

**ROBERT FREW (RF) MEDICAL CENTRE  
 PATIENT PARTICIPATION GROUP (PPG)  
 MONDAY 18<sup>th</sup> NOVEMBER 2024 MEETING NUMBER 140 @ 18:45**

**MINUTES**

**Present**

Lesley Baldry (LBa) – Practice Nurse  
 Linda Boar (LB) – Minutes Secretary  
 Lesley Cogan (LC)  
 Pat Eveson (PE) – Chair  
 Jonathan Kent (JK)  
 Alan Ursell (AU) – Treasurer


DRAFT

*Jackie Coleman who had extended her apologies for absence, was able to briefly join the meeting virtually just to demonstrate how 'Teams' could easily be accessed and utilised for attending meetings. She did not however feel well enough to participate in any of the discussions.*


		<b>ACTION</b>												
<b>1.</b>	<p><b>Apologies</b>            Apologies were received and noted from: Cllr Geoff Whiter, Bill O'Connor, Jackie Coleman, Steve Nolder, Jean Ursell, John Langley, Ian Davey and Karin Stidolph. The Chair advised all present that Karin Stidolph had decided to step down from the PPG, all present wanted their thanks recorded to Karin for all her work within the Group and to wish her a lovely Christmas and a happy New Year.</p>													
<b>2.</b>	<p><b>a. Minutes of last meeting</b>            All present confirmed they had read the minutes of the last meeting of this group and agreed the document was an accurate record. The document will be signed by the Chair and filed appropriately.</p> <p><b>b. Matters arising included:</b>            There were no matters arising from the previous minutes.</p> <p><b>c. Review of Action Points</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Meeting &amp; Item No.</th> <th style="width: 45%;">Detail</th> <th style="width: 20%;">Responsible Person</th> <th style="width: 20%;">Status</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">136/4.g.</td> <td>To have sight of Dr Ogunsanya's farewell photographic book.</td> <td style="text-align: center;">AB</td> <td style="text-align: center;">Outstanding</td> </tr> <tr> <td style="text-align: center;">136/5.g.</td> <td>To confirm Pharmacy First literature is uploaded to the practice website.</td> <td style="text-align: center;">AB</td> <td style="text-align: center;">Complete</td> </tr> </tbody> </table>	Meeting & Item No.	Detail	Responsible Person	Status	136/4.g.	To have sight of Dr Ogunsanya's farewell photographic book.	AB	Outstanding	136/5.g.	To confirm Pharmacy First literature is uploaded to the practice website.	AB	Complete	
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Chair's Initials:

<b>137/5.h.</b>	<p>New Patients' Booklet – It was felt that this information could be extended and added to the website.</p> <p>The booklet is on the practice website and can be printed from there.</p>	AB & AU	Complete
<b>139/1.</b>	<p>To contact Steven Nolder to see if he wished to continue to be part of this group.</p> <p>Steven has confirmed he would like his apologies noted until the New Year when his position may allow him to attend once again.</p>	PE	Complete
<b>139/4.b.</b>	<p>To provide an update as to the success of the 'Get U Better' initiative.</p> <p>Confirmation that this initiative is being advertised within the surgeries and on the practice website.</p>	SC	Complete
<b>139/4.c.</b>	<p>To design a page to be used on the television screens to promote the PPG.</p> <p>JK shared with all present his work but all agreed it contained too many words; JK will condense and make contact with the practice to further this project.</p>	JK	Ongoing
<b>139/4.d.</b>	<p>To assist with the removal of out-of-date information on the website.</p>	JK	Ongoing
<b>139/5.a.</b>	<p>To amend the information to be used on the website to attract more members to join the PPG.</p> <p>PE had produced an A5 sized leaflet which all agreed would be suitable for doctors to hand out to any patients who might be able to join the PPG. It was also suggested these leaflets be left in the waiting rooms for any interested parties to take away. It was suggested that the QR code prepared by JK be added to the leaflet.</p>	PE & JK	Outstanding
<b>139/5.e.</b>	<p>To provide clarity on promoting the NHS App.</p>	SC	Complete
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Chair's Initials:  


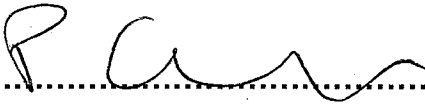
	<p>JK displayed a video guide within the NHS App and felt it could and should be added to the RF website.</p> <p>The Chair advised all present that she will be visiting the local library with colleagues from the Wickford Medical Centre PPG to view the assistance library staff are offering to the public in accessing the NHS App.</p>	PE	Outstanding
139/5.h.	To attach a note on the repeat prescription box and the front door to promote the use of on-line requests.	SC	Outstanding
4.	<p><b>Practice Update</b></p> <p>a. The practice is advertising to recruit a new nurse in view of two existing members of the nursing staff reducing their hours. Two interviews are planned soon.</p> <p>b. A couple of administrative staff will be leaving the practice.</p> <p>c. Covid and Influenza vaccinations are still ongoing.</p>		
5.	<p><b>Any Other Business</b></p> <p><b>a. Emails / Text Messaging /App messaging – NHS</b></p> <p>A discussion ensued on how much money can be saved in this area.</p> <p>Some comment was made that hospital investigation results cannot be viewed on the NHS App because of the lack of integration with the systems being used by hospital and primary care.</p> <p>The question arose what more could be done to promote the NHS App resource and reference was made to item 2.c. 139/5.e. above.</p> <p><i>Post meeting JK provided the following links:</i></p> <ul style="list-style-type: none"> <li>• <i>A link referencing how another medical practice is using email rather than text to communicate with their patients to save money:</i> <a href="https://www.fullwellcrosscentre.co.uk/News/ce8e40fc-e3f4-4340-b5ad-470dfa1cd4a0">https://www.fullwellcrosscentre.co.uk/News/ce8e40fc-e3f4-4340-b5ad-470dfa1cd4a0</a></li> <li>• <i>NHS website references related to NHS Notify, the system that is likely to be used to contact their patients:</i> <a href="https://digital.nhs.uk/services/nhs-notify/text-message-pricing">https://digital.nhs.uk/services/nhs-notify/text-message-pricing</a> <i>and</i></li> <li>• <a href="https://www.england.nhs.uk/2024/05/nhs-app-messaging-saved-nhs-more-than-1-million-in-last-year/">https://www.england.nhs.uk/2024/05/nhs-app-messaging-saved-nhs-more-than-1-million-in-last-year/</a></li> </ul>		

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	<p><b>Recent article seen - "GP practices could be forced to close because of tax hike" The Rt Hon Wes Streeting warned.</b></p> <p>This article is within the mainstream news and has been noted within the practice. All present considered this to be a worrying development for the practice to deal with. Discussion moved on to additional demands on the practice as a result of the expansion of housing within the town and the direction the practice has received to take on new patients. The need for managing budgets and making saving where possible was discussed next, with the Chair offering any help the PPG can give to support and provide assistance to the practice in this formidable challenge. The management of patients missing appointments were discussed as part of this challenge.</p> <p><b>b. Alternative venue for the PPG Meeting</b></p> <p>This matter was raised in order to help PPG members who find it difficult to climb the stairs to the meeting room. Enquiries will be made whether the back administrative office could be used and LBa undertook to take this <b>ACTION</b>. The option of utilising Teams for PPG members to attend virtually would have to be further explored, if the meeting area is to be changed and JK undertook to look into this matter as an <b>ACTION</b>.</p> <p><b>c. Community Pharmacist</b></p> <p>A brief discussion ensued on some issues regarding blood tests requested by Community Pharmacists, the practice is aware and is looking into this.</p> <p><b>d. PCN PPG</b></p> <p>All present were advised of the next meeting will take place on 28<sup>th</sup> November from 1100 – 12.00. The Chair advised she could not attend but AU and hopefully Mrs Ursell will be in attendance.</p>	<p>LBa JK</p> <p>JK</p>
<p><b>6.</b></p>	<p><b>Date of Next Meeting</b> 20<sup>th</sup> January 2025.at 18.45.</p>	

With nothing further to discuss the meeting closed at 19.45.

I confirm that these minutes are an accurate record.

Signed .....  ..... Date ..... 22.1.25 .....

Chair

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## Table of Actions

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139/5.h.	To attach a note on the repeat prescription box and the front door to promote the use of on-line requests.	SC	Outstanding
140/5.b.	To find out if the back administrative office could be used for the purpose of the PPG meeting.	LBa	Outstanding
140/5.b.	To explore the possibility of allowing participants to join the PPG meeting via Microsoft Teams	JK	Outstanding

Chair's Initials:

PC