

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

	<u>MINUTES</u>	ACTION																																								
1.	<p><u>Attendees</u></p> <ul style="list-style-type: none"> □ 6 Patient group members □ Practice Manager □ GP <p><u>Apologies</u></p> <ul style="list-style-type: none"> □ 1 patient apologies 																																									
2.	<p><u>Minutes of the last meeting</u></p> <ul style="list-style-type: none"> □ Thursday 26th September 2013. The minutes were agreed as correct 																																									
3.	<p><u>Matters Arising</u></p> <ul style="list-style-type: none"> □ There were no matters arising 																																									
4.	<p><u>Service/General Updates</u></p> <p><u>DNA Figures.</u> The figures from the beginning of the year February 2013 were presented:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Quarter 1</th> <th></th> <th>Quarter 2</th> <th></th> <th>Quarter 3</th> <th></th> <th>Quarter 4</th> <th></th> </tr> </thead> <tbody> <tr> <td>Feb 13</td> <td>186</td> <td>May13</td> <td>207</td> <td>Aug 13</td> <td>213</td> <td>Nov 13</td> <td>207</td> </tr> <tr> <td>March 13</td> <td>210</td> <td>June 13</td> <td>206</td> <td>Sept 13</td> <td>182</td> <td>Dec 13</td> <td>213</td> </tr> <tr> <td>April 13</td> <td>193</td> <td>July 13</td> <td>230</td> <td>Oct 13</td> <td>264</td> <td>Jan 14</td> <td>201</td> </tr> <tr> <td>Total</td> <td>589</td> <td>Total</td> <td>643</td> <td>Total</td> <td>659</td> <td>Total</td> <td>621</td> </tr> </tbody> </table> <p>The data demonstrates the following:</p> <ul style="list-style-type: none"> ○ an increase of DNA's in quarter 2 of 54 ○ an increase of DNA's in quarter 3 of 16 ○ an increase of DNA's in quarter 4 of 38 □ The SMS text messages are still being sent. □ The group agreed that there remains an issue with high DNA's □ The group agreed to continue monitoring these figures <p><u>Practice Update</u></p> <ul style="list-style-type: none"> ○ The group heard that the Practice has implemented a new way of working in the afternoons. The duty Dr does not have any pre-booked appointments and use triage. This appears to be working well. ○ Our current registrar remains off at the moment ○ A new registrar will start with us in August 2014 ○ We are continuing to advertise and are using locums currently. Feedback regarding the locums has been good. 	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	Total	589	Total	643	Total	659	Total	621	
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5.	<p><u>National Association for Patient Participation</u></p> <p><u>January 2014 Newsletter</u></p> <ul style="list-style-type: none"> □ The national PPG awareness week is June 2nd – June 7th 2014. It was agreed that it would be good to promote the patient group during this time and to use the resources that will be available from NAPP. PM to obtain these. 	PM																																								

6.	<p><u>Locality Issues</u></p> <p><u>Locality patient Group feedback</u></p> <ul style="list-style-type: none"> ❑ 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 	PM
7.	<p><u>Patient Survey</u></p> <p><u>Main Patient Survey 2013 Results</u></p> <p>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:</p> <ul style="list-style-type: none"> • 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) <p>The patient group generated a number of ideas/solutions for each of the key areas that had been identified. The solutions were:</p> <ul style="list-style-type: none"> • 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. <p>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</p>	PM
8.	<p><u>Any Other Business</u></p> <p><u>Patient Group Monies</u></p> <ul style="list-style-type: none"> ❑ 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. ❑ One patient wanted to make a donation for ear thermometers. This was agreed. The Practice thanked the patient for their generosity. <p><u>Patient Suggestion</u></p> <ul style="list-style-type: none"> ❑ 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. 	JK
9.	<p><u>Proposed Date of Next Meeting</u></p> <p>Date: Thursday 5th June 2014 Time: 6.30-7.30 Venue: Langham Place Surgery</p>	