

Robert Frew Patient Partnership Group  
Minutes of 48<sup>th</sup> Meeting Held 19<sup>th</sup> May 2014  
At The Robert Frew Medical Centre

**Present**

Chair                      Len Coles  
Vice Chair                Lesley Cogan  
Treasurer  
Secretary

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

**48/01 Apologies**

Alan Ursell, Jean Ursell, Mike Prior, Alison Whyte.

**48/02 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.

**48/02. Update on 01268 number**

Over all the number is working well, some glitches have occurred but 'Daisy' is working to resolve these. There have still been some complaints about not being able to get through and 'holding' time. It was generally felt by those present the new number was working well and that any system would not meet everyone's needs and that complaints are inevitable.

**48/03 Sign in Screen**

There appears to have been a problem with the automated sign in screen and it has not recognised or failed to register when patients have signed in. Appears to be a sporadic problem. To be monitored.

**48/04 BP Machine**

Volunteers were requested to encourage patients to use the blood pressure machine; information is entered onto their notes to enable practice staff to identify the general health of individuals and early detection of potential health problems.

**48/05 Patients Information Leaflet**

John has been adding the information that was identified at the last meeting. One amendment was to delay removing the practice area map. Still investigating ways of how the leaflet is to be printed because of limited funding. Still looking to try and have this completed by June. The group is looking for a volunteer to upload the leaflet and any other future info to the practice website. Potential volunteers please do not be shy in coming forward your help would be gratefully appreciated.

#### **48/06 On-line Prescriptions**

The issues around on-line prescribing are going to be taken forward to the SEMC group. The aim being to identify possible electronic systems for future use. John is also going to investigate whether any system would encompass external prescriptions that relate to specialist suppliers. There was also a general discussion about quantities supplied on prescriptions and that there are guidelines that have to be followed and that prescribing large amounts can have potential cost and wastage issues.

The average turn around for repeat prescriptions is currently 72 hours.

#### **48/07 SEMC Meeting**

John reports that there are still a few issues to be resolved with the transfer from PCT. Generally funding is on target to break-even but this has yet to be finalised.

CCG has proposed the idea of a 'virtual ward' which would identify patients, via 'risk profiling', with recurring conditions that result in frequent hospital admissions. The aim would be provide community care packages to prevent this. Questions raised were, where is the funding coming from? How long for? Who would be expected to provide this care, i.e. Practice staff, district nursing etc. and whether Social services would be involved. Similar community care systems have been tried in the past, (mental health services) and have not been particularly successful because departments get very defensive about budgets once the initial funding period ends. Group feels this needs a great deal more discussion.

Federated services. The SEMC voted for a federated services model in terms of service provision. There followed a debate about the advantages and disadvantages. There was concern raised that there was little benefit to large practices, there could be contractual hurdles for GP's.

Concerned raised also that NHS England has not involved GP's in the discussion process and have therefore not adequately thought through the possible implications. Those present felt more clarity is required and further discussions, especially with GP's and other stakeholders should take place.

One question raised, is this an attempt to close small or single GP practices?

At the end of discussion members present felt sceptical about the idea and its viability to improve services.

#### **48/08 Practice Staffing**

The Practice did appoint a GP following recent interviews but candidate declined to take up the position.

An offer has been made to another candidate but as yet has not received an answer.

Members present accept that recruitment of Medical Staff is going to remain problematic especially because of being so close to London.

Dr. Ibrahim remains off sick and this may be long term, and the group sent their best wishes to him.

Dr. Wissa has now returned and is working his normal hours.

Dr. Shakera is also back and has been working extra hours.

The practice also has Dr Donnally as a locum until June.

**48/09 A.O.B.**

48/09.1 8-8 ?

48/09.2 Text reminder appears to be erratic at present, there is a technical problem around passwording and the system locks; Colleen to look into this.

48/09.3 PPG info sheet. Given to members for their comments, please feedback to Len by next meeting.

48/09.4. PPG Photographs, Len will take Photos at the end of the meeting or members can e-mail their own to Len.

**48/10 Date of next meeting**

48/10.1 The next meeting will be held on the 16<sup>th</sup> June.

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**Signatures**

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Vice Chair .....

Secretary .....

Treasurer .....