones & Alison Price

**Minutes:** Michelle Blackburn

**Chair:** Dr James Ward

- **Minutes of the previous meeting**

Everyone was happy with the content of the last minutes. Michelle apologised because she missed some names off the minutes last time, but confirmed that the apology messages had got back to her.

- **CQC**

Care Quality Commission is the health equivalent of Ofstead for GPs, care homes, hospitals and probably in the future pharmacies. Their role is to ensure that people are doing what they are meant to be doing and making their findings public. They have the ability to shut GP practices down.

The 1<sup>st</sup> wave was to meet GP practices which have been done, to explain what will be happening. In the next year or 2 a spot visit, to inspect us, will take place. They will give us 1 weeks' notice and when they arrive they will speak to doctors, staff, patients and people from the patient participation group.

We need 2 volunteers to speak on behalf of the Patient Participation Group. Helen Smith, Anne Atkinson and Sheila Dunne volunteered for this.

We also need a chair but unfortunately nobody came forward at the meeting.

- **Holme Valley Memorial Hospital**

A question was asked by Sheila if Dr Ward knew if minor A+E services would resume. Dr Ward is not aware of any plans.

- **Tour De France**

- We are not open on Saturday 5<sup>th</sup> or Sunday 6<sup>th</sup> July
- We have a car park issue in that we expect people to misuse our carpark and possibly camp out over this weekend.
- The car park is maintained by our landlords, so we will inform them of the potential mess/damage.
- Ideas suggested were
  - wheel clamps – we only have one
  - blocking the car park off – this could potentially be dangerous if the fire brigade need to enter our premises.
  - Staffing the car park on Friday during working hours – too costly
  - Signage

- **Summer holidays**

Appointments are a little tighter over the summer period as staff are on holiday. We have only needed to source 1 locum in over the holiday.

## ▪ **Over 75s**

All our patients over the age of 75 should now have received a letter telling them who their named GP is. Although they don't have to see this GP, they can still see whoever they choose to.

## ▪ **Government Cancer plan proposal**

Dr Ward is unsure of whether anything will come of this new proposal.

## ▪ **CCG meetings**

There is about another 2-3 years to run on this

## ▪ **Educational evening meetings**

- Dr Ward is still looking at this.
- Helen mentioned that they ran a free first aid course for adults and children but there wasn't much interest at Holmfirth pool.
- A question was asked about whether we thought about doing CPR at high school but it was the general consensus that this was already carried out at school.

## ▪ **Phones**

- We experienced phone problems last Thursday and Friday due to the lines under the road eroding, these problems have now been resolved.
- The PPG and a number of patients reported that they appreciated the text message informing them of the phone fault.
- We have identified some analogue phone lines which can be diverted in an emergency.
- A question arose that when a patient rings up could we ask them to confirm their mobile telephone number. This was explained that this could be very time consuming as we can get very busy on the phones. However Michelle will look into whether we could have it as a question on the check in machine.

## ▪ **DNA**

- Even with the use of text message reminders we still haven't seen a real improvement in DNA rates.
- A question was asked whether we could send a text saying "you have missed your appointment". Dr Ward will think about whether this is a good idea.

## ▪ **Honley Transport**

Sheila mentioned that the Honley transport charity box was hidden behind another charity box and felt this should be in a more prominent position. Everyone agreed and this has now been moved.

**Next Meeting date 9<sup>th</sup> September 2014 at 7pm Oaklands**  
**We very much look forward to seeing you then.**