



Chapel Row Surgery - Patient Participation Group

**Meeting Held on Tuesday 1 March 2022 @ 7:30pm
Via Microsoft Teams format**

Present:	Barry Dickens	Dr Lennox (GP)	
	Glen Higgins	Paul Gomm (Practice Manager)	
	Elaine Wells	Jo Corrigan	
	Quentin Webb		

Action

Apologies:

- Carol Gower sends her apologies as she is unable to attend this meeting

Minutes of the previous meeting:

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

- Barry Dickens (BD) advised that our PPG owes a huge debt of gratitude to Erica Tipton for being the Chair of the PPG for many years and who has given so much to the local community and has attended many committees and meetings over many years.
- We would like to sincerely thank Erica very much indeed for her commitment and involvement with the local area and patients.

Matters arising:

- Erica spoke to elderly patient who was “refused a home visit” and this was looked into, the patient contacted and a second home visit was attended.
- This was due to a misunderstanding and corrected to the patient’s approval
- Erica was going to speak to the lady who complained that the surgery grounds looked untidy and dirty.
- This matter was discussed with the lady patient and the matter resolved.

Agenda items:

Surgery update

- BD asked Dr Lennox to provide an update on the surgery to date.
- Dr Lennox advised that the practice has recently taken on some new staff
 - 2 new staff in Dispensary
 - 2 new staff in Reception
 - A new Clinical Pharmacist - Mrs Mitali Bhatt
- Dr Lennox went on to say that the Doctors and staff are all exhausted from the requirements of the last couple of years and all the extra work which dealing with the COVID Pandemic has brought to the healthcare system
- Chapel Row Surgery is still very busy seeing patients and in addition to this our staff have suffered illnesses and self-isolation periods, which has put a great deal of strain on the practice and the Dispensary in particular, which has sometimes developed a backlog of prescription work, which is now gradually being cleared.
- Electronic consultations with patients and queries from patients made via our surgery website have helped the Doctors and Clinicians keep up with patient demand and has enabled us to answer many more patients than would have otherwise been the case, due to the COVID Pandemic lockdown restrictions.
- Dr Lennox advised that the surgery telephone is still a key contact method for many patients and this will continue to be available.
- The On-Line Website service allows us to prioritise patient queries and requests and allows our clinicians to provide detailed responses without having to see the patient face-to-face on occasions.
- Face-to-Face appointments are still being provided where necessary and where required and requested by patients.

Practice triage

- Referring to the minutes of the previous PPG meeting in August 2021, BD asked Dr Lennox how the planned detailed training for the practice Reception staff in patient query Triage, is progressing.
- Dr Lennox advised that he has set up a training programme for the Reception Staff in conjunction with the Royal College of GPs (RCGP)
- This training will concentrate on the “Docman” system, which is an electronic document management system allowing us to receive, distribute to Drs and file all incoming correspondence for our patients.
- In addition the practice has changed the Reception Manager role and we now have 2 Reception Managers who share the responsibilities.
- Dr Lennox advised that the practice is intending to carry out further staff training in 2022.
- Reception staff do currently handle all incoming correspondence in paper and electronic formats and allocate these to clinicians as appropriate.

Dispensary serving window

- Quentin Webb (QW) said that the system developed at the surgery for serving patients with their medication requests via the window and the weather shelter created and signage, all works very well and is an efficient way to continue to serve patients while minimising the risk of bringing infections into the surgery building.

- It was agreed that this also helps to relieve confusion inside the surgery between who is waiting to collect a prescription and who is waiting for the Reception staff.

Patient panel meeting

- BD spoke about the recent Patient Panel meeting he attended on behalf of our PPG.
- The Patient Panel meeting features a representative from other local GP Practices as well as from Hospitals and local healthcare services.
- BD advised that the BOB ICS system was discussed
 - BOB is the Berkshire, Oxfordshire & Buckinghamshire area
 - ICS is the Integrated Care System, which is the new way in which all parties to the current local healthcare work together with one financial budget, to provide healthcare for the local population.
- BD advised that the introduction of the BOB ICS has been delayed until 1 July 2022, from 1 April 2022, due to the problems caused by the COVID Pandemic
- BD asked what would happen to the local CCGs when the BOB ICS is fully up and running.
- Dr Lennox replied that the CCG will remain in place but will be much smaller and will undertake more local organisation of work, than the commissioning of services which will become the responsibility of the BOB ICS.

FootFall

- BD advised this was discussed at the Patient Panel and he asked how this might affect Chapel Row Surgery.
- Dr Lennox spoke about this and advised:
 - Chapel Row Surgery was a pilot site for Footfall some years ago and we have been using this ever since.
 - Footfall is the name of the Surgery Website design as provided by Silicon Practice who designed and maintain the website for us.
 - Silicon Practice have successfully launched the Footfall Surgery Website design to most local practices in the Berkshire West area.
- The Surgery Website, Footfall, is designed like an electronic Surgery Front Door, where patients can find information, ask questions, obtain direction to other healthcare services available

NHS staff absenteeism rates

- BD advised that at the Patient Panel meeting some data was revealed which showed only 4% of staff were absent from the Royal Berkshire Hospital during the past year and on 2% of this was due to COVID.
- Dr Lennox advised that at Chapel Row Surgery we have not had many staff contract COVID and in Wets Berkshire generally the incidence has been quite low, thankfully.

Community deaths review

- BD advised that this was also discussed at the recent Patient Panel meeting and that work is ongoing.

Long COVID awareness

- BD advised that this was also discussed at the recent Patient Panel meeting and that work is ongoing.

Patient voice

- BD advised that this was also discussed at the recent Patient Panel meeting and that GP Surgeries in North & West Reading were included.
- BD advised the presentation was very good on the involvement of patients in local healthcare.

Pharma funding

- BD advised that David Dean, a local Pharmaceutical CEO spoke about the current issues of underfunding for Pharmacies and in particular regarding work to be undertaken by Pharmacies which may help to relieve the pressure on GPs
- BD said that the Boat House Surgery in Pangbourne is only able to dispense for patients who live more than a mile from a Pharmacy / Chemist and BD asked how this would affect Chapel Row Surgery.
- Dr Lennox replied to advise that as most of our patients (c96% of Chapel Row Surgery patients) live more than 1 mile from the nearest Pharmacy / Chemist, we are allowed under NHS Regulations to dispense medications to our patients.
- A Pharmacy / Chemist can dispense medications to anyone who produces an NHS Prescription but as a Dispensary, Chapel Row Surgery is only able to dispense to our own patients.
- Dr Lennox explained that although we have employed a Clinical Pharmacist, this does not mean our Dispensary can be regarded as a Pharmacy / Chemist and that our Clinical Pharmacist will be working with the practice looking after:
 - Medication reviews with patients
 - Providing medication advice to patients and to our Clinicians
 - Chronic Disease management of patients
 - Other clinical related work which will help reduce the pressure on the Doctors, allowing them to see other patients.

Blood management

- BD advised that some practices are being supplied with Blood Pressure monitors for patient use and how does this affect Chapel Row Surgery.
- Dr Lennox replied to say that Chapel Row Surgery has been doing this for years and we have a supply of Blood Pressure Monitors that we loan out to patients from time to time, so that they can take their own Blood Pressure readings and then pass these back to the surgery for recording into the patient's notes.

Open clinics

- BD advised that this was also discussed at the recent Patient Panel meeting and that some surgeries are holding "Open Clinics" with a particular specialist who can discuss the condition with patients and answer general queries for patients.
- Dr Lennox advised this is not something we have done at Chapel Row Surgery before, but we would consider if there was a clear need for this.

Any other business:

Patient Data Sharing:

- In July 2021 the NHS announced it wished to share patient data for research purposes using data collected from GP Patient Data Records.
- The introduction of this work (the General Practice Data for Planning & Research - GPDPR) was delayed after lots of objections and this project remains on hold for the time being.
- Further information about GPDPR is available at “digital.nhs.uk” and search for “General Practice Data for Planning & Research - GPDPR”

Future PPG meetings

- We are hopeful that the next PPG meeting can be held as a face-to-face meeting in the Surgery Waiting Room, rather than via an electronic video-call style meeting.
- BD is very keen to try to involve a few more patients in PPG meetings.
- An Email “Virtual” meeting was suggested and Dr Lennox advised that we did look at this option a few years ago and the overwhelming response at the time was that a “Virtual PPG” was not wanted and had little interest.
- It may be worth revisiting this option at some stage.
- Elaine Wells (EW) suggested a possible Coffee Morning style meeting and this will be considered and discussed further.

Meeting closed at 8:15pm

Date of next meeting:

To be Confirmed

Agreed action points:

Topic	AGREED ACTION
None Agreed	N/A

End of meeting minutes