

Langham Place Surgery
Patient Reference Group (PPG) Meeting
Thursday 31st January 2013.

	MINUTES	Action
1.	<p><u>Minutes of the last meeting</u></p> <ul style="list-style-type: none"> □ Wednesday 5th September 2012 – Agreed as correct 	
2.	<p><u>Matters Arising</u></p> <ul style="list-style-type: none"> □ Patient Partner. The PM updated the group that they had taken the suggestions of the patient group regarding patient partner and it was agreed not to go ahead with it at this time. □ Texts messages. The PM updated the group that we have been advised to put minimal information on the texts and therefore we will not be able to add Langham Place Surgery. □ Online booking and ordering of prescriptions appear to be going well. 	
3.	<p><u>Service Updates</u></p> <ul style="list-style-type: none"> □ Twitter. Langham Place now has a twitter account. Patients can follow us @LanghamPlaceSur □ New Practice Nurse. A new Practice Nurse has been appointed to replace our nurse that recently retired. □ Minor Injuries Service. We offer a minor injuries service to our patients such as dealing with bumps, sprains and bruises. 	
4.	<p><u>National Association for Patient Participation</u></p> <ul style="list-style-type: none"> □ January Newsletter. There were certain issues raised from the newsletter: <ul style="list-style-type: none"> ○ Patient Participation Group(PPG) Awareness week – 3rd – 8th June 2013 ○ Possible rollover of the Patient Participation DES. The group was reassured that even if this did not roll over the Practice would strongly support having a PPG. ○ Action plan for improving the use of medicines and reducing waste ○ For further details please see the January newsletter in the surgery. 	
5.	<p><u>Locality Issues</u></p> <ul style="list-style-type: none"> □ Locality patient Group. The patient representative who attended this meeting on the group's behalf fed back the following points: <ul style="list-style-type: none"> ○ The group is new and finding it's feet ○ Some of the terminology used wasn't user friendly and the patient representative has asked that this changes ○ It was felt that the group were trying to tackle too many areas and it has been agreed to have the areas now on a rolling programme ○ Terms of reference were set out for the group ○ Figures were also presented at the meeting such as the high A&E attendances that needs to be addressed across the county. ○ It was agreed that the representative would attend for a 3rd meeting and then the group would look at rotating the attendance. 	
6.	<p><u>Research Projects</u></p> <ul style="list-style-type: none"> □ We are currently supporting two research projects - the Breast Awareness study which is for women over 70 and the FAST study which is looking at different treatments for gout. 	

7.	<p><u>Patient Survey</u></p> <p>The results of the patient survey have now been received. This year we received 86% of all our patient ratings about the practice were excellent, very good and good. Last year we received 85%.</p> <p>The survey highlighted telephone access as the main area to be looked at. The group felt that the online booking system had not been running long enough to have an affect on our telephone calls.</p> <p>The following action plan was agreed:</p> <ul style="list-style-type: none"> □ To undertake a further focused survey later on in the year on telephone access only □ To re promote SystmOnline booking appointments □ To change the phone message to remind patients that they can register to join SystmOnline booking □ To re advertise on our website different ways of booking appointments to target different population groups □ To advertise the online ordering of repeat prescriptions <p>Full details of the survey will be available on our patient boards.</p>	PM
8.	<p><u>New Services</u></p> <ul style="list-style-type: none"> □ We will be launching electronic prescribing for all patients who are registered with a pharmacy in May. Advertising for this will be in the next couple of months. 	
9.	<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> □ A request to attend next meeting from the carer assessment and support worker was heard – It was agreed that they could join the next meeting – PM to action □ The PM circulated some posters from the Well Being Team. These teams work within GP surgeries and particularly with patients who are experiencing psychological difficulties and who will respond to cognitive behavioural therapy. □ The DNA figures were high and it does not appear that our SMS text messaging is working to help reduce these figures. It was agreed that we would present the information in a different way such as translating the figures into how many GP surgeries this equated to and to the cost. 	PM PM
10	<p><u>Proposed Date of Next Meeting</u></p> <p>Date: Thursday 18th April 2013 Time: 6.30-7.30 Venue: Langham Place Surgery</p>	

PM = Practice Manager