

Oaklands Health Centre
Huddersfield Road
Holmfirth
HD9 3TP
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Minutes of Patient Participation Group Meeting 12.3.13

Present

Dr James Ward
Debra Whitehead
Ellen Foster
Celia Somerville
Sheila Dunn
Ian Ibbotson
Peter Hebdon

Apologies David & Ellen Spitz, Anne Atkinson, Margaret Bowker, Susan Newstead, Diane Waite, Jane Hobson, Helen Smith, Margaret Culshaw

Previous minutes were discussed and agreed.

Dr James Ward discussed the analyzed results from the recent patient questionnaire.

An action plan was agreed by the group as to where action needed to be implemented as below:

Area for Improvement	Action	Owner	Completion Date	Review Date If required
Nurse Practitioners	The surgery needs to promote the use of NP's more, as the survey showed that patients would be happy to see them (88%)	Operational Manager to feed back to Admin staff to promote appointments with NP's	Ongoing – feedback to be given to Partners	3 months (June 2013)

Partners Dr Yusuf Shamsee & Dr James Ward

**Associate GP's Dr David Shutt, Dr Emma Spencer, Dr Nick Henry, Dr Amanda Curgenvan, Dr Jan Sambrook,
Dr Sheelagh Kay**

Practice Manager Debra Whitehead, Nurse Manager Caroline Shamsee

Text Messaging System	To look at the system and make sure the practice is making the most of the service. To look at communication with patients	Practice Manager/Operational Manager	Already in use but needs refining	To be reviewed in 3 months time (June) in the Admin Meeting
Appointments running Late	Operational manager to inform receptionist that they need to keep patients informed if a GP/Nurse clinic is running late.	Operational Manager/Receptionist	Ongoing	To be reviewed in 3 months time (June) in the Admin Meeting
The safety of exiting the car park	Talks are in place with the council to look at the safety of Oaklands patients exiting the car park	Dr Ward/Practice Manager/Operational Manager/Council	Ongoing	

This action plan will be part of a report that can be found on the practice website www.oaklandshealthcentre.co.uk

Next meeting May14th 2013 @ Oaklands Health Centre 7pm

**Partners Dr Yusuf Shamsee & Dr James Ward
Associate GP's Dr David Shutt, Dr Emma Spencer, Dr Nick Henry, Dr Amanda Curgenvan, Dr Jan Sambrook,
Dr Sheelagh Kay
Practice Manager Debra Whitehead, Nurse Manager Caroline Shamsee**