

**Langham Place Surgery**  
**Patient Reference Group Meeting**  
**Thursday 5<sup>th</sup> June 2014**

	<b><u>AGENDA ITEM</u></b>	<b>Action</b>
<b>1.</b>	<b><u>Minutes of the last meeting</u></b> <input type="checkbox"/> Thursday 20 <sup>th</sup> February 2014. These were agreed as correct.	
<b>2.</b>	<b><u>Matters Arising</u></b> <input type="checkbox"/> There were no matters arising to discuss	
<b>3.</b>	<b><u>Service/General Updates</u></b> <input type="checkbox"/> <b><u>DNA Figures quarterly figures March 2014 – May 2014</u></b> <ul style="list-style-type: none"> <li>○ Our DNA figures for this quarter were 587. This was a reduction of 27 DNA' s from the last quarters data.</li> <li>○ It was agreed that it would be useful to run an audit on pre-bookable cancellations v release on day appointments. PM to see if this is possible.</li> <li>○ It was agreed to organise a display of DNA data for the waiting rooms</li> </ul> <input type="checkbox"/> <b><u>Practice Update:</u></b> <ul style="list-style-type: none"> <li>○ <b><u>New salaried GP</u></b> Dr Jai Sinha will start on 1<sup>st</sup> August 2014. Dr Sinha has been working with us as a locum doctor.</li> <li>○ <b><u>GP Provider arm</u></b> – A company has been set up by 5 Practice Managers and 5 doctors. The company is called General Practice Alliance. This will act on behalf of the doctors for any new services that may go out to tender.</li> <li>○ <b><u>New consulting room</u></b> – The group were informed that an old kitchen in the surgery was being converted to a consulting room. The aim is to have this completed in August 2014. It will be on the first floor.</li> <li>○ <b><u>New FT Health Visitor</u></b>- The group were informed that the surgery now has a new full time Health Visitor.</li> <li>○ <b><u>Named GP for patients 75 and over</u></b>. The group were informed that all patients 75 and over will receive a letter informing them of who their named GP is. There would be no changes to whom the patient can see or to how patients are treated.</li> </ul>	<b>PM</b>
<b>4.</b>	<b><u>National Association for Patient Participation</u></b> <input type="checkbox"/> April 2014 Newsletter. This newsletter discussed the following: Care Quality Inspection handbooks and plans to improve primary care <input type="checkbox"/> May 2014 Newsletter. The main focus in this issue is the “save	

	General practice plea” by GP’s.	
5.	<p><b><u>Locality Issues</u></b></p> <ul style="list-style-type: none"> <li>❑ Locality patient Group feedback. The meeting was held on Monday 12<sup>th</sup> May 2014. The meeting focused on: mental health update, chair and vice chair information, patient congress representation, locality board update and revised terms of reference.</li> <li>❑ Words from the West newsletter May 2014. The newsletter contained information on the following: Leicester Terrace Health Care centre patient participation group, Chronic obstructive Pulmonary Disease, easy breathers, missed appointment in the locality, symptom sorter, patient self-care and useful numbers.</li> </ul>	
6.	<p><b><u>Action Plan</u></b></p> <ul style="list-style-type: none"> <li>❑ The action plan was discussed. It was agreed that the outstanding issue was the quote and installation of a ceiling fan.</li> </ul>	<b>PM</b>
7.	<p><b><u>Any Other Business</u></b></p> <ul style="list-style-type: none"> <li>❑ The group raised the issue that in heavy rain the pavement still gathers water making a very large puddle.</li> <li>❑ The “back the General Practice Campaign” was discussed and the group were informed that a petition would be available for all staff and patients to sign.</li> <li>❑ One of the group complimented the Spring newsletter stating that it was very informative .</li> </ul>	
8.	<p><b><u>Proposed Date of Next Meeting</u></b></p> <p>Date: Thursday 28<sup>th</sup> August 2014  Time: 6.30-7.30  Venue: Langham Place Surgery</p>	