

Robert Frew Patient Partnership Group  
Minutes of 132<sup>nd</sup> Meeting Held on 18<sup>th</sup> March 2024  
At The Robert Frew Medical Centre

**Present**

Patricia Eveson	Chair
Jacqueline Coleman	Vice Chair
Bill O'Connor	Treasurer
Steve Nolder	Secretary

Jean Ursell, Alan Ursell, Lesley Cogan, Jackie Harper, Lesley Baldry (Practice)

The meeting commenced at 18.45 pm.

**132/01 Apologies**

Apologies were received from John Langley, Jim Keeling, Karin Stidolph, Jonathan Kent, Linda Boar, Pa

**132/02 Minutes of last meeting and matters arising.**

The minutes were accepted.

**132/03 Overview of EDATT (if possible?)**

No overview was provided by the practice.

LB advised that the EDATT system has had teething problems since going live while staff were learning the new system.

There is a new feature when holding on the telephone queue... If there is more than 6 people holding, then there is an option to request a call back when it is your turn. This is very good, but the line will only try you once.

EDATT (~~Enabling Digital Access Through Telephony~~)

[Enabling Digital Access - Hanley Health Ltd \(hanleyconsulting.co.uk\)](http://hanleyconsulting.co.uk)

[EDATT - Primary Care's #1 Patient Digital Support Assistant \(Chatbot\) \(youtube.com\)](https://www.youtube.com)

[Further information provided by Jonathan Kent post meeting...](#)

Looks like the firm behind the system have put out some more product videos on YouTube, linked on their website, EDATT system seems to be more a chat bot. But better than what we currently have.

The detailed 2nd video will be helpful to watch on a laptop/bigger monitor to fully see the detailed option. No idea if it's modular either or if RFMC have all the features with the package they're getting for it.

Overview video - <https://youtu.be/bQFa5IF6XC8?si=WfEfrqYddvWMYKG8>

Watch "EDATT Dashboard (walkthrough) - Evidencing Access Improvements in Primary Care" on YouTube

<https://youtu.be/tYJ37cVPbd4?si=qjd8kOQ0aRe-2lx>

### **132/04 Practice Update**

132/04/01

No update re Partners seeking FREE demo of Triage Platform / or Website

132/04/02

No further update on the Partnership Structure...

- Dr Pid-ange Tampa-Sahum has now left [But still showing on Website]
- Dr P (sorry don't know the name???) new Doctor [Is not showing on the Website]

132/04/03

The PPG asked who would be the Doctor representation at the PPG meetings moving forward? Although Tony Ogunsanya doesn't attend all meetings, when he does his Senior Partner knowledge & insight is highly valued. LB advised that it might be difficult to get another Doctor to attend the PPG as they already work long hours & the Monday date may prove difficult also. The PPG group advised that they would be open to being flexible on the day / date of the PPG meeting if a Doctor / Senior Partner could attend.

LB to follow up... & perhaps to advise what Doctors work on what days?

132/04/04

Request to advise on the availability of a repeat appointment card from the Doctor to enable continuity of care... so that appointment card can be given to front desk to assist with future bookings... Some patients have been getting these & they are viewed as helpful.

132/04/05

LB advised that the early morning long queues outside the Robert Frew surgery had started to return... Also, some patients upon arrival for appointments are waiting in the queue to see a receptionist to check-in, rather than using the screens. Perhaps an awareness issue?

132/04/06

BO raised the ability to see / or get an online appointment & did a Demo on his phone which showed that there were NO appointments available. The Group advised that appointments generally show on screen about 07:30, but there are only generally a handful (sub 5) and they are snapped up very soon. BO advised that he regularly logs on at that time but never sees any appointments & so feels the need to speak up on behalf of those trying to book online appointments.

132/04/07

LB advised that Booster clinics likely to be scheduled over at the Community Centre on 9th & 14th May 2024.

132/04/08

LB fed back that the Doctors had discussed the DNA – '3 strikes & your out' but felt it was too harsh. Instead, they plan to put something on the website to advise that continued DNA patients would be asked to leave...

132/04/09

Group discussion sharing of information revealed that there is an out of hours service available through the London Road Surgery HUB... They have later hours and it maybe possible to get appointments there in the evening / or weekends.

**132/05 AOB.**

132/05/01

New Applicant to Join PPG (Ian Davey) Steve has sent forms by email & spoken with Ian.

132/05/02

BO has tried of a few occasions to liaise with the Bank to get the necessary forms that need completing in order to take over role from AU.

BO has advised that he wishes to politely decline the Position as Treasurer for the Group & so the Position will be made OPEN to any other PPG Group member – to be discussed at the next PPG Meeting

132/05/03 Post Meeting... RE 132/04/06 Steve has asked Ally if she is able to provide some information around: -

- No. of appointments available per day & how these are allocated...
  - Early morning walk-ins
  - Telephone (Automated)
  - Telephone (Receptionist)
  - Online
  - Held back at Doctors Request / Emergency buffer...

**Date of next meeting: - Monday 15<sup>th</sup> April 2024**

Signed as a true copy of the meeting.

Chair

*Isabelle W*