

Langham Place Surgery
Patient Reference Group Meeting
Thursday 16th April 2015

	<u>Minutes</u>	ACTION
1.	<u>Apologies</u> There were two apologies noted.	
2.	<u>Minutes of the last meeting</u> <input type="checkbox"/> Thursday 22 Jan 2015. These were agreed as correct	
3.	<u>Matters Arising</u> <input type="checkbox"/> Health Watch Visit. The national report is now available and we still await the individual practice reports	
4.	<u>Service/General Updates</u> <input type="checkbox"/> <u>DNA Figures October, November and December 2014</u> Jan - 169 Feb -201 March – 237 It was agreed that these should be published on the website. <u>Practice Update:</u> <ul style="list-style-type: none"> <input type="checkbox"/> Friends and family test. This continues to go well and the figures are published on the website and are available in the surgery. The group agreed that we need to look at any suggestions and discuss these <input type="checkbox"/> Online Services – Ordering prescriptions, booking appointments and SCR are now all available <input type="checkbox"/> Enhanced/Enriched care record (significant problems past and present, significant procedures past and present, anticipatory care info, end of life care and immunisations in addition to the SCR which is only medication, allergies and medications is now available. <input type="checkbox"/> Volunteer – we now have a volunteer in the practice helping for administration <input type="checkbox"/> Carers campaign – We are being proactive in working with cares and ensuring we are advertising support for all carers <input type="checkbox"/> 2015-2016 We have completed our flu plan 	 PM PM
5.	<u>Patient Survey</u> <input type="checkbox"/> Annual Survey Results The annual results were shared and the group decided on 3 key areas to focus on: <ul style="list-style-type: none"> <input type="checkbox"/> To improve telephone access <input type="checkbox"/> To improve patient waiting times <input type="checkbox"/> Comfort of first floor waiting room 	 PM
6.	<u>National Association for Patient Participation</u> <input type="checkbox"/> The national Association for patient participation newsletters were discussed for Jan, Feb and March 2015. It was agreed that the PM would circulated these once they came in either via email or post.	

7.	<p><u>Locality Issues</u></p> <ul style="list-style-type: none"> □ Locality patient Group feedback. Headlines were: <ul style="list-style-type: none"> ○ Data A&E and DNA's ○ Project updates ○ Patient Congress □ Attendance at next meeting. It was agreed who would attend the meeting. 	
8.	<p><u>Any Other Business</u></p> <p>Group member standing down. It was agreed that a thank you would be sent to the member from the patient group and from the partners.</p>	PM
9.	<p><u>Proposed Date of Next Meeting</u></p> <p>Date: Thursday 11th June 2015 Now moved to 16th July 2015 Time: 6.30-7.30 Venue: Langham Place Surgery</p>	