

Robert Frew Patient Partnership Group
Minutes of 128th Meeting Held on 20th Nov 2023
At The Robert Frew Medical Centre

Present

Patricia Eveson Chair
Jacqueline Coleman Vice Chair
Steve Nolder Secretary

Lesley Cogan, Alan Ursell, Jean Ursell, Jonathan Kent, Jacqueline Harper,
Lesley Baldry (Practice), Tony Ogunsanya (Practice)

The meeting commenced at 6.45 pm.

128/01 Apologies

Apologies were received from Karin Stidolph, Bill O'Connor, John Langley
Marian Ah-Kye has tendered her resignation due to a change in work pattern she
can no longer attend.

A warm welcome to NEW PPG members Jonathan Kent & Jacqueline Harper

128/02 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.

128/03 Patient Survey & PPG poster update (Pat)

Pat had circulated some copies of the Interim Survey Results to the Group
ahead of the meeting and some additional copies were available in the room.

Key Observations: -

- Survey feedback based on approx. 200 returns so far largely collected
from patients taking part in the COVID vaccination programme. So, the
demographic is likely to be for the most part 60+
- 74.19% found it easy to make an appointment & 70.16% managed to get
an appointment / speak with their preferred person which was very good.
- Comments were made around length of time to get an appointment using
the telephone, so hopefully the switch over to the new phone system will
see improvements along with more awareness around the automated
telephone booking service.
- More improvements are required for the Online Booking Service.
- Suggested improvements to the SURVEY forms: -
 - An age demographic question to be added going forward.
 - A question around whether patient uses RF or Shotgate.
 - These changes have been added by Pat / Steve and copy sent
to Sue Chesson so that they can be used once old stock runs out.
 - Volunteers required to hand out more surveys in Surgery if poss?

128/04 Website update (Steve)

Lesley B reported that Sue C has been working very hard to make some changes to the website in conjunction with the 3rd party company that manages it for RF. There is lots to do in this space & this will take time, most likely several months. Steve has reviewed and can see improvements in terms of: -

- Website is a lot more decluttered.
- Appointment booking – is in a better order encouraging online & automated telephone options.
- There is a separate Covid Section
- Services & Staff – Drop downs have been expanded.

Things still to be improved: -

- More Drop downs required for Online section...
- Would like to get the Patient Survey Online
(Steve to work with Sue C on this)

128/05 Practice update (Lesley & Tony)

- There is some work scheduled for the 13th/ 14th Dec to Digitise some of the more older paper records.
- New Telephone system / upgrade due to be going live quite soon.
- Tony gave an interesting download regarding the practice which covered
 - The recent interviews to source a new GP to replace the GP who is leaving soon to go to Canada.
 - Trying to reconfigure the RF building to create additional space for more consultation type rooms & potentially the reconfiguration of the main entrance & waiting areas.
 - The balancing act between trying to provide enough Doctor / Nurse slots for general appointments, together with trying to provide additional localised specialist services.
 - The difficulties experienced with the landlord up at the Shotgate surgery.
 - He very much appreciates that the surgery needs to continue to evolve to create extra capacity to deal with the ever-growing population needs of Wickford.

128/06 A.O.B.

PPG – Welcome (One Pager)

Pat has done some great work to update the leaflet about the PPG that will be housed in the surgery waiting rooms (copy attached)

Date of next meeting: - **Mon 18th Dec 2023**

Signed as a true copy of the meeting.

Chair

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