

Robert Frew Patient Partnership Group  
Minutes of 39th Meeting Held 19th August 2013  
At The Robert Frew Medical Centre

**Present**

Len Coles	Chair
Lesley Cogan	Vice Chair
Alan Ursell	Treasurer
John Langley	Secretary

Alan Bedingham, Jayne Bevis, Tony Burr, Dr Shirin Chakera, Carole Groves, Patricia Marshall, Colleen Shelley.

The meeting commenced at 6.48 pm and welcomed Patricia Marshall as a new member.

**39/01 Apologies**

Apologies were received from Jackie Coleman, Jennifer Wall, Janet Whitaker and Dr Ogunsanya.

**39/02 Minutes of meeting dated 15<sup>th</sup> July and matters arising**

39/02.1 The minutes of the previous meeting were accepted as a true record and signed accordingly. There were no matters arising.

**39/03 Review CQC information on GP inspections**

39/03.1 The group had very recently been circulated with an e-mail from CQC (copy in minutes file) providing a link to their 'Guide to Working Together' explaining how they wish to work with PPGs during GP inspections.

39/03.2 The group had not yet had sufficient time to study this in detail and Len Coles urged that they did in order to get a better understanding of what was involved and what may be required of PPG members.

All

39/03.3 As part of the 'Guide' CQC would like to have a PPG nominee to be able to talk to during their inspection. After a group discussion it was agreed that just one name would be impracticable from an availability standpoint. Four members, Len Coles, Tony Burr, Carole Groves and Alan Ursell volunteered to be nominees on the basis that at least one should be available at any one particular time and they all confirmed their contact details to Colleen Shelley.

LC  
TB  
CG  
AU

**39/04 Report back on SEMC PRG meeting**

39/04.1 John Langley gave the group a brief overview of the inaugural SEMC PRG meeting he had attended the previous Wednesday and circulated a copy of the initial Terms of Reference (copy in minutes file). He further explained that these ToR were not absolute and would be subject to review as the group matured.

### **39/05 Date of next meeting**

39/05.1 The next group meeting will be held on 16<sup>th</sup> September 2013 at 6.30 pm.

### **39/06 A.O.B.**

39/06.1 John Langley told the group that he had received an e-mail from Brenda Last advising that, due to other commitments, she wished to resign her PPG membership.

39/06.2 Tony Burr said that he had received several adverse comments regarding the pre-recorded telephone message at the start of the appointments booking process. Colleen Shelley responded that this is an OFCOM requirement and cannot be deleted by the surgery.

39/06.3 Len Coles proposed a vote of thanks for all their efforts to the outgoing committee members, Jackie Coleman, Gareth Williams and Jennifer Wall. This was wholeheartedly endorsed by all the members present.

39/06.4 Jayne Bevis advised the group that 'Flue Clinic' time had arrived again and said that the only time Christchurch hall was available was September 27<sup>th</sup>. This date coincides with the national Macmillan Coffee Morning and so it was proposed to hold a joint coffee morning/flu clinic. Several members offered their help to run the event and provide 'goodies' – final details to be sorted at September meeting. All

39/06.5 Colleen Shelley reminded the group that the time was approaching for this year's PPG questionnaire and agreed to recirculate the original patient survey priority list. The group agreed to consider the priority list and debate the possible questions at September's meeting. CS

39/06.6 Alan Ursell commented that it was becoming more difficult to get an appointment with a specialist nurse. Colleen Shelley responded that, with one nurse currently on maternity leave and no more money available for extra nurses, she could not see any improvement to the current situation within the foreseeable future.

39/06.7 Alan Bedingham pointed out that the group had not completed its self-imposed task of tidying up the waiting room notice boards. Members concurred and agreed to start the September meeting 15 minutes earlier than usual in order to complete the task. All

39/06.8 There being no further business the meeting closed at 8.03 pm.

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**Signatures**

Chair .....

Vice Chair .....

Secretary .....

Treasurer .....