**Robert Frew Medical Centre Patient Participation Group   
Meeting 134   
Monday 20th May ’24**

**Present** Pat Eveson Chairman

                     Alan Ursell, Jean Ursell, Jonathan Kent, Ian Davey, Bill O’Conner, Jacquie Harper,  
                     Lesley Cogan, Linda Boar, Ally Boor (Practice manager).

Meeting started at 6:45pm

1. **Apologies received**

Steve Nolder, Jacquie Coleman, John Langley.  
Also Jim Keating – it was suggested Jim be contacted to see if he wishes to continue with the PPG.

1. **Minutes of last meeting and matters arising**

Minutes accepted with no further comments arising.

1. **Treasurer position**

Alan has kindly offered to assume the role once again in view of no other members wishing to take on the role.

Bill O’Connor will bring the appropriate documentation to the next meeting to handover to Alan.

1. **Practice update**

New phone system - Ally updated the group on the new phone system, all seems to be going well. Patients are happy with the new call back system, the surgery team are now able to see the call flow on their screens, ie. How many patients are in the queue, how long they have been waiting etc.

The EDATT platform  - Daisy and EDATT are still working through technical issues but hopefully will be fully functional soon.

PCN Health Events – perhaps these could be advertised more as not many of the group were aware of it. Ally to feedback to Ellen (PCN Manager) as these are very productive events and it would be a shame not to promote them more. It was suggested posters placed in local pharmacies could be an option.

Post Meeting note. Could we advertise on the practice Facebook page and also ask the Shotgate Parish Council to include in the periodic Parish News?

1. **AOB**

PPG Meetings - should the day be changed after June as Dr Ogunsanya will have retired and the new senior partner does not work on a Monday. Ally to discuss with partners, perhaps meeting to continue on a Monday and GP’s could take it in turn to attend if they wished to.

            PPG recruitment - LB pointed out that after a recent visit to the Shotgate branch, the   
            reception staff did not seem to have a lot of information on the PPG. Ally to ensure all   
            new staff are updated on our PPG and how new members can get information on   
            joining.

            TTL – LB had tried to call the practice on the afternoon of TTL (Time to Learn) , the  
            message on the phone did not give details of when the practice was open again and   
            felt more information should be available. Ally advised that we have the TTL dates on   
            posters and on the website.

            Blood Test Text Messages – AU asked if the message could be amended, in addition  
 to “Your results are normal therefore no further action is required”, it may be better  
 to add “If you have an appointment booked, please still attend” as the current   
 message can be quite misleading. Ally to take this suggestion back to the partners.

            Text messages – JK suggested promoting the use of the NHS App more as patients      
             could get messages through this platform without costing the practice any money.

            Shotgate – BO asked if there was any update, Ally advised that she and Dr   
 Ogunsanya would be having a meeting next week to discuss situation going forward.

It is hoped that Sue Bunney (chairman of PCN PPG) will be able to attend our next meeting.

Potential new member Mr Stephen Whiter has provided his contact details – Pat to contact him to provide PPG info and invite him to our next meeting.

Next meeting will be held on Monday 17th June 2024.

**Post meeting additions: -**

From Jon Kent

FYI following my mentioning of the following article in the May PPG meeting, see the article yourselves below, as I won’t be at the June meeting to share this in-person.

<https://www.england.nhs.uk/2024/05/nhs-app-messaging-saved-nhs-more-than-1-million-in-last-year/>

Further, below is a link to a helpful web-page from 'NHS Digital', aimed at GP surgery staff, from what I can see, helpful for public to see the detail too i think.

<https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/nhs-app-messaging-service>

Might be worth exploring for Robert Frew?

Jon