

**ROBERT FREW (RF) MEDICAL CENTRE
PATIENT PARTICIPATION GROUP (PPG)
MONDAY 19th MAY 2025 COMMENCING AT 18.40
MEETING NUMBER 145**

MINUTES

Present

Linda Boar (LBo) – Minutes
Sue Chesson (SC) – Deputy Practice Manager
Lesley Cogan (LC)
Jackie Coleman (JC) – Deputy Chair
Ian Davey (ID) – from 18.45
Pat Eveson (PE) – Chair
Jonathan Kent (JK)
Alan Ursell (AU) – Treasurer
Jean Ursell (JU)

It was felt that all expected attendees were present and the meeting commenced five minutes early.

			ACTION												
1.	Apologies were received and noted from Cllr Geoff Whiter.														
2.	<p>a. Minutes of last meeting All present confirmed they had read the minutes of the last meeting of this group and agreed the document was an accurate record. The document will be signed by the Chair and filed appropriately.</p> <p>b. Matters arising A discussion ensued on the television screens within the waiting areas of the practice and the promotional information shown on them. SC confirmed that the information is being updated on a regular basis and she, along with JK will liaise outside of the meeting further in this regard and this is recorded as an ACTION.</p> <p>c. Review of Action Points</p> <table border="1"> <thead> <tr> <th>Meeting & Item No.</th><th>Detail</th><th>Responsible Person</th><th>Status</th></tr> </thead> <tbody> <tr> <td>139/5.a.</td><td>Help with RF Website</td><td>JK/AB/SC</td><td>Outstanding</td></tr> <tr> <td></td><td>No response has been received following JK's offer to help on this project. The Chair requested SC to confirm if any input in relation to the website is required from the PPG.</td><td></td><td></td></tr> </tbody> </table>	Meeting & Item No.	Detail	Responsible Person	Status	139/5.a.	Help with RF Website	JK/AB/SC	Outstanding		No response has been received following JK's offer to help on this project. The Chair requested SC to confirm if any input in relation to the website is required from the PPG.				SC & JK
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Chair's Initials:

JC

141/5.4a.	Poster for the offices of the Town Council advising about the move to triaging – was to be done 4 weeks prior to going live. No leaflets had been received by GW, but he collected some from reception on leaving. It was agreed by all that this matter is now complete.	GW	Complete
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ID joined the meeting at this point and was updated on the work of the group so far.

143/2.b.	All posters showing TTL dates to also show the wording 'Staff Training'. It was noted that a poster on the front door had not been updated; the Chair provided SC with an addition to be added to all posters within the practice, highlight they were referring to Staff Training. As this item had been discussed for almost a year, it was agreed by all present that it should be marked as complete.	PE	Complete
143/4.a.	To offer all PPG members the opportunity of joining the meeting virtually. It was agreed that LBo when sending out the PPG meeting documents, will remind all group members of the option to join the meeting virtually. This can be achieved by emailing JK with a copy to the Chair before 6pm on the day of the meeting to allow time for it to be set up.	LBo	Outstanding

3. Practice Update

SC reported that the new triage system has generally been rolled-out well. The practice did learn that a greater number of triage reports are submitted after an extended weekend but because four additional locum doctors were taken on the practice coped well. The locum doctors were paid for with funding specifically for the triage roll-out. Feedback has been good from the Friends and Family group. Some staff have found the different working format with regard to the triaging system, difficult as they are different to the roles they were used to. It is anticipated however, that things will settle down and all parties will cope very well. Patients without computers can telephone and speak to reception staff who will assist with their requests. SC commented that it was good to know that no patients are waiting outside of the surgery early in the

Chair's Initials:

J. C.

	<p>morning. Note was made that the triage system can only be accessed between 07.30 and 13.00 each working day and if a patient needs medical outside of these times they should use the 111 or 999 services. A discussion ensued which highlighted that the NHS App and E-consult does not work with the triage system with SC taking the ACTION to investigate this matter. The group provided some feedback about their own experiences about using the new triage system Comment was made that the practice website was not easy to navigate and the questions contained within the triage system were not necessarily relevant. Some group members had encountered problems but the group appreciated that it is early days for the new triage system, SC assured that any problems reported will be looked into.</p> <p>a. The problem of waiting for a call back was raised but all were assured that if the patient does not answer their phone the practice will continue to try them until they do answer. SC considered that a Frequently Asked Question (FAQ) document should be prepared and took this away as an ACTION. It was felt by the PPG that the front page, used to access the triage system, is too wordy and this should be shortened to brief bullet points, JK volunteered to help in this regard and this will be considered with SC responding as an ACTION. All present were also assured that the system will be constantly reviewed and any shortcomings will be addressed. A discussion ensued on the national picture for this development with SC confirming that this practice wanted to be one of the early users of this scheme.</p> <p>b. The question was raised about the impact on the practice with the increase in NI contributions; SC confirmed that this has hit the practice hard and effected the possibility of further recruitment for reception staff.</p>	<p>SC</p> <p>SC</p> <p>SC</p>
<p>4.</p>	<p>Any Other Business</p> <p>a. ID shared his experience of the health service in Holland when he was told that if a patient goes to Accident and Emergency between 3 – 5am they are seen within five minutes and if waiting times become too long, the Dutch simply build another hospital.</p> <p>b. ID offered to provide, for free, approximately one-hour of training for basic life support in children; this training is to be aimed at new parents and grandparents. A discussion ensued on potential venues and timings. ID commented that there were other areas of training he could provide. SC took the ACTION to share this offer with the practice.</p> <p>c. ID wanted all present to know that his infrequent attendance at this group was due to a clash with his working commitments but confirmed he will attend whenever he could.</p> <p>d. ADHD prescribing and monitoring article was passed on to PPG members by JK.</p>	<p>SC</p>

Chair's Initials:

J.C.

	<p>e. 'NHS plans 'unthinkable' cuts to balance news - BBC News article' was also passed on to PPG members by JK.</p> <p>f. 'GPs vote in favour of defining core services and demanding payment for extra work' was passed on to PPG members as well by JK.</p> <p>g. 'Hospital Trusts, how they are making it easier to access local GP services' article was passed on to PPG members by JK as well.</p> <p>h. A new housing development of 1300 new homes is planned adjacent to Shotgate at Dollymans Farm which is now under consultation. This will impact greatly on the Wickford area and particular concern was regarding the medical support. A previous development plan was objected to by the practice and PPG members wondered if this latest development would also be considered for objection by the practice. Information of how to undertake this was passed on to SC by AU who took note of this matter and will share with the practice members as an ACTION.</p> <p>i. Members were reminded that the PPG AGM will take place in July and roles should be considered by members. PE confirmed that she would not be able to continue as Chair of this group but is willing to continue to be a member.</p> <p>j. It was highlighted to SC that an old letter head was still being used by the administrative staff, SC took the ACTION to look into this matter.</p>	<p>SC</p> <p>SC</p>
5.	<p>Date of Next Meeting Monday 16th June 2025 – apologies from PE.</p>	

With nothing further to discuss the meeting closed at 20.00.

I confirm that these minutes are an accurate record.

Signed Date
Chair

Table of Actions

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143/4.a.	To offer all PPG members the opportunity of joining the meeting virtually. It was agreed that LBo when sending out the PPG meeting documents, will remind all group members of the option to join the meeting virtually. This can be achieved by emailing JK with a copy to the Chair before 6pm on the day of the meeting to allow time for it to be set up.	LBo	Outstanding
145/2.b.	To meet outside of the meeting in relation to developing promotional information to be shown on the television screens in the waiting areas	SC & JK	Outstanding
145/3	To clarify if the NHS App and E-consult work with the triage system.	SC	Outstanding
145/3.a.	To draw up a FAQ document to help patients understand the triage system.	SC	Outstanding
145/3.a.	To consider reducing the word count on the front page of the triage system.	SC	Outstanding
145/4.b.	To share with stakeholders the offer of free training for basic life support in children and other training topics.	SC	Outstanding
145/4.h.	Stakeholders to consider raising an objection to the housing development currently out for consultation close to Shotgate.	SC	Outstanding
145/4.j.	To confirm no out-of-date letterheads are still being used.	SC	Outstanding

Chair's Initials:

J. C.