

Langham Place Surgery
Patient Reference Group Meeting
Thursday 26th September 2013 at 6.30-7.30pm.

	<u>MINUTES</u>	ACTION
1.	<u>Apologies were presented:</u> JK, JY,GB,PW	
2.	<u>Minutes of the last meeting</u> <input type="checkbox"/> Thursday 18 th July 2013. These were agreed as correct	
3.	<u>Matters Arising</u> There were no matters arising	
4.	<u>Service/General Updates</u> <u>DNA Figures quarterly figures June - Aug 2013.</u> This was looked at across the board in relation to type of appointments and across all ages. The group were disappointed about the vaccinations and immunisation data and book on the day. A reasonable proportion of patients do have mobiles. It was acknowledged that reminders are free. It was suggested that we could have aboard in the waiting rooms and on flu Saturdays displaying this data. It was acknowledged that there are literacy and language issues. <u>Practice Update</u> The group were informed about Dr Dawson leaving and that there would be 2 locums that would be working here during the recruitment process Dr Sinah and Dr Wade. The group were also informed that Dr Sadiq would be the GP registrar here for a year.	
5.	<u>National Association for Patient Participation</u> <input type="checkbox"/> August Newsletter	
6.	<u>Locality Issues</u> <u>Locality patient Group feedback</u> Dr SLM is going to speak at the local children's centre DR feedback regarding the West Engagement Group where there was discussion around A & E attendance BW explained current care of patients with Learning Disability and annual reviews.	
7.	<u>Patient Survey</u> Practice Telephone Survey Results <ul style="list-style-type: none"> • 43/50 survey's returned • Vast majority thought call handling good/excellent • Half calling at 8.00am • Waiting more than 10 minutes? how many maybe in queue • Phone is answered very quickly if not at 8.00am 	

	<ul style="list-style-type: none"> • Discussion about appointments today and in the future • DR acknowledged there is a variety of appointments offered • Overall the feedback is true • The information on the back of the survey was also discussed. <p><u>Main Patient Survey 2013.</u></p> <p>The questions for the survey were agreed.</p>	
8.	<p><u>Any Other Business</u></p> <p>Public Engagement event Flu Season</p>	
9.	<p><u>Proposed Date of Next Meeting</u></p> <p><u>Post meeting – Date agreed as Thursday 20th February 2014</u></p> <p>Date: Thursday 20th February 2014 Time: 6.30-7.30 Venue: Langham Place Surgery</p>	