

Robert Frew Patient Partnership Group
Minutes of 46th Meeting Held 17th March 2014
At The Robert Frew Medical Centre

Present

	Chair
Lesley Cogan	Vice Chair
	Treasurer
Jean Ursell	Secretary

Alan Bedingham, Jacqueline Coleman, Carole Groves, John Langley, Dr Tony Ogunsanya, Colleen Shelley, Janet Whitaker.

The meeting commenced at 6:45 pm.

<p><u>46/01 Apologies</u></p> <p>Apologies were received from. Jayne Bevis, Tony Burr, Len Coles, Patricia Marshall, Mike Prior, Alan Ursell</p>	
<p><u>46/02 Minutes from last meeting and Matters Arising.</u></p> <p>45/01.1 Volunteers rota for survey organised and survey carried out.</p> <p>45/07.3 PPG poster updated with correct names.</p> <p>45/07.4 The down lighters in the waiting rooms have been turned on.</p> <p>45/07.8 Cheryl McDonald contacted and hopes to return when she starts her new job in April.</p>	
<p><u>46/03 Patient survey</u></p> <p>46/03.1 The survey results were circulated and discussed. The number returned was about the same as last year.</p> <ul style="list-style-type: none">• Slightly disappointed with the answers about the receptionists, the committee agreed that it was a good idea to have a meeting with the receptionists to see if they have any suggestions for improvements which could be trialled. They have had on-line customer care training.• The phone problems are already being dealt with.• Same day appointments are usually emergency ones and there are limited numbers available.• Booking ahead is usually for follow-up appointments (see 44/07.1b).• On-line booking of appointments carried out by 15% of 16.4% who are registered. New patients are given the option to book on-line. Dr Ogunsanya not on the on-line system as he has to attend many meetings and could be double booked.• Disappointed and surprised that it can take 5 or more days to see a doctor but may be due to the fact that recently the practice has had a lot of doctors off.• Opening times seem to please most people and it was recommended that we wait to see what the out of hours finance will be for the next year before making any decisions.	

<ul style="list-style-type: none"> • There were more patients in the younger age group and more from the ethnic minority groups than in previous surveys. <p>The practice will continue on-line booking, on-line repeat prescriptions, texting patients and the use of follow up slips.</p> <p>46/03.2 Colleen asked Alan B to send her a copy of the bar charts from the previous survey.</p> <p>46/03.3 Colleen will use the same format as before for the PRG report but with the new practice profile and will send us copies.</p>	 AB CS
<p><u>46/04 Update on progress to 01268 number</u></p> <p>46/04.1 Two engineers have been in to prepare the practice for the change.</p>	
<p><u>46/05 Patient information leaflet update and committee photographs</u></p> <p>46/05.1 John has digitised a copy and is half way through the revamp. He would like to include:</p> <ul style="list-style-type: none"> • All clinical staff and their specialities. Colleen to check if this is OK with them. John will include Colleens name and leave the generic statement for the rest of the staff. • A page about the PPG and Len is to be asked to prepare this page. • A list of must have information. To be given to John. <p>John will circulate the revised draft for comments.</p> <p>46/05.2 Nobody present to take photos so taken forward to next meeting.</p>	 CS
<p><u>46/06 Partner interviews update</u></p> <p>46/06.1 Dr Ogunsanya thanked Carole for helping with the interviews.</p> <p>46/06.2 There was one possible candidate, who would have to give 3 months notice, but it was decided to advertise in the BMJ and to also look at the possibility of taking on a graduate. In the meantime the practice will be looking for a locum.</p>	
<p><u>46/07 Report from SEMC Locality Group Meeting</u></p> <p>46/07.1 Still £289,000 under spend but will use it by the end of financial year.</p> <p>46/07.2 Stroke service consultation on hold (Basildon was not included in their plans). Have now been given £1 million to keep status quo for a year.</p> <p>46/07.3 Have recommended that the practices form themselves into federations so that they can save money on procurement and help with 7/7 and 8 a.m. to 8 p.m. service.</p>	
<p><u>46/08 complaints procedure at the practice</u></p> <p>46/08.1 Tricia asked why there was not a leaflet to tell people how to make a complaint. Colleen showed us a leaflet which should have been on the reception desk (see attachment). She will ensure they are put there as it was also a requirement from the CQC.</p>	

<p><u>46/09 Protocols at Basildon Hospital when ordering services.</u></p> <p>46/09.1 This was carried forward to the next meeting.</p>	
<p><u>46/10 Blood pressure machine</u></p> <p>46/10 Tricia was concerned about the cleanliness of this machine. Colleen assured us that the infection control nurse was quite happy with the cleanliness and that it was cleaned in accordance with the regulations.</p>	
<p><u>46/11 Walk-in centres.</u></p> <p>46/11.1 Tricia asked about walk-in centres as she only found out about them from a patient who had gone in to cancel his appointment after going to one in Southend. The receptionists are supposed to tell patients, who cannot get an appointment for that day, about the walk-in centres. Colleen to remind them</p>	CS
<p><u>46/12 AOB</u></p> <p>46/12.1 There is a problem getting in when arriving after 6:30p.m. as the doors are locked. Jean to send an updated list of phone numbers to members of the group.</p>	JU
<p><u>46/13 Date of next meeting.</u></p> <p>46/13.1 The next meeting will be 14th April 2014.</p>	

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Signatures

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