

Robert Frew Patient Partnership Group  
Minutes of 45th Meeting Held 17<sup>th</sup> February 2014  
At The Robert Frew Medical Centre

**Present**

Len Coles	Chair
Lesley Cogan	Vice Chair
Alan Ursell	Treasurer
Jean Ursell	Secretary

Alan Bedingham, Tony Burr, Jacqueline Coleman, John Langley, Patricia Marshall, Dr Tony Ogunsanya, Mike Prior, Colleen Shelley, Janet Whitaker.

The meeting commenced at 6.45 pm.

Jean was thanked for agreeing to be the secretary and Mike Prior was welcomed to the group.

**45/01 Apologies**

Apologies were received from Jayne Bevis, Carole Groves and Allison Whyte.

**45/02 Minutes of meeting dated 20<sup>th</sup> January and matters arising**

45/02.1 The minutes of the previous meeting were accepted as a true record and signed Accordingly. There were no matters arising.

**45/03 Update on 0845 numbers**

45/03.1 Members of the group had a meeting with Daisy where all the options were discussed. It was decided to remove the 0845 number and change to a 01268 number with queuing. This should happen in the next 12 – 14 weeks and Mike Prior would be looking after the change. The change will take place over 3 days.

45/03.2 Patients would be informed much nearer the time with covering telephone messages and messages on SMS and prescription counterfoils. A new queuing message will be used.

45/03.3 The practice will be provided with 2 mobile phones, 1 for emergencies and 1 in reception for the doctors to use. The down side will be the extra cost of the outgoing calls to mobile numbers although the price has been negotiated down slightly.

**45/04 Patient information leaflet update**

45/04.1 Jackie and John have met and produced a hand out which they asked members to look at and tell John if there was anything that needed removing or adding.

45/04.2 Len will look at the PPG information booklet so that it ties in with the leaflet and may be able to use extracts from the leaflet for the booklet. LC

45/04.3 John needs to discuss items with Colleen so will e-mail her. JL

45/04.4 Photographs of the PPG members will be taken at the next meeting to keep the information up to date.

45/04.5 The leaflet will be held up until who will replace Dr De Silva is known.

#### **45/05 Patient survey**

45/05.1 It was decided to use the part of the General Practice Assessment Questionnaire ( GPAQ) survey which looks at access with some changes to the wording.

45/05.2 The survey will be on the web site and will be available in the surgery from Monday 24<sup>th</sup> for 2 weeks.

AU

45/05.3 Alan U to organise rota of volunteers to help with the survey.

#### **45/06 Date of next meeting**

45/06.1 The next group meeting will be held on 17<sup>th</sup> March at 6.45

#### **45/07 A.O.B.**

45/07.1 SEMC John reported that the SEMC was reviewing the CCG draft operational plan., that there was 1 legacy item left from the PCT, that the mental health services were in a mess and there was a notice on the board downstairs asking for patients views on the new mental health service.

45/07.2 Jean and John are now Patient leaders.

AU

45/07.3 Alan U to produce up to date poster about the PPG for the entrance hall.

CS

45/07.4 Alan B asked about the down lighters in the waiting rooms and Colleen said she had not had time to do anything about them yet.

45/07.5 Information about opting out of Care.data is on prescription counterfoils.

45/07.6 The notice boards need to be tidied up. Volunteers asked to arrive early for next meeting to do this.

45/07.7 There are 3 candidates so far for Dr De Silva's post. It was suggested that someone from the PPG should sit on the interview panel if the partners agreed. Anyone interested in sitting on the interview panel should let Colleen know.

JU

45/07.8 Jean to write to Cheryl McDonald to see if she still wants to sit on the group as she has only been once.

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**Signatures**

Chair .....

Vice Chair .....

Secretary .....

Treasurer .....