

Robert Frew Patient Partnership Group
Minutes of 41st Meeting Held 21st October 2013
At The Robert Frew Medical Centre

Present

Len Coles	Chair
Lesley Cogan	Vice Chair
Alan Ursell	Treasurer

Alan Bedingham, Jayne Bevis, Jacqueline Coleman, Carole Groves, Colleen Shelley, Janet Whitaker, Allison Whyte.

Minutes taken by Len Coles.

The meeting commenced at 6:45 pm.

41/01 Apologies

Apologies were received from

Dr Shirin Chakera, Dr Tony Ogunsanya, John Langley, Gareth Williams, Jennifer Wall, Patricia Marshal and Tony Burr.

41/02 Minutes of meeting dated 16th September and matters arising

Minutes were accepted as a true record and signed accordingly.

41/03 Patients 2013 Survey/Questionnaire

Results of the survey have not yet been analysed as it was felt by those present further sessions should be arranged to ensure a larger and more diverse sample group. This, it is hoped will give more validity to the results of the survey.

Further sessions to be held on Wednesday 23rd October in the afternoon and 2nd of November 9 till 12. Volunteers to assist at these times will be welcomed.

To be discussed at next meeting to determine whether further sessions may be required.

Informal feedback from those members who were conducting the survey during the Flu Clinic report that the responses were generally positive.

41/04 Flu Clinic/Coffee Morning

Jayne informed those present that £175:76p had been raised in aid of the McMillan Fund, which was extremely good considering there were so many other events on that day.

A big thanks to all those who helped out on the day and for those bakers amongst us who provided such a wonderful array of cakes.

41/05 Transfer of Treasurer's responsibilities

Alan informed the group that the transfer of responsibilities has now been completed and he has all the books. Relevant paperwork at the bank has been completed and any 2 of the 5 signatories can now sign. Alan thanked Jennifer who completed most of the work.

41/06 Patient information leaflet

A copy of the old information leaflet is to be e-mailed to the group. To enable members to look at what needs to be updated, added or removed. Colleen informed the group that there are some sections of the leaflet that have to be included because they are a 'requirement'

Also members to investigate about printing and possible costs.

To be discussed again at the next meeting

41/07 PPG e-mail address

Colleen informed the group that an e-mail address is now available. The group is to consider how this is going to be used and how/who will monitor the incoming mail. The account is password protected.

Those present were given the existing password. It was agreed that this would not be entered into the minutes because of confidentiality.

To be discussed again at next meeting.

41/08 Appointment of new Secretary

As has been previously minuted John will be standing down as Secretary in November 2013 and as yet no one has offered to take this role. John has offered his support to whoever is willing so they wouldn't be 'thrown in' at the deep end. A willing volunteer would be appreciated.

41/09 Date of next meeting

The next group meeting will be held on 18th November at 6:30pm.

41/10 A.O.B

41/10.1

CQC inspection. Colleen was pleased to inform the group that the Practice had a very good report from the CQC and that the Practice was compliant with CQC requirements. There were a few issues that the Practice had to address in terms of appraisals for admin staff and significant events reporting.

Report is to be circulated to the group for information.

Colleen also took this opportunity to thank Nursing Staff for all their hard work in preparing for the inspection.

41/10.2

Car Park. Colleen reported that the car park bays had been marked out but there are still issues around the Disabled Bays and the general repair and upkeep of the surface. The Practice is liable for 30% of costs and is seeking recompense for poor maintenance standards.

41/10.3

The Practice Insurers have now agreed that there is subsidence and has agreed to the remedial work to be carried out but this probably will not be until next year. There is the possibility of some redecoration of Practice Premises once this work is completed

41/10.4

The suggestion of a PPG Handbook, one for each side of the waiting room, was raised by Len on behalf of Patricia Marshal. The aim being to promote the group as a whole but also as a forum to promote the positive work being carried out by staff within the Practice.

Group to think about the content and who will be responsible for keeping these up to date to be discussed at next meeting.

41/10.4

Janet raised the question of name badges for PPG members. These would be useful when engaged on tasks for the Practice, Members to investigate options of providing these with minimum cost.

41/10.5

Colleen Informed the group that Allison will attend the PPG meetings on her behalf when she is unable to attend.

41/10.6

Carole and Janet gave their apologies for not being able to attend for November's meeting

41/10.7

There being no further business the meeting closed at 7:40pm.

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Signatures

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Vice Chair

Secretary

Treasurer