

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

Minutes of Patient Participation Meeting
Held 30.5.12

Attendees

Apologies

- **DNA's**

It was discussed that since the new text message facility had been activated the amount of DNA's will be monitored; hopefully the Practice should see a reduction.

Action – Ellen Foster to produce monthly report and to be discussed at next meeting

- **Privacy Sign in reception**

The privacy sign is now located in reception, occasionally patients have asked for privacy because of it. It was discussed that by using the sign to inform patients that they can ask for privacy may be enough to prevent people overhearing confidential matters but James Ward will still speak with Yusuf Shamsee regarding an architect to look at alterations to the reception area, including looking at the way the chairs are situated.

Action – James Ward

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

A member of the Admin Team is currently training to answer this line as well as process messages left; training is ongoing and will go live when the member of staff is confident and happy to proceed.

- **Text Message System**

Currently up and running, no problems so far but consent to receive texts is required so this may take some time. A form has been devised and placed in reception for patients to complete asking for up to date mobile phone numbers and email addresses along with consent.

Ongoing

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

- **Commissioning Group Request**

If anyone is interested in representing our practice in a separate meeting with the Greater Huddersfield Clinical Commissioning Group please let Debra know who will pass on details.

- **AOB**

- **BP machine**

It was suggested and agreed that the practice should promote the BP machine in reception.

- **Locum Cover**

The group was informed that over the summer months GP cover is tight but locums are being arranged at present.

- **Honley Transport**

As a charity Honley Transport is looking for money raising ideas.

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

Action – Debra to discuss with Helen Kitchen and update everyone at next patient group meeting

Next Meeting Sept 4th 7PM – Oaklands Health Centre

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