

Robert Frew Patient Partnership Group  
Minutes of 126th Meeting Held on 18<sup>th</sup> Sept 2023  
At The Robert Frew Medical Centre

**Present**

Patricia Eveson	Chair
Jacqueline Coleman	Vice Chair
Bill O'Connor	Treasurer
Steve Nolder	Secretary

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

The meeting commenced at 6.45 pm.

**126/01 Apologies**

Apologies were received from James Keeling, John Langley, Karin Stidolph, Marian Ah-Kye, Allison Boor and Dr Ogunsanya.

**126/02 Minutes of last meeting and matters arising.**

The minutes from the previous meeting were accepted.  
Steve to scan copy & send to Ally/Sue to load up on RF website to comply with the ICB.

**126/03 Patient survey and PPG poster update**

Work continues on the Patient Survey & PPG Poster. Pat has been into Shotgate surgery & noticed that the boards have multiples of the same posters / information. Sue & Ally to contact Shotgate to ask them to remove multiples to create space & to also look at the Boards within the main Surgery.

**126/04 Website update**

No progress made with setting up a meeting with the Website people.  
Structure & usability of website seen as a priority.  
Steve to arrange time to meet Sue to discuss & go through some examples of what can be done to improve & to see if any changes can be made inhouse?

**126/05 Practice Update**

**Covid & Flu Vaccinations**

- Covid & Flu Vaccination Letters to be going out shortly to all eligible patients.
- Tues 3<sup>rd</sup> Oct, Thurs 5<sup>th</sup> Oct, Sat 7<sup>th</sup> Oct & Tues 10<sup>th</sup> Oct at either Robert Frew or Community Centre.
- Patient Consent & Questionnaire enclosed with letter.
- Potential to hand out Patient Survey forms to patients at these Clinics.

Pharmacy Technicians

Looking to move from a Reactive to a more Proactive Approach in terms of Reviews of Medication. The Standard Operating Procedures (SOP) to be finalised to map out the processes. The Reviews currently do not always happen & this can result in patients' medication 'temporarily stopping' whilst they contact the surgery to discuss.

Shotgate Surgery

Lease has expired & Freeholder Dr Fernandez not responding to letters / calls. Shotgate surgery is safe & meets CQC requirements. There is work that RF would like to undertake to improve the appearance but with no certainty around lease extension this is not able to be taken forward at present.

Seating in Robert Frew main Surgery

Circa. Ten of the seat cushions in the main surgery have splits in them & there are signs that the foam within is being pulled out & removed. Some photos were taken, and members of the PPG will put the feelers out to see if any local firms are interested in undertaking either repair or replacement. Repair looks highly possible – but of the few early responses the indications are that local specialists would be looking to replace.


126/06 A.O.B.

The two-way communication between Shotgate & Dr Robert Frew main surgery was raised both in terms of how messages get passed from one back desk to the other Back Desk. Also, physical papers are moved between sites which can cause delay & so question was asked re whether items could be scanned & sent by secure email to speed things up. There may be a need to purchase a scanner & funds held in the PPG could potentially be used for this. Sue to speak to Ally to discuss.

Date of next meeting: - Mon 16<sup>th</sup> Oct 2023

Signed as a true copy of the meeting.

Chair

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