

Oaklands Health Centre

Meeting: Patient Participation Meeting

Date: 3rd February 2015

Attendees: Peter Hebdon, Helen Smith, Sheila Dunn, Jane Hobson & Anne Atkinson

Minutes: Michelle Blackburn

Chair: Dr James Ward

- Apologies: Margaret Culshaw
- Texting – a member mentioned that a clinic was cancelled and they got a text to say it was cancelled and then some days later received a letter cancelling the same appointment.
 - Explained that it is was not clear to the admin team at a glance who had signed up for text messaging, but that we would look into it. It would also be difficult to ascertain if people had got their texts messages.

Guidance states to be very careful regarding using text messaging services to patients

Action: To look at reducing multiple communication

- Examiner Article – We are very pleased that we are the top GP practice in greater Huddersfield and 120th in England as voted for by patients.
- Michelle gave everyone a link to access a survey online at home regarding GP access.
- Access to online patient records – Dr Ward though this was a good idea. The group thought that it was a good idea to be able to look back on consultations if you haven't remembered everything/understood. To see recent test results, Dr Ward thought that a message next to the test result to explain what the result meant would be a good idea so patients who didn't understand their readings would have a clearer idea what their results meant.
- A member asked Dr Ward to explain what the 2% admission avoidance was. Dr Ward explained that it was the top 2% of our patients who are most likely to attend hospital as an unplanned admission. This was identified by a risk stratification tool.
- Online Prescriptions – 800+ patients are signed up for this service.
- Dr Ward asked the group what they thought about the idea of email consultations. The group thought that this would be strange at first but that they would soon get used to it.
- Skype consultations are something for the future. However a GP wouldn't be able to assess a patient properly for example if they had shoulder pain the doctor wouldn't be able to examine the patient and would then require an appointment at the GP practice so instead of 1 appointment this would require 2, thus not saving GP time. The challenge is how we utilise this idea in the future.
- Staff changes
 - Our registrar Dr Singh has now left and Dr Greasley is starting.
 - We have a new nurse Karen who will be working across both sites.
 - Helen our practice nurse has moved to Slaithwaite permanently.
 - Trish one of our Practice Nurses is retiring
 - Becki is moving from doing mainly admin work to mainly being a Healthcare

Assistant.

- Debbie covers both nursing and dispensary work.
- Alex our pharmacy student was noted by a group member to be very good with patients & Dr Ward acknowledged that he was good with staff too.
- We have purchased a metal trolley for the dispensary for the middle of the room. It was felt that staffs backs were always facing the window so therefore by providing this trolley staff could work facing the window. A lot of administrative work is carried out in dispensary. Dr Ward thought that if patients were a non-dispensing patient that these prescriptions could be left at reception. The group thought that this was a good idea and worth a try.

Next Meeting Tuesday 21st April 7pm