

Langham Place Surgery

Patient Reference Group Meeting

Thursday 18th April 2013

	MINUTES	Action
1.	<u>Minutes of the last meeting</u> <ul style="list-style-type: none">□ Wednesday 31st January 2013. These were agreed as correct	
2.	<u>Service/General Updates</u> <ul style="list-style-type: none">□ <u>Patient Group Annual Report.</u> The annual report has been published and is available on the website and can also be viewed in the Practice as a paper copy. The report builds on last year's report which includes details about the patient group and also our annual action plan.□ <u>Care Quality Commission (CQC) Registration.</u> The Practice is now registered with CQC which is a legal requirement. They will at some point arrange to come and inspect the Practice. They will also want to speak to patients and all on the group said they would be happy to speak with them.□ <u>NHS England.</u> From the 1st April 2013 the PCT was replaced with NHS England.□ <u>EPS Electronic Prescribing.</u> The practice will go live for electronic prescribing on Thursday May 16th 2013. The practice will advertise as widely as possible.□ <u>DNA Quarterly Figures</u> The figures are still high for the quarter despite our text reminder and DNA service.:<ul style="list-style-type: none">○ January 2013: 205 DNAs○ February 2013: 185 DNAs○ March 2013: 392 DNAsIt was agreed that the Practice should check for up to date mobile numbers as regularly as possible.	PM
3.	<u>National Association for Patient Participation</u> <ul style="list-style-type: none">□ <u>March 2013 Newsletter.</u><p>The PM updated the group from the March Newsletter which included information on:</p><ul style="list-style-type: none">○ Patient Participation Group Awareness Week 3rd June – 8th June 2013○ New patient guidance for on line records available from the Department of Health○ The 'Patient Online: The Road Map' launched by the Royal College of GP's.	
4.	<u>Locality Issues</u> <ul style="list-style-type: none">□ <u>Locality patient Group.</u> The Practices' Locality representative fed back the following:<ul style="list-style-type: none">○ All Practices are now represented on the locality group○ The locality rep suggested that as there was a huge amount of information that they would send it to the PM and they would distribute with the minutes. This was agreed.○ Waste medications were discussed and the group were informed that this is a big problem and one that is costly. This will be a project for the future.○ The current locality rep is unable to attend the July meeting and it was agreed that the PM would contact one of the group members who had voiced an interest in attending.	PM

5.	<p><u>Research Projects/Update</u></p> <ul style="list-style-type: none"> □ The PM informed the group that the Practice was Continuing as a Research Ready Practice. A research project currently being undertaken is a cough study. 	
6.	<p><u>Patient Survey</u></p> <ul style="list-style-type: none"> □ Publication of results and action plan. the PM informed the group that the results of the patient survey are now available on the website and in the surgery for all to view. 	
7.	<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> □ It was agreed that the practice would publicise further the online booking service to help with the telephone demand and also the auto arrival system to help to reduce queues at the front desk 	
8.	<p><u>Proposed Date of Next Meeting</u></p> <p>Date: Thursday 18th July 2013 Time: 6.30-7.30 Venue: Langham Place Surgery</p>	