

Langham Place Surgery
Patient Reference Group Meeting
Thursday 6th November 2014

	<u>Minutes</u>	ACTION
1.	<u>Apologies</u> There was one apology noted.	
2.	<u>Minutes of the last meeting</u> <ul style="list-style-type: none"> □ Thursday 28th June 2014. These were agreed as correct 	
3.	<u>Matters Arising</u> <ul style="list-style-type: none"> □ There were no matters arising. 	
4.	<u>Service/General Updates</u> <ul style="list-style-type: none"> □ <u>DNA Figures September 2014 and October 2014</u> Sept - 235 Oct - 304 JK to put figures on the website □ <u>Practice Update:</u> <ul style="list-style-type: none"> ○ Reception Supervisor Retiring post update. The new Reception supervisor will be starting in January 2015 ○ Flu Vaccinations are underway and clinics are available for patients to book into. ○ Friends and family test. This is now live. Patients will be asked to comment on their experience at the Practice and if they would recommend us to friends and family. This feedback can be completed via our website, or in paper format. ○ Winter Newsletter. This is now available in reception and on our website. ○ Annual Patient Survey. The group were informed that the annual survey was underway. Results should be available for the next meeting. 	JK
5.	<u>National Association for Patient Participation</u> <ul style="list-style-type: none"> □ <u>September 2014. Headlines for September were:</u> <ul style="list-style-type: none"> ○ Does your Practice offer online appointments? ○ Care Quality Regime – new regime for GP Practices ○ Friends and Family Test □ <u>October 2014. Headlines for October were:</u> <ul style="list-style-type: none"> ○ 300,00 signature petition delivered to number 10 	
6.	<u>Locality Issues</u> <ul style="list-style-type: none"> □ Locality patient Group feedback 22nd September 2014. Headlines were: <ul style="list-style-type: none"> ○ GP Access ○ Locality board update ○ Patient Congress Update ○ Reports and concerns form patient participation groups □ Attendance at next meeting 1st December 2014. It was agreed who would attend the meeting. 	
7.	<u>Any Other Business</u> There was no any other business raised.	
8.	<u>Proposed Date of Next Meeting</u> Date: Thursday 22 nd January 2015 Time: 6.30-7.30 Venue: Langham Place Surgery	