

Robert Frew Patient Partnership Group
Minutes of 55th Meeting Held on 15th December 2014
At The Robert Frew Medical Centre

Present

	Chair
Lesley Cogan	Vice Chair
Alan Ursell	Treasurer
Jean Ursell	Secretary

Alan Bedingham, Jacqueline Coleman, John Langley, Joan Nutley, Dr Tony Ogunsanya, Mike Prior, Pamela Torkington, Janet Whitaker, Ali Whyte, Gareth Williams.

The meeting commenced at 6.45 pm.

55/01 Apologies

Apologies were received from Carole Groves and Tony Burr.

55/02 Minutes from last meeting and matters arising

Alan B apologised for missing last meeting. Minutes template to be changed so that only one signature necessary. Minutes were accepted as a true record and signed accordingly.

55/03 Virtual GP

Colleen apologised for David Thompson who was not there to give the demonstration. She will send a link through John so that we can all look at it. It is web based and is another way of contact for the patients. They put in symptoms and if red flagged the doctor is contacted. Is used in parts of London. Tony has committed the surgery to try it for 6 months and will then review.

55/04 Letter to MP

Letter e-mailed to Ray Ride and Lance Millane but no reply yet. Also letter sent to MP Mr Whittingdale. Janet to try to go to their surgeries in January. If no success we will try talking to other PPGs to discuss a way forward and John to take it to SEMC.

55/05 Defibrillator update.

Letter given to local PPGs Response from Market Road Surgery who are taking it to next meeting. Rotary club contacted and they are taking it to their community group. WH Smith e-mailed and will be contacting the Council.

55/06 Surgery leaflet update.

Has taken slightly longer than expected but hope will have first batch next week.

55/07 Cold Queue explained.

Not sure what this means. The system queues patients in order but there was a technical problem which has now been sorted. The system depends on the number of receptionists answering the phone. The system can display the queue on a screen so that if there is a long queue others can help answer. Training could be given on answering the phone so there is someone extra available or there is a system called "patient partner" which gives 24/7 booking and is a stand-alone system with 4 virtual receptionists. This however will add to the cost of the phone system but it was hinted that there may be some help to fund the defibrillator.

55/08 Report on check on patient repeat visits after seeing nurse practitioner

Of the 34 appointments only 6 returned, 3 of whom were children. The system seems to be working well. The nurse practitioner is covering some of Dr Ibrahim's patients with other doctors.

55/09 Report from SEMC locality patient group meeting.

Meeting put off 'til Wednesday 17th.

55/10 A.O.B.

55/10/01 Tony B wanted to know why minor ops were being cancelled and not reinstated until February. If this is the case why can't they be referred elsewhere.

Minor ops are not being cancelled but there is a long waiting list with the surgery prioritising the ones on the list. They are working through them but it means that some patients would not be seen until February. Minor ops are carried out every other Friday and as many as possible are done. Some minor ops, such as lumps and bumps, are classified as cosmetic and cannot be referred under cosmetic restrictions.

AQPs still being done and awaiting reply.

55/10/02 Dr Ibrahim

Dr Ibrahim is retiring due to ill health at the end of December so the surgery will be advertising for a full time partner. In the meantime Dr Donnelly will remain. The nurse practitioner will be kept at least until the new partner starts then there will be a review.

55/10/03 New medical centre building

The London Road surgery will be moving there. Tony has filed for a judicial review but has been told by the High Court that it is out of time. The surgeries in the health centre are also objecting as the surgeries will be very close together.

55/10/04 NAPP report

On the surgery rating report our surgery is rated in band 1. This was discussed at the last practice meeting and they will be looking at what was raised however the CQC gave a rating of 5*. (It is easier for small surgeries to get a high rating)

55/10/05 Downlighters

There is a bulb blown in the waiting room.

55/10/06 New pathology services

Are now in partnership with Ipp but nothing has changed yet as they have yet to build a new centre for testing and this will take quite a while.

55/10/07 Electronic prescribing.

This is now live and needs to be advertised more. Will prompt a patient to nominate a pharmacist. There are now no messages on top of the repeat prescriptions.

55/10/08 Insurance repairs

Builders now dealing with the subsidence problem. The internal decoration will then be carried out.

55/10/09 Bereavement cards

Are being sent out now but are not putting in fliers and leaflets as not thought appropriate. They could be downstairs and in the doctors rooms. Suggestion that a message be put inside saying that support is available via the surgery and to ensure that the receptionists are aware.

55/10/10 Chairman

As the current last came in September it was decided to carry on with the vice chairman undertaking the role until the AGM. Jackie will act as vice chairman in the interim.

Signed as a true copy of the meeting:

Chair