

Robert Frew Patient Partnership Group
Minutes of 124th Meeting Held on 17th July 2023
At The Robert Frew Medical Centre

Present

Lesley Cogan	Chair
Jacqueline Coleman	Vice Chair
Alan Ursell	Treasurer
Jean Ursell	Secretary

Patricia Everson, Steve Nolder, Jim Keeling, Karen Stidolph, Bill O'Connor and Allison Boor.

The meeting commenced at 6.45 pm.

Kelly Burke from the Integrated Care Board (ICB) was welcomed to the meeting.

124/01 Apologies

Apologies were received from John Langley and Dr Ogunsanya.

124/02 Minutes of last meeting and matters arising.

Jean said that she was surprised that, still being secretary at the time, members were asked if they still wanted to be on the e-mailing list when she already an up-to-date list. She also commented on the fact that the last 2 meetings decided that the meetings would be monthly in contradiction of the vote which took place and that cancelling meetings was not a good idea in case anything important arose at the last minute.

The minutes were accepted.

124/03 Election of officers.

The following were elected:-

Chair:- Patricia Everson

Deputy Chair:- Jacqueline Coleman

Secretary:- Stephen Nolder

Treasurer:- Bill O'Connor.

124/04 Website update

Steve is happy to chat with the website manager on a teams call with Ally and Sue. Steve to let Ally know of dates when convenient.

124/05 Patient survey

Pat had look at the survey and thought it would be better to do smaller surveys. She handed out copies of a mini survey she thought we could use at the

practice as a starting point and asked for comments. It was suggested that the telephone method be divided into automated and receptionist. The resulting feedback would be put on the 2 PPG noticeboards in the waiting rooms and on the website and Facebook.

It was noted that there were also a PCN social prescriber, pharmacist, mental health practitioner and paramedic available.

Pat also gave out a suggestion for a PPG notice.

124/06 Complaints procedure.

Ally reported that the ICB were happy with the practice after their visit and that the problem could have been a person telling people, on Wickford chit chat group, to report any complaints they had to the CQC instead of the surgery. Previously the complaints were dealt with by NHS England, now the ICB will do this.

124/ 07 Navigation pack

This was for training staff internally.

Care navigation packs for patients will be coming to the practice at a later date.

124/08 Nurse appointments

Patients received a letter telling them to book an appointment but were told that there were no appointments available for 2 weeks and to try again later. Ally said that they should have been able to book 4 weeks ahead on a rolling rota and she would look into this. You can book on-line up to 4 weeks ahead. It was suggested that the wording of the letter be changed.

There were approx. 140 DNA appointments for all clinicians.

124/09 Carers meeting

The Essex branch of Carers UK came to the London road surgery PPG and were trying to find out what was available in this area for unpaid carers, they were going to go round the practices and would leave booklets in the waiting rooms. They would look how the practices could help carers and the patients themselves. There is a system whereby the practice can flag up carers however many carers do not admit to being carers so this barrier needs to be overcome. There is very little in Wickford currently.

124/10 A.O.B.

124/10.01 A patient was told that they could not order injections on-line and that they had to do it on paper. *Ally to check this.*

124/10.02 A patient asked for a home visit for her husband to have Flu jab but heard nothing, when he was better he was told couldn't have one as they had finished. Ally asked for more information on this as should have been done but also said that can't give Flu jabs after 31st march.

124/10.03 The Flu and Covid clinics will be walk-in at the community centre as last year and hopefully would be within 2 weeks with mop up later. This will

however mean that nurses will be out of the surgery as they have to do the housebound and the care homes as well .(250 to 260 visits and revisits) There will therefore be a reduced number of nurses doing their normal clinics but there will always be one nurse doing cover at the surgery.

124/10.04 It was suggested that we try and get talks from local Carers UK rep and from the social prescriber.

Date of next meeting:- 21st August

Signed as a true copy of the meeting

Chair