

Robert Frew Patient Partnership Group
Minutes of 31st Meeting Held 17th December 2012
At The Robert Frew Medical Centre

Present

Jennifer Wall Treasurer
John Langley Secretary

Alan Bedingham, Jayne Bevis, Dr Shirin Chakera, Lesley Cogan, Carole Groves.

With the absence of both Jacqueline Coleman and Gareth Williams, John Langley took the chair and the meeting commenced at 6.55 pm.

31/01 Apologies

Apologies were received from Janet Whitaker, Cat Ramsden, Alan Ursell & Colleen Shelley and subsequently from Gareth Williams, Jacqueline Coleman and Brenda Last.

31/02 Minutes of the meeting dated 19th November and matters arising

31/02.1 The minutes of the previous meeting were accepted as a true record of the proceedings and, there being no matters arising, were signed accordingly.

31/03 Service Level Agreement with East of England Ambulance Trust

31/03.1 It has not yet been possible to obtain a copy of the Service Level Agreement with the East of England Ambulance Trust. John Langley will e-mail Dr Ogunsanya to confirm if he does have a copy or, if not, try to establish where else one might be available. JL

31/03.2 Dr Chakera reported that the partners are not comfortable with gathering data on specific complaint situations due to possible conflicts with patient confidentiality.

31/03.3 The group meanwhile recognised that any complaint would not be meaningful if not supported by 'hardcore' data.

31/03.4 Following a discussion, the group agreed that it might be possible to formulate our concerns without naming any one specific individual.

31/03.5 Subsequently, Dr Chakera offered to go back to the partners to establish if they would find it more acceptable to be asked to gather 'incident' data without reference to a specific person. Dr C

31/04 Results of flu clinic survey regarding phlebotomy appointments

31/04.1 An electronic copy of an analysis of the survey results is attached to these minutes. A 'hard copy' was also provided for meeting attendees. The compilation and analysis of these results was done by Jerry Tuddenham (a member of our virtual PPG) to whom many thanks.

31/04.2 After a long discussion surrounding the results and what they may mean, the group decided that there did not appear to be a problem with the **provision** of phlebotomy services but that a problem may exist with **obtaining appoints** by telephone.

31/04.3 Unfortunately questions on this aspect were not included in our questionnaire so, to obtain more specific data, it was agreed to include this subject in our annual patient survey. (see item 31/5 below)

31/05 Subjects for consideration for this year's patient survey

31/05.1 An electronic copy of subjects for consideration had been circulated with the Agenda for this month's meeting.

31/05.2 After a discussion surrounding the merits, or otherwise, of each question it was decided to not proceed with the last two items on the suggestion sheet but to add an item related to 13/04.3 above.

31/05.3 Carole Groves agreed to provide a questionnaire based on the above decisions. CG

31/06 Discussion on how to improve the notice board updating process

31/06.1 The group had been having difficulties co-ordinating updates of the notice board with the surgery.

31/06.2 To resolve this issue Jayne Bevis agreed to place all the update materials with the PPG files in the 'back office'. JB

31/06.3 Hopefully this will ensure that whenever a group member attends to do an update, the material is available and that, the job can be completed in one visit.

31/07 Date of next meeting

31/07.1 The next group meeting will be held on Monday 21st January 2013. All

31/08 A.O.B.

31/08.1 There being no further business the meeting closed at 7.45 pm.

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Signatures

Chair

Vice Chair

Secretary

Treasurer