

## PATIENT FORUM MEETING 13/3/12 @ OAKLANDS HEALTH CENTRE

Attendees: Peter Hebson  
Ian Ibbotson  
Helen Smith  
Anne Atkinson  
Jane Hobson  
Margaret Culshaw  
Celia Somerville  
Dr James Ward  
Ellen Foster  
Debra Whitehead

Apologies: Sheila Dunn  
Margaret Bowker  
Susan Newstead

### Minutes

- Previous minutes discussed and agreed.
- DNA rate discussed

Margaret Culshaw asked what the PCT benchmark was for DNA's. Dr Ward was not sure and would look into this. It was discussed that maybe people did not attend some appointments due to the fact that they were in hospital at the time. Margaret suggested that it could be something that the Commissioning Group could look at in the future with regards to using an up to date database to show which patients were in hospital and made available to practices to help reduce missed appointments.

- **Action: Dr Ward to mention this to Dr Wilding (a member of the Commissioning Group)**
- **Feedback from Patient Questionnaire**
  - Privacy for patients in reception was highlighted as a possible problem. As a temporary measure it was suggested a privacy sign for patients: It was agreed that a sign would be placed in reception for patients to ask for a private room if necessary to discuss more confidential matters. For a longer term option Dr Ward suggested that we discussed this with the Architect and redesign the reception area.
    - **Action : Ellen Foster to provide the sign and monitor. Dr James Ward to speak with Dr Shamsee and Architect**
  - Action plan for repeat prescriptions. Admin to take over repeat requests over the phone. Could be a problem of getting information correct to be monitored.

- **Action :Ellen Foster currently training/monitoring admin staff to complete this task**
- Improve access to website and communicate this to patients via information via reception and soon to be set up text message system.
  - Action Debra Whitehead to liaise with website designers and to organise SMS message system for Oaklands.

**AOB**

Nil

**Next meeting: 22/5/12 7pm @ Oaklands Health Centre**