

Patient Participation Group Meeting

29th April 2014

Chair: Dr James Ward

Attendees: Michelle Blackburn
Susan Newstead
Ian Ibbotson
Peter Hebden

Apologies: Margaret Bowker
Jane Hobson

- 1) David Cameron set a challenge to GP practices called the Prime ministers challenge, to provide services 7 days a week.

Oaklands along with 10 other practices put a bid in for funding for this challenge. Unfortunately we were unsuccessful as were everyone else in the Huddersfield area (1 other group of GP practices).

The Wakefield area was successful, possible thoughts are amongst the group maybe high deprivation, lacking in services and it is inner city.

- 2) 41 practices in Huddersfield commissioned to buy services from other providers. One of the intentions is to provide Saturday morning surgery and to see how much impact being open on a Saturday will have if this was a regular part of our working week.

A question from within the group was asked about how many people have issues with getting an appointment outside of their working hours. Dr Ward explained that this is really not a big issue for our surgery as we are open late nights.

- 3) In about 6-12 months the health authority is looking at possibly patients being able to register at any GP practice. Issues regarding this would be home visits if these were required. Dr Ward explained there are always ways around problems.

Our contracts have changed a bit. One area that has changed is long term health checks for the over 75s. Over 75s will be appointed their own GP. Management plans for our top 5% most likely to need a significant amount of care. This is a complete new system, how to manage these patients, keep at home and improve quality of life etc.

The over 75s will be receiving a letter shortly letting them know who their appointed GP is, however patients do not need to stick to 1 GP.

We will be looking at this list and reviewing patients, look who they currently see and then assign to who they already regularly see and then the patients who don't come in regularly will be shared amongst the GPs.

A question was asked – what percentage of our patients are over the age of 75? James will find this out for the next meeting.

- 4) Someone asked if we had heard of can't wait task cards. These are cards which say that the person showing this card cannot wait for the toilet. This may have originated from the incontinence clinic.
- 5) 18 months ago potential parking problems were brought up. Elmwood is now no longer going to be carrying out building work so parking will not be a problem
- 6) **Staffing Changes**

Dr Naseem our GP registrar has now finished.

Dr Clayden has now retired and Mr Bryan is now our consultant urologist performing vasectomies here at oaklands. Dr Shutt will carry out minor surgery here at Oaklands.

Debra Whitehead, our practice manager has now left to buy into and run their family nursing home. Helen Kitchen is our new practice manager who will be here for about 2 years and is helping to train some staff to create a more modular management.

- 7) Tour de France – One of the members brought up that no-one at Kirklees could answer the question about access for carers, surgeries open etc when the roads are closed. They are currently waiting to hear back from Kirklees.

NEXT MEETING

1st July 2014

7pm

We very much hope you can make this date.