

Langham Place Surgery

Patient Reference Group Meeting

Wednesday 5th September 2012

	MINUTES	ACTION																											
1.	<p><u>Minutes of the last meeting</u></p> <ul style="list-style-type: none"> □ Wednesday 20th June 2012 – These were agreed as correct 																												
2.	<p><u>Action Plan</u></p> <ul style="list-style-type: none"> □ <u>Update on Action Plan</u> <ul style="list-style-type: none"> ○ <u>Patient Partner</u> (Automated booking of appointments via the telephone). This will be taken to the Practice's strategic meeting for discussion and consideration. The Practice Manager has received two quotes for this package. It is expensive to install. The patient group felt, due to the introduction of the online booking system, that it would be too much to introduce a new system. It was also felt that the Practice needs to fully audit the new service before introducing another one as it may not be required. 																												
3.	<p><u>SystemOnline</u></p> <ul style="list-style-type: none"> □ <u>Feedback re booking appointments on line.</u> <ul style="list-style-type: none"> ○ The Practice Manager fed back to the group that from the Practice perspective the booking of appointments online has been well received and is working well. The Patient group also fed back positive comments about the system. There was one cautionary note raised that we need to ensure that people are aware they can only book 10 min appointments and not 20 minutes i.e. 2 appointments together. □ <u>Feedback re ordering repeat prescriptions on line.</u> <ul style="list-style-type: none"> ○ The Practice Manager stated that this was also going well and people were starting to use this service. □ <u>Update regarding changing address and telephone number online.</u> <ul style="list-style-type: none"> ○ One of the group had tried successfully to change their telephone number. The Practice needs to advertise this more widely. 	PM																											
4.	<p><u>Service Updates</u></p> <ul style="list-style-type: none"> □ <u>Did not attend (DNA) data</u> <p>The Practice manager presented the DNA data.</p> <table border="1"> <thead> <tr> <th align="center">Month</th> <th align="center">DNA's</th> <th align="center">Notes</th> </tr> </thead> <tbody> <tr> <td align="center">Jan 12</td> <td align="center">201</td> <td></td> </tr> <tr> <td align="center">Feb 12</td> <td align="center">187</td> <td></td> </tr> <tr> <td align="center">March 12</td> <td align="center">185</td> <td align="center">Text Reminders started</td> </tr> <tr> <td align="center">April 12</td> <td align="center">140</td> <td></td> </tr> <tr> <td align="center">May 12</td> <td align="center">192</td> <td></td> </tr> <tr> <td align="center">June 12</td> <td align="center">156</td> <td></td> </tr> <tr> <td align="center">July 12</td> <td align="center">192</td> <td></td> </tr> <tr> <td align="center">Aug 12</td> <td align="center">188</td> <td></td> </tr> </tbody> </table> <p>It was felt that there was not a significant reduction in DNA's since the start of the text reminder service.</p>	Month	DNA's	Notes	Jan 12	201		Feb 12	187		March 12	185	Text Reminders started	April 12	140		May 12	192		June 12	156		July 12	192		Aug 12	188		
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	<ul style="list-style-type: none"> □ <u>Feedback re the 48 hour release on day appointments.</u> <ul style="list-style-type: none"> ○ These appointments have been in place for a couple of months. The aim is to release some appointments to pre-bookable to help increase the amount we have available. 	
5.	<p><u>National Association for Patient Participation (NAPP)</u></p> <ul style="list-style-type: none"> □ <u>July/August newsletter</u> <ul style="list-style-type: none"> ○ The Practice Manager feedback some of the key points from the NAPP newsletter which included: <ul style="list-style-type: none"> ▪ NHS Choices – Surgeries are now compared with others near to them. The information is shown so that patients can make an informed decision on the Practices they feel suits their needs and offers a good service. It also gives data on such things as A&E attendance. This looked very high for the surgery and it was agreed to publicise more widely a guide to ‘who to use, when’ and appropriate contact numbers ▪ GP Revalidation – This is a process which will involve a series of 5 yearly checks on doctors to ensure that they continue to be up to date. 	PM
6.	<p><u>Locality Suggestions</u></p> <p>The group agreed to wait for further information from the proposed new locality patient group before commenting fully on these areas.</p> <ul style="list-style-type: none"> □ Locality patient Group □ Specific Service Feedback (not complaints) good and bad □ Priorities for commissioning eg. urgent care/cancer/heart disease/prevention of smoking/alcohol related disease/smoking 	
7.	<p><u>Flu Clinics</u></p> <ul style="list-style-type: none"> □ The flu clinics were confirmed as Saturday 6th and Saturday 13th October 2012 8.30-12.00. □ It was agreed by all in the group that there would be no patient group involvement due to the clinics being very fast and patients being in and out very quickly. 	
8.	<p><u>Any Other Business</u></p> <p>There was no any other business</p>	
9.	<p><u>Confirmed Date of Next Meeting</u></p> <p>Date: Thursday 6th December 2012 Time: 6.30-7.30 Venue: Langham Place Surgery</p>	