

Robert Frew Patient Partnership Group  
Minutes of 33rd Meeting Held 18th February 2013  
At The Robert Frew Medical Centre

**Present**

Jacqueline Coleman      Chair  
John Langley              Secretary

Alan Bedingham, Jayne Bevis, Tony Burr, Lesley Cogan, Dr Tony Ogunsanya, Colleen Shelley, Alan Ursell, Janet Whitaker.

The meeting commenced at 6.55 pm.

**33/01 Apologies**

Apologies were received from Jennifer Wall, Cat Ramsden, Brenda Last, Carole Groves and Dr Shirin Chakera.

**33/02 Minutes of the meeting dated 28th January and matters arising**

33/02.1 The minutes of the previous meeting were accepted as a true record and signed accordingly.

33/02.2 Arising from item 32/07.4 Jacqueline Coleman confirmed that the letter, drafted by Alan Ursell, from the PPG to Andrew Pike and the CCG had been signed and mailed on 6<sup>th</sup> February. Hard copy of this letter is held in the PPG minutes file retained in the surgery.

**33/03 Status on phlebotomy complaint letter to Andrew Pike and CCG**

33/03.1 Further to item 33/02.2 above, Jacqueline Coleman advised that she had received a brief acknowledgement of receipt of our letter (filed with hard copy of minutes) from Andrew Pike but that this did not address or answer any of the specific concerns we had raised.

33/03.2 The group were unanimous in their dissatisfaction with this response and agreed that a further letter be sent to Andrew Pike expressing this dissatisfaction and seeking specific answers to the concerns they had raised.

33/03.3 John Langley agreed to produce an initial draft of a letter for consideration by the chair/group as appropriate. JL

**33/04 NHS 111 briefing**

33/04.1 Colleen Shelley advised that there appeared to be confusion over how the system will work for practices using different 'out of hours' providers and that she had not yet been able to obtain a speaker. She agreed to continue efforts in this respect and promised to keep the group informed. CS

### **33/05 Initial analysis of survey results**

33/05.1 John Langley provided the group with a 'first sight' analysis of the data from the recently completed patient survey.

33/05.2 The group then spent some time discussing these results including the 'other comments' section where waiting room signage was identified as 'could be better' and that Doctor's room numbers could be more prominent.

33/05.3 Dr Ogunsanya agreed with these comments but advised that certain types of signage materials give problems in the area of 'infection control'.

33/05.4 Jayne Bevis agreed to investigate which materials 'are' and 'are not' acceptable to the infection control inspection team.

JB

### **33/06 Revised start time for notice board update**

33/06.1 The group discussed the practicability of revising the meeting start time to 6.30 pm to give 15 minutes to updating the notice boards.

33/06.2 Jayne Bevis pointed out that the meeting dates (3<sup>rd</sup> Monday of the month) did not coincide with the start date of NHS health campaigns (1<sup>st</sup> of each calendar month).

33/06.3 It was decided to start the group meetings at 6.30 pm for the next two months in order to undertake a general tidy up of all notices around the surgery and whilst a longer term plan is developed.

All

33/06.4 In the meantime, Janet Whitaker and Jackie Coleman agreed to update the boards for the March campaign.

JW  
JC

### **33/07 Date of next meeting**

33/07.1 The next group meeting will be held on Monday the 18<sup>th</sup> March 2013.

### **33/08 A.O.B.**

33/08.1 There being no further business the meeting closed at 7.50 pm.

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**Signatures**

Chair .....

Vice Chair .....

Secretary .....

Treasurer .....