

Robert Frew Patient Partnership Group
Minutes of 15th Meeting Held 15th August 2011
At The Robert Frew Medical Centre

Present

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

Jayne Bevis, Dr De Silva, Carol Groves, Colleen Shelley, Frank Shepherd, Anthea Shepherd, Ernie Tomkins.

The meeting commenced at 6,50 pm.

15/01 Apologies.

Apologies were received from Carol Jones and Dr Ogunsanya.

15/02. Minutes of Meeting Dated 18th July 2011 & Matters Arising.

15/02.1 It was reported that it is not easy to track patients not attending booked appointments within System 1. This would have allowed the automation of sending warning letters. Colleen Shelly and Dr De Silva agreed to investigate the possibility of System 1 being able to generate automated text messages to remind patients of their upcoming appointment.

CS
Dr DS

15/02.2 Confirmation of better access to Phlebotomy Tests is still awaited from the P.C.T.

15/02.3 Suture removal figures are subject of main agenda item 15/03.

15/02.4 It was noted that the N.A.P.P. Membership certificate is now on display in the Surgery waiting area.

15/02.5 The new D.E.S. Is subject of main agenda item 15/05.

15/02.6 The Surgery open day is subject of main agenda item 15/06.

15/02.7 Chair stated that she had written to Andrew Pike regarding the incorrectly addressed letter from Ian Stidson (copy of letter attached). Colleen Shelly reported that she had since received an e-mail apology.

15/02.8 It was reported that no Consortia web site information had yet been received from David Thompson. Colleen Shelley said she would try to get in touch and find out latest position.

CS

15/02.9 Colleen Shelley told the meeting that a suitable storage location for P.P.G. documents had been identified in the office to the rear of Reception. Members requiring access should first identify themselves to reception staff and 'sign in'.

15/03 Suture Removal Figures.

15/03.1 Colleen Shelly advised that, since the reinstatement of funding, the Practice had undertaken 119 wound care and 40 suture removal procedures and that the P.C.T. will be reviewing their commitment to ongoing funding in September. The P.P.G. agreed to await the result of this review and then decide at their October meeting if any further action would be required.

All

15/04 New Member Welcome Pack.

15/04.1 The group discussed the possible content of a welcome pack for new members but have not yet decided on a definitive list. It was agreed that, as a first step, each member would produce a short personal profile and provide these to Ernie Tomkins who offered to collate the inputs. All

15/04.2 It was also identified that the N.H.S. uses a high number of acronyms which are confusing to those outside the healthcare profession. Gareth Williams undertook to produce an 'Acronym Definition List' for possible inclusion in the welcome pack. GW

15/04.3 Having previously decided on the need for a P.P.G. Logo, Gareth Williams was asked and agreed to use his IT expertise to produce some initial proposals. GW

15/05 New D.E.S.

15/05.1 The meeting was advised that the P.C.T. were still not being totally clear as to what is required of the practice to achieve conformity with the new D.E.S.

15/05.2 It appears that one of the requirements is a two stage patient survey with publication of the results. The group offered to assist with formulation of the survey questions and the subsequent analysis of the responses. All

15/06 Open Day

15/06.1 Although not yet finalised, the meeting was told that the list of attendees for the open day should be sufficient. Unfortunately, due to a clash with an event at Barlylands, neither Essex Fire and Rescue nor a Road Safety Officer will be available.

15/06.2 Carol Groves and Jacqueline Coleman volunteered to provide a selection of home made cakes as refreshments for the event. CG
JC

15/06.3 All the group members agreed to assist with the serving of tea and coffee during the afternoon and would rotate this task with providing a presence on the P.P.G. stand. All

15/06.4 John Langley undertook to contact local newspapers to try and get a feature published to provide extra advertising for the event. JL

15/06.5 It was decided to review the open day at the group's September meeting to identify lessons to be learnt and improvements required. All

15/07 Date of Next Meeting

15/07.1 The next group meeting will be held on Monday 19th September 2011.

15/08 A.O.B.

15/08.1 The meeting was advised that 'on line' booking of appointments and ordering of repeat prescriptions via the surgery website are currently under investigation.

15/08.2 There being no further business the meeting closed at 7.55 pm.

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Signatures

Chair

Vice Chair

Secretary

Treasurer