

Robert Frew Patient Partnership Group  
Minutes of 81st Meeting Held 20<sup>th</sup> February 2017  
At The Robert Frew Medical Centre

**Present**

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

John Langley, Joan Nutley, Karin Stidolph, Janet Whitaker, Chris Burr, Lesley Baldry, Dr Ogunsanya and Ally Whyte.

The meeting commenced at 6.45 pm.

**81/01 Apologies.**

Apologies were received from Tony Burr.

**81/02 Minutes from last meeting and matters arising.**

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

**81/03 Phlebotomy Clinics.**

NELFT are now using the old clinic room so the clinic is looking for another room. They currently have another room in Wickford clinic site and are taking blood on Mondays and Fridays. This arrangement is not currently shown on the forms. As Wickford has very little time allocated for phlebotomy compared to other areas we are going to keep pushing for better service.

**81/04 CQC visit.**

Still have not had the final report. Have had a report which had incorrect facts on it so the practice has amended these incorrect facts and sent it back (about 3 weeks ago).

**81/05 Franklins Way surgery**

The PPG were extremely disappointed that Colleen did not attend this meeting as she was the person who requested that this item was put on the agenda. Could she please attend the next meeting to discuss this item further.

The intention is to close Franklins Way as the practice would struggle to meet the CQC requirements. It is only currently used by Diane every Wednesday for the treatment of chronic patients, no doctor has been available to go there for a few months. Equipment has to be taken there each time as the practice does not have sole use of any room. NELFT now have the use of the site. NHS

England say that the surgery cannot be shut down without talking to the PPG and doing a consultation. They are coming to see Toni and he can tell them that "if the surgery wish to close Franklins Way then they have the full support of the PPG". The only way it can be kept open would be if we were to have exclusive use of 2 rooms and security of tenure.

**81/06 Did not attend appointments.**

CQC have said they want to see a policy detailing what will happen to those patients who repeatedly miss appointments. Currently if they don't turn up they are sent a text asking them to phone the surgery. It was suggested that the surgery find out what other practices do but in the meantime Toni is going to get a policy written.  
Members are going to bring any suggestions on this problem to the next meeting.

ALL

**81/07 A.O.B.**

81/07.01 The hand sanitiser by the front door is empty and has been for a while.

AW

81/07.02 The seating in the waiting room has split seams and children are pulling out the foam. *Ally to ask about sealing the seams.*

AW

81/07.03 The new notice boards are lovely and have now got notices on them.

81/07.04 At the patient experience meeting it was suggested that the receptionists do the triage on patients ringing up for an appointment to see if the patient could use another source of advice e.g. a pharmacist or the 111 service instead of the doctor. It is being trialled in 2 areas. The practice and the PPG are totally against this idea.

81/07.05 The PPG feel that Colleen should attend meetings where Ally will not be available so that the surgeries point of view can be put forward.

Signed as a true copy of the meeting:

Chair .....