

**ROBERT FREW (RF) MEDICAL CENTRE
PATIENT PARTICIPATION GROUP (PPG)
MONDAY 17th FEBRUARY 2025 MEETING NUMBER 142**

MINUTES

Present

Lesley Cogan (LC)
Jackie Coleman (JC) – Deputy Chair
Pat Eveson (PE) – Chair
Jonathan Kent (JK) – via Teams
Alan Ursell (AU) – Treasurer
Jean Ursell (JU)
Sue Chesson (SC) – Deputy Practice Manager

The chair informed the group Bill O'Connor has resigned from the group due to business and time constraints. He has been thanked for his contributions and has been informed he is most welcome to return should his situation changes.

		ACTION													
1.	Apologies Apologies were received and noted from: Linda Boar, Ian Davey and Bill O'Connor, Steve Nolder.														
2.	a. 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. The document will be signed by the Chair and filed appropriately. b. Matters arising: None c. Review of Action Points <table><tr><th>Meeting & Item No.</th><th>Detail</th><th>Responsible Person</th><th>Status</th></tr><tr><td>136/4.g.</td><td>It was decided by all to remove the viewing of the photograph book from the outstanding action points.</td><td>AB</td><td>Closed</td></tr><tr><td>139/4.c.</td><td>PPG promotion utilising the television screens in the</td><td>JK</td><td>Ongoing</td></tr></table>		Meeting & Item No.	Detail	Responsible Person	Status	136/4.g.	It was decided by all to remove the viewing of the photograph book from the outstanding action points.	AB	Closed	139/4.c.	PPG promotion utilising the television screens in the	JK	Ongoing	
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Chair's Initials:

PC

	<p>waiting room - No details have been received yet from Ally / RFMC re the service, the preferred file format or if it needs to be static images.</p> <p>The sign-up forms have been updated on the RF web site and now only the memory stick needs updating, SC will be undertaking this.</p>	SC	Outstanding	
139/5.a.	Audit of the website by JK and Ally has not yet been possible, awaiting response from Ally.	JK/AB	Outstanding	
141/5.4a.	A poster to be displayed at the offices of the Town Council advising about the RF move to triaging - will be undertaken at the same time as the RF Triage patient information programme.	GW	Pending	
141/5.4b.	To include the wording "Staff training" on the posters outside the surgery - informed after the meeting that this has been undertaken.	SC	Completed	
4. Practice Update	<p>a. The 'go live' date for triaging patients will be the 9th April, this will enable time for all staff to have the required e-mail address set up and to become familiar with the Accurx system. RF will be able to send messages using Accurx as well as SMS and this means patients will be sent a link via their GP to book their own appointment with their chosen doctor and chosen time.</p> <p>The practice is working on patient information leaflets, banners and posters as well as a message to go on the televisions in the waiting rooms. A technician/electrician is coming and it is hoped to have the second television up and running soon.</p> <p>Following recent visits to other practices currently using the Accurx system, the practice has been advised to inform patients of the new</p>			

Chair's Initials:

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	<p>Triaging system 4 weeks prior to going live. They were informed it took the other practices 4 weeks before the new system started to settled in and 6 months before they felt it was working well.</p> <p>It is yet to be decided who does the triage, what time of day they will start, when they will start booking in patients and how long each person will undertake the triage. At present it is thought that there will be 2 doctors and 2 receptionists but more may be needed. There will be 5 key questions and if the receptionists are unsure, they will refer it to a doctor. There will still be a duty doctor for the time being and the nurses appointments will also come under this system.</p> <p>b. The new physiotherapist has started at the practice and has very quickly become fully booked.</p> <p>c. The new practice nurse Rita Okanlawson will be starting next week.</p> <p>d. The two registrars at the practice have passed their exams and congratulations were extended to them and their trainers at the practice. The practice will be having some year 1 and year 2 students starting in the next 2 weeks.</p>	
<p>5. Any Other Business</p>	<p>a:- Jackie said that some stoma patients do not realise that to get their stoma bags, etc. they can submit their prescriptions on line direct to the practice and not have to go through the supplier first. She asked Sue to see if the practice can make these patients aware that they can do this, Jackie will also try to let them know.</p> <p>b:- Alan said that his nurses appointment was cancelled and he was given another for a month later, which did not give a good impression of service. Sue said that this was because the nurses clinics were booked up 1 month in advance but that the nurses look at each cancelled case and fit it in any patient if urgent.</p> <p>c:- PCN/PPG meeting. Only 3 people attended, all from the Robert Frew practice. At this meeting: We requested information on upcoming health promotion/awareness campaigns. We enquired if there was any strategy being considered by the ICB on how to cope with the increased demands on local primary care services when all the approved new houses are built. The PPG members attending were asked if they would run the meetings instead of the PCN PPG operational manager – this we declined. The get U better app was demonstrated for use by patients experiencing MSK problems. However, there were a lot of exclusions for its use, which influences its usefulness for patients.</p>	

Chair's Initials:

P C

	<p>No posters have been put up yet about the meeting Cardio Vascular Disease information day at Shotgate on 8th March.</p> <p>d:- Pat showed a poster Sue Bunney had designed to encourage the use of the NHS App, it was suggested that the wording "too much to list here" at the end of the poster is replaced by "and so much more" and the title changed to "Do you like to use the NHS app?"</p> <p>e:- We would like to hear of any complimentary comments and of any specific complaints which we could help with.</p> <p>f:- Pat asked if we could have the DNA figures each month so that we could update the board.</p> <p>g:- From JK</p> <p>NHS app -</p> <p>I saw this news article that might be a further interesting read for the group - https://news.sky.com/story/patients-who-experience-nhs-admin-issues-less-likely-to-see-future-care-research-finds-13311318 This is another reason why I advocate for greater utilisation of the NHS app to communicate with patients, for improved speed, as well as facilitating unity and cost savings. This is opposed to the other current traditional means used as a primary communication tool. Some practices use the NHS app (or the trashing platform which is a digital tool for data waste management) and phone option, cutting the usage of a general email address for inbound messaging from patients to their surgeries.</p> <p>Triaging -</p> <p>1) There is no AI used by the Accurx system, so my concern about needing a DPIA (Data Protection Impact Assessment) screening might not be valid, I had emailed Pat and Allyi about that requirement by the ICB in NE London for platforms using AI for legal compliance with UK GDPR & DPA2018.</p> <p>2) I'm happy to work with anyone else to draft an updated explainer page to explain what's happening once we've got further details from Allyi and team, including accurate date of going live as a helpful and concise info page to refer patients to in wider communications about the change coming etc.</p>	
6.	<p>Date of Next Meeting Monday 17th March 2025.</p>	

Chair's Initials:

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With nothing further to discuss the meeting closed at 20.00

I confirm that these minutes are an accurate record.

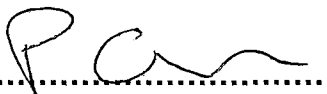
Signed  Date 17/3/25
Chair

Table of Actions

Meeting & Item No.	Detail	Responsible Person	Status
139/4.c.	PPG promotion utilising the television screens in the waiting room.	JK/AB	Outstanding
	PPG application form on the memory stick needs updating, SC will be undertaking this.	SC	Outstanding
139/5.a.	Audit of RF website	JK/AB	Outstanding
141/5.4a.	Poster for the offices of the Town Council advising about the move to triaging – to be done 4 weeks prior to going live.	GW	Outstanding

Chair's Initials:

