

Robert Frew Patient Partnership Group  
Minutes of 44th Meeting Held 20<sup>th</sup> January 2014  
At The Robert Frew Medical Centre

**Present**

Lesley Cogan	Vice Chair
Alan Ursell	Treasurer
Jean Ursell	Secretary

Alan Bedingham, Dr Shirin Chakera, Jacqueline Coleman, John Langley, Patricia Marshall, Dr Tony Ogunsanya, Colleen Shelley, Janet Whitaker, Allison Whyte, Gareth Williams.

The meeting commenced at 6.45 pm.

**44/01 Apologies**

Apologies were received from Jayne Bevis, Len Coles, Tony Burr.

**44/02 Minutes of meeting dated 20<sup>th</sup> January and matters arising**

44/02.1 Colleen Shelley said that the supplier had not been sorted and could the minutes be altered to "it might be sorted as they had not heard yet." With this noted the minutes were accepted as a true record.

**44/03 Appointment of secretary**

44/03.01 Jean Ursell volunteered and became part of the group.

**44/04 Revisit 0845 numbers – in light of Colleen's recent e-mail**

44/04.1 NHS England would like a response by 27<sup>th</sup> January.

44/04.2 Should we retain the number and keep the 01268 as back-up? The survey results show that the patients want to remove it so a new contract has not been signed. The current contract, with Daisy, still has 3 years left and would cost £22,000 to leave. This contract allows the doctors to phone back the patients, on their mobiles, at a lower cost. Need an option that benefits the practice, will comply and is customer friendly.

44/04.3 Options are Stay as are, go to 4 01268 lines and then engaged, go to enhanced queueing and 01268 or as John Langley suggested go to 03 number.

44/04.4 Practice to analyse how much is spent on out going calls currently compared to using 01268 number and to arrange meeting with Daisy which would be also be attended by John Langley and Alan Ursell. JL  
AU

#### **44/04 Report back on recent SEMC Locality Patient Group Meeting**

44/04.1 Meeting on 8<sup>th</sup> January with only 4 present as still many surgeries have yet to send members.

44/04.2 There is an issue with the hospital's pain management clinic being so far away from the car park.

44/04.3 They are looking at the ratio of junior to senior doctors in A & E and the cardiac ward.

44/04.4 Stroke services specification has changed and is being rewritten so the consultation is on hold.

44/04.5 A revaluation of G.Ps is taking place from the most senior downwards.

44/04.6 There were 100 legacy items left by the PCT and this is now down to 2. The patient participation in commissioning of services and problem with getting younger people involved.

44/04.7 CCG now has an underspend of £286,000.

44/04.8 Now looking at proposal for a virtual ward.

#### **44/05 CCG Patient Leader jobs**

44/05.1 Noticed about this passed round. John Langley and Jean Ursell have applied.

#### **44/06 Patient information leaflet**

John Langley and Jacqueline Coleman to look and see what to keep and what to change.

JL  
JC

#### **44/04.7 Patient survey results – next steps**

44/07.1 Copies of the results have been sent out and Alan Bedingham looking into putting into graphical format. There are 4 key priorities:-

44/07.1a The 0845 telephone system – ongoing to find a solution.

44/07.1b Waiting times for appointments too long - Delays in getting appointments for specific doctor but emergency appointment times good. Getting follow-up appointments also a problem but are taking appointment bookings 1 month in advance. Suggestions that should give patient slip to book in 2 weeks. Many missed appointments still so suggestion that the patient should be given their own appointment card to fill in. Survey done on these points last time. Still working on on-line booking and SMS.

44/07.1c Waiting rooms are dull, untidy and in need of refurbishment – ceiling being repaired next week-end. Once subsidence issue corrected then will decorate. Alan Bedingham suggested that the downlighters be put on to brighten up the waiting rooms.

44/07.1d Some members of reception staff seen as abrupt and unhelpful – the reception staff are going on customer service training.

CS

44/07.2 Need to find a topic for the next survey. None of the 4 above points are suitable or are currently being dealt with so it was decided to carry out one on how the patients would feel about the nurse practitioner doing triage for the emergency appointments. Colleen Shelley offered to start work on this.

#### **44/08 Date of next meeting**

44/08.1 The next group meeting will be held on 17<sup>th</sup> February at 6.30.

#### **44/09 AOB**

44/09.1 Dr De Silva is leaving the practice. The practice is advertising for another partner.

44/09.2 Opting out of care.data – there will be leaflets and forms on the reception desk which will need to be filled out if you want to opt out. Posters will be put up in the surgery.

44/09.3 Phlebotomy appointments at Basildon hospital on a Saturday are now by appointment only

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**Signatures**

Chair .....

Vice Chair .....

Secretary .....

Treasurer .....