**ROBERT FREW (RF) MEDICAL CENTRE**

**PATIENT PARTNESHIP GROUP (PPG) MEETING 136**

**MONDAY 15th JULY 2024 @ 18:45**

**M I N U T E S**

**Present**

Pat Eveson (PE) – Chair

Ally Boor (AB) – Practice Manager

Jackie Coleman (JC) - Deputy Chair

Alan Ursell (AU) – Treasurer

Jean Ursell (JU)

Jackie Harper (JH)

Jonathan Kent (JK)

Lesley Cogan (LL)

Linda Boar (LB) – Minutes Secretary

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|  |  | **ACTION** |
| **1.** | **Apologies**Apologies were received and noted from: John Langley, Steve Nolder, Ian Davey, Jim Kealing, Bill O’Connor, Stephen Whiter. The Chair reported that she had made contact with Stephen Whiter who confirmed he still has interested in being part of the RF PPG but circumstances have so far not allowed him to attend any meetings. He sent his apologies for not being able to attend this meeting but hopes to attend the next. |  |
| **2.** | 1. **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 was signed by the Chair and filed appropriately.1. **Matters arising included:**
2. Comment was further made on the term used on the practice website in relation to staff training (i.e. TTL meaning Time To Learn). We were informed that the current website is being re-evaluated and an alternative website considered over the next couple of months. It is anticipated these issues will be looked into and resolved.
3. Comment was made on the multiple versions of the website mentioned at last month’s meeting and other peculiarities but again this issue should be resolved with the upgrade to the practice website. This issue will be monitored and reported upon when this initiative is completed, AB took this as an **ACTION**. The plans surrounding the upgraded website were discussed and AB provided details of the current contractor and how fair they had been with their service to the practice. AB further explained that the new website will provide a streamlined NHS access.
 | **AB** |
| **3.** | **Annual General Meeting**Those holding specific roles agreed to continue with the work as set out below. Steve Nolder advised that due to changed work commitments he was unable to continue with his role of secretary of this group and that role will now be undertaken as follows:

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| **PPG Role** | **Names** |
| **Chairman** | Pat Eveson |
| **Deputy Chairman** | Jackie Coleman |
| **Secretary** | General administration will be shared between Pat Eveson and Jackie Coleman |
| **Minute Secretary** | Linda Boar (role previous undertaken by the secretary) |
| **Treasurer** | Alan Ursell |

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| **4.** | **Practice Update**1. A question arose on how and when the on-line appointments for the day are released. Two group members spoke of their experience of the on-line appointments not being released at the advertised time of 07.30 but released at 07.40. Both people almost abandoned refreshing their devices and therefore almost lost the opportunity to request a doctors consultation that day. AB confirmed that the appointments are released manually and she could not understand why the appointments were not released on time.
2. AB then informed us that since the introduction of the new telephone system, much of the problems that historically had been experienced by patients were now resolved.

The complaints currently received are mainly because patients are unaware of how the new system works; once they are made fully aware of the system and get used to using it, it is anticipated less and hopefully no further issues will be raised. A discussion ensued on whether more appointments could be offered each day but without a greater budget being available this would not be possible.1. The Friend’s and Family initiative was proving to be a success.
2. Three new registrars are starting with the practice in August, two part-time and one full-time, they have said they are excited to have been accepted to work at the RF practice. AB reported that finding rooms in the practice building to accommodate all the new members of staff is proving to be a challenge.
3. More student doctors, in liaison with Anglia Ruskin University, will be joining the practice next year. AB provided us with some details on how long each student will be attending the practice. All those involved with the training of the students consider these placements will be of benefit for both the students and the practice staff.
4. Dr Ogunsanya has now retired after being with the practice for thirty years. He received a heartfelt farewell from staff both current and historic, as well as family members. Photographs of the event has been requested to be shared with the group and AB has taken this as an **ACTION**. Many gifts were given with AB providing much detail. All present were informed that Dr Ogunsanya may return as a locum doctor in the future.
5. Dr Tayo is now the Senior Partner of the practice as well as the Care Quality Commission (CQC) Registered Manager.
6. There was a discussion on whether a doctor would be attending our PPG meetings. AB informed us that there is a possibility that doctors could attend on a rota basis which is currently being considered. We were informed that because the doctors have long working days and do not necessarily live locally, attending our meetings would make their working day even longer by them. It was noted that as long as one member of the practice staff was present at the meeting, it is considered to qualify as a formal quoratum.
7. AB confirmed that the minutes are sent to the Senior Partner and that they are also available for all doctors to view. AB informed us that the doctors do appreciate the work the PPG group does As well as their involvement and support when CQC and other quality assurance visits arise. In response, group members conveyed their appreciation of this and feel they have become part of the practice team.
 | **AB** |
| **5.** | **Any Other Business**1. The Integrated Care Board (ICB) will be visiting the practice in September. AB advised us that these visits are conducted to ensure practices are compliant and can also help them prepare for CQC inspections.

The subject of the Shotgate site was again raised. AB informed the group that the Shotgate site will be included in the ICB inspection even though the future of the practice continuing to use the site is still uncertain.1. The impact of the change of Government was raised but all acknowledged it was too early to know how the Labour Government’s actions will affect the practice.
2. The Chair raised the matter of the patient survey recently undertaken, the results of which will be displayed at both surgeries. The Chair advised that the survey was undertaken both at Covid vaccination sessions as well as face to face at the Robert Frew surgery. A group member noted that the demographic of those being surveyed was skewed in as much as the majority of those participating were in an older age range, (i.e. those eligible for the most recent Covid vaccine); this point was noted and will be addressed when the next survey is carried out. A comment was made that people do not always answer survey questions honestly and sadly there is often a sense of apathy with regard to patients providing feedback. It is hoped the results from the survey will help provide information and aid in the consideration of future service developments at the practice. It was confirmed that the survey and results will be included in with what is viewed by the CQC at its next inspection of the practice.
3. The group were informed that the influenza and Covid vaccination appointments will be disseminated in a similar fashion this year; the process was followed for the Covid Spring boosters and worked well, saving staff time and therefore financial resources. However, it was noted that not all people can be contacted in this manner nor book their appointments in this way and those without a mobile telephone number registered will receive a letter.
4. AB was asked if the influenza and Covid vaccines will be combined this year with AB responding that as far as she is aware they will not.
5. The trial to triage for making appointments with doctors is still to be rolled out with all noting that this new initiative is being led by NHS England.
6. AU advised that the Shotgate Pharmacy should be added to the Pharmacy First list. In addition, Boots on Silva Island Way should be approached to see if they are a participating pharmacy and AB took this as an **ACTION**.
7. The next Primary Care Network (PCN) PPG meeting is on 25th July at the Wickford Health Centre, these meetings are for all PPG members and provide an opportunity for collaboration between the 3 GP practices in Wickford. Various health events will be promoted and run by the PCN throughout the next twelve months and beyond and they hope that there may be some PPG members able to help out at these events.
8. The Chair met with the London Road surgery PPG Chair Sue Bunney and shared with all present what their group are looking into at present. The survey they were in the process of conducting in relation to using the NHS app has been put on hold for review of the questionnaire. The Chair has taken the **ACTION** to feedback any updates from Sue.
9. AB undertook as an **ACTION** to contact the ICB for information about any future health events. The Treasurer suggested that funds being held by this group could be utilised for this work, if required.
 | **AU****PE****AB** |

The meeting closed at 20.10.

I confirm that these minutes are an accurate record.

**Signed ………………………………………………… Date …………………………**

**Chair**

**Table of Actions**

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| **Meeting & Item No.** | **Detail** | **Responsible Person** | **Status** |
| **136/2.b.ii.** | To provide any update on the upgraded website. | AB | Outstanding |
| **136/4.f.** | To share photographs of Dr Ogunsanya’s farewell event with member of the PPG. | AB | Outstanding |
| **136/5.h.** | To check with Boots chemist on Silva Island Way if they are a participating in the Pharmacy First scheme. | AU | Outstanding |
| **136/5.h.** | To contact the ICB for information about future health events to be held. | AB | Outstanding |
| **136/5.j.** | To provide feed back on the survey in relation to the NHS app currently being conducted by the London Road Surgery. | PE | Outstanding |