



Robert Frew
Medical Partners

PRG Report
2012/13

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PRACTICE PROFILE

Robert Frew Medical Partners have been on the Wick Estate since 1998. Originally the practice was situated at Franklins Way on the Southend road. Having moved to the Wick estate the practice population has grown steadily to its present level of approximately 14160 a slight increase from last year.

The Demographics of the practice population are as follows *(due to rounding up/down not all % may total 100) This does not include patients under 16 as they are not eligible to be on the PRG.*

			Last Year
16 – 24 year old	1210	11%	(11%)
25 – 34 year old	1730	15.5%	(16%)
35 – 44 year old	2265	20%	(21%)
45 – 54 year old	1947	17%	(17%)
55 – 64 year old	1527	14%	(15%)
65 and over	2529	23%	(21%)

Of the totals above

Female	5819	52%
Male	5389	48%

The practice has approximately 6970 patients with a record of their ethnicity which is broken down as follows:

White British	93.7%
White Irish	0.85%
Mixed	0.95%
Asian	1.25%
Black	1.50%
Chinese + Others	1.75%

N.B: The ethnicity breakdown has not changed over the past year

Practice Profile cont.

From the information available from the 2011 Census of 3 Wickford wards showed Demographics and Ethnicity as follows

Male	48.6%
Female	51.3%
White	93%
Black	1.1%
Asian	1.5%
Mixed	1.5%
Other	3%

The Make-up of the practice PRG

Before the Department of Health brought out the 2 year Patient Representative Group Direct Enhanced Service, the practice had already set up The Robert Frew Patient Participation Group.

The group has been in existence now for nearly three years and was central in organising the original survey for patients for identifying the key areas in 2012 on which the first survey was based. The group took total responsibility to lead on this year's annual survey deciding to investigate the effectiveness of the actions taken last year from the 2012 survey results. The face to face group continue to meet on every 3rd Monday of each month discussing topics ranging from Commissioning Health Services, helping out at the annual Flu campaign and arranging Health Promotion material within the practice.

The patient participation group has also again taken the decision to remain as a body which meets face to face, however it is again acknowledged that the make-up of the group is not totally representative of the practice population, which is a pre-requisite for the PRG DES. Efforts, as explained below, continue to be made by the group and the practice to recruit patients from particular ethnic areas and age groups which are at present not represented on the face to face group but are on the Virtual group.

Promotion and Recruitment of the Virtual Patient Group

As last year the following groups have been provided with Virtual Patient Group sign- up sheets and participation discussed.

1. New patients 16 and over at their new patient registration health check with the practice nurse.
2. Existing patients attending long term condition appointments, Diabetic, COPD, Asthma, and CHD.
3. Patients with Learning Difficulties attending for their annual assessment along with their carers.
4. Patients in 'at risk groups' were provided with sign-up sheets with their influenza invite letter through the annual mail shot.
5. Posters advertising the Virtual PRG group are displayed within the waiting area in the practice. (see attached)
6. Virtual sign-up sheets are available to print off on the practice website. (See attached)
7. Telephone contact made with managers of residential and nursing homes advising of the virtual group. Follow up letters sent.
8. Positive identification of ethnic minorities attending the surgery and sign-up forms given.
9. Posters promoting the virtual group are displayed in the surgery treatment rooms and in all consulting rooms, including the room used by the midwife. (See attached)

In total again this year approximately 2000 sign-up forms were given out to patients within the practice.

Make-up of the Virtual Patient Representative Group

The PRG is made-up of the following (including the original face to face patient participation group)

Total group number

<u>GROUP</u>	<u>NUMBER</u>	<u>% of GROUP</u>
Female	48	60%
Male	32	40%
16 – 24 year old	2	2.5%
25 – 34 year old	7	8.75%
35 – 44 year old	11	13.75%
45 – 54 year old	11	13.75%
55 – 64 year old	20	25%
65 and over	29	36.25%
<u>White</u>		
White British	70	87.5%
Other white background		
<u>Mixed</u>		
White & Black Caribbean	0	
White and Black African	0	
White and Asian	0	
Other Mixed background	0	
<u>Asian or Asian British</u>		
Indian	1	1.25%
Pakistani	2	2.50%
Bangladeshi	1	1.25%
Any other Asian background		
<u>Black or Black British</u>		
Caribbean	1	1.25%

Make-up of the Virtual Patient Representative Group cont.

African	1	1.25%
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Other Black background	0	
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Chinese or Other Ethnic Group

Chinese	1	1.25%
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Any Other	3	3.75%
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The practice believes that all practicable and reasonable efforts have been made to recruit a representative mixture of the practice population. The group is representative of Carers, the Disabled, patients with Long Term Conditions, patients in nursing/residential homes and patients with Learning Difficulties as well as members from various ethnic groups. However the practice will continue to recruit where possible, further members to the VPG and PPG so that all patient groups are represented.

Key Priorities

Access was identified in 2012 as the top priority for our patients. Having discussed the annual patient survey at their monthly meetings (minutes of PPG meetings attached) the PPG group felt that this was still a key priority and that the annual survey should be based on the actions identified from last year's survey which included;

1. Providing the Online Appointment Booking System
2. Repeat Prescription Request Online Service
3. SMS Text Confirmation and Appointment Reminders service

The group wanted to find out how successful or not these services were and if they were being used.

During their monthly meetings the group also had identified a need to survey patients regarding local phlebotomy services having recognised a possible problem during discussions at the monthly PRG meetings. An initial survey was undertaken by the group (the results are attached to this report) and from those results it was felt that a further question should be added to the annual patient survey regarding access to the Phlebotomy service at Wickford Health Centre.

Action Plan 2011/12

The results of the survey were sent out to the Virtual Group for their comments and were discussed at the monthly patient participation group meeting.

The PPG discussed the survey results and drafted proposals for the action plan for the partners to discuss at their next meeting.

Draft Proposal

1. *Set up and pilot online booking of doctors' appointments as of 1/4/12*
2. *Set up and pilot online ordering of repeat prescriptions as of 1/4/12*
3. *Collect mobile phone numbers and consent from patients with the view to piloting text reminders. Collection and consent to begin 1/4/12 with a view to piloting text reminders on 1/9/12*
4. *Ask partners to discuss and decide on DNA patients*
5. *Not to set up open access sessions due to this having been used in the past when the patient population was smaller and when there were fewer clinicians. The system had caused mass queuing and disruption. The group felt that the practice offered adequate 'urgent book on the day' appointments and therefore did not require open access clinics.
The partnership met to discuss the draft proposals and agreed the following*
 1. *Set up and pilot online booking of doctor's appointments as of 1/4/12*
 2. *Set up and pilot online ordering of repeat prescriptions as of 1/4/12*
 3. *Collect mobile phone numbers along with patient consents over the next 5 months with a view to pilot text messaging reminders on 1/9/12*

The Annual Patient Survey 2012/13

The survey was given out to patients in the following ways:

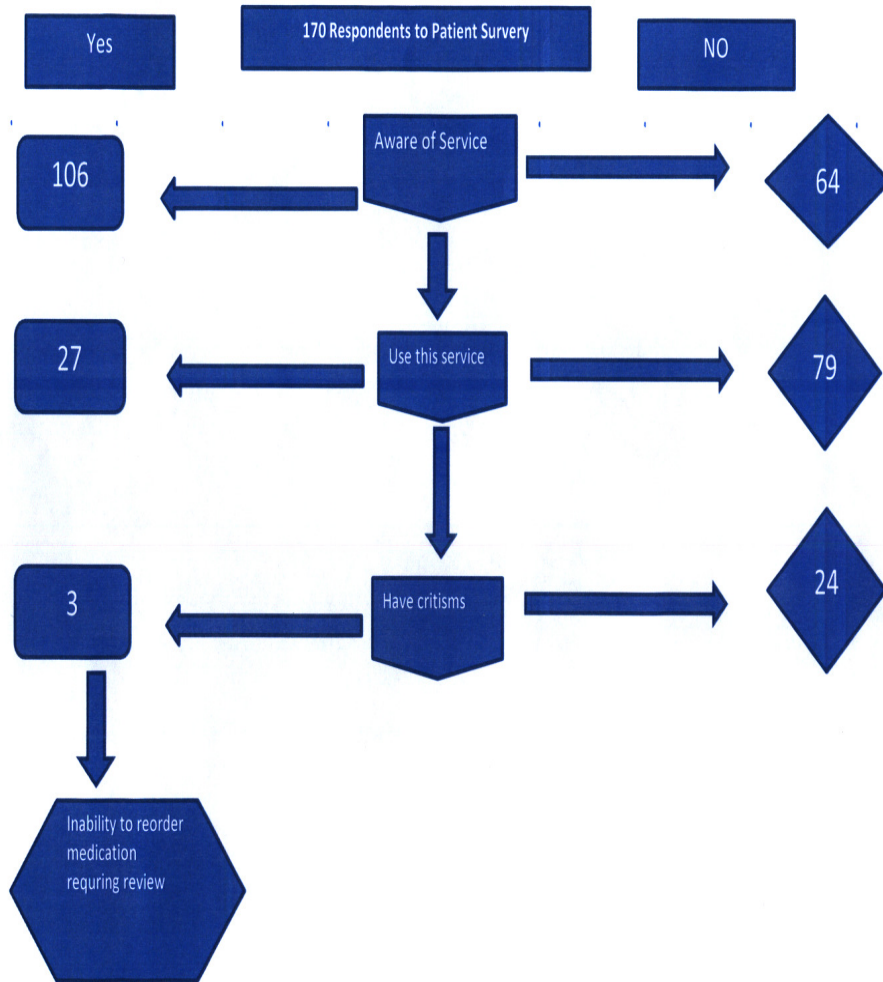
1. The patient participation group agreed to canvass patients regarding the annual questionnaire. Two members of the group attended each morning and afternoon at the surgery for 1 week in February to obtain the views of as many patients as possible, positively identifying different patient groups.
2. To The Virtual Patient Group via emails requesting them to complete the Annual questionnaire.
3. To new patients 16 and over at their new patient registration health check with the practice nurse.
4. To existing patients attending long term condition appointments, Diabetic, COPD, Asthma, and CHD.
5. To patients with Learning Difficulties attending for their annual assessment along with their carers.
6. Posters advertising the questionnaire were displayed within the waiting area in the practice. (See attached)
7. The questionnaire was available to print off on the practice website.
8. Telephone contact made with managers of residential and nursing homes asking them to seek residence opinions. A follow up letter was also sent.
9. Positive identification by practice staff of ethnic minorities attending the surgery to offer completion of questionnaire.
10. Posters promoting the questionnaire were displayed in the surgery treatment rooms and in all consulting rooms, including the room used by the midwife. (See attached)

ANNUAL PATIENT SURVEY RESULTS

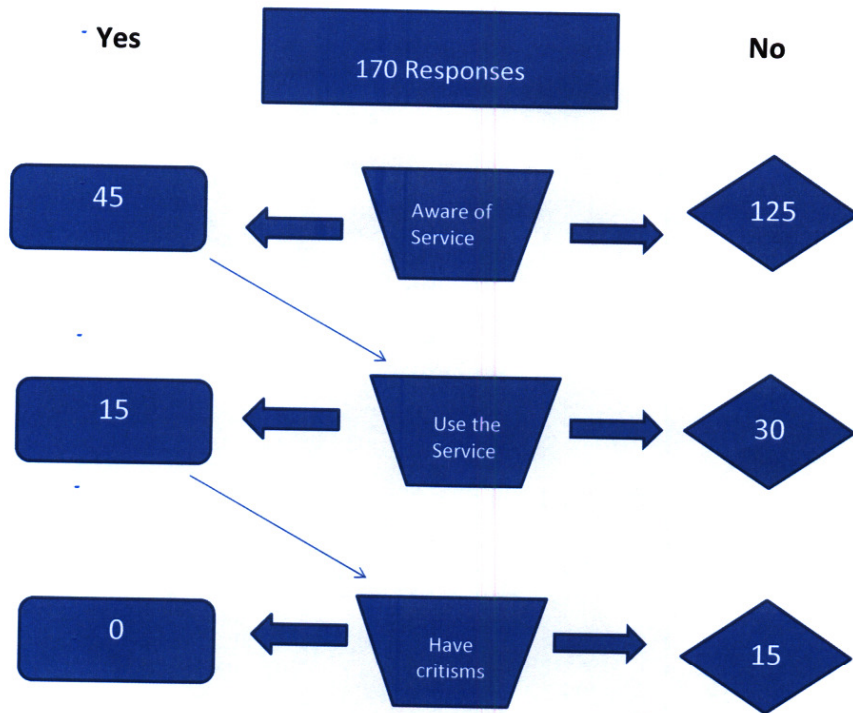
In total 170 patients returned their questionnaires. The PPG group discussed at their monthly meeting if this amount of returns was enough to measure patient uptake of the new services provided and what they felt about the service. A long discussion took place but eventually it was felt that statistically it was enough and that the National Patient Survey undertaken by MORI for the Department of Health only succeeded in attracting a small amount of returns and that the Department of Health based the results of the satisfaction survey on small statistics.

The results are as follows:

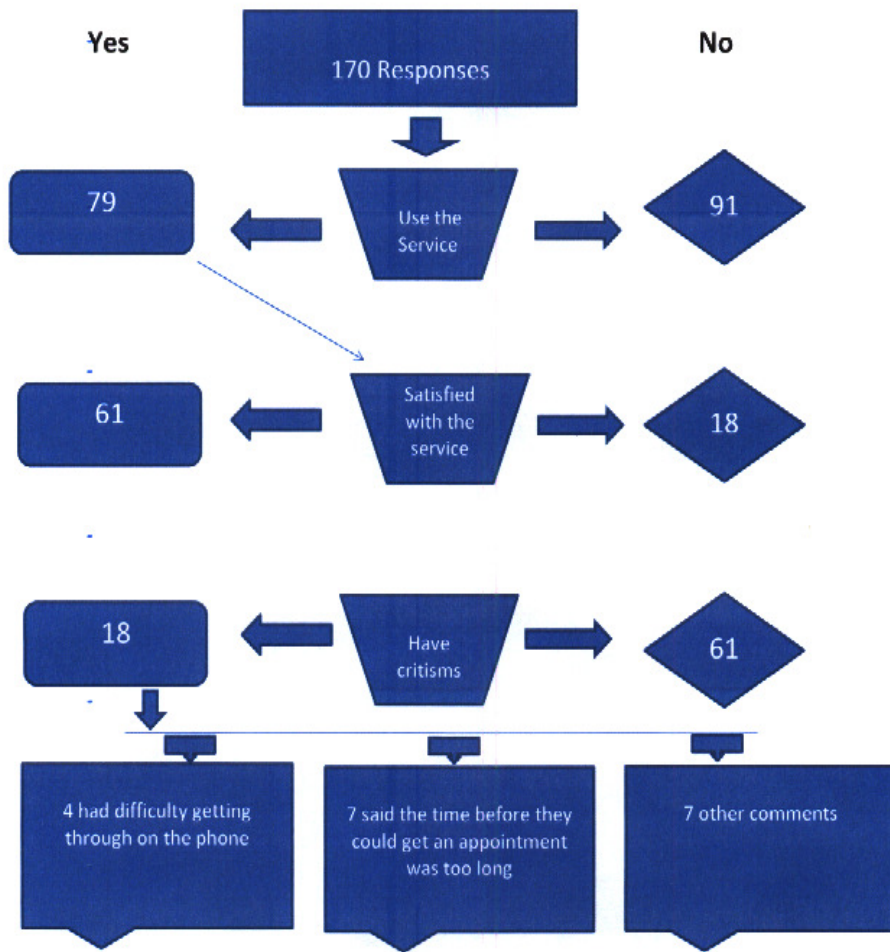
Web Based Appointment and Prescription Service

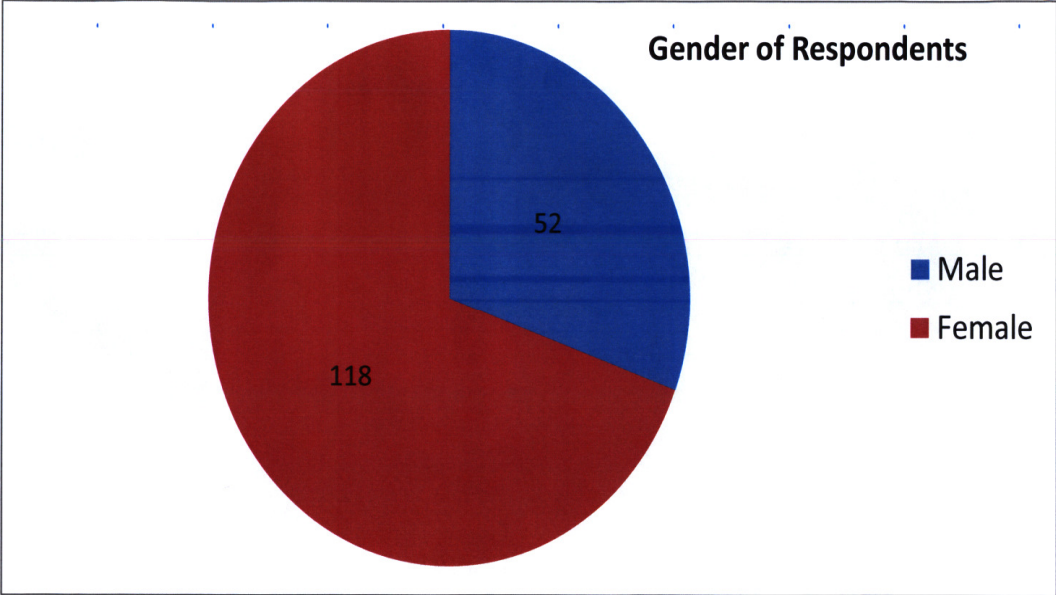


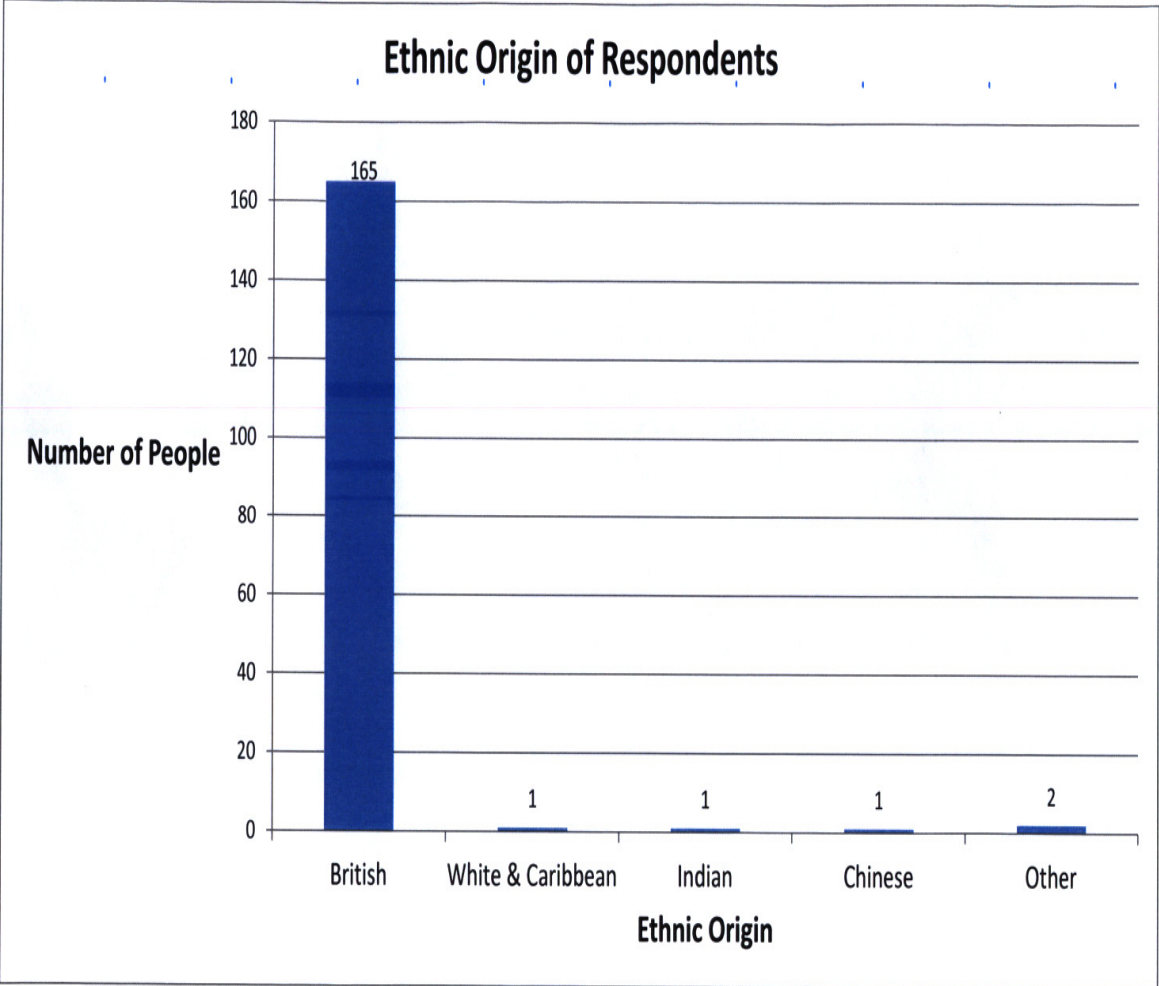
SMS Texting Service



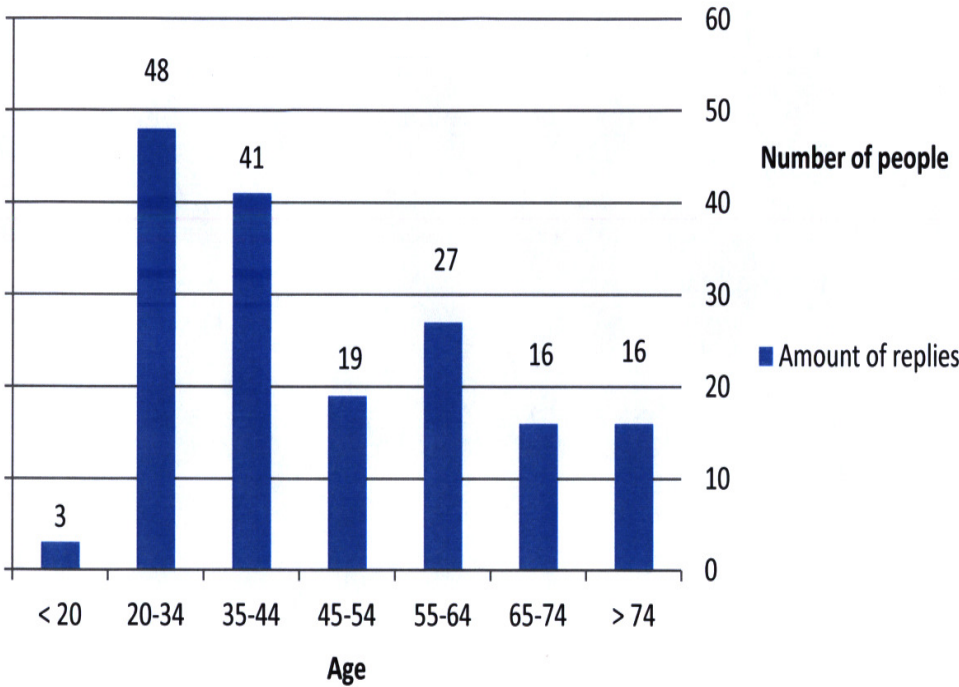
Use Phlebotomy Service







Age of patients replying to Patient Survey



ACTION PLAN

The results of the survey were sent out to the Virtual Group for their comments and were also discussed at the monthly patient participation group meeting.

The PPG discussed the survey results (see attached minutes) and drafted proposals for the action plan for the partners to discuss at their next meeting.

DRAFT PROPOSALS

It was disappointing, that despite all the practice efforts to promote On-Line booking, repeat prescription ordering and SMS text appointment confirmation and reminder service that the uptake was not great. 1569 patients had signed up for On-Line services 11% of the practice population and 699 patients had signed up for the SMS service 5% of the practice population. The meeting felt that the following should be proposed to the partners. The group felt that the results regarding the telephone access for the Phlebotomy Service at Wickford Health Centre did not need any action as patients were satisfied with the service.

SERVICE	ACTION	REVIEW DATE/ACTION
On-Line Booking of Appointments	To continue to actively promote the service using <ol style="list-style-type: none"> 1. Posters 2. Script counterfoil message 3. New patient offered sign up at NPHC 4. Website 5. Quarterly Newsletters 	Practice to report back to PPG group on a monthly basis with take up numbers
On-Line ordering of repeat prescriptions	To continue to actively promote the service using <ol style="list-style-type: none"> 6. Posters 7. Script counterfoil message 8. New patient offered sign up at NPHC 9. Website 10. Quarterly Newsletters 	Practice to report back to PPG group on a monthly basis with take up numbers
SMS Text Appointment Confirmation and Reminder Service	To continue to actively promote the service using <ol style="list-style-type: none"> 11. Posters 12. Script counterfoil message 13. New patient offered sign up at NPHC 14. Website 15. Quarterly Newsletters 	Practice to report back to PPG group on a monthly basis with take up numbers

The partners met on Friday 22 March 2013 to discuss various practice issues. The following is an extract from the minutes of the meeting where they discussed the PPG proposed action points.

Present: Dr Ogunsanya (OO), Dr Ibrahim (SI), Dr Tayo (AT), Dr Wissa (AW), Dr De Silva (DS), Dr Boateng-Gaisie (LBG), and Colleen Shelley (CS).

Agenda Item 2.

PPG Proposed Action Plan Resulting from the Annual Patient Survey

CS advised the meeting of the results of the patient survey and presented the proposed action plan.

OO was also disappointed at the uptake of the services being offered and questioned why this was. CS advised the meeting that although the services were advertised in various ways and using different media, patients still advised that they were not aware of the service.

AW asked about the provision of the T.V service. CS advised the meeting that Life Channel were the providers of the service and that over the past year the PCT had not renewed the contract and therefore no service was being provided. An engineer had recently turned up to activate the T.V stating that the contract had been paid for but he was unable to say by whom or to get the T.V working. CS advised that the company were very difficult to contact and that nobody at the PCT knew who was responsible.

DS asked how we could activate a power point presentation on the system. CS stated that she didn't know but that another surgery had done this successfully. The meeting requested CS to contact the surgery to get advice. CS advised the meeting that a member of the PPG had volunteered to put together a power point presentation.

SI advised the meeting that there were sometimes problems with patients booking appointments for doctors for inappropriate things like smears and double appointments when it was not necessary, thus taking up much needed appointments. CS advised that this would be monitored and that the partners need to alert her if this gets problematic.

The meeting agreed that they should adopt the PPG's proposals as stated below

SERVICE	ACTION	REVIEW DATE/ACTION
On-Line Booking of Appointments	To continue to actively promote the service using <ol style="list-style-type: none"> 1. Posters 2. Script counterfoil message 3. New patient offered sign up at NPHC 4. Website 5. Quarterly Newsletters 6. To investigate power point presentation on T.V in waiting room 	<ol style="list-style-type: none"> 1. Practice to report back to PPG group on a monthly basis with take up numbers 2. Partners to feed back any problems to CS at monthly partners meetings
On-Line ordering of repeat prescriptions	To continue to actively promote the service using <ol style="list-style-type: none"> 7. Posters 8. Script counterfoil message 9. New patient offered sign up at NPHC 10. Website 11. Quarterly Newsletters 12. To investigate power point presentation on T.V in waiting room 	<ol style="list-style-type: none"> 1. Practice to report back to PPG group on a monthly basis with take up numbers
SMS Text Appointment Confirmation and Reminder Service	To continue to actively promote the service using <ol style="list-style-type: none"> 1. Posters 2. Script counterfoil message 3. New patient offered sign up at NPHC 4. Website 5. Quarterly Newsletters 6. To investigate power point presentation on T.V in waiting room 	<ol style="list-style-type: none"> 1. Practice to report back to PPG group on a monthly basis with take up numbers

ATTACHMENTS

- A. PATIENT PARTICIPATION POSTER
- B. HAVE YOUR SAY POSTER
- C. SIGN UP SHEET
- D. TELL US WHAT YOU THINK POSTER
- E. PHLEBOTOMY SERVICE SURVEY QUESTIONNAIRE
- F. PHLEBOTOMY SERVICE SURVEY RESULTS
- G. ANNUAL PATIENT SURVEY QUESTIONNAIRE
- H. ANNUAL PRG REPORT POSTER
- I. MINUTES OF PPG MEETING
- J. PRACTICE OPENING TIMES

**Robert Frew Medical
Centre**

NHS
South West Essex

Patient Participation Group

*Are you interested in
health issues?*

*Would you like to influence
how local health services
are provided?*

*If your answer is yes,
Come and join our
Patient Participation Group!*


*Our patient group will discuss
ideas for the development of
the group and any other ideas
you have about how you'd like
to see the service develop and
how patients might be involved.*

For more information about the Patient Participation group, pick up a form at reception or leave your name and day time telephone number with the receptionists.



HAVE YOUR SAY



 Robert Frew
Medical Partners

SIGN UP FOR OUR VIRTUAL
PATIENT GROUP
ASK AT RECEPTION FOR A
FORM

Signing Up For Our Patient Reference Group

If you are happy for us to contact you periodically by email please leave your details below and hand this form in at reception.

Name:

Email Address:

Telephone:

Postcode:

The information below will help to make sure that we receive feedback from a representative sample of the patients registered at this practice.

Your Gender: Male Female

Your Age:

Under 16 <input type="checkbox"/>	17 – 24 <input type="checkbox"/>
25 – 34 <input type="checkbox"/>	35 – 44 <input type="checkbox"/>
45 – 54 <input type="checkbox"/>	55 – 64 <input type="checkbox"/>
65 – 74 <input type="checkbox"/>	75 – 84 <input type="checkbox"/>
	Over 84 <input type="checkbox"/>

The ethnic background with which you most closely identify is:

White British Group Irish

Mixed White & Black Caribbean White & Black African
White & Asian

Asian or Asian British Indian Pakistani
Bangladeshi

Black or Black British Caribbean African

Chinese or Other Chinese Any Other

How would you describe how often you come to the practice?

Regularly Occasionally Very rarely

Thank you

Please note that we will not respond to any medical information or questions received through the survey.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

**TELL US WHAT YOU THINK
TAKE OUR PATIENT SURVEY**



**ASK FOR A SURVEY FORM AT
RECEPTION OR GO ON LINE AT
www.robertfrewsurgery.com TO
DOWNLOAD A SURVEY FORM**

WOULD YOU MIND IF I ASKED YOU A FEW QUESTIONS?

Do you have regular blood tests for a medical condition?

IF NO - 'THANK YOU FOR YOUR TIME'

IF YES PLEASE CONTINUE

How often do you have a blood test? (tick box)

Once a week	Once a fortnight
Once a month	Every 6 weeks
Every 2 months	Please state

Where do you usually have the test carried out? (tick box)

Basildon Hospital
Orsett Hospital
Laindon Health Centre
St Andrew's Centre
Wickford Medical Centre
Other site (please state)

IF AT ST ANDREW'S CENTRE OR WICKFORD MEDICAL CENTRE

Do you use the appointments system? Yes No

IF YES

How long before your due date of test do you book your appointment?

1 week 2 weeks please state

IF NO OR IF YOU 'WALK IN' FOR YOUR BLOOD TEST

What time of the day do you usually attend? (tick box)

Morning Afternoon Evening

How long do you **usually** wait to be tested? (tick box)

Less than $\frac{1}{2}$ hr $\frac{1}{2}$ - 1hr 1 - $1\frac{1}{2}$ hrs 2 hrs or more

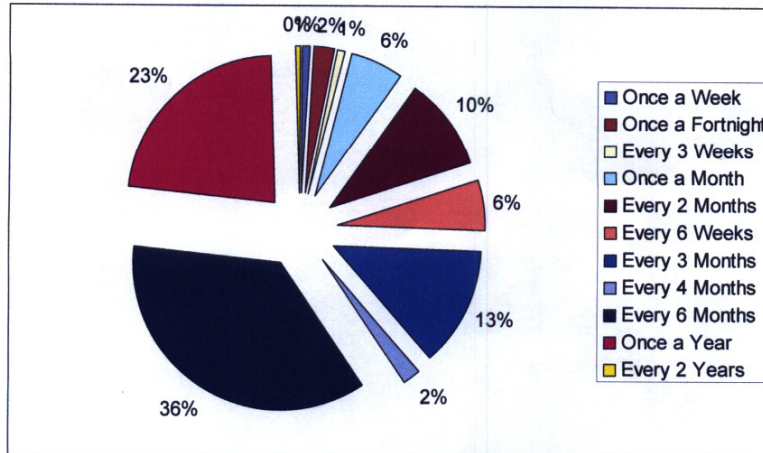
THANK YOU FOR YOUR TIME AND HELP

Phlebotomy Questionnaire Analysis

Frequency of Tests

There were 250 respondents to this questionnaire of which 4 replied No to having regular tests, 2 only had tests when requested from the GP and 7 were on Warfarin, and with 1 not indicating how often tests were done. The remaining 236 are shown in the graph below with the top 3 groups having a test Once a Year, 6 Months, and 3 Months, covering 72% of the respondents.

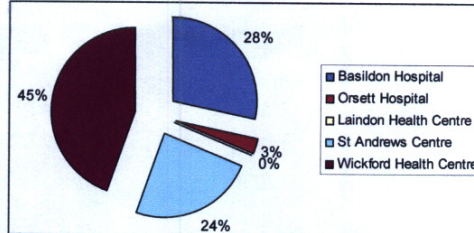
Once a Week	2	Once a Month	14	Every 3 Months	31	Once a Year	54
Once a Fortnight	5	Every 2 Months	24	Every 4 Months	5	Every 2 Years	1
Every 3 Weeks	2	Every 6 Weeks	13	Every 6 Months	85		



Location of Tests

Of the 250 respondents 239 indicated their preference to location for having tests with the top 3 being Wickford Health Centre, Basildon Hospital, and St Andrews Centre. There were no preferences for Laindon Health Centre.

Basildon Hospital	68
Orsett Hospital	7
Laindon Health Centre	0
St Andrews Centre	57
Wickford Health Centre	107

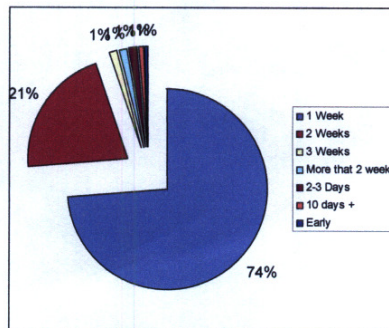


14 Respondents indicated Other places of preference shown in the table below.

S/S	Queens Romford	Home	Robert Frew Centre
Pitsea	Barts	Northlands Park	

Of the 164 respondents who indicated their preference to use St Andrews Centre and Wickford Health Centre, 153 indicated they would use the appointments system with 111 or 74% indicating they would book their appointment 1 week in advance.

1 Week	111
2 Weeks	32
3 Weeks	2
More that 2 weeks	2
2-3 Days	2
10 days +	1
Early	1



Time of Day / Waiting Time

Of the 164 respondents who indicated their preference to use St Andrews Centre and Wickford Health Centre, although they were not required to indicate time of day / time waiting for their appointment, some did with the following results.

Used appointment system

12 in the Morning
2 in the Afternoon
0 in the Evening

24 waited less than ½ hour
5 waited ½ to 1 hour

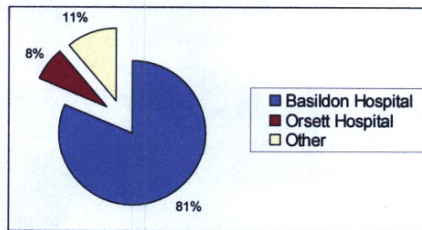
Did Not use appointment system

11 in the Morning
1 in the Afternoon
0 in the Evening

10 waited less than ½ hour
1 waited ½ to 1 hour
1 waited 1 to 1.1/2 hours
1 waited 2 hour or more

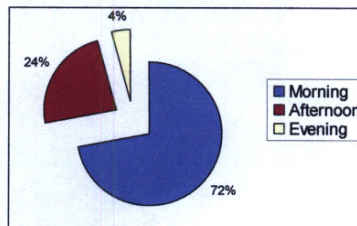
80 respondents who indicated their preference to use Basildon, Orsett Hospital, or Other for their tests, gave the following results with 65 or 81% preferring Basildon Hospital and 6 or 8% preferring Orsett hospital the remaining 9 being other.

Basildon Hospital	65
Orsett Hospital	6
Other	9



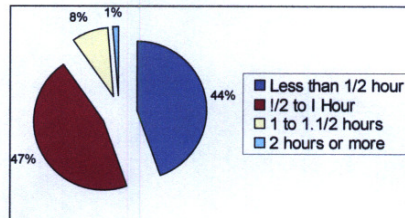
Time of Day

Morning	51
Afternoon	17
Evening	3



Time Waiting

Less than 1/2 hour	32
!/2 to 1 Hour	33
1 to 1.1/2 hours	6
2 hours or more	1



Questionnaire 2013

Following the Patient Survey carried out in 2012, it was agreed to set up and pilot online booking and ordering prescriptions with text message reminders. This has now been implemented.

Online appointment booking and repeat prescription ordering:-

Do you know about online booking/repeat prescription ordering?

Yes No

If yes, do you use it?

Yes No

If yes, how do you find it?

.....
.....

SMS text messaging service:-

Do you know about the SMS text messaging service for appointment reminders?

Yes No

If yes, have you registered for it?

Yes No

If yes, how do you find it?

.....
.....

We would also appreciate your comments on the telephone booking service for phlebotomy appointments at Wickford or Billericay Health Centres.

Have you used this service?

Yes No

Have you been satisfied with this service?

Yes No

If no, what problems have you encountered with this service?

Continually engaged - How many times on average do you have to redial?.....

Long waiting time to be answered - How long on average before the call is answered?.....

Any other comments

Further information

What age category are you in?

Please tick:- Under 20

20 -34	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>
45 - 54	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>
65 - 74	<input type="checkbox"/>	75 & over	<input type="checkbox"/>

Gender Male Female

How long have you been registered with the Robert Frew PracticeYears

What is your ethnic group?

White	British	<input type="checkbox"/>	Irish	<input type="checkbox"/>		
Mixed	White & Caribbean	<input type="checkbox"/>	White & African	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
Asian or Asian British	Indian	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Black or Black British	Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>		
Chinese or Other	Chinese	<input type="checkbox"/>	Other	<input type="checkbox"/>		

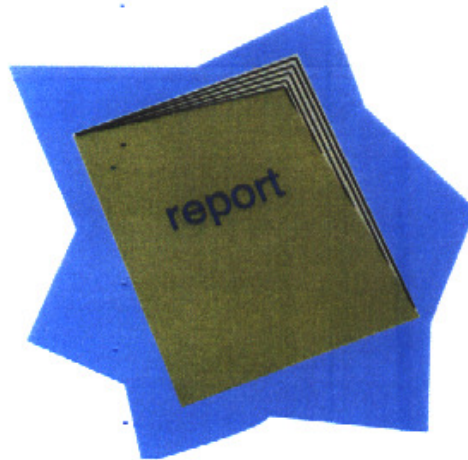
The Practice, together with the members of the Robert Frew Patient Partnership, Group are working jointly to improve information and services to their patients.

If you have any other thoughts about the service that the surgery provides, please fill in the comments section below.

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.....
.....
.....

THANK YOU VERY MUCH, WE APPRECIATE YOUR COMMENTS AND TIME

**THE PRACTICE ANNUAL PRG REPORT
2012/13**



THE PRACTICE ANNUAL PRG REPORT IS NOW AVAILABLE
ON THE PRACTICE WEBSITE, www.robertfrewsurgery.com

THE REPORT INCLUDES RESULTS OF THIS YEARS
PATIENT SURVEY AND SUBSEQUENT ACTION PLAN FOR
THE YEAR AHEAD

IF YOU DO NOT HAVE ACCESS TO THE INTERNET A
SHORTER HARD COPY OF THE REPORT CAN BE PRINTED
FOR YOU. PLEASE REQUEST THIS AT RECEPTION

Robert Frew Patient Partnership Group
Minutes of 34th Meeting Held 18th March 2013
At The Robert Frew Medical Centre

Present

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

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

The meeting commenced at 6.55 pm.

34/01 Apologies

Apologies were received from Cat Ramsden and Dr Ogunsanya.

34/02 Minutes of the meeting dated 18th February and matters arising

34/02.1 The minutes of the previous meeting were accepted as a true record and signed accordingly.

34/02.2 Arising from item 33/03, Jacqueline Coleman confirmed that, as discussed, a further letter to Andrew Pike had been signed and mailed on February 28. A copy of this letter is attached to these minutes and a 'hard copy' is retained in the PPG minutes file held at the surgery.

34/03 Status on second complaint letter to Andrew Pike

34/03.1 Following on from item 34/02.2 above, Colleen Shelley provided the meeting with a letter from William Guy (Head of Commissioning, Basildon and Brentwood CCG) which had been received at the surgery this morning (March 18).

34/03.2 To inform other members, Jackie Coleman read the letter to the meeting and a copy is attached to these minutes. Also a 'hard copy' is retained in the PPG minutes file held at the surgery. John Langley agreed to draft an 'acknowledgement' response.

JL

34/03.3 There followed a long discussion surrounding the acceptability of the content of the letter, especially with regard to the collection and delivery logistics. The group were also very suspicious that this appeared to be a case of 'making the decision first and only then trying to find a way to make it work'.

34/03.4 It was agreed that, as we did not seem to be making much progress in getting satisfactory responses to our concerns, we should share our frustrations with the press (specifically the Evening Echo who it is believed are already running a campaign on this issue).

34/03.5 John Langley agreed to draft a letter to the Evening Echo for the signature of our chair. This draft will be circulated to all group members for their input prior to being sent. JL

34/04 Discussion – NHS 111 briefing

34/04.1 An NHS 111 presentation, targeted at PPG members and scheduled for March 14, had been cancelled at short notice and Colleen Shelley had been unable to obtain briefing support from the organisations involved.

34/04.2 As this service is due to be launched by the end of March, it was decided to hold this item over till the group's April meeting where it could be discussed in the light of early experiences. All

34/05 Material acceptability for waiting room signage

34/05.1 Jayne Bevis reported that the only material acceptable to Infection Control is self-adhesive vinyl lettering.

34/05.2 After a short discussion the group agreed on black lettering of approximately 2 inches height stating 'ROOMS 1 – 12' and 'ROOMS 14 – 18' (exact dimensions to suit space available). Alan Bedingham agreed to obtain the letters required. AB

34/06 Date of next meeting

34/06.1 The next group meeting will be held on Monday April 15, 2013.

34/07 A.O.B.

34/07.1 John Langley, Jackie Coleman and Gareth Williams advised the meeting that they would be standing down at the next election.

34/07.2 Colleen Shelley told the group that she was currently in the process of compiling this year's PRG report and asked for suggestions as to which 'actions' should be included. After a long discussion the group provided Colleen with the requested information.

34/07.3 Alan Bedingham asked if anyone knew how we could get access to Health Lottery funding. As the question could not be answered, Alan offered to carry out some research to establish our position. AB

34/07.4 There being no further business the meeting closed at 8.12 pm.

Robert Frew Patient Partnership Group
Minutes of 34th Meeting Held 18th March 2013
At The Robert Frew Medical Centre

Signatures

Chair

Vice Chair

Secretary

Treasurer

Robert Frew Patient Partnership Group
Minutes of 32nd Meeting Held 28th January 2013
At The Robert Frew Medical Centre

Present

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

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

The meeting commenced at 6.50 pm.

32/01 Apologies

Apologies were received from Carole Groves, Jayne Bevis and subsequently from Cat Ramsden.

32/02 Minutes of the meeting dated 17th December and matters arising

32/02.1 The minutes of the previous meeting were accepted as a true record and signed accordingly.

32/02.2 Arising from item 31/06 (notice board updating) in the previous minutes it was proposed that the best 'update plan' may be for the whole group to undertake this task prior to our monthly meetings. It was generally agreed by the group that this was a good idea.

32/02.3 Due to the above possibly meaning a change to meeting start times, this subject will be placed on the agenda for discussion at next month's meeting. All

32/03 S.L.A. with East of England Ambulance Trust

32/03.1 Dr Chakera advised the group that she had raised the subject of recording complaint data anonymously with the surgery partners but that the partners were still not comfortable with doing this. Further, she advised that she had no knowledge of any additional instances since this subject was originally raised.

32/03.2 Dr Ogunsanya apologised to the meeting for not being able to provide a copy of the S.L.A. as previously discussed and advised that this would probably be changing soon anyway with the introduction of NHS 111.

32/03.3 The group expressed a lack of knowledge about NHS 111 and requested clarification. Dr Ogunsanya then provided the group with a brief outline of what will be involved.

- 32/03.4 To assist the group's understanding, Colleen Shelley offered to contact the people responsible for the introduction of NHS 111 and to enquire if they could provide a speaker to attend our next group meeting. CS
- 32/03.5 In the light of the above information, there then followed, a long discussion regarding the group's ability to pursue this subject further. It was decided that we did not have sufficient information/data to continue with a complaint of long waiting times against East of England Ambulance Trust but that the subject of obtaining more information about NHS 111 should remain on the agenda.
- 32/04 This year's patient survey** JW
- 32/04.1 The proposed list of questions agreed at the group's last meeting (item 31/05.2) was confirmed and, in the absence of Carole Groves, Jennifer Wall offered to put these in a suitable format for a questionnaire.
- 32/04.2 It was agreed that we should carry out the survey during week commencing the 11th of February. John Langley obtained the names of members prepared to conduct the survey and offered to work out and circulate a rota accordingly. JL
- 32/05 NAPP meeting with CQC**
- 32/05.1 John Langley advised the group that he had attended, along with about 30 other national PPG members, a meeting between NAPP and the CQC to discuss patient input to the upcoming inspection of GP practices. He then gave the meeting a quick overview of the happenings, circulated a copy of the 16 'essential standards' and promised to keep the group aware of any further information as it became available to him. JL
- 32/06 Date of next meeting**
- 32/06.1 The next group meeting will be held on Monday the 18th February 2013. All
- 32/07 A.O.B.**
- 32/07.1 Several group members had expressed disquiet with the, apparently 'fait accompli' decision that certain pathology services would be transferred from Basildon Hospital to Bedford Hospital. Alan Ursell had obtained further background information on this proposal and provided this to the group.
- 32/07.2 Dr Ogunsanya advised that this is not yet a 'fait accompli' as it has not, at this date, been 'signed off' by the CCG.
- 32/07.3 There followed a discussion in which the group were unanimous in their condemnation of this proposal. They believed that there had been no consultation and that the technological and logistical barriers had not been given sufficient consideration.
- 32/07.4 It was agreed that we (as a PPG) should write to Andrew Pike and the CCG expressing our condemnation. Alan Ursell agreed to draft a letter for the signature of our chair. AU
- 32/07.5 There being no further business the meeting closed at 8.03 pm.

Robert Frew Patient Partnership Group
Minutes of 32nd Meeting Held 28th January 2013
At The Robert Frew Medical Centre

Signatures

Chair
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Vice Chair
.....

Secretary
.....

Treasurer
.....

Robert Frew Patient Partnership Group
Minutes of 31st Meeting Held 17th December 2012
At The Robert Frew Medical Centre

Present

Jennifer Wall Treasurer
John Langley Secretary

Alan Bedingham, Jayne Bevis, Dr Shirin Chakera, Lesley Cogan, Carole Groves.

With the absence of both Jacqueline Coleman and Gareth Williams, John Langley took the chair and the meeting commenced at 6.55 pm.

31/01 Apologies

Apologies were received from Janet Whitaker, Cat Ramsden, Alan Ursell & Colleen Shelley and subsequently from Gareth Williams, Jacqueline Coleman and Brenda Last.

31/02 Minutes of the meeting dated 19th November and matters arising

31/02.1 The minutes of the previous meeting were accepted as a true record of the proceedings and, there being no matters arising, were signed accordingly.

31/03 Service Level Agreement with East of England Ambulance Trust

31/03.1 It has not yet been possible to obtain a copy of the Service Level Agreement with the East of England Ambulance Trust. John Langley will e-mail Dr Ogunsanya to confirm if he does have a copy or, if not, try to establish where else one might be available. JL

31/03.2 Dr-Chakera reported that the partners are not comfortable with gathering data on specific complaint situations due to possible conflicts with patient confidentiality.

31/03.3 The group meanwhile recognised that any complaint would not be meaningful if not supported by 'hardcore' data.

31/03.4 Following a discussion, the group agreed that it might be possible to formulate our concerns without naming any one specific individual.

31/03.5 Subsequently, Dr Chakera offered to go back to the partners to establish if they would find it more acceptable to be asked to gather 'incident' data without reference to a specific person. Dr C

31/04 Results of flu clinic survey regarding phlebotomy appointments

31/04.1 An electronic copy of an analysis of the survey results is attached to these minutes. A 'hard copy' was also provided for meeting attendees. The compilation and analysis of these results was done by Jerry Tuddenham (a member of our virtual PPG) to whom many thanks.

31/04.2 After a long discussion surrounding the results and what they may mean, the group decided that there did not appear to be a problem with the **provision** of phlebotomy services but that a problem may exist with **obtaining appoints** by telephone.

31/04.3 Unfortunately questions on this aspect were not included in our questionnaire so, to obtain more specific data, it was agreed to include this subject in our annual patient survey. (see item 31/5 below)

31/05 Subjects for consideration for this year's patient survey

31/05.1 An electronic copy of subjects for consideration had been circulated with the Agenda for this month's meeting.

31/05.2 After a discussion surrounding the merits, or otherwise, of each question it was decided to not proceed with the last two items on the suggestion sheet but to add an item related to 13/04.3 above.

31/05.3 Carole Groves agreed to provide a questionnaire based on the above decisions. CG

31/06 Discussion on how to improve the notice board updating process

31/06.1 The group had been having difficulties co-ordinating updates of the notice board with the surgery.

31/06.2 To resolve this issue Jayne Bevis agreed to place all the update materials with the PPG files in the 'back office'. JB

31/06.3 Hopefully this will ensure that whenever a group member attends to do an update, the material is available and that, the job can be completed in one visit.

31/07 Date of next meeting

31/07.1 The next group meeting will be held on Monday 21st January 2013. All

31/08 A.O.B.

31/08.1 There being no further business the meeting closed at 7.45 pm.

Robert Frew Patient Partnership Group
Minutes of 31st Meeting Held 17th December 2012
At The Robert Frew Medical Centre

Signatures

Chair
Vice Chair
Secretary
Treasurer

Robert Frew Patient Partnership Group
Minutes of 29th Meeting Held 15th October 2012
At The Robert Frew Medical Centre

Present

Jacqueline Coleman	Chair
Gareth Williams	Vice Chair
John Langley	Secretary

Alan Bedingham, Lesley Cogan, Carole Groves, Dr Tony Ogunsanya, Cat Ramsden, Colleen Shelley, Alan Ursell.

The meeting commenced at 7.00 pm.

29/01 Apologies.

Apologies were received at the meeting from Carol Jones and Jennifer Wall and subsequently from Ian Davey and Brenda Last.

29/02 Introduction to new members.

29/02.1 Jacqueline Coleman (Chair) welcomed Lesley Cogan, Cat Ramsden and Alan Ursell to the group and recapped the group's meeting rules and need for signing a confidentiality agreement.

29/03 Minutes from last meeting and matters arising.

29/03.1 Meeting number 28 was cancelled due to insufficient attendance and consequently the minutes from meeting number 27 were reviewed under this item.

29/03.2 The minutes of the previous meeting were accepted as a true record of the proceedings and signed accordingly.

29/03.3 Colleen Shelley reported that she had not yet been able to establish response time details for the service level agreement with East of England Ambulance Trust nor had she been provided with specific complaint details from the surgery staff.

29/03.4 Dr Ogunsanya said he believed he had a copy of the service level agreement and would provide it for circulation. He further agreed to speak to surgery staff in an effort to obtain data in sufficient detail to support a possible complaint.

Dr O

29/03.5 Dr Ogunsanya then provided the meeting with a briefing on proposed changes to the '999' response system and requested that members treat this information as confidential as these changes had not yet been finalised or announced.

29/03.6 Alan Bedingham provided, for the group's consideration, a draft letter of complaint concerning the poor availability of phlebotomy services (27/05.5 refers). However, after much discussion the group could not agree if, in fact a problem exists. Dr Ogunsanya stated that he was keeping this item under review with the CCG in the light of possible pathology services centralisation. (See note A)

29/03.7 To resolve this situation the group agreed to survey patients attending this year's 'flue' clinics and then proceed according to the survey outcome. Carole Groves agreed to compose the questionnaire and pass to Colleen Shelley for reproduction. CG
CS

29/04 Discussion on fixed term elections

29/04.1 The group agreed that, for logistical reasons, it would not be a good idea to have a fixed term of office for the position of Treasurer but could not come to a consensus regarding the other three electable positions (Chair, Vice Chair and Secretary).

29/04.2 John Langley agreed to e-mail members confirming the date of the group's annual elections. JL

29/04.3 Cat Ramsden offered her services should any of the current office holders wish to retire before their annual election date.

29/04.4 After some further discussion the group decided not to make an immediate decision, but to hold this item over for further review at November's meeting. All

29/05 Topics for this year's Patient survey

29/05.1 It was proposed that this year's survey should, amongst other possible subjects, follow up on the success or otherwise of action points from last year's PRG report and a paper containing possible questions was circulated.

29/05.2 The group then agreed to consider what further questions may be appropriate and e-mail their thoughts to Cat Ramsden. All

29/05.3 Cat Ramsden then offered to collate these inputs and provide them for discussion at November's meeting. CR

29/06 Date of next meeting

29/06.1 The next group meeting will be held on Monday 19th November 2012.

29/07 A.O.B

29/07.1 Colleen Shelley had earlier advised the group that, due to a computer upgrade, the SMS text reminder service had not yet been implemented. She undertook to advise once the service was fully functional. CS

29/07.2 Alan Ursell volunteered to update the patient information notice boards in early November. AU

29/07.3 The group were reminded that this year's flue clinics are imminent and that any assistance would be much appreciated – names to Jayne by e-mail please. All

29/07.4 There being no further business the meeting closed at 8.32 pm.

Robert Frew Patient Partnership Group
Minutes of 29th Meeting Held 15th October 2012
At The Robert Frew Medical Centre

Signatures

Chair

Vice Chair

Secretary

Treasurer

Note A :- Text added to item 29/03.6 subsequent to November 2012 meeting.

ROBERT FREW MEDICAL PARTNERS
OPENING TIMES

MONDAY	8.30 – 18.45
TUESDAY	8.30 – 18.45
WEDNESDAY	7.30 – 20.15 (extended Hours)
THURSDAY	8.30 – 18.45
FRIDAY	8.30 – 18.45
SATURDAY	9.00 – 12.00 (extended Hours)
SUNDAY	CLOSED