

PPG MEETING

Wednesday 29th November 2023

MINUTES OF MEETING

Chair: Dr Yusuf Shamsee

Present Fiona Cucksey, Practice Manager
Tony Clifton
Ian Ibbotson
Sharmane Secker
Susan Newstead

Apologies: Karen Hodgson

The meeting opened with introductions.

Staff Management Update

Dr Shamsee discussed the recent management restructure at Oaklands Health Centre. Due to the increase in patient population at Slaithwaite Health Centre and the pressures that come with that, it was felt that a full time practice manager was now the right time to fulfil that position. Julie Thornton has now moved over to Slaithwaite in that capacity and Fiona Cucksey who was Operations Manager has stepped up to the role of PM for Oaklands.

Proposed Building Improvements

Discussions took place regarding the increased demands placed on the surgery to provide services to its patients, we are constantly finding clinical space is becoming a problem. We propose to make some changes by converting upstairs office space into a clinical room and moving admin staff into an unused large room upstairs.

Proposed Change in Boundary

Proposed plans to change our boundary have been submitted to the ICB for consideration. This would involve removing the Kirkburton HD8 area from our boundary area.

The PPG members were in agreement with this and understood our reasoning behind it, given the new housing developments that are being built in the

Holmfirth area and the demands placed on our staff to accommodate our current list size whilst ensuring quality standards of care are not affected.

Awards Received

We presented to the meeting our recent awards that have been won for implementing the Daffodil Standards issued to our staff member Tina Clark and our National Research in Primary Care Award presented to Dr Sarah Alderson.

GP and Nurse Recruitment

Dr Shamsee explained that in order to provide extra clinical capacity we have recruited several new members of staff from doctors and nurses to help with access capacity and EA cover.

F&F Feedback

Discussions took place surrounding the consistently good feedback we receive from our patients. We regularly receive complimentary feedback on the Holmfirth Community FB page and recently received a handmade card from a patient thanking us for the service she received.

PROSPECT OF 1 HOUR GP APPOINTMENTS

Dr Shamsee brought up the unrealistic expectations of some patients who arrive for their 10 minute appointment with a long list of problems for discussion which can run into nearly an hour. Reiterated the need to educate patients that one 10 minute appointment was for one problem.

NEXT MEETING TBC