Langham Place Surgery Patient Reference Group Meeting Thursday 20th February 2014

	MINUTES							ACTION		
1.	Attendees									
	□ 6 Patient group members									
	Practice Manager									
	□ GP									
	Apologies									
	1 patient apologies									
2.	Minutes of the last meeting									
	Thursday 26 th September 2013. The minutes were agreed as									
2	correc									
3.	Matters Aris	ing								
	There were no matters arising									
	□ There	were	no maners a	nsing						
4.	Service/General Updates									
	DNA Figures.									
	The figures from the beginning of the year February 2013 were presented:									
				,			·			
	Quarter 1		Quarter 2		Quarter 3		Quarter 4			
	Feb 13	186	May13	207	Aug 13	213	Nov 13	207		
	March 13	210	June 13	206	Sept 13	182	Dec 13	213		
	April 13	193	July 13	230	Oct 13	264	Jan 14	201		
	-	F 00	- · ·	0.40	-	050	- · ·			
	Total	589	Total	643	Total	659	Total	621		
	The date down and the fall such as									
	The data demonstrates the following:									
	 an increase of DNA's in quarter 2 of 54 an increase of DNA's in quarter 3 of 16 									
	-									
	0	an in	crease of DN	NA's in	quarter 3 of	16				
	0	an in an in	crease of DN crease of DN	NA's in NA's in	quarter 3 of quarter 4 of	16 38				
	o o □ The S	an in an in MS te:	crease of DN crease of DN xt messages	NA's in NA's in are st	quarter 3 of quarter 4 of ill being sent.	16 38	hiah DNA's			
	o ○ □ The S □ The g	an in an in MS te: roup a	crease of DN crease of DN xt messages greed that th	NA's in NA's in are st ere re	quarter 3 of quarter 4 of ill being sent mains an issu	16 38 ue with	U			
	o ○ □ The S □ The g	an in an in MS te: roup a	crease of DN crease of DN xt messages greed that th	NA's in NA's in are st ere re	quarter 3 of quarter 4 of ill being sent.	16 38 ue with	U			
	o ○ □ The S □ The g	an in an in MS te roup a roup a	crease of DN crease of DN xt messages greed that th	NA's in NA's in are st ere re	quarter 3 of quarter 4 of ill being sent mains an issu	16 38 ue with	U			
	o The S The g The g	an in an in MS te roup a roup a <u>late</u> The	crease of DN crease of DN xt messages greed that th greed to con group heard	VA's in VA's in are st ere re tinue r that th	e quarter 3 of quarter 4 of ill being sent mains an issu- monitoring the e Practice ha	16 38 ue with ese fig as impl	ures emented a n	ew		
	• • • The S • The g • The g • The g	an in an in MS te roup a roup a <u>date</u> The way	crease of DN crease of DN xt messages greed that th greed to con group heard of working in	VA's in VA's in are st ere re tinue r that th the af	quarter 3 of quarter 4 of ill being sent mains an issumonitoring the Practice ha ternoons. Th	16 38 ue with ese fig as impl e duty	ures emented a n Dr does not	ew have		
	• • • The S • The g • The g • The g	an in an in MS te roup a roup a late The way any p	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a	VA's in VA's in are st ere re tinue r that th the af uppoint	e quarter 3 of quarter 4 of ill being sent mains an issu- monitoring the e Practice ha	16 38 ue with ese fig as impl e duty	ures emented a n Dr does not	ew have		
	• • • The S • The g • The g • The g	an in an in MS te roup a roup a Jate Way any p to be	crease of DN crease of DN xt messages greed that th greed to con group heard of working in ore-booked a working wel	VA's in VA's in are st ere re tinue r that th the af appoint I.	e quarter 3 of quarter 4 of ill being sent mains an issumonitoring the pe Practice ha ternoons. Th tments and u	16 38 ue with ese fig as impl e duty se tria	ures emented a n Dr does not ge. This appo	ew have		
	○ □ The S □ The g □ The g Practice Upo ○	an in an in MS te roup a roup a The way any p to be Our	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist	VA's in VA's in are st ere re tinue r that th the af ppoint I. trar rer	e quarter 3 of quarter 4 of ill being sent mains an issu- monitoring the re Practice ha ternoons. Th tments and us mains off at th	16 38 ue with ese fig as impl e duty se trian	ures emented a n Dr does not ge. This appo ment	ew have		
	○ □ The S □ The g □ The g Practice Upo ○ ○	an in an in MS te roup a roup a The way any p to be Our A ne	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar w	VA's in VA's in are st ere re tinue r that th the af appoint I. trar rer rill star	e quarter 3 of quarter 4 of ill being sent mains an issu- monitoring the re Practice ha ternoons. Th tments and u mains off at th t with us in A	16 38 ue with ese fig as impl e duty se triag ne mor ugust 2	ures emented a n Dr does not ge. This appo nent 2014	ew have		
	○ □ The S □ The g □ The g Practice Upo ○	an in an in MS te roup a roup a late The way any p to be Our o A ne We a	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar wa are continuing	VA's in VA's in are st ere re tinue r that th the af ppoint I. trar rer rill star g to ac	e quarter 3 of quarter 4 of ill being sent mains an issu- monitoring the ternoons. The trennoons. The tments and us mains off at the t with us in A dvertise and a	16 38 ue with ese fig as impl e duty se triag ne moi ugust 3 are usi	ures emented a n Dr does not ge. This appo ment 2014 ng locums	ew have ears		
	○ □ The S □ The g □ The g Practice Upo ○ ○	an in an in MS te roup a roup a late The way any p to be Our o A ne We a	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar wa are continuing	VA's in VA's in are st ere re tinue r that th the af ppoint I. trar rer rill star g to ac	e quarter 3 of quarter 4 of ill being sent mains an issu- monitoring the re Practice ha ternoons. Th tments and u mains off at th t with us in A	16 38 ue with ese fig as impl e duty se triag ne moi ugust 3 are usi	ures emented a n Dr does not ge. This appo ment 2014 ng locums	ew have ears		
5.	○ □ The S □ The g □ The g Practice Upo ○ ○	an in an in MS te roup a roup a The way any p to be Our A ne We a curre	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar wa are continuing ently. Feedba	VA's in VA's in are st ere re tinue r that th the af ppoint I. trar rer rill star g to ac ack reg	a quarter 3 of a quarter 4 of ill being sent mains an issu- monitoring the ternoons. Th tments and us mains off at th t with us in A dvertise and a garding the lo	16 38 ue with ese fig as impl e duty se triag ne moi ugust 3 are usi	ures emented a n Dr does not ge. This appo ment 2014 ng locums	ew have ears		
5.	The S The g	an in an in MS te roup a roup a The Way any p to be Our o A ne We a curre sociati	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar w are continuing ently. Feedba on for Patie	VA's in VA's in are st ere re tinue r that th the af appoint I. trar rer rill star g to ac ack reg nt Par	a quarter 3 of a quarter 4 of ill being sent. mains an issu- monitoring the ternoons. The trents and us mains off at the t with us in A dvertise and a parding the lo	16 38 ue with ese fig as impl e duty se triag ne mor ugust a are usin cums l	ures emented a n Dr does not ge. This appo ment 2014 ng locums nas been goo	ew have ears		
5.	 The S The g The g The g The g The g O 	an in an in MS te roup a roup a The way any p to be Our o A ne We a curre sociati	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar w are continuing ently. Feedba on for Patie	VA's in VA's in are st ere re tinue r that th the af oppoint I. trar rer g to ac ack reg nt Par	a quarter 3 of a quarter 4 of ill being sent mains an issu- monitoring the e Practice ha ternoons. Th tments and us mains off at th t with us in A dvertise and a garding the lo	16 38 Jue with ese fig as impl e duty se triag ne mor ugust 3 are usin cums l	ures emented a n Dr does not ge. This appo ment 2014 ng locums nas been goo	ew have ears		
5.	The S The g O	an in an in MS te roup a roup a roup a <u>late</u> The way any p to be Our o A ne We a curre sociati ationa greed	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar w are continuing ently. Feedba on for Patie	VA's in VA's in are st ere re tinue r that th the af oppoint I. trar rer ill star g to ac ock reg nt Par	a quarter 3 of a quarter 4 of ill being sent. mains an issu- monitoring the re Practice ha ternoons. Th tments and us mains off at th t with us in A dvertise and a garding the lo ticipation veek is June od to promote	16 38 Jue with ese fig as impl e duty se triag ne mor ugust 2 are usin cums l 2 nd – J e the p	ures emented a n Dr does not ge. This appo ment 2014 ng locums nas been goo	ew have ears od.		
5.	 The S The g The n was a during 	an in an in MS te roup a roup a The way any p to be Our A ne We a curre sociati 4 New ationa greed this ti	crease of DN crease of DN xt messages greed that th greed to con group heard of working in pre-booked a working wel current regist w registrar w are continuing ently. Feedba on for Patie	VA's in VA's in are st ere re tinue r that th the af oppoint I. trar rer ill star g to ac ick reg nt Par ness v be go se the	a quarter 3 of a quarter 4 of ill being sent mains an issu- monitoring the e Practice ha ternoons. Th tments and us mains off at th t with us in A dvertise and a garding the lo	16 38 Jue with ese fig as impl e duty se triag ne mor ugust 2 are usin cums l 2 nd – J e the p	ures emented a n Dr does not ge. This appo ment 2014 ng locums nas been goo	ew have ears od.	PM	

6.	Locality Issues					
	 Locality patient Group feedback There was a presentation regarding learning disabilities. The GP confirmed that the Practice undertakes annual health checks for this patient group. It was agreed that the PM would ensure that the email of the second patient who attends this group is given to the locality group. The next meeting is Monday 12th May 2014 	РМ				
7.						
	 Main Patient Survey 2013 Results The group were informed that the results of the survey have been analysed and the Practice achieved 84% all patient ratings about this Practice were good, very good or excellent. The findings of the survey were discussed. There were key areas identified as being below the benchmark data. They were: Telephone access Patient waiting time Comfort of waiting area (the group agreed that this was in relation to the first floor waiting room and the uncomfortable high heat at times) 					
	The patient group generated a number of ideas/solutions for each of the key areas that had been identified. The solutions were:					
	 Additional telephone lines or dedicated phone lines for doctors and managers to relieve the volume of calls coming into reception and the taking up of phone lines when doctors are making their phone calls. Longer appointment times (15 mins) or doctors surgeries being managed differently. Possibility of introducing breaks into the surgeries. Some form of air conditioning or fan in the first floor waiting room to help reduce the heat for patients waiting. 					
	Following this discussion the key areas and solutions were agreed and the action plan for 2014 was formed. This was agreed by all group members. PM to draw up the action plan	РМ				
8.	Any Other Business					
	 Patient Group Monies The group were informed that a total of £270.55 from when the old patient group closed. It was agreed that these monies could be put towards any option for making the first floor waiting room more comfortable. 	JK				
	 One patient wanted to make a donation for ear thermometers. This was agreed. The Practice thanked the patient for their generosity. <u>Patient Suggestion</u> The Practice had received a suggestion for classical music to be played all the time. This was discussed however the group felt that it would be difficult to impose one type of music and that the radio was the best option at the moment. 					
9.	Proposed Date of Next Meeting					
5.	Date: Thursday 5 th June 2014					
	Time: 6.30-7.30 Venue: Langham Place Surgery					