

## Oaklands Health Centre Patient Participation Group Minutes MEETING - 8<sup>th</sup> September 2015

### Present

Dr James Ward, Peter Hebdon, Carron Ellerton, Sheila Dunn, Ian Ibbotson, Margaret Culshaw, Trevor Doherty, Carol Irving & Helen Smith

**Chair** - Tony Clifton

**Minutes** – Michelle Blackburn / Helen Kitching

Item	Subject	Action
1	<p><b>Welcome</b> Trevor Doherty</p> <p><b>Apologies</b> Susan Newstead, Jane Hobson, Frank Adams &amp; Anne Atkinson</p>	
2	<p><b>Minutes of Last Meeting</b> Accepted as correct</p>	
3	<p><b>Treasurer's Report – NOT DISCUSSED</b></p>	<p><b>Treasurer needs appointing</b></p>
4	<p><b>Disabled access</b> Tony wrote to our landlords re disabled access. He has currently sent 2 emails and had no response, one of which was undeliverable.</p> <p><b>Internal Actions carried out</b> - tilted check in screen so facing upwards. More loop signs. A new doorbell telephone intercom system which now also rings in the secretary's office. Disabled parking spaces are being monitored.</p> <p>Awaiting a quote for a new door handle</p>	<p><b>Tony will inform us if he has not heard from the landlords by Wednesday and then we will contact them on behalf of the PPG</b></p>
5	<p>National survey – Oaklands is above the national average. Various discussions re results</p>	
6	<p><b>How do we stop people ringing at 8am?</b> Patients who do not need an emergency appointment are ringing at 8am for routine appointments, test results etc.</p> <p>It was suggested we had more appointments online.</p>	
7	<p><b>Mental Health</b> Directory of services for patients who need to navigate mental health services eg access to Admiral Nurses (same principle as Macmillan nurses but for Mental Health)</p> <p>Signposting patients – directory for patients. This is something that the CCG should be promoting throughout the patch for all practices.</p>	
8	<p><b>Healthwatch Kirklees</b> Available via our website</p>	

9	<p><b>Proposed Constitution</b>  Tony outlined the proposed constitution and the group discussed what else could be added.</p> <p><b>Proposed issues</b>  Who does the group report to?  Who/how are patients referred?  Proportion of staff/patients  Practice would continue to host the meetings.</p> <p><b>Aims and Objectives</b>  What are the priorities of the group?  Tony to expand on the draft constitution to incorporate proposals  How do we represent teenagers, young mums etc as age range of current group all of a certain age.</p>	
10	<p><b>Fundraising</b>  Discussions around how and why funds might be raised e.g. equipment.</p>	
11	<p><b>Implications of the new LOCALA contract</b>  Dr Ward outlined the care closer to home contract now awarded to LOCALA and the implications to Oaklands, including the services we will be losing.</p> <p>Discussions took place around how the referral process for the various services lost would work.</p>	
12	<p><b>Any other business</b>  Carol asked about how the carers count is progressing.  James informed the meeting that Anne-Marie Brabiner may be attending 1 or all the flu clinics to promote and signpost carers.</p>	
13	<p><b>Complaints</b>  Dr Ward outlined the complaints which took place April 14 – March 15. 13 complaints in total.</p>	
14	<p><b>Text messaging</b>  An explanation of current situations with regard to funding and implementation of a new system</p>	
15	<p><b>Date of Next Meeting</b></p> <p style="text-align: center;"><b>Tuesday 17<sup>th</sup> November 2015 at 7pm</b></p>	