

Robert Frew Patient Partnership Group
Minutes of 37th Meeting Held 17th June 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, Len Coles, Dr Tony Ogunsanya, Colleen Shelley, Janet Whitaker.

The meeting commenced at 6.55 pm.

37/01 Apologies

Apologies were received from Brenda Last, Alan Ursell, Carole Groves and Jayne Bevis.

37/02 Minutes of the meeting dated 20th May and matters arising

37/02.1 The minutes of the previous were accepted as a true record and signed accordingly.

37/03 Briefing from William Guy on revised blood testing arrangements

37/03.1 During the course of the meeting Dr Ogunsanya received a call from William Guy apologising that he would not be able to attend and asking to postpone his presentation till next month's meeting. The group reluctantly agreed to this proposal.

37/03.2 John Langley agreed to e-mail a reminder to William Guy approximately one week prior to the next meeting. JL

37/04 Revisit decision on fixed term elections

37/04.1 After some discussion the group agreed not to change the terms of reference at this time and to leave the election of officers on an annual basis with no fixed term in office.

37/04.2 The above discussion led on to a general debate as to how this year's elections should be conducted. It was agreed that, to ensure all members have the opportunity to cast a vote, this should be carried out by e-mail.

37/04.3 For the benefit of newer members, Len Coles requested that candidates provide a very brief personal profile with their nomination e-mail. This was agreed by the meeting.

37/04.4 John Langley undertook to facilitate these arrangements with the following timetable:- JL

On or before June 21st – circulate an e-mail to all members seeking candidates.
Final submission date to be midnight on June 30th.

July 1st – circulate an e-mail to members containing details of all candidates along with their personal profiles and requesting votes be returned no later than midnight July 12th. All

July 15th – present results of voting to PPG meeting.

37/05 Date of next meeting

37/05.1 The next group meeting will be held on 15th July 2013 at 6.30 pm.

37/06 A.O.B.

37/06.1 Jackie Coleman advised the meeting that she had, on the group's behalf, sent a message of condolence to Carole Groves upon the death of her husband, Colin. (copy of this e-mail in the minutes file)

37/06.2 The group observed that one of the patient call signs was not working again. Colleen Shelly admitted that the surgery were having problems with the maintenance contractor. Dr Ogunsanya agreed to call a meeting with the contractor to try and expedite renewal of the faulty sign. Dr O

37/06.3 Jackie Coleman raised the point that it was currently taking up to two weeks to obtain a non-emergency appointment to see a doctor. Colleen Shelley explained that one doctor was on holiday and another working reduced hours prior to retirement and also that D.N.A.s (did not attend) are still a problem. Dr Ogunsanya agreed that this was not an acceptable situation and said the surgery would review what measures could be taken to shorten the appointment availability time. Dr O/CS

37/06.4 Lesley Cogan asked if any progress had been made on extending the time limit on booking in prior to an appointment (currently 10 mins). Dr Ogunsanya confirmed that this is technically possible and that he would speak to Carol Jones to agree extending the time. Dr O

37/06.5 Dr Ogunsanya told the meeting that the CCG were reporting that the NHS 111 system was working well in our area – this is being disputed by various GPs and he ask that members let him know if they have any evidence of the system not working to their expectation. Len Coles responded that he had such a situation and agreed to document this and provide the information to Dr Ogunsanya. LC

37/06.6 Following a recent press article the group reiterated their recommendation to the surgery that they post a notice in the waiting room identifying the true costs of an 0844 telephone call.

37/06.7 There being no further business the meeting closed at 8.00 pm.

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Signatures

Chair

Vice Chair

Secretary

Treasurer