Robert Frew Patient Partnership Group

Minutes of 131st Meeting Held on 19th February 2024

At The Robert Frew Medical Centre

**Present**

Patricia Eveson Chair

Jacqueline Coleman Vice Chair

--- Treasurer

Steve Nolder Secretary

Jean Ursell, Lesley Cogan, Karen Stidolph, Jonathan Kent, Jackie Harper, Ally Boor (Practice), Sue Chesson (Practice)

The meeting commenced at 18.45 pm.

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| **131/01 Apologies**  Apologies were received from Alan Ursell, John Langley, Jim Keeling, Bill O’Connor.  **131/02 Minutes of last meeting and matters arising.**  The minutes were accepted.  **131/03 Website Update**  Jonathan gave a recap on the potential benefits of both the Practice Websites provided by Neighbourhood Direct Ltd & also the Triage Platform provided by Klinik Healthcare Solutions and recommended that the practice consider taking up the option of a FREE demo.  Ally advised she would discuss with the Partners re having a look at the Demo’s but said it would be highly unlikely they would proceed with the Triage platform as they were just about to go live with a new platform called EDATT (**E**nabling **D**igital **A**ccess **T**hrough **T**elephony) on 11th March 2024, and they would be tied into that platform for the foreseeable future. However, the Website maybe something that they could have a look at & maybe easier to switch from existing provider.  [Enabling Digital Access - Hanley Health Ltd (hanleyconsulting.co.uk)](https://hanleyconsulting.co.uk/enabling-digital-access/)  [EDATT - Primary Care's #1 Patient Digital Support Assistant (Chatbot) (youtube.com)](https://www.youtube.com/watch?v=bQFa5lF6XC8)  **131/04 Practice update.**  **131.04.01 Partnership Structure at RF**. Ally advised that following the announcement by Tony Ogunsanya that he will be retiring in June 2024 the Partners will be meeting to determine: -  - Who will be the New Senior Partner  - Who will be the new CQC (??) Manager &  - How they will fill the hours vacated by Tony Ogunsanya.  Further updates to follow in due course.  **131.04.02.NHS GP Survey 2024.**  Ally touched on the Text Message Surveys…which typically saw 35/40 scoring very good, with the remainder of responses indifferent / negative… which overall is very encouraging.  **131.04.03 Update re PCN PPG Meeting on 25 Jan 2024**  This was held at the London Road surgery & was attended by Jean & Pat…  No representatives were at the PCN from either London Road / or Swanwood PPG’s. The session was largely, about promotion of local charities & support groups for carers and in particular Dementia & Alzheimers.  A suggestion would be to invite these support groups to co-locate in a corner of the Community Centre the next time RF runs booster sessions in the spring i.e. COVID boosters etc. Further details on the various groups can be found in the Appendix.  **131/05 AOB.**  131.05.01 Jackie Coleman raised >> Pre-Bookable Appointments have changed from being able to book Four weeks in advance to Two weeks in advance (only for doctors). You are still able to book up to Four Weeks in advance for Nurse appointments.  131.05.02 Jonathan Kent raised Did Not Attend (DNA’s) & spoke about the fact that some other surgeries operate a system whereby if you fail to attend 3 appointments in a row, then patients are ‘de-registered’… And they must then go through the process of re-applying to rejoin the practice. Ally said that she would take that away & give that some thought, but it may create more work than actual benefit. More recently DNA figures have dropped slightly to below 100 per month as Jo on reception does send out Text Message reminders where possible on the day.  131.05.03 New Applicant to Join PPG (Linda Boar) Steve has sent forms by email & spoken with Linda who is keen to join, but is not able to attend in March or April but hopes to be with us for the May meeting.  Date of next meeting: - Monday 18th March 2024 |  |

Signed as a true copy of the meeting.

Chair ………………………………………………

**Appendix**

**PCN PPG meeting @ London Road Surgery Wickford on 25th January 2024**

The meeting was very informative, and the various speakers proceeded as follows:

**Grainne Donnelly** – London Rd Surgery manager informed us their PPG are focusing on patients with Alzheimer’s/dementia, their carers and carers in general. The have hosted a drop-in session for Action Family Carers when Lynn (Amanda’s predecessor) had 16 people attending seeking advice and support. She told us that there is to be a health event for young carers at the London Road Surgery on 24th February, more details are to follow. She also told us how carers are still reluctant to come forward to be registered and are finding their receptionists are identifying carers, when appointments are made and where availability of the person to attend the surgery is reported by them because of needing to look after a family member.

**Ellen Hickley** – **PCN** **Operational manager** for our three surgeries (Swanwood Partnership, London Road Surgery and Robert Frew Medical Centre) explained her role. She liaises with our three PPGs and arranges a bi-monthly meeting so that experiences and knowledge can be shared. Information about community events can be passed on, special days like ‘diabetes awareness day’, winter vaccinations, etc. can be coordinated between our three practices. These meetings also act as a platform for support groups to make know about who they are and their functions.

**Amanda** from **Action Family Carers** is covering the role for 6 months from Lynn who left. She informed us they provide support for both young and adult carers across the county of Essex. They are happy to hold drop-in sessions in GP practices, church halls etc. for any carers who need help or advice. They liaise with GPs to promote those that are caring for someone at home to register as carers so that they can be better supported. GPs can refer to them directly by text and email, they also receive referrals from schools with regard to younger carers looking after a parent. They can provide leaflets and posters on request.

**Lesley Wallhead** from **Blue Flower Support** informed us they are a group providing support and advice for families living with dementia. They hold regular meetings as well as coffee mornings and social events. They function primarily in the Hutton and Brentwood area but also further afield. They can provide leaflets and posters on request and are keen to set up a Wickford branch. Lesley was accompanied by fellow members Brenda and Lesley. Their group are all volunteers, but they are hoping to register as a charity soon.

**John Walsh** from **Right at Home UK** told us he runs a franchise of an American company which provides care and companionship to adults with Alzheimer’s and dementia in their own homes. He provides his service in the Brentwood, Billericay and Havering area but can travel further afield such as Rayleigh, Basildon, etc. The company can provide care for activities of daily living such as bathing and dressing, feeding, housework, also for attending hospital appointments, etc.

Although the meeting was very interesting, it was certainly not as expected. There were no other PPGs represented, so no interaction and sharing was possible.

**Next meeting** PCN Meeting 28th March ’24 11:00 to 12:00