

Robert Frew Patient Partnership Group
Minutes of 125th Meeting Held on 21st August 2023
At The Robert Frew Medical Centre

Present

Patricia Eveson Chair
Jacqueline Coleman Vice Chair
 Treasurer
 Secretary

Jean Ursell, Alan Ursell, Lesley Cogan and Lesley Baldry.

The meeting commenced at 6.45 pm.

125/01 Apologies

Apologies were received from John Langley, Steve Nolder, Jim Keeling, Karen Stidolph, Bill O'Connor, Marian Ah-Kye, Allison Boor and Dr Ogunsanya.

125/02 Minutes of last meeting and matters arising.

Steve sent an update on the website:-
He has provided dates for the session with the website company.
Sue Chesson has been chasing the website people but has had no response.
Steve suggests that we may need to look for a new company to manage/ make website changes who are more responsive.
He will pick up with Sue by e-mail when he returns from holiday.
The minutes were accepted.

125/03 Patient survey and PPG poster update

Pat has changed the survey to include telephone automated or receptionist and to also ask if they queued outside the practice for an appointment. The wording of question 5 was changed to if the appointment was non urgent did you see the clinician you required.
On the poster the words "we are always looking to improve and develop our current services" was changed to "the current services."

125/04 Practice update.

The practice now have a paramedic, Chantelle, who can do the ECGs and blood pressures at the surgery and at patients homes.
The Flu and Covid injections will be done at 2 separate sessions this year as the practice does not know when the serums will arrive.
Ally to check if injections can be ordered on-line or just by repeat scripts.

125/05 A.O.B.

125/05.01 Pat looked at the posters in the Shotgun surgery and found 5 of one and 4 of another, there was no mention of the PPG anywhere. She will try to find out who does the boards there and try to utilize one there and the 2 in the main surgery to give information about the PPG.

125/05.02 The PPG need to clarify amongst ourselves the roles of social prescriber, pharmacist etc so that we can pass on the information to the patients.

125/05.03 Pat noted that on the web site, under have your say, there are 2 categories, virtual and Robert Frew partnership. The virtual would get feedback and the other was the PPG. There were no minutes of PPG meetings since 2017.

Jean said that the ICB now want the minutes put on the web site.

Date of next meeting:- 18th September

Signed as a true copy of the meeting

Chair