

# **DRS SHAMSEE, WARD, WILDING & ASSOCIATES**

**Slaithwaite Health Centre  
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## **Minutes of Patient Participation Group Meeting**

**3<sup>rd</sup> October 2013 @ 7.00pm**

**Attendees:** Dr James Ward (GP Partner), Kelda Childs (Operational Manager), Barbara Wood, Andrea Gregory, Brian Turner, Debra Hoyle, Ann Middleton.

**Minutes of previous meeting:** The minutes of the last meeting on 21<sup>st</sup> March 2013 were made available for review.

**Dr Nicholas Henry:** The group were informed of the sad and untimely death of Dr Nicholas Henry. Although Dr Henry was no longer a regular GP at Slaithwaite, he had provided locum cover in recent months. He will be sorely missed by all his friends and colleagues.

**GP Commissioning:** Although it would seem as if GP Commissioning has barely started, the Greater Huddersfield CCG is re-electing board members already.

**Government Plans:** In the news this week is the Government's plan for some GP surgeries to open from 8.00am to 8.00pm, 7 days a week. However, at this stage we don't know where this is happening geographically. We have certainly not heard of any plans for Slaithwaite and surrounding areas. Dr Ward is personally not averse to the proposal, but concedes it will probably be a half-hearted, not properly thought through scheme. How, for example, will it be staffed? Will there be a need for redistribution of GP hours from the week to the weekend? There were mixed feelings from the group as to whether they would visit their GP on a weekend. Their experiences of the current out of hours service were very positive and they deemed the system to be working well. Internet sources, such as NHS Choices can be useful tools for patients needing information or reassurance when their surgery is closed. However, there is also the danger of patients misdiagnosing themselves; leading to increased anxiety. Dr Ward agreed that sometimes GPs learn from information that patients have sourced from the internet. The doctors will often go away and do further research if it relates to something that they, perhaps, don't know much about.

**Patient Survey:** Once again it is time to design and prepare the annual patient survey. This could be used to check patient experience of the out of hours services and to gauge whether it would be necessary to provide a GP service 7 days a week. The survey could also assess the demand for routine appointments on a Sunday. Would patients really utilise them? There were mixed feeling within the group. Some patients said they probably wouldn't go to their GP on a Sunday, but would use the NHS 111 service instead.

Partners: Dr Yusuf Shamsee, Dr James Ward, Dr Paul Wilding  
Associate GP's: Dr Gemma Simcox, Dr David Shutt, Dr Jan Sambrook  
Operational Manager: Kelda Childs  
Website [www.slaithwaitehealthcentre.co.uk](http://www.slaithwaitehealthcentre.co.uk)

Others agreed that Sunday opening would be great for those who work Monday to Saturday, e.g. postmasters. Further questions for the survey were proposed; these being:

- 'What is a reasonable length of time to wait for a routine appointment?'
- 'What services do patients want in particular?'
- 'Do people feel that the services offered across the Greater Huddersfield CCG are adequate?'
- 'Where are the gaps?'

**Appointments:** Two patients in the group highlighted that they found it difficult to book appointments sometimes. In particular, they found it hard to book a routine appointment in advance. Other patients had never had a problem. Dr Ward explained how the appointment and embargo system works. The system will be reviewed to ensure there is a balance between emergency 'on the day' appointments and 'book in advance' routine appointments.

**NHS England Survey:** The NHS England survey is run by specialist Ipsos MORI and assesses patient's experiences of GP Practices. The results for Slaithwaite were passed around members of the group. The group were not sure how the survey was helpful. Dr Ward explained that, by looking at any areas where scoring was not particularly high, surgeries could highlight areas for improvement.

**Infection Control Self Audit Tool:** The health centre is proud to announce that it has scored 100% in its annual Infection Control Audit submission to Kirklees Council.

**GHCCG Member Practices Business Meetings:** These are held on a regular basis where GPs and Practice Managers from the 40 member practices of the Greater Huddersfield CCG get together to discuss topics such as service redesign and pathway development. Another hot topic is how GP practices can reduce inappropriate A&E attendances. Figures for this vary greatly across the GHCCG and are dependent on a variety of factors, including the proximity of a surgery to hospital and patient demographics, such as age and ethnicity.

**Improving Patient Online Access:** The surgery is committed to improving patient online access to practice information systems and is currently investigating electronic communication for booking and cancelling appointments.

**New Books for Waiting Room:** Due to infection control measures, the surgery is unable to keep toys in the waiting room. However, as adults are supplied with magazines, it has been agreed to purchase some children's books.

There being no further issues, the meeting closed at 8.30pm.

Time and date of next meeting TBA, but anticipated to be early December.