

Drs Shamsee, Ward & Associates

**Oaklands Health Centre
Huddersfield Rd, Holmfirth, HD9 3TP
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Patient Participation Group Meeting on 13th September 2011

Attendees: Sheila Dunn
Helen Smith
Ian Ibbotson
Jane Hobson
Anne Atkinson
Margaret Bowker
Margaret Culshaw

Jonathan Himsworth
Dr James Ward

Apologies; Peter Hebdon

- Dr Ward welcomed everyone to the meeting
- Opening of the suggestion box

There were two items in the suggestion box

A request for children's books, and for a fish tank. It was agreed that it would be a good idea to have some children's books in the surgery. Dr Ward was concerned about the overall maintenance aspects of having a fish tank.

A request for a finger prick INR and results service (for patients on warfarin). Dr Ward agreed to look at the possibility of introducing this service

- Patient Participation Direct Enhanced Scheme
Following an initial discussion at the meeting on the 7th of June the group discussed how the group membership could be extended to include a wider representation of the Practice registered patients and how best to obtain views relating to the Practice priorities.

The following methods to access patients were discussed:

Establishing a Facebook page (which may attract younger people to contribute)
Sending out a Practice Newsletter to all patients
Use of the existing web-site

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Dr David Shutt Dr Amanda Curvengen Dr Jan Sambrook

Sending a letter to a cross-section of patients representing age/ethnicity/gender
Using the forthcoming flu clinics
Patients attending the surgery for appointments over a 2 to 3 week period
Ante-Natal clinics
Having a careers evening at the surgery (and therefore attracting younger patients to contribute)
Putting messages on the prescriptions
Information to new patients.

After what was a wide-ranging discussion Dr Ward thanked everyone for their contribution. It was agreed that Dr Ward and Jonathan would, over the next week, look to use a combination of the above methods to send/make information available to patients in order to expand and make more representative the membership of the group and help collate views of patients

- Priorities of the Practice to include in a Practice Survey

The following priorities were supported by the Group:

Staff training - particularly for receptionists who have face to face dealings with patients.

Privacy in the reception area. – Private discussions can be overheard by patients sitting in the waiting area (use of white noise?)

Communications/IT – e.g. having an e-mail and text facility on the clinical system to provide a more modern and effective method of communication

Access was felt to be excellent at the surgery but the group recognised that the views of a wider patient population should be heard

The group also thought that some open/free text questions should be included on the survey

Dr Ward thanked members of the group for their contributions and it was agreed that he would, with Jonathan, now be able to formulate a patient survey

Members of the group also offered further support to Dr Ward and Jonathan if they needed help over the next couple of weeks in developing the survey

- There was no other business
- Date and time of next meeting is Tuesday the 15th of November 2011

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