

Robert Frew Patient Partnership Group
Minutes of 36th Meeting Held 20th May 2013
At The Robert Frew Medical Centre

Present

Jennifer Wall Treasurer
John Langley Secretary

Jayne Bevis, Tony Burr, Len Coles, Lesley Cogan, Dr Tony Ogunsanya, Alan Ursell, Janet Whitaker.

In the absence of both Jackie Coleman and Gareth Williams, John Langley took the chair and the meeting commenced at 6.45 pm.

36/01 Apologies

Apologies were received from Alan Bedingham, Dr Chakera, Jackie Coleman, Carol Groves, Colleen Shelley and Brenda Last.

36/02 Minutes of the meeting dated 15th April and matters arising

36/02.1 The minutes of the previous meeting were accepted as a true record and signed accordingly.

36/03 Briefing from William Guy on revised blood testing arrangements

36/03.1 John Langley advised the meeting that he had received an e-mail from Colleen Shelley saying that, due to late availability of relevant information, William Guy felt he would not be in a position to brief our group this evening.

36/03.2 He further requested that he attend the PPG's June meeting to fulfil this commitment. The group agreed to this revised scheduling.

36/04 Revisit 0844 phone number discussion

36/04.1 For the benefit of Dr Ogunsanya, who was not present at April's meeting, the group summarised the previous discussions on this item (36/6 refers).

36/04.2 The group re-iterated their belief that the problem is far more one of perception rather than one of cost and that changes to the current arrangements would only cause confusion for a lot of patients. However, the group also recognised that the 'perception' issue may possibly be better addressed with improved communication to patients.

36/04.3 The group strongly recommend that the Partners give serious consideration to leaving the system 'as is' and to investigate ways of advising patients of the true telephone call economics including the fact that there is no profit to the surgery. It was suggested that enhanced information, both in the waiting area and on the surgery web site may be beneficial.

36/05 Recap NHS 111 introduction

36/05.1 Whilst not having any personal experience of using the NHS 111 system, the group recognised the reported difficulties surrounding its introduction and believed this may be the reason why the national launch advertising campaign had not yet commenced.

36/05.2 Group members agreed to keep this item under review pending further information/experience. To support this the surgery were requested to investigate the availability of any usage/outcome data on the subject.

All
CS

36/06 PPG awareness week

36/06.1 John Langley reminded the group of an earlier e-mail he had circulated announcing PPG Awareness Week (June 3 – 8).

36/06.2 It was agreed that there was not sufficient time to arrange an organised campaign and that it would be left to individual members to promote the PPG concept (and our group in particular) when possible.

All

36/07 Reminder of appointments by text – Janet Whitaker

36/07.1 This item was withdrawn by Janet following resolution of her concern.

36/08 Results of election for PPG rep on SEMC PRG

36/08.1 Prior to the meeting Jackie Coleman circulated an e-mail to all group members advising the results of this election (item 35/05 refers). A hard copy of this e-mail is held in the minutes file at the surgery and John Langley was elected as the Robert Frew PPG representative on the SEMC PRG.

36/08.2 David Thomson was welcomed to the meeting and presented a brief on the organisation of Brentwood and Basildon CCG and how it is envisaged SEMC and their PRG will fit into the structure. (a copy of his handout is attached to these minutes)

36/08.3 David had invited questions during his presentation and this promoted a healthy exchange of in depth information which the group appreciated.

36/08.4 Tony Burr observed that, as this is the inaugural stage of forming the SEMC PRG, the group would like to invite David back next year to give a progress update. This was duly noted.

36/08.5 John Langley thanked David for his presentation and promised to do his best to be a two way conduit between the Robert Frew PPG and SEMC PRG.

36/09 Date of next meeting

36/09.1 The next group meeting will be held on 17th June 2013 at 6.30 pm.

36/10 A.O.B.

36/10.1 Tony Burr observed that the patient call system was now working but wondered why it had taken so long to fix.

36/10.2 Dr Ogunsanya replied that the surgery did have a maintenance contract with the system supplier but that it had taken some time to obtain a replacement part.

36/10.3 Lesley Cogan asked if is possible to allow patients to 'self book in' earlier than ten minutes prior to their appointment.

36/10.4 Dr Ogunsanya replied that he would ask Adam Shelley to investigate the technicalities and ensure the group were aware of the result.

Dr O
(AS)

36/10.3 There being no further business the meeting closed at 8.30 pm.

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Signatures

Chair

Vice Chair

Secretary

Treasurer