

Robert Frew Patient Partnership Group
Minutes of 76th Meeting Held 19th September 2016
At The Robert Frew Medical Centre

Present

Lesley Cogan	Chair
Jacqueline Coleman	Vice Chair
	Treasurer
	Secretary

Joan Nutley, Tony Burr, Christine Burr, Allison Whyte, Lesley Baldry, Karin Stidolph.

The meeting commenced at 6.45pm.

76/01 Apologies

Apologies were received from Janet Whitaker Alan Ursell Jean Ursell John Langley Dr Ogansanya.

76/02 Minutes from last meeting and matters arising

The minutes were accepted as a true record and signed accordingly.

76/03 Wickford Housing Development

No information on this as John is on holiday.

76/04 Doctors name Board Update

New boards are on order and they should arrive by the end of the week. The Doctors plaque outside the surgery should be updated and cleaned by next Tuesday.

76/05 CQC Visit

Tony Burr and Jackie Coleman are to be the 2 members to represent the PPG. The representatives of the CQC will be here from 8am till 6pm..Allison Whyte to represent the surgery as Colleen is away on holiday. Colleen will have a two-hour telephone interview with a member of the CQC this Thursday (22nd Sept).

76/06 A.O.B.

Dressings

There was a query about changing dressings at the surgery when requested from the hospital. These are usually changed by the District nurses when a patient is first discharged from hospital.

Receptionists

There was a query about receptionists sometimes talking loudly so enabling other patients in the surgery to hear conversations. Suggestions were put forward of how to remedy this, i.e. headsets, etc.

Pharmacy 2 U

Leaflets were delivered to large areas of Wickford advertising an online Pharmacy. Questions were asked about where the Pharmacy acquired the names and addresses of all these patients.

Signed as a true copy of the meeting:

Chair