

Robert Frew Patient Partnership Group  
Minutes of 70th Meeting Held 21st March 2016  
At The Robert Frew Medical Centre

**Present**

|                    |            |
|--------------------|------------|
| Lesley Cogan       | Chair      |
| Jacqueline Coleman | Vice Chair |
| Alan Ursell        | Treasurer  |
| Jean Ursell        | Secretary  |

Carole Groves, John Langley, Joan Nutley, Mike Prior, Janet Whitaker, Ally Whyte, Lesley Baldry, Dr Shakira.

The meeting commenced at 6.45 pm.

**70/01 Apologies.**

Apologies were received from Tony Ogunsanya.

**70/02 Minutes from last meeting and matters arising.**

The minutes were accepted as a true record and signed accordingly.

**70/03 Wickford housing developments and Wickford plan.**

Tony to chase again as has heard nothing. Wickford plan says that our surgery will expand although nobody in the surgery has been approached. Only 1 new doctor for all housing at Shotgate, Barn Hall London Road and the Wick and he will be at the new health centre. We will keep pushing.

**70/04 Report from SEMC Locality Patient Group meeting**

No proper meeting this time as SEMC manager has new job but there was a presentation on electronic prescribing which Alan and John attended. There will be a SEMC meeting tomorrow with a stand-in Manager. Tim Young and John are working with CCG to revamp the patient transport contract and they are getting good feedback from patients on what they want in the new contract.

**70/05 Defibrillator.**

Second defibrillator put up on wall of Glicks shop on Friday 11<sup>th</sup> March and was stolen that evening. The one outside the community centre has been taken down as a precaution. The police are aware but there is no insurance.

**70/06 Patient Partner.**

Ally has not had many complaints but there seems to be a problem where Dr Donnelly is getting everyones bookings and not every doctor comes up on-line.

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| <p>There was a complaint that they were told they were number 1 in queue and were then eventually cut off. Patient Partner has access to the majority of appointment slots. The extra lines have helped with waiting times. Mike to get update on Patient partner from Katie and will then speak to Patient Partner director about the problems.</p>                    | <p>MP</p> |
| <p><b><u>70/07 Appointment problem</u></b></p>  |           |
| <p>Jackie told she had seen the doctor although was still waiting in the waiting room. Looked on the system the next day and found that she had been put down as “had walked out”. She phoned Colleen who removed the comment from the system. Ally to look into how this had all happened. It was thought that it may have been mistaken for a double appointment.</p> | <p>AW</p> |
| <p><b><u>70/08 A.O.B.</u></b></p>   |           |
| <p>70/08.01 Carole will be leaving the committee as she is moving. We wish her well and thank her for all she has done.<br/>70/08.02 Practice still has a nurse vacancy and is having trouble finding a receptionist.</p>   |           |

Signed as a true copy of the meeting:

Chair .....