



Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 17 September 2014 @ 7:30pm

Present: Erica Tipton
Elaine Wells
Edgar Valentine
Carol Gower
Sian Dismoor
Dr Lennox (GP)
Paul Gomm (Practice Manager)
Jackie Renouf
Julia Baker

Apologies:

- Mr Quentin Webb sends his apologies as he is attending a Council meeting this evening and thus unable to attend this meeting
- Ros Witcomb sends her apologies as she is unable to attend this meeting
- Mr Michael & Mrs Katherine Hewitt send their apologies as they are both unable to attend this meeting

Minutes of the last meeting:

The minutes of the last meeting were agreed to be a true representation of that meeting.

Matters Arising:

NHS Information:

- Erica Tipton (ET) wrote to our local MP Richard Benyon about the “Care.Data” programme and Mr Benyon has written to ET by way of reply.
- Mr Benyon gave his assurances that the “Care.Data” will ensure better use of NHS information to improve quality of patient care and that the Health and Social Care Information Centre (HSCIC) does have a duty of care regarding confidentiality of patient information.

CQC Inspection of Royal Berkshire Hospital, Reading:

- ET advised that because there was not a representative from RBH at the last Patient Panel Meeting, ET will pursue this point at the next meeting.

Action

**ERICA
TIPTON**

Agenda Items:

PPG / Surgery Newsletter

- ET suggested that the PPG produce their next Newsletter in the New Year
- Jackie Renouf (JR) suggested that a regular small article about the surgery should be inserted into each edition of local parish magazines, to provide useful information to people, particularly those without access to the internet.
- ET asked Paul Gomm (PSG) to provide ET with a short note which could be inserted into parish magazines and which provided essential contact details for the surgery and information about this year's flu campaign.
- ET asked members to canvass friends and neighbours, particularly those with no access to a computer or the internet, to see what information they would like to see in parish magazines.

Patient Panel Meeting:

- ET reported that at the West Berks Community Hospital (WBCH), the trustees are looking at possible changes to the building to accommodate the legal requirement of separate rooms for patients undergoing day surgery.
- The trustees are concerned about escalating costs and in particular the c£100,000 solicitors fees for this work.
- **Patient Information Point (PIP)** - ET advised that the PIP is now working with "Shared Decision making" aids.
- The Clinical Commissioning Group (CCG) have encouraged the PIP to set themselves up as a charity.
- The room used by the PIP is subject to an annual rent of c£16,000 and whilst the CCG have met these costs for the past 2-3 years, the CCG has advised the PIP that the CCG can no longer meet these annual rent costs.
- Funding options for the annual rent are being considered.
- ET suggested that she write to the CCG, on behalf of the Chapel Row Surgery Patient Participation Group, to request that the CCG reconsider their decision not to meet the PIP's annual rent costs, especially in view of the excellent and beneficial service the PIP provides to local patients.
- The members agreed with this suggestion.
- ET asked Dr Lennox to take this to the next CCG Council meeting for discussion.

CCG Update:

- **Ambulance Response Times** - Dr Lennox advised that South Central Ambulance Service will now be judged on its local performance response times and this will be kept under review by the CCG. Dr Lennox is pleased to be able to provide this positive feedback following the discussion about this issue, at the previous PPG meeting.
- **CCG Constitutional Issue** - Dr Lennox advised that while the 4 CCGs of Newbury, North Reading, South Reading and Wokingham have decided to federate and create a single CCG (mirroring Berkshire West PCT area) for administrative purposes, this will not affect the locality representation within the new federated area.
- The federated arrangement will save on costs incurred in duplicating board meetings and administrative functions and roles.
- **CCG Finances** - Dr Lennox advised that while the Newbury CCG finances are still within planned budgets, this does not rule out further cost savings requirements in the future and so CCG finances will remain under close

PAUL GOMM

PPG
MEMBERS

ERICA
TIPTON

DR LENNOX

control.

Any Other Business

Patient Experience Survey:

- PSG thanked all the PPG Members who kindly volunteered their time and considerable effort for 4 days in late August, to encourage our patients to complete a Patient Experience Survey.
- We have received in the region of 200 completed patient surveys and the Doctors and Staff will be analysing the outcomes of these surveys at a planned meeting on 30th September 2014.
- As a result of the analysis of the patient surveys and the patient demand data which the practice staff collected for a week at the end of July 2014, the Doctors and Staff are intending to discuss and agree some changes to the operation of the practice to maximise the service we provide to our patients.
- ET asked if the outcomes of this exercise could be published in the January 2015 PPG Newsletter.
- **Patient Feedback** - PPG members reported that patients advised them that the words on the surveys were difficult to use to express their views and caused some confusion. This needs feeding back to the company who provided the Patient Survey forms.
- Additionally, some of the available options were incompatible with patient's desired responses.
- **PPG Members Observations** - ET reported that the PPG Members who attended the practice gained a valuable insight into how much work and pressure the Reception and Dispensary staff had and how much demand was placed upon them by patients.
- One observation is that the Patient Self-Check In Screen does not include patients who are coming to see the Physiotherapist and the screen should advise people of this.

Great Western Hospital, Swindon (GWH)

- As a result of recent poor feedback about the services at GWH, ET and some other people have been invited there to discuss this with hospital staff.

Air Ambulance Visit to Beenham

- Edgar Valentine (EV) advised that he witnessed a situation recently where an air ambulance helicopter landed in Beenham to collect a patient, only to discover that the patient had been taken to hospital by road ambulance. The Air Ambulance crew and public around the incident at the time, were upset and bemused by the apparent lack of communication between the road ambulance and the air ambulance, resulting in a waste of valuable resources.

Wart Clinic / Liquid Nitrogen Clinic at Chapel Row Surgery

- Carol Gower (CG) asked about the regular "Wart Clinics" operated at the surgery and the problems patients are experiencing when trying to book an appointment at one of these clinics.
- CG advised that when patients try to book themselves an appointment in one of the available "Wart Clinics", reception staff often advise patients the clinic is full and because the next clinic is not yet open for bookings, patients are asked to telephone back nearer the date of the next clinic.

- However, when patients phone back, Reception staff advise that this clinic too is fully booked and to phone back later for the next clinic.
- CG asked that the practice make the “Wart Clinics” available more for advance booking and perhaps increase the number of clinics to meet the additional demand.
- Dr Lennox advised that the Doctors are keen to operate fewer “Wart Clinics” rather than more, as Doctors in the main discourage patients from having problems removed with liquid nitrogen and that, in the Doctor’s opinion, warts, verrucae and other such problems should not be treated with liquid nitrogen.
- The CCG Members asked Dr Lennox to look into this and it was agreed that Dr Lennox will investigate the frequency and demand for “Wart Clinics” and the option of providing more information and advice to patients who wish to have this treatment.

Dr LENNOX

Patients who are Hard of hearing

- JR requested that, when speaking to patients who are hard of hearing (and which should be clearly noted in the patient’s medical records), staff speak directly to the person and slowly, so that the patient can understand what is being said to them.
- JR advised that, on many occasions at the practice, reception staff and nurses alike have walked away while speaking, turned their heads away from her while speaking and have spoken quietly and quickly so that JR has found it very difficult to hear or understand what was being said to her.
- Dr Lennox suggested that the practice could add an alert message to the patient’s medical records to alert staff to this issue and remind staff to speak clearly, slowly and directly to someone who is hard of hearing.
- CCG Members agreed that this is a good suggestion.

**PRACTICE
STAFF**

Meeting closed at 8:30pm

Date of Next Meeting

THURSDAY 15 JANUARY 2015 @ 7.30 pm at Chapel Row Surgery

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
CQC Inspection at RBH	Erica Tipton to take this issue to next Patient Panel meeting
PPG / Surgery newsletter	Erica Tipton to organise production of next PPG Newsletter in January 2015. Paul Gomm to send brief article to Erica Tipton for inclusion in local Parish Magazines
WBCH Patient Info Point	Erica Tipton will write (on behalf of CRS PPG) to CCG to ask for the CCG to reconsider funding room rent fees for PIP. Dr Lennox agreed to take this matter to next CCG Council meeting
“Wart Clinic” / Liquid Nitrogen treatment	Dr Lennox agreed to look into the frequency and patient demand for Liquid Nitrogen clinics at the surgery
Hard of Hearing Patients	Dr Lennox to investigate an alert message for patient’s records to remind staff to communicate effectively

END OF MEETING MINUTES