

Langham Place Surgery
Patient Reference Group Meeting
Wednesday 21st March 2012

	Minutes	Action
1.	<p><u>Minutes of the last meeting</u></p> <p>Wednesday 22nd February 2012 – There were no amendments and the minutes were agreed.</p>	
2.	<p><u>Langham Place Patient Questionnaire Results</u></p> <p>The results from the survey were discussed. 85% of all patient ratings about the practice were good, very good, or excellent. The majority of the comments from the results related to difficulty in obtaining telephone access particularly first thing in the morning. This area also fell below the benchmark nationally and also below the benchmark of practices of a similar size. It was agreed that this was a priority area for service improvement. The group was also assured that the practice would continue to work on the areas that it scored well against.</p> <p>It was agreed that the practice would publicise the results on the website, in the surgery and also in the quarterly newsletter.</p>	<p>PM</p> <p>PM</p>
3.	<p><u>Proposed Action Plan</u></p> <p>The proposed action plan was presented and discussed. Please see separate sheet. The practice manager informed the group that the virtual patient group had seen the proposed action plan and that there were no objections raised. The action plan was agreed by all in the group. It was also agreed that the action plan would be publicised alongside the results of the survey on the website, in the surgery and in the quarterly newsletter.</p> <p>The group offered to help with the trailing of the new systems.</p> <p>The group also asked if the 'did not attend' statistics could be used to monitor if the new texting system helps to reduce these. It was confirmed that these could be used.</p> <p>The Practice manager also informed the group that a report would be submitted to the website which included details about the development of the patient reference group, the virtual patient group, the survey results and action plan.</p> <p>The group asked about other priorities that may be worked on. The GP informed the group that in 2013 all practices will have to register with the Quality Care Commission and that the practice would start to look at areas to work on in the forthcoming months. There would certainly be significant areas that the practice would want to add onto the action plan and to work collaboratively with the group</p>	<p>PM</p> <p>ALL</p> <p>PM</p> <p>PM</p>

<p>4.</p>	<p><u>Any Other Business</u></p> <p>4.1 The following suggestions were made by the group particularly in relation to the queues that are sometimes at the reception desk:</p> <ul style="list-style-type: none">• Relocating the prescription box• Advertising the automated check in before you get to reception <p>The practice manager agreed to explore both of these suggestions</p> <p>4.2 The GP informed the group we had been asked to provide our opinions on areas of priority in secondary care that could be improved or developed to the locality group.</p> <p>It was agreed that the practice manager would provide areas/questions to the group prior to the next meeting in order for the group to prepare.</p>	<p>PM</p> <p>PM</p>
<p>5.</p>	<p><u>Proposed Date of Next Meeting</u></p> <p>Date: Wednesday 20th June 2012</p> <p>Time: 6.30-7.30</p> <p>Venue: Langham Place Surgery</p>	

Langham Place Surgery

Action Plan

Following the results of the patient's survey these are the priority areas that the surgery will be working on to help improve the telephone access.

	Priority for Action	Proposed Changes	Time Frame	Personnel Involved
1	To improve appointment availability when patients ring in the morning	To introduce a text reminder system to help reduce patients that do not attend	April 2012	Practice Manager Deputy Practice Manager
		To introduce a text system that informs patients that they did not attend their appointment and asking them to cancel unwanted appointments	April 2012	Practice Manager Deputy Practice Manager
2	To Improve Telephone Access	To introduce online booking of appointments to help reduce volume of telephone calls	May 2012	Practice Manager Deputy Practice Manager Partner
		To explore a system called 'Patient Partner' which allows patients to book appointments without speaking to a receptionist	May 2012	Practice Manager Deputy Practice Manager Partner