







Langham Place Surgery
Patient Reference Group Meeting
Thursday 18th July 2013.

	<u>MINUTES</u>		Lead
1.	<u>Minutes of the last meeting</u> Wednesday 18 th April 2013. These were agreed as correct.	 LPS Minutes 18th April 2013.doc	
2.	<u>Matters Arising</u> There were no matters arising		
3.	<u>Service/General Updates</u> <u>DNA Figures quarterly figures April – June 2013.</u> These are still high and the group raised their concerns. April = 237 May = 262 June = 238 The following actions were agreed: <ul style="list-style-type: none"> □ PM to check the reminder and DNA texts □ PM to undertake a sample of DNA's to ascertain the proportion with mobile numbers □ PM to research if there is a common age range □ PM to research if there is a type of appointment that patient's DNA <u>Flu Clinics Dates for diaries</u> The dates for the flu clinics are Saturday 5 th October 2013 and Saturday 12 th October 2013. The group asked if some of these appointments can be released for online booking. PM to action		PM PM PM PM PM PM
4.	<u>Care Quality Commission (CQC)</u> <u>Cleaning Plans</u> The group were informed that all areas now have cleaning plans which the cleaners complete. This is to satisfy compliance with the CQC. <u>The Care Quality Commission and Patient Participation Groups Document</u> This document was shared with the group. It is written by the CQC and informs patients what they can expect when an inspection takes place.	 20130509_cqc_guide_for_ppgs_final.pdf	
5.	<u>National Association for Patient Participation</u> <u>June Newsletter</u> The June newsletter was circulated. Please see attached document.	 Ebulletin June 2013.pdf	

6.	<p><u>Locality Issues</u></p> <p><u>Locality patient Group feedback</u> DR fed back key points of the meeting. She stated that it was an informative meeting with a discussion on Mental Health Services. Please see attached minutes.</p>	 Northampton West Locality Engagement	
7.	<p><u>Patient Survey</u></p> <p><u>Review of action Plan</u> The action plan was reviewed. Points 2-5 are progressing well with promotion occurring throughout the year. Point 1 focused telephone survey. Please see below.</p> <p><u>Telephone Survey</u> Draft questions were discussed in the meeting. Please see the separate attachment for your comments.</p>	 The Action Plan.doc  Telephone Access Survey 2013 Langhar	ALL
8.	<p><u>Any Other Business</u></p> <p>It was raised that the group consider a raffle to raise funds at the flu Saturday's.</p>		
9.	<p><u>Proposed Date of Next Meeting</u></p> <p>Date: Thursday 26th September 2013 Time: 6.30-7.30 Venue: Langham Place Surgery</p> <p>Apologies already noted for this meeting by one group member</p>		