

Robert Frew Patient Partnership Group
Minutes of 21st Meeting Held 20th February 2012
At The Robert Frew Medical Centre

Present

Jacqueline Coleman	Chair
Gareth Williams	Vice Chair
Jennifer Wall	Treasurer
John Langley	Secretary

Dr Chakera, Carole Groves, Colleen Shelley, Ernie Tomkins.

The meeting commenced at 6.55 pm.

21/01 Apologies

Apologies were received from Jayne Bevis, Carol Jones, Frank Shepherd and Anthea Shepherd.

21/02. Minutes of meeting dated 16th January 2012 & matters arising.

21/02.1 The Minutes of the previous meeting were accepted as a true record and signed accordingly.

21/02.2 Arising from item 20/03 (Fundraising Letter), John Langley agreed to print and mail the letter but asked for assistance in obtaining addressee details. The group agreed to obtain this information from their 'contacts' and e-mail to John Langley no later than the end of February. JL
All

21/02.3 Arising from item 20/04 (Bank Account), Jennifer Wall reported that the bank account is now open.

21/03 Review Patient Survey results

21/03.1 A numeric analysis of both the patient responses and the demographics of those surveyed (copy attached) was circulated to the meeting. This document prompted considerable discussion amongst the meeting members about how the numbers should be interpreted and whether the demographics were representative of those of the surgery as a whole.

21/03.2 The group concluded that the demographics were representative of the surgery patient population as a whole and agreed that their recommendations from these discussions should be put forward to the next surgery Partners meeting.

21/03.3 The meeting then gave consideration to the patient responses to the first five questions and, after further discussion, arrived at the following recommendations:-

21/03.2.1 That the group request the surgery to make available 'on line' booking of appointments. All

21/03.2.2 That the group request the surgery to make available 'on line' ordering of repeat prescriptions. All

21/03.2.3 That, subject to the recipients agreement to the use of their mobile phone number, the group request the surgery to implement the sending of text message reminders for upcoming appointments. All

21/03.4 After considerable further debate the group decided that the responses to question six were, in a way, already covered by current practise whereby emergency appointment slots (same day) were already being made available through a telephone call. Previous experience, from the Surgery having trialled a totally open (walk in) service some years ago, reminded the group that this had given rise to very long queues/waiting times and did not allow for seeing a doctor of one's choice. It was therefore decided not to make a recommendation on this item, however the base data from the survey has been passed to the practice for their information.

21/03.5 The group agreed that the responses to question seven needed further investigation to establish the practicality and cost effectiveness of any recommendations. It was recognised that exclusion of a persistently offending patient from the practice list may only succeed in moving the problem from one practice to another.

21/03.5.2 John Langley offered to investigate through our National Association for Patient Participation (NAPP) membership what methods, if any, are used by other surgeries to minimise non attendance at booked appointments. JL

21/04 Review Open Day committee

21/04.1 The group decided that, as the major objective of an open day was to promote health awareness, this could possibly be better achieved in other ways.

21/04.2 After discussion, it was agreed that the group would cancel the open day and direct it's resources instead toward promoting health awareness at the same time as supporting the surgery during the 2012 flue inoculation campaign. This should give the group access to the widest possible cross section of older patients and those with chronic conditions An item to consider possible ways to promote the 'health awareness' message to patients not in the above groups will be placed on the agenda for the next PPG meeting. All

21/05 Possible Consortium sponsorship

21/05.1 This item is linked to 21/04 above and was therefore not discussed.

21/06 Date of next meeting

21/06.1 The next group meeting will be held on Monday 19th March 2012.

21/07 A.O.B.

21/07.1 The group debated possible attendance at this year's N.A.P.P. Annual Conference to be held in Manchester on 26th May. It was decided that, due to the distant location and some date clashes, no one from the group would be attending this year.

21/07.2 There being no further business the meeting closed at 8.22pm.

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Signatures

Chair

Vice Chair

Secretary

Treasurer