**ROBERT FREW (RF) MEDICAL CENTRE**

**PATIENT PARTNESHIP GROUP (PPG) MEETING 137**

**MONDAY 19th AUGUST 2024 @ 18:45**

**M I N U T E S**

**Present**

Pat Eveson (PE) – Chair

Lesley Baldry (LBa) – Practice Nurse

Linda Boar (LBo) – Minutes Secretary

Jackie Coleman (JC) - Deputy Chair

Ian Davey (ID)

Lesley Cogan (LC)

Jonathan Kent (JK)

Alan Ursell (AU) – Treasurer

Jean Ursell (JU)

Cllr Geoff Whiter (GW)

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|  |  | **ACTION** |
| **1.** | **Apologies**Apologies were received and noted from: Bill O’Connor, Karin Stidolph, Jackie Harper, John Langley, Steve Nolder and Jim Keeling.All present were introduced to Cllr Geoff Whiter who provided a short verbal synopsis of his working and voluntary life which included thirty years as a Police Officer within Wickford having retired twenty years ago. Most recently Geoff has taken on the role as Councillor on the Wickford Town Council. He joined this group for the benefit of residents of Wickford. |  |
| **2.** | 1. **Minutes of last meeting**

All present confirmed they had read the minutes of the last meeting of this group and agreed the document was an accurate record save the misspelling of Jim Keeling’s surname which will be corrected by the Chair. The document will be signed by the Chair and filed appropriately.1. **Matters arising included:**

JK mentioned in the July PPG meeting that the issue other members were discussing at the June meeting regarding the current RF website, is more a case of most websites automatically relay/reorder the layout themselves to fit the screen size of the device being used to view it. There is mobile view, the default for smartphones and tablets (such as iPads) and desktop site view, the default view for laptop and desktop computer users, this is called responsive website design. This is why the members at the meeting were seeing what they believed were different versions of the website.*Definition of the above from Wikipedia:**"Responsive web design or responsive design is an approach to web design that aims to make web pages render well on a variety of devices and window or screen sizes from minimum to maximum display size to ensure usability and satisfaction."*An explainer of this is also available from the soon to be new website provider's website features page, <https://www.practicewebsites.co.uk/responsive.asp> which our soon to launch in the Autumn, new look Robert Frew website will benefit from. |  |
|  | 1. **Review of Action Points**

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| **Meeting & Item No.** | **Detail** | **Responsible Person** | **Status** |
| **136/2.b.ii.** | To report on the upgraded website. | AB | On-going |
| **136/4.g.** | To share photographs of Dr Ogunsanya’s farewell event with members of the PPG.One member of the group shared two photographs from their phone. See item 5.a. below. | AB | Outstanding |
| **136/5.g.** | To check with Boots on Silva Island Way if they are participating in the Pharmacy First scheme.AU had visited all pharmacies within Wickford and confirmed all participate in the Pharmacy First Scheme; he has produced a poster style document to be printed and shared widely, including the practice website. Thanks was given to AU for the work he had undertaken. See item 5.b. below. | ~~AB~~ LBa | Outstanding |
| **136/5.h.** | To contact the ICB for guidance in relation to collaborative working between local PCN surgeries.Members of this group were now aware of future events and will attend if able. | AB | Complete |
| **136/5.i.** | To monitor the survey in relation to patient satisfaction when making appointments.The survey is closed, and results have been posted on the PPG notice boards at both Robert Frew and Shotgate sites. The outcomes will be shared with GW by PE. A further survey will be undertaken in due course. | PE | Complete |

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| **4.** | **Practice Update**1. LBa reported that the Respiratory Syncytial Virus vaccine will be offered in the Autumn to those at least 28 weeks pregnant and those between the ages of 75 – 80 years.
2. Three new registrars have joined the practice and LBa gave their names.
3. The Health event on 7th August went well with Dr Aderolu in attendance. A member of the group attended and reported the large number of the public attending but that there was some confusion in that she didn’t realise the event was in presentation form.
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| **5.** | **Any Other Business**1. In relation to item 2.c. 136/4.g. above, a member of the group asked if Dr Ogunsanya’s specific patients had been individually informed of his retirement. It was confirmed that no-one within the practice is allocated a specific doctor but are simply registered with the practice as a whole.
2. In relation to item 2.c. 136/5.g. above, it was noted by all present that if a pharmacist prescribes a prescription drug, the cost of that drug will be the same as if prescribed by a doctor, i.e. it will be covered under the NHS cost whether it be payable, within the pre-payment scheme or any exemptions.
3. Contact has been made with the National Rheumatoid Arthritis Society (NRAS) to support them during their awareness week between 16th to 22nd of September (previous dates given at the meeting were for 2023). It is hoped this support will be in conjunction with the other two medical centres in Wickford (London Road Surgery and Swanwood Partnership). Unfortunately, RF do not have digital screens in the surgery but hard copy literature will be available. LBa took the **ACTION** to confirm which notice boards at RF could be used for this programme. The practice website can also be used as a promotional tool.
4. The uncertainty of the future of Shotgate Surgery continues. LBa advised that the site is currently being used by the Hub as well as Robert Frew, which means the equipment there is constantly in use. The availability of equipment used there is closely monitored and measures are in place to ensure clinic rooms have the equipment required for patient consultations.
5. A member of the group raised the issue of when an emergency prescription is requested, a text notification could be sent to reassure the patient that the request is being dealt with. After some discussion it was confirmed that the NHS App provides this.
6. A member of the group raised concerns about the wording used in the latest surgery newsletter in regard to connection to e-consult. It was felt that it could be considered as discriminatory, the same has been noted at other surgeries. This point was acknowledged as something to bear in mind.
7. All present were assured that doctors at this surgery will not be participating in the threatened industrial action of General Practitioners.
8. The matter of a Practice information booklet for newly registered patients was raised but which, more recently, had not been seen being provided. The group thought it would be good to see this re-introduced but in a condensed form. A member of the group suggested in order to save money, new patients could be directed to access the practice website and a paper copy be available should the end user not wish to use the internet. But it was felt by the majority present that a hard copy leaflet is preferable. AU took the **ACTION** to volunteer and take a look at the document and update it accordingly and include the surgery’s website address, each doctors’ specialities and which days they work. It was recognised that this was just a snapshot in time and would need updating regularly but copies only need to be made when a new patient joins, therefore no large stocks of the booklet needs to be stored.
9. The question of the preferred method of making an appointment on-line with a doctor was raised and it appears that System On-line provides a smoother outcome.
 | LBa**AU** |
| **6.** | **Date of Next Meeting**16th September 2024 at 18.45. – JC gave her apologies in advance for this meeting. |  |

With nothing further to discuss the meeting closed at 19.40.

I confirm that these minutes are an accurate record.

**Signed ………………………………………………… Date …………………………**

**Chair**

**Table of Actions**

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| **136/4.g.** | To share photographs of Dr Ogunsanya’s farewell event with member of the PPG. | AB | Outstanding |
| **136/5.g.** | The Pharmacy First scheme poster be shared widely, including on the practice website. | ~~AB~~ LBa | Outstanding |
| **137/5.c.** | To confirm which notice boards can be used for the NRAS literature. | LBa  | Outstanding – by 11.09.24 |
| **137/5.h.** | To update the new patient’s booklet. | AU | Outstanding |