

Robert Frew Patient Partnership Group  
Minutes of 130th Meeting Held on 15<sup>th</sup> January 2024  
At The Robert Frew Medical Centre

**Present**

|                    |            |
|--------------------|------------|
| Patricia Eveson    | Chair      |
| Jacqueline Coleman | Vice Chair |
|                    | Treasurer  |
|                    | Secretary  |

Jean Ursell, Alan Ursell, Lesley Cogan and Sue Chesson.

The meeting commenced at 6.45 pm.

**130/01 Apologies**

Apologies were received from John Langley, Steve Nolder, Jim Keeling, Karen Stidolph, Bill O'Connor and Jonathan Kent

**130/02 Minutes of last meeting and matters arising.**

The minutes were accepted.

**130/03 Robert Frew Patient survey/ PPG poster/PPG leaflet update**

Pat is going to the Shotgate surgery soon and is willing to hand out the surveys again. She asked Sue if she could have an identity badge so that the surgery staff know who she is. Pat is to send an electronic copy of the current survey to Sue.

**130/04 Web site update.**

The web site is now much better and user friendly and the Swift queue link is now on the web site. As Jonathan and Steve were not present nothing more was reported.

**130/05 NHS GP Survey 20234.**

National survey has been carried out and is similar to previous ones but has 200 weighted and 118 unweighted replies.  
The practice sends out its own survey each day, this is the friends and family survey sent by text to about 30 patients seen that day and collated by the practice. We may be able to see the results.

**130/06 Practice update**

Dr Popoola is to start soon once her notice period has been served, she currently works 1 day every other week at the practice.



The practice is waiting for the digital records to come back and need to remove 18 redundant cabinets, some more are being kept for storage. Any paper records needed are to be stored at Shotgate. Hoping that the desks, computers and phones used by the 16 receptionists etc can be put in the now spare space. The new telephone system will have a call back facility so that the caller can choose to wait in the queue or be rung back when the system gets to their position in the queue, they will not lose their position in the queue if they choose this option. This is a totally new system which can be monitored for length of waits etc. There will be the same number of lines but with more coming in and less going out. The practice is just waiting for the contract. Sue to check if it is a fibre optic system.

The practice is piloting a new medical examiner system which comes into use in April.

### **130/07 A.O.B.**

130/07.01 as the hard copy of patients notes will be in Shotgate it was suggested that a scanner bought by the PPG would be useful, Sue to bring this suggestion up with the practice again.

130/07.02 Pat asked if there were anything volunteers could do to help the practice and free up staff, suggestions were to ring DNAs, check and refill stock, photocopying.

130/07.03 Pat reminded members that there is a PCN/PPG meeting at London road surgery on 25<sup>th</sup>, Jean to go. WITH PAT

130/07.04 Need a list of numbers to try calling if cannot get into the surgery after door are locked.

130/07.05 Although DNAs have gone down a lot still too many, it was suggested that a notice be put upon the screen in front of the receptionists and above the computer log-in. Patients can cancel on the phone or computer, maybe put this on the web-site and face book page.

130/07.06 Prescriptions are not being reviewed when due and this is causing problems for the patients who have to contact the surgery to ask for them to be reviewed. The receptionists let the pharmacists know but the patients are not told if they have been reviewed and some have to get a prescription from the practice instead. Sue to look into this problem.

130/07.07 It must be noted that we are there to assist the practice, make suggestions for improvement and bring up any patient complaints and nothing more.

Date of next meeting:- 19<sup>th</sup> Feb 2024

Signed as a true copy of the meeting

Chair

