

Robert Frew Patient Partnership Group
Minutes of 82nd Meeting Held 20th March 2017
At The Robert Frew Medical Centre

Present

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

Tony Burr, Chris Burr, John Langley, Joan Nutley, Karin Stidolph, Lesley Baldry, Dr Ogunsanya and Colleen Shelley.

The meeting commenced at 6.45 pm.

82/01 Apologies.

Apologies were received from Janet Whitaker and Ally Whyte.

82/02 Minutes from last meeting and matters arising.

The minutes were accepted as a true record and signed accordingly.
81/07.02 There is no money at present to repair the seating but Colleen will ask Ally to get someone in to see if they can be sealed. The surgery is also looking into buying 2 old peoples chairs when they receive their P.I.S. money

82/03 CQC report.

Final report received and the practice has sent back a plan of action. The report did not appear well written, it was very long winded with much repetition and the downgrading in one category was used to downgrade other categories. The inspection took place in September and it took many months for the report to be sent to the practice, we were told that this was because there were disagreements and the report had to be sent firstly to the regional panel and then to the national panel before the decision was made on the ratings and requirement notices. We were concerned that someone who had not carried out the inspection could have input into the outcome of the visit. The report was discussed by the group and they decided that the report and the actions would be studied and a plan of action would be decided on at the next meeting. The members who were present at the inspection were very surprised by the report as they were of the opinion that the inspector thought that the practice was good. Colleen is to put a notice onto the web site to this effect.

82/04 Franklins Way surgery

There is a consultation underway. Over 700 letters have been sent out to patients who may use Franklins Way but only 5 replies have been received so far. An evening meeting for patients is also to be held at the practice. The

possible closure has already been mentioned in the newspapers. After this the information will be collated and the results sent to NHS England. The PPG have offered to help with the evening event.

82/05 Did not attend appointments.

SystemOne does not allow you to find out who did not attend their appointments. This is a problem as non attendance was brought up in the CQC report. Colleen has been asked to put this problem to other managers, by using the chat room for managers, to see if the programmers of system one can write a programme to enable non attenders to be identified.

Currently a doctor will try and phone anyone under 19 who misses an appointment and anyone who has missed an appointment will get an DNA text message on SMS if they have opted into this system. The practice cannot remove the patient even if they keep missing their appointments.

82/06 SEMC/PEG report

John has sent out the minutes.

The screening unit at Barleylands covers the whole of the BBCCG area. The PPG will not take this further.

The PPG would like to ask someone from the CCG to come and discuss the problems with phlebotomy in Wickford, including the fact that Ipp will not give out up to date phlebotomy forms until the old ones have been used up even though they do not include the Wickford clinics on the reverse.

82/07 A.O.B.

82/07.01 The practice has not received a letter from the BMA technology committee regarding the problem of the possible security breach involving the SystemOne's "enhanced data sharing" which breaches data protection laws.

82/07.02 John reported that the SMS system is not working properly. Colleen said that Ally was aware of the problem.

821/07.03 It was decided that the next meeting will be on the **24th April**. Apologies were received from Alan, Jean, Karin and Ally for the next meeting.

Signed as a true copy of the meeting:

Chair