

Robert Frew Patient Partnership Group
Minutes of 42nd Meeting Held 18th November 2013
At The Robert Frew Medical Centre

Present

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

Tony Burr, Dr Shirin Chakera, Jacqueline Coleman, Peter Garratt, Patricia Marshall, Cheryl Macdonald, Allison Whyte, Gareth Williams.

The meeting commenced at 6.47 pm by welcoming Cheryl Macdonald as a new member and Mr Peter Garratt as a guest.

42/01 Apologies

Apologies were received from Carole Groves, Janet Whitaker, Jennifer Wall, Colleen Shelley, Jayne Bevis and Dr Ogunsanya.

42/02 Minutes of meeting dated 21st October and matters arising

42/02.1 The minutes of the previous meeting were accepted as a true record and signed accordingly. There were no matters arising.

42/03 Review of Patient Survey numbers and decision on further actions

42/03.1 Due to the fragmented nature of group members attending to progress the surveys, it is not clear as to how many have already been completed. Allison Whyte agreed to confirm the numbers and advise Len Coles. AW

42/03.2 Depending on numbers completed it may be necessary to conduct further survey sessions. Cheryl Macdonald offered to assist with these sessions should this be required.

42/03.3 John Langley agreed that he would collate the survey results in early January once all questionnaires had been completed. JL

42/04 Review of Patient Information Leaflet/discussion of content

42/04.1 Group members confirmed that they had received a previously circulated copy of the current Patient Information Leaflet but that they had been unable to print the document.

42/04.2 The group agreed that it would probably be better for a 'sub group' to carry out the initial leaflet review and present their proposals to a later meeting.

42/04.3 Len Coles, Jackie Coleman and John Langley agreed to form this 'sub group' and get together outside this meeting to progress this item.

LC
JC
JL

42/05 PPG e-mail address – how best to use and monitor

42/05.1 After a lengthy discussion surrounding how best responses to received e-mails should be handled the group agreed that this item should be deferred until items 42/04 and 42/06 had been completed.

42/06 Consideration of a PPG handbook

42/06.1 The group agreed that the concept of a PPG handbook was a good idea but as this item is very closely allied to items 42/04 and 42/05 above, all three should be addressed by the 'sub group' (42/04.3).

42/06.2 Tony Burr also suggested the group might consider a quarterly, PPG specific, newsletter. This to be reviewed further once the above items have been progressed.

42/07 Progress of PPG name badges

42/07.1 This item required input from Janet Whittaker and was therefore deferred until the group's next meeting.

JW

42/08 Date of next meeting

42/08.1 The next group meeting will be held on 16th December at 6.30 pm.

42/09 A.O.B.

42/09.1 John Langley confirmed that he was not leaving the group but that this was his last meeting as Secretary. A discussion followed as to how the function may best be continued.

42/09.2 Tony Burr and Jackie Coleman both told the meeting that they may know of someone prepared to take on the role and that they would check and advise John Langley by e-mail.

TB
JC

42/09.3 Should both the above approaches fail, Jackie Coleman agreed, as an interim measure, to carry out the function for December's meeting.

42/09.4 The group agreed that the recorded message on the 0844 appointments booking number is very poor both in content and vocalisation. The group recommend that the practice review these issues with their telephony supplier with a view to obtaining a significant improvement in the message.

42/09.5 There being no further business the meeting closed at 7.45 pm.

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Signatures

Chair

Vice Chair

Secretary

Treasurer