

Robert Frew Patient Partnership Group
Minutes of 35th Meeting Held 15th April 2013
At The Robert Frew Medical Centre

Present

Jacqueline Coleman	Chair
Gareth Williams	Vice Chair
John Langley	Secretary

Alan Bedingham, Tony Burr, Dr Shirin Chakera, Lesley Cogan, Colleen Shelley, Alan Ursell, Janet Whitaker.

The meeting commenced at 6.47 pm.

The meeting agreed to rearrange the agenda and take item 35/6 immediately after 'Apologies'.

35/01 Apologies

Apologies were received from Jennifer Wall, Jayne Bevis, Len Coles and Dr Ogunsanya.

35/6 Briefing on 0844 telephone number

35/6.1 Jake Lunken, the area sales manager from Daisy Surgery Line Limited (the current telephony provider to our surgery) introduced himself to the meeting and gave a comprehensive briefing on the functionality and charges associated with the present system.

35/6.2 The group were advised that, contrary to common belief, a call to the surgery 0844 number from a standard BT landline was not significantly more expensive (0.3p/min) than a call to an 01268 number.

35/6.3 After some further discussion the group were unanimous in their belief that the surgery are currently compliant with the requirements of the regulations and that further changes to numbers may well cause a lot of confusion to patients.

35/02 Minutes from last meeting and matters arising

35/02.1 The minutes of the previous meeting were accepted as a true record and signed accordingly.

35/03 Recap of latest position on blood testing move

35/03.1 Subsequent to last month's meeting the group learnt that the move of testing of GP requested blood samples from Basildon to Bedford will not take place at present.

35/03.2 After some discussion it became apparent that there are still a lot of unanswered questions surrounding this subject. William Guy, Head of Commissioning, Basildon and Brentwood Clinical Commissioning Group, has offered to attend the May PPG meeting to address these questions.

35/03.3 The group have accepted this offer and placed the item on the May agenda.

35/04 Current status of NHS 111 introduction

35/04.1 The group concluded, based on current press reports and other information, that the introduction of NHS 111 is not proceeding very smoothly, not just in our area but throughout the country. However, it was also recognised that it may be too early to fully evaluate the introduction. It was therefore decided to revisit this item during the May meeting.

35/05 Representative on SEMC patient reference group

35/05.1 David Thompson (unfortunately not able to attend the meeting in person) provided the group with a 'Terms of Reference' document for membership of the South Essex Managed Care Patient Reference Group.

35/05.2 A copy of this document is attached to these minutes and a hard copy is retained in the PPG minutes file held at the surgery.

35/05.3 Three members of our PPG (Alan Ursell, Tony Burr and John Langley) each expressed an interest in becoming the Robert Frew representative on the SEMC PRG..

35/05.4 It was agreed that Dr Ogunsanya should be asked if, of the three candidates, he has any particular preference. If not, the group agreed to conduct an e-mail ballot to establish who should attend the SEMC PRG meetings. John Langley agreed to facilitate this ballot and Colleen Shelley agreed to count/collate the results.

JL
CS

35/07 Notice board update

35/07.1 Janet Whitaker kindly offered to undertake the monthly update of the notice board whenever possible. This offer was gratefully accepted.

JW

35/08 Date of next meeting

35/08.1 The next group meeting will be held on 20th May 2013 at 6.30 pm.

All

35/09 AOB

35/09.1 There being no further business, the meeting closed at 8.06 pm.

Robert Frew Patient Partnership Group
Minutes of 35th Meeting Held 15th April 2013
At The Robert Frew Medical Centre

Signatures

Chair

Vice Chair

Secretary

Treasurer