

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

Minutes of Patient Participation Meeting
Held 4.9.12

Attendees

Attendees

Dr James Ward
Debra Whitehead
Ian Ibbotson
Jane Hobson
Helen Smith
Margaret Culshaw
Sheila Dunn
Anne Atkinson
Peter Hebdon
Margaret Bowker
Celia Somerville
Susan Newstead
Dianne Waite

Minutes Only

Amy Bryans
Carla Dent

Apologies

The minutes of last meeting were discussed:

- **DNA's/Text Message System**

Ellen produced a report for discussion regarding DNA's. It was discussed that since the new text message facility had been activated the amount of DNA's had not reduced much. The uptake on consent to receiving text messages had not been as high as anticipated. It was mentioned that perhaps the receptionists were not pushing it enough now. Dr Ward suggested that we kept the facility for the next 12 months and monitored it, it was agreed that it could be added to the next patient questionnaire to receive feedback from patients.

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

**Action – Dr Ward to add to questionnaire
Ellen to remind reception staff to make patients aware of text message facility
Admin to push in Flu Clinics**

- **Surgery's running late**

Following analysis of the report Ellen produced it was also noted that some doctor's surgery's ran late. Dr Ward confessed to running late often and suggested that he extended his surgery to include catch up slots. Ellen was asked if she could run another report for the next meeting to show if this has helped.

**Action – Ellen to change Dr Wards Surgery (possibly from November onwards)
Ellen to produce a report to discuss at the next meeting**

- **Privacy in reception**

Dr Ward advised the meeting that an architect had been to the centre to look at ways of improving the reception area with regards to confidentiality matters. The practice has submitted plans and costings to the PCT for funding and are still awaiting a reply. In the meantime chairs have been positioned differently in reception area to hopefully help move patients away from the reception counter. The practice has received good feedback mostly, only noting a couple of problems being that the TV is not visible to all in the area and also leg room is limited.

Action – Await feedback from PCT re funding

- **Repeat Prescriptions (answer-phone)**

A member of the Admin Team has had training to answer this line as well as process messages left; due to holiday and cover problems over the summer it has been a little hit and miss, more time is needed to assess if it helps therefore the group agreed to review again at the next meeting.

- **Honley Transport**

Debra had discussed funding ideas from the group with Helen Kitching, feedback from Helen was that fund raising had done quite well lately and would they would take onboard the ideas our PPG had as below.

Suggested Ideas:

- To put a sign on the headrests for rear passengers to bring to their attention that the transport is charity run and donations are welcome.
- Go to the papers i.e. Examiner, Holme Valley Review
- Advertise in places like the library
- Advertise at Honley Show (although it is a bit late in the day for this but it can be done for future reference)
- Ask the Rotary Club/ Lions to donate.
- Advertise it on the Practice Website
- Add to our Newsletter details of how people can donate

Another idea presented at this meeting was should we advertise on our website that a small contribution for using the transport facility would be welcome, again Debra will pass this onto Helen Kitching.

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- Dr Ward confirmed that he would have an outline questionnaire available at the next meeting for discussion and agreement. He asked that if anyone has any ideas in the meantime as to what they think should be included in it can they email Debra – debra.whitehead@gp-b85059.nhs.uk alternatively it could be brought to the next meeting to discuss.

- **AOB**
 - **Letters**

It was asked why patients receive letters for example to come in for a BP check when they had only had this check done a few months ago. Dr Ward explained that depending on which month we are in the computer may not recognise that a patient has been seen within the last two months as it is not looking for that particular month, it is mainly looking ahead.

Next Meeting November 6th 7PM – Oaklands Health Centre

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