

**Oaklands Health Centre**  
**Huddersfield Road**  
**Holmfirth**  
**HD9 3TP**  
**Tel 01484 689111 Fax 01484 689333**

**Minutes of Patient Participation Group Meeting**  
**6<sup>th</sup> November 2012**

**Attendees**

**Dr James Ward**  
**Debra Whitehead**  
**Ian Ibbotson**  
**Jane Hobson**  
**Helen Smith**  
**Margaret Culshaw**  
**Sheila Dunn**

**Minutes Only**

**Amy Bryans**  
**Carla Dent**

**Apologies**

**Anne Atkinson, Peter Hebdon, Margaret Bowker, Celia Somerville, Susan Newstead, Dianne Waite, David Spitz, Ellen Spitz**

**1. Proposed Questionnaire discussed**

The questionnaire was reviewed and altered in certain areas as below:

- **Question 1** - It was agreed that the questionnaire would separate GP and Nurse Practitioner. **JW to action**
- **Question 7** - Regarding the text messaging facility, it was agreed that a separate link should be provided to allow patients to give consent and up to date mobile phone numbers. **JW to action**
- **Question 11** - was altered to ask patients if they had been inconvenience by having to wait to see a doctor/nurse rather than did they mind having to wait. Also to add another question in this area to ask the patient how long they think it is reasonable to have to wait. **JW to action**
- **Question 12** – it was agreed to change the option of Public Transport to Bus. Also to add another option of lift from neighbour or friend. **JW to action**

**Partners Dr Yusuf Shamsee & Dr James Ward**

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

**Practice Manager Debra Whitehead, Nurse Manager Caroline Shamsee**

- **Question 13** – With regards to the area of road safety it was agreed that the visibility was poor leaving the premises an extra option of adding patients own comments on how this could be improved will be added to the questionnaire. **JW to action**  
This area was discussed further as Debra had received an email from the practice Manager at Elmwood mentioning the same problem. Ideas were proposed from the group:
  - Zebra Crossing
  - Slow Sign
  - No parking on the road side (double yellow lines to be added)
 It was also mentioned that work was being carried out at the HVMH which had closed off half of the car park which in turn made parking more difficult. **Action Debra to liaise with Practice manager at Elmwood**
- Question 14 with regards to home visits, it was suggested that the practice sent out a separate questionnaire to housebound patients which a relative or carer can help complete. **JW/Debra to action**
- **Question 15** – Honley Transport – before this question is added to the survey Debra will liaise with Helen Kitching to check if they are happy with the questions or if they would like anything else included. **Debra to action**
- **Question 16** – It was agreed to remove option 3 (*neither satisfied nor dissatisfied*) **JW to action.**
- **Question 17/18** regarding the assessment of patient experience in seeing a GP or Nurse, both questions to be combined. **JW to action**
- **Question 19** – it was agreed to remove option 3 (*neither satisfied nor dissatisfied*) **JW to action**
- **Question 21/22** to remove. **JW to action**
- **Question 26** – it was agreed that another option of British Asian should be added to the ethnic group category. **JW to action**

#### **AOB**

- Honley Transport fund Raising Event Race Night (as per the enclosed email) Let Debra/Michelle or Ellen know if you would like any tickets and they will organise them for you.
- Access to the driveway – Debra to try to organised for the stones to be painted white to highlight them in the dark. Also to request a no entry sign to stop people driving down the wrong way.
- All who attended provided their email addresses, anyone who has not given their email address could they please email Michelle Blackburn back with it. Emails are below for Debra, Ellen and Michelle.  
[Debra.whitehead@gp-b85059.nhs.uk](mailto:Debra.whitehead@gp-b85059.nhs.uk)  
[Ellen.foster@gp-b85610.nhs.uk](mailto:Ellen.foster@gp-b85610.nhs.uk)  
[Michelle.blackburn@gp-b85610.nhs.uk](mailto:Michelle.blackburn@gp-b85610.nhs.uk)
- Dr Ward's surgery – It was attempted to try to reduce Dr Ward's waiting times by adding a 20 minute catch up mid- session, unfortunately this has not helped much but it will be continued and monitored.
- Department of Health Survey regarding Oaklands HC (enc). This was provided for information to show how well Oaklands HC has done on the latest survey and will be published on our website.

#### **Date & Time of next meeting**

**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**

**Tuesday 8<sup>th</sup> January 2013 7pm Oaklands Health Centre**

**Partners Dr Yusuf Shamsee & Dr James Ward**

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Dr Sheelagh Kay**

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