

Robert Frew Patient Partnership Group
Minutes of 71st Meeting Held 18th April 2016
at The Robert Frew Medical Centre

Present

Lesley Cogan	Chair
Jacqueline Coleman	Vice Chair
Alan Ursell	Treasurer
Jean Ursell	Secretary

Tony Burr, John Langley, Janet Whitaker, Ally Whyte, Lesley Baldry.

The meeting commenced at 6.45pm.

71/01 Apologies.

No apologies were received.

71/02 Minutes from last meeting and matters arising.

The minutes were accepted as a true record and signed accordingly.

71/03 Wickford housing developments and Wickford plan.

No further information to report.

71/04 Report from SEMC Locality Patient Group meeting

CCG is not replacing the co-ordinator David Thompson. There is a suggestion that the locality groups be amalgamated, our SEMC is not happy with this as the other groups only meet every 2 months.

71/05 Defibrillator.

Further training is hoped to be offered in the next few months. About 100 people have been trained so far with the hope of training another 100. They are looking at putting the defibrillator outside the community centre back as the problem was that the box outside Glicks did not lock. The electrician did not check this when it was put up. The manufacturers say that the warranty was invalidated as the electrician had cut a hole in the back of the box. We can't insure the units and the BHF won't replace it although the Ambulance service may do so. The CCTV footage was unusable but this is to be replaced at some time. Each unit will now be engraved and signs are to be put up saying that the defibrillators are for the benefit of the people of Wickford. GPS trackers can be put in the units but they cost £200 but there is a suggestion that a camera be put in each cabinet. The market traders are placing rails in front of the cabinet outside Glicks and so hide it.

71/06 Patient Partner.

Ally has not had many complaints (most have been about the time taken to answer the phones). Some of the problems were caused by smart cards being updated. There have now been some positive comments on social media.

71/07 A.O.B.

71/07.01 The practice is having trouble getting receptionists as they are getting abuse. It was suggested that maybe the surgery should get CCTV that faces the patients to protect the receptionists, Ally to suggest this to the partners at the next meeting. Currently the girls are told to walk away. The patient gets a yellow card if they are abusive. The practice is also still 1 nurse down.

71/07.02 The 111 meeting was attended by 3 members of the committee and the rest of the committee were updated on what was discussed. We were not sure on the amount of access to system one the call handlers had. They have 13weeks training on NHS Pathway training, mandatory training, customer service training, child and adult training and basic life support training. The clinicians were not doctors they were paramedics or RGNs.

71/07.03 There is a problem with booking blood tests at Southend with you needing a unique number and it timing out too quickly.

71/07.04 Leaflets on bowel cancer have been ordered.

71/07.05 Items on repeat prescriptions get out of sync and this causes trouble when trying to order on line as cannot order items that need to be reviewed.

71/07.06 Phil Wriggleworth, from G4S who are bidding for the ambulance service contract, was surprised to hear that the biggest area was out-patients. Lesley suggested that he might like to come and speak to us to get our views. John would have to leave the meeting during this time as he is on the group vetting the applications.

71/07.07 Colleen asked for volunteers to help with the patient survey. It was thought that the survey was too long (it is a shortened version of the original Survey carried out) and it should be gone through to make it just 1 sided. We will help with the review and help carry it out.

71/07.08 Alan is now a public governor at Basildon hospital. There is now a suggestion that Basildon Southend and Broomfield amalgamate some of their services, it is the early stages with Claire Pannaker leading the group.

71/07.09 We have a new member, Karin Stidolph, who will be starting in June. In the mean time she will be getting copies of the minutes and agendas.

Signed as a true copy of the meeting:

Chair