

Robert Frew Patient Partnership Group
Minutes of 127th Meeting Held on 16th Oct 2023
At The Robert Frew Medical Centre

Present

Patricia Eveson	Chair
Jacqueline Coleman	Vice Chair
Steve Nolder	Secretary

Lesley Cogan, Jacqueline Coleman, Jim Keeling, Sue Chesson (Practice)

The meeting commenced at 6.45 pm.

127/01 Apologies

Apologies were received from Alan Ursell, Jean Ursell, Karin Stidolph, Marian Ah-Kye, Bill O'Connor.

127/02 Minutes of last meeting and matters arising.

The minutes from the previous meeting were accepted.
Steve to scan copy & send to Ally/Sue to load up on RF website to comply with the ICB.

127/03 Patient survey and PPG poster update

Approx. 1,000 Patient Surveys (paper copies) were given out at the recent Flu-Jab & Covid Clinics... Sue had some completed surveys that have been received – these will be reviewed by Pat & Steve to ascertain the key feedback. Pat looking to create laminated copies of the PPG Posters in either A4 or A3 (using practice A3 laminator) then will discuss with Ally re a visit to Shotgate surgery to put the posters in situ.

Jim suggested that we may wish to put some mini-PPG posters in certain pharmacists around Wickford [Shotgate & Boots were mentioned] so that we could potentially recruit new members that way.

127/04 Website update

Steve met with Sue C at the RF surgery on Mon 9th Oct 2023 to review the website to highlight improvements that could be made to the structure & layout with some items that could be removed due to being obsolete and some items that could be moved & re-located to other areas of the website where they would be easier to find. Also, some improvements to the Services we offer pages... the Online Booking & Appointments, a new drop-down menu option dedicated to COVID news and an update to the PPG drop downs which also need a refresh. Sue has made a start with looking at the menu options at the top of the screen and will then be working through the content. There is quite a bit to do, and this will take some time to complete as it is a side of a desk activity so Sue will report back each month re the changes that have been made that month.

127/05 Practice Update

Covid & Flu Vaccinations

- Covid & Flu Vaccination drop-in sessions have been very popular & successful this year with over 2,000 people being seen on Tues alone. Sue will provide an update on the total number of people that have received vaccinations across all of the days at the next meeting – but significantly more than the 700 people who had vaccinations last year.
- There will be a further vaccination 'mop-up' session on Sat 28th Oct 2023 between 09:00 and 14:00 for both Flu & Covid.
- Good feedback has been received by the surgery so far on how these sessions went. During busy times there were queue walkers who went down the line advising patients to have their forms ready & completed to save time once they got inside the building.
- Sue advised that all the Vaccination forms have to be keyed into the system over the next couple of weeks so that NHS England is updated & so the information will flow through to our mobile phone Vaccination APPs etc.
- Patient Consent & Questionnaires were included with the invite letters, not all of them were completed in advance by patients & so some tweaks will be made to these forms for next time to make it more obvious what needs to be done in advance.
- Approx. 1,000 Patient Survey forms (paper copies) were distributed to patients at these Clinics. Further work will be done to analyse the outputs & key findings by Pat & Steve
- Next year RF hope to get the Flu & Covid jab clinics underway a bit earlier [Sept 2024]

127/06 A.O.B.

Seating in Robert Frew main Surgery

Pat provided some detail from a company that make seat cushions (wipeable material) that is used by an establishment in Battlesbridge. This will be passed to Ally for review.

PPG – Sign-up forms

Pat made some changes to the PPG sign-up forms so that they are compliant with NHS England guidelines around Gender & Ethnicity. These were circulated to the Group to show the before & after changes. These forms will go to Ally & Sue to ensure they are uploaded to the website'

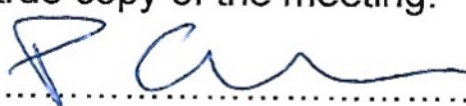
Patients Know Best

Jacqueline mentioned an APP / Website called 'Patients Know Best' which once registered allows patients to see amongst other things all their blood test results

Date of next meeting: - **Mon 20th Nov 2023**

Signed as a true copy of the meeting.

Chair


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