

PATIENT FORUM MEETING 10/1/12 @ OAKLANDS HEALTH CENTRE

Attendees: Sheila Dunn
Ian Ibbotson
Margaret Bowker
Susan Newstead
Celia Somerville

Apologies: Peter Hebdon
Helen Smith
Anne Atkinson
Jane Hobson
Margaret Culshaw

Patient Forum Members were surprised that Jonathan was not at the meeting.

Dr Ward explained that Jonathan has stepped down from the role of Practice Manager and was now our Financial Manager.

Dr Ward introduced Debra Whitehead as our New Practice Manager.

Debra has been the Operational Manager at our Slaithwaite Branch for the last 3 years. She will now cover both sites as Practice Manager with the help of Ellen Foster as Operational Manager at Oaklands & Kelda Childs as Operational Manager at Slaithwaite

Dr Ward handed out Oaklands Health Centre Survey for members to complete.

It was agreed to change question 19 ordering repeat prescriptions
The survey will be added to the website & in the waiting room for patients to complete. A cross section of age groups will also be sent a copy by mail.
We will discuss the results at the next meeting on 13/3/12

Waiting Room - Toys for the children & Magazines

Debra is going to look at a lego/duplo table that can be wiped clean, with the lego/duplo being sterilized every week

Magazines have been brought in the past for the waiting room every week, but disappear very quickly

Parking- Patients are finding it more difficult to park as the car park is nearly always full yet the waiting room is fairly empty. We will get our work study students to monitor parking.

Debra to speak to Elmwood Health Centre & Elmwood Pharmacy to discuss the issue of their staff parking in our car park.

Dr Ward happy for Elmwood patients to carry on parking here.

DNA's- Did not attend for an appointment- over 100 a month.

Ellen to break down appointments to see where most DNA's occur.

Results will be available at next meeting.

NEXT MEETING TUESDAY 13TH MARCH 2012 AT 7.00pm

136 DNA's

58 DOCTORS

52 NURSES

1 PHYSIO- PATIENTS PHONED TO CONFIRM

4 PODIATRY

11 PHLEBOTOMY

2 MIDWIFE

5 COUNSELLOR

2 HIDDEN HEARING

1 DIETICIAN- PATIENTS PHONED TO CONFIRM