

Robert Frew Patient Partnership Group  
Minutes of 29th Meeting Held 15th October 2012  
At The Robert Frew Medical Centre

**Present**

Jacqueline Coleman	Chair
Gareth Williams	Vice Chair
John Langley	Secretary

Alan Bedingham, Lesley Cogan, Carole Groves, Dr Tony Ogunsanya, Cat Ramsden, Colleen Shelley, Alan Ursell.

The meeting commenced at 7.00 pm.

**29/01 Apologies.**

Apologies were received at the meeting from Carol Jones and Jennifer Wall and subsequently from Ian Davey and Brenda Last.

**29/02 Introduction to new members.**

29/02.1 Jacqueline Coleman (Chair) welcomed Lesley Cogan, Cat Ramsden and Alan Ursell to the group and recapped the group's meeting rules and need for signing a confidentiality agreement.

**29/03 Minutes from last meeting and matters arising.**

29/03.1 Meeting number 28 was cancelled due to insufficient attendance and consequently the minutes from meeting number 27 were reviewed under this item.

29/03.2 The minutes of the previous meeting were accepted as a true record of the proceedings and signed accordingly.

29/03.3 Colleen Shelley reported that she had not yet been able to establish response time details for the service level agreement with East of England Ambulance Trust nor had she been provided with specific complaint details from the surgery staff.

29/03.4 Dr Ogunsanya said he believed he had a copy of the service level agreement and would provide it for circulation. He further agreed to speak to surgery staff in an effort to obtain data in sufficient detail to support a possible complaint. Dr O

29/03.5 Dr Ogunsanya then provided the meeting with a briefing on proposed changes to the '999' response system and requested that members treat this information as confidential as these changes had not yet been finalised or announced.

29/03.6 Alan Bedingham provided, for the group's consideration, a draft letter of complaint concerning the poor availability of phlebotomy services (27/05.5 refers). However, after much discussion the group could not agree if, in fact a problem exists. *Dr Ogunsanya stated that he was keeping this item under review with the CCG in the light of possible pathology services centralisation. (See note A)*

29/03.7 To resolve this situation the group agreed to survey patients attending this year's 'flue' clinics and then proceed according to the survey outcome. Carole Groves agreed to compose the questionnaire and pass to Colleen Shelley for reproduction. CG  
CS

#### **29/04 Discussion on fixed term elections**

29/04.1 The group agreed that, for logistical reasons, it would not be a good idea to have a fixed term of office for the position of Treasurer but could not come to a consensus regarding the other three electable positions (Chair, Vice Chair and Secretary).

29/04.2 John Langley agreed to e-mail members confirming the date of the group's annual elections. JL

29/04.3 Cat Ramsden offered her services should any of the current office holders wish to retire before their annual election date.

29/04.4 After some further discussion the group decided not to make an immediate decision, but to hold this item over for further review at November's meeting. All

#### **29/05 Topics for this year's Patient survey**

29/05.1 It was proposed that this year's survey should, amongst other possible subjects, follow up on the success or otherwise of action points from last year's PRG report and a paper containing possible questions was circulated.

29/05.2 The group then agreed to consider what further questions may be appropriate and e-mail their thoughts to Cat Ramsden. All

29/05.3 Cat Ramsden then offered to collate these inputs and provide them for discussion at November's meeting. CR

#### **29/06 Date of next meeting**

29/06.1 The next group meeting will be held on Monday 19<sup>th</sup> November 2012.

#### **29/07 A.O.B**

29/07.1 Colleen Shelley had earlier advised the group that, due to a computer upgrade, the SMS text reminder service had not yet been implemented. She undertook to advise once the service was fully functional. CS

29/07.2 Alan Ursell volunteered to update the patient information notice boards in early November. AU

29/07.3 The group were reminded that this year's flue clinics are imminent and that any assistance would be much appreciated – names to Jayne by e-mail please. All

29/07.4 There being no further business the meeting closed at 8.32 pm.

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**Signatures**

Chair .....

Vice Chair .....

Secretary .....

Treasurer .....

Note A :- Text added to item 29/03.6 subsequent to November 2012 meeting.