

Robert Frew Patient Partnership Group
Minutes of 47 Meeting Held 14th April 2014
At The Robert Frew Medical Centre

Present

	Chair
Lesley Cogan	Vice Chair
Alan Ursell	Treasurer
Jean Ursell	Secretary

Jayne Bevis, Tony Burr, Jacqueline Coleman, Carole Groves, John Langley, Patricia Marshall, Dr Tony Ogunsanya, Mike Prior, Janet Whitaker, Allison Whyte, Gareth Williams.

The meeting commenced at 6.45 pm.

47/01 Apologies

Apologies were received from. Alan Bedingham, Colleen Shelley

47/02 Minutes from last meeting and matters arising

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

47/03 Update on 01268 numbers

47/03.1 The new number will be available from Weds 16th. It is 01268 209229. There will be a message advising to hang up and redial the new number; there will be no charge for the 084 number.

47/03.2 The new number will be put on repeat prescriptions.

47/04 Patient information leaflet update

47/04.1 John asked for comments and got the following:-

- The nurses felt left out as there were no details for them – John to meet with Jayne to put together some biographies.
 - There was no information about drop-in centres.
 - Freedom of information details were in there twice – *John could not get all information onto the first section mentioned so put it at the end as well.*
 - Dr Ibrahim does not have a specialty mentioned – *It is Care of the elderly.*
 - The services available and minor injuries details need to be checked as there is no mention of cardiac checks and the minor injuries details need to be current. – Jayne to meet with John to ensure information up to date.
 - Is it worth removing the map as soon there may be no Practice areas.- Agreed
 - Will there be any advertising – None at present. Dr Ogunsanya can create a budget for the printing if necessary.
 - Should we call the Franklins Way surgery a satellite instead of a branch? – Agreed
- Please let John know by e-mail if there are any other changes or additions needed.

JL/ JB

JL/ JB

47/04.2 When complete it should go to all new patients.

47/04.3 It was suggested that a flyer, which could be left on the reception desks, would be a good idea containing details of the nurses and minor ailment information. It might also contain the doctors details and telephone numbers.

47/04.4 Carole and Mike to see if they can get any printing costs and Alan U to ask about NHS printers.

CG/
MP/AU

47/05 Committee photographs

47/05.1 As Len was not present this was carried forward to the next meeting.

47/06 Report from SEMC Locality Patient group meeting

47/06.1 Still have budget under spend but expected to break even by end of financial year.

47/06.2 They were pleased to hear that one of the members of the PPG sat in on the interviews for the new GP and are going to pass this on as a suggestion for others to do.

47/06.3 John asked for clarification on how information is transferred between the hospitals and surgeries.

JL

47/07 Protocols at Basildon Hospital when ordering services.

47/07.1 Problem discussed and it was suggested that it may be to do with the problem of coding payments for procedures, there being a battle over the charges for procedures.

47/08 Ordering prescriptions on-line

47/08.1 There is a problem with not being able to reorder on-line more than 7 days in advance if the item needs reauthorizing. You then have to put in a paper order. Dr Ogunsanya thinks it is a problem with not using the system efficiently and asked Allison to look into how they can utilise the technology to the full.

AW

47/08.2 There is also a problem with what drugs are available from the chemists. Dr Ogunsanya stated that the goal posts keep changing between being able to prescribe generic ones or specific ones because of price. The problem of availability is also a practice system issue which he and Allison will look into.

OO/AW

47/08.3 John was asked to raise drug availability as a concern with Medicine management at the next SEMC.

JL

47/09 A.O.B.

47/09.1 The practice was complimented for having a message, on the new telephone system, telling the patient what number they were in the queue.

47/09.2 Phlebotomy services may go to 7 days a week and you can now book an appointment for Saturday at Basildon Hospital from Mon to Fri.

47/09.3 Colleen would like some volunteers to encourage people to use the blood pressure machine in the waiting room.

47/09.4 Dr Ogunsanya apologised on behalf of the partners for the difficulties the surgery are currently experiencing.

- It is not known when Dr Ibrahim will be back, he may be off for a long time .
- Dr Wissa is currently working part time but hopes to be back to full time at the end of April.
- A new locum, Dr Donnelly is starting Tuesday 15th.
- There is an emergency trained nurse practitioner
- 5 candidates have been short listed and they should be able to appoint one to replace Dr De Silva. The interviews are on 3rd of May.
- The surgery will be carrying on with the current extended hours.

47/09.5 Dr Ogunsanya thanked Mike for getting the new telephone system up and running early.

47/09.6 Jean and Alan Ursell gave their apologies for the next 3 meetings as they will be on holiday. Mike has agreed to take the minutes if he attends.

47/10 Date of next meeting

47/10.1 The next meeting will be held on the 19th May.

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Signatures

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