

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 17<sup>th</sup> 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 11<sup>th</sup> 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 18<sup>th</sup> 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.

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**Signatures**

Chair .....

Vice Chair .....

Secretary .....

Treasurer .....