

Robert Frew Patient Partnership Group
Minutes of 57 Meeting Held 16th February 2015
At The Robert Frew Medical Centre

Present

	Chair
Lesley Cogan	Vice Chair
Alan Ursell	Treasurer
Jean Ursell	Secretary

Alan Bedingham, Tony Burr, Jacqueline Coleman, Carole Groves, John Langley, Mike Prior, Colleen Shelley, Janet Whitaker, Gareth Williams. David Thompson (SEMC)

The meeting commenced at 6.45 pm.

57/01 Apologies

Apologies were received from Ally Whyte.

57/02 Minutes from last meeting and matters arising

Virtual GP the minutes should have read that Langdon Hills intended to use the virtual GP. The minutes were accepted as a true record and signed accordingly.

57/03 Voice connect automated system demonstration

Paul gave a presentation on the voice connect system. Patients can book, check, cancel and change their appointments over the phone 24hours a day. It can be bought outright or rented for a set period. Mike can advise on the cost and work out a proposal if wanted. Has led to a reduction in phone calls at 8 am in other surgeries already using the system. David Thompson (SEMC) and the practice manager from the Langdon Hills surgery also listened to the presentation.

57/04 Formulate questions for meeting with local councillors

Invites have gone out and we have had replies from Byron Taylor (Labour) and David Harrison (UKIP). No response from the Conservatives or the paper as yet. Alan U to approach a conservative councillor at the next Shotgate Community Association meeting. It was suggested that we contact the Evening Echo and this was agreed. Our concerns have been taken to the CCG Patient and community reference group. Alan U stated that we needed to know why any planning application of less than 50 dwellings did not need a 106 request for funding. John handed out some suggested questions which were agreed and were to be circulated to all members.

We are to first ask the councillors to state their views on the current medical

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facilities in this area and then ask John's questions.
Colleen to ask some of the surgery staff to attend if they wish.
We are to meet at 6pm to prepare the room for the meeting.

All

57/05 Report from SEMC Locality Patient Group meeting

CCG now forecast a 3 million deficit by December due to lack of funding and increase usage. (other CCG's in the area are currently going to be worse)
A matron has been appointed for the virtual ward and is reviewing the case loads. There are also to be 2 Band 6 and 2 Band 4 staff to be appointed. They are to be Based in Basildon and in Franklyns way and will work closely with the practices to assess risks and build profiles on patients over 75. Will be looking at their complete needs with Social services, Hospital discharge teams and with Community teams. They will be employed by NELFT but accountable to the CCG They will be going to care homes as well and there will be some overlap with the District Nurses.

57/06 A.O.B.

57/06.01 Virtual GP

Our practice has now gone live and 7 patients have used it so far. David Thompson asked that we feedback comments to the CCG via John or Colleen. Alan B asked that everyone have a go on the trial system. It is currently not for use by the under 16s.

57/06.02 When having Physio the patients are given exercises to try and told to phone if they need more physio. However the practice pays for 6 sessions.

57/06.03 We have had a donation of £100 from Shotgate Community Association towards the defibrillator. WE need volunteers to go round the shops with a letter and leaflet.

57/06.04 The interviews have taken place and Dr Nigel Tamm has been offered the position. We are waiting for his reply. He has only got to give 1 months notice if he accepts.

57/06.05 PPG surveys now due covering Friends and family test, Complaints and national survey. Areas being addressed are:-

Telephone answering, call management, on-line appointments, nurses appointments and the use of receptionists.

Decor of the surgery (this will be addressed after subsidence cured)

No ethnic minorities or young members on this group at present – maybe we should target them.

Signed as a true copy of the meeting:

Chair