

Robert Frew Patient Partnership Group
Minutes of 40th Meeting Held 16 September 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, Jacqueline Coleman, Dr Shirin Chakera, Colleen Shelley, Janet Whitaker.

The meeting commenced at 6.50 pm.

40/01 Apologies

Apologies were received from Patricia Marshall, Carole Groves, Jennifer Wall and Dr Ogunsanya.

40/02 Minutes of meeting dated 19th August and matters arising

40/02.1 Len Coles pointed out that the minutes failed to reflect the fact that he reminded the group that the Secretary would be standing down by November 2013 at the latest and that he had asked members for a volunteer to fill this post. With this noted, the minutes were accepted as a true record and signed accordingly.

40/03 Questions for 2013 patient questionnaire

40/03.1 Further to last month's agenda item 39/06.5 the group had now had time to consider the original survey priority list and a long discussion ensued as to whether or not the list was still a valid reflection of priorities within the surgery.

40/03.2 Eventually the group decide on a two part questionnaire to a) re-establish the priority list and find out if there are any new 'high priority' items of concern to patients, and b) define the specific issues within the items on the priority list.

40/03.3 Len Coles offered to compile a questionnaire reflecting the above decision and circulate it to the group as soon as possible. The timing objective for this is to have a final version available for use at the Flu clinic to be held on September 27th. LC

40/03.4 The group further agreed to carry out additional surveys at the surgery during week commencing October 7th. The following members agreed to attend on the dates shown:- Alan Ursell – 11th, Jackie Coleman – 10th, Tony Burr – 8th and Len Coles – 7th. AU
Other group members not currently sure of their commitments agreed to attend during that week as and when they may be available. TB
LC

40/04 Finalise details of Flu Clinic/Coffee Morning support

40/04.1 Jayne Bevis advised the group of details of the flu clinic and coffee morning and of the help she was seeking. The group agreed to provide all the support they could with the following members putting their names forward: - Jackie Coleman, Janet Whittaker, Tony Burr, Alan Ursell, Len Coles and Carole Groves (previously advised). Other members agreed to attend if possible.

JC
JW
TB
AU
LC
CG

40/04.2 The above names were passed to Jayne for her to liaise with individuals as required.

JB

40/05 Transfer of Treasurer's responsibilities

40/05.1 Alan Ursell advised the group that he was in contact with Jennifer Wall and that they were establishing whether or not any changes to account signatories would be required.

AU
JW

40/05.2 The group were satisfied to let Alan liaise with Jennifer outside the meeting and report back on their findings in due course.

40/06 Date of next meeting

40/06.1 The next group meeting will be held on 21st October at 6.30 pm.

40/07 A.O.B.

40/07.1 During the discussions surrounding item 40/03 above it became apparent that the surgery did not have a current patient information leaflet, mainly due to the previous printer closing their business.

40/07.2 Jackie Coleman said she may have a contact who may be willing to undertake the printing and that she would make enquiries. To support Jackie, Colleen Shelley agreed to provide her with a copy of the previous leaflet.

JC
CS

40/07.3 The group agreed to discuss the possible content of a new leaflet at the October meeting.

40/07.4 Len Coles suggested that the PPG might consider having its own e-mail address to which patients may send items and suggestions that they may not wish to raise directly with the surgery.

40/07.5 The group agreed this to be a good idea however concerns of practicability were raised around what domain would host the address and issues of patient confidentiality should the domain belong to the NHS.

40/07.6 Colleen Shelley agreed to look into these issues and advise the group at the October meeting.

CS

40/07.7 There being no further business the meeting closed at 8.00 pm.

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Signatures

Chair

Vice Chair

Secretary

Treasurer