

Langham Place Surgery

Patient Reference Group Meeting

Wednesday 20th June 2012

	MINUTES	ACTION
1.	<u>Minutes of the last meeting</u> Wednesday 21 st March 2012 – The minutes were agreed as correct.	
2.	<u>Action Plan following the Patient Survey.</u> <u>Update on Action Plan.</u> <ul style="list-style-type: none">□ The text reminder service is now in place and appears to be working well.□ The text system that informs patients that they did not attend their appointment is now in place.□ At the time of the meeting the introduction of online booking of appointments was imminent. Group members with access to the internet agreed to assist the Practice with testing the system as soon as it becomes available. This is so any issues can be raised with the Practice Manager and dealt with quickly. <i>(Post meeting the online booking service is now in place. Thank you to those that tested the service).</i>□ The system called Patient Partner was being explored and a meeting date had been set up for Monday 9th July 2012. This is a service which allows automated booking of appointments over the telephone.	Group members with access to the internet
3.	<u>SystmOnline</u> The process of the online booking service was described: <ul style="list-style-type: none">□ Patients will need to complete an application form□ Bring in photo ID□ Reception will issue a user name and password once ID has been verified□ The online booking service should then be ready to use within a couple of hours. <u>Appointments</u> - The online booking service for appointments was discussed. Appointments for the phlebotomy clinic and for all of the doctors will be available to book on line. However the group were re-assured that not all of the appointments would be available on line. It was also recognised that not all patients have access this facility and therefore appointments would still be available for those wishing to book over the telephone. <u>Repeat Prescriptions</u> – Repeat prescriptions can also be ordered via the new online service. Group members with access to the internet agreed to assist the Practice with testing the ordering of repeat prescriptions. The process for joining the online service will be placed on the website by the PM.	Group members with access to the internet PM
4.	<u>Service Updates</u> <u>Release on day appointments – trial of 48 hour release appointments.</u> The Practice is trialing this new system to ascertain if it helps with the demand on pre bookable appointments.	

5.	<p><u>National Association for Patient Participation (NAPP)</u></p> <p>The PM informed the group that Langham Place Surgery is affiliated with the National Association for Patient Participation (NAPP). There is a monthly newsletter. It was agreed that the PM would circulate to the group members. (Post meeting - The June newsletter is attached with these minutes)</p>	PM
6.	<p><u>Langham Place Patient Questionnaire</u></p> <p>The group agreed that the questionnaire should be the same format as last year to provide a comparison.</p>	PM
7.	<p><u>Locality Suggestions</u></p> <p><u>Locality patient Group – Would someone like to be a delegate onto the locality patient group?</u> - 4 of the group members volunteered to be involved. The PM will circulate information to the 4 volunteers when it is received.</p> <p><u>Specific Service Feedback (not complaints) good and bad and areas of priorities.</u> The group were asked to consider for the next meeting any specific service feedback and also any areas of priorities for commissioning eg. urgent care/cancer/heart disease/prevention of smoking/alcohol related disease/smoking.</p>	<p>PM</p> <p>ALL</p>
8.	<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> ❑ Industrial Action on Thursday 21st June 2012. The Practice will be supporting the strike on the day; however no pre booked patients had been moved. ❑ Summer Newsletter. It was agreed that SystmOnline should be included in the newsletter. ❑ Relocation of prescription box. At the end of the meeting a new location was agreed for the prescription box – This has now moved next to the automated check-in. ❑ An information leaflet was suggested with regard to advertising the new services and how to use them. The PM will look into producing a draft for the group to look at. ❑ The group queried if the automated check-in advised on the waiting times. The PM will look into this. 	<p>PM</p> <p>PM</p> <p>PM</p>
9.	<p><u>Date of Next Meeting</u></p> <p>Date: 5th September 2012 Time: 6.30-7.30 Venue: Langham Place Surgery</p>	