



Chapel Row Surgery - Patient Participation Group

Meeting Held at Chapel Row Surgery on Tuesday 7 March 2023 @ 7:30pm

<u>Present:</u>	Barry Dickens	Dr Lennox (GP)	
	Michele Walker	Paul Gomm (Practice Manager)	
	Glen Higgins		
	Carol Gower	Quentin Webb	
	Julia Baker	Edgar Valentine	

Action

APOLOGIES:

- Helen Relf sends her apologies as she is unable to attend this meeting
- Elaine Wells sent 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.

MATTERS ARISING:

- There are no matters arising from the minutes of the previous meeting.

AGENDA ITEMS:

Surgery Developments

- Dr Lennox advised that the practice has recently been informed that there will be a COVID vaccination programme operating in the Spring 2023.
- The practice has no further details at present but will communicate this as widely as possible when known.
- The Surgery has now recruited a Pharmacist, Lucy Phillips who joined the practice in November 2022.
- The Surgery also has a few new members of staff - Dispensary and Reception staff.

Patient Access to Medical Records

- Barry Dickens (BD) asked about Patient Access as this had been discussed at the recent Patient Panel meeting.
- Dr Lennox advised that at Chapel Row Surgery we have made access to medical records available to our patients some years ago, but the NHS is now formalising this and ensuring that all patients can have access to their medical records via an App on their mobile phone or tablet.
- The National Programme for Patient Access initially stated that access for all patients would be available from November 2022, but this date has since been withdrawn and a new timetable is now in place to provide access to all patients by 31 October 2023.
- The intention is for patients to have access to details in their medical records and thus patients take responsibility for their records and if information is required from the records, then patients can access this themselves without having to request the information from their GP Surgery.

Community Deaths

- BD asked about Patient Deaths while in the Community (as opposed to hospital deaths) as this had been discussed at the recent Patient Panel meeting.
- Dr Lennox replied to say that all patient deaths in the community should be reviewed and that all unexpected deaths are referred to the local Coroner for investigation and review and with expected deaths, a GP can issue a patient death certificate.
- Dr Lennox went on to say that a new development is for some people to be assigned a role to review community deaths and this is being discussed at present.

Primary Care Network (PCN)

- Dr Lennox confirmed that, as we have discussed at this forum previously, Chapel Row Surgery is now part of a 4-practice group with the Pangbourne, Mortimer and Theale surgeries.
- This arrangement is developing well, as was demonstrated by the COVID vaccination clinics we jointly operated during the recent pandemic.

NHS Repeat Prescription Delivery Service

- In advance of this meeting, Elaine Wells emailed Paul Gomm (PG, Practice Manager) and asked:
 - “Whilst ill I picked up on the fact that Chapel Row Surgery is not part of the NHS repeat prescription delivery service when other surgeries in the area are. I presume that providing this service must have some impact on the surgery administration and therefore is solid reasoning for avoiding it.”
- PG advised that the NHS and GP Surgeries do not provide a “delivery service” for patients’ repeat prescriptions and that only private companies, such as Pharmacy2U and Boots and Lloyds Chemists for example, provide a delivery service for patients’ medications.
- Delivery companies cannot deliver every type of medication as certain items cannot be sent via the post or couriers or fit through letter boxes.
- This delivery service relies on the delivery company having access to the patient’s prescription and this is obtained via the Electronic Prescription Service, to which these private companies have access.

- Chapel Row Surgery is currently not signed up to the Electronic Prescription Service, as our Dispensary can provide patients with their medication needs within a few days.
- Dr Lennox also advised that while the on-line medication delivery companies take business away from high street chemists and pharmacies, this means the high street chemists are finding it difficult to maintain their business with so much lost income, that they are closing branches and chemist shops regularly - a problem which we are all experiencing currently in Thatcham and Theale and the surrounding areas.

Chapel Row Surgery Website Inaccuracies

- In advance of this meeting, Elaine Wells emailed Paul Gomm (PG, Practice Manager) and asked:
 - Parts of the Surgery website are well out of date which is hardly surprising given the events of the past 2years. In particular I note that Erica's name and number are still highlighted under the PPG and not Barry's."
- PG discussed this with BD and BD agreed for his name and email address to replace those of Erica Tipton (previous PPG Chair) on the surgery website.

PAUL GOMM

Patient Panel Meeting Feedback

- BD provided some feedback about some of the issues discussed at the recent Patient Panel meeting.
- URGENT CARE CENTRE in Reading -
- A new NHS Urgent Care Centre has opened in the Broad Street Mall in Reading, in the location where the previous NHS Walk-In Centre was located.
- Dr Lennox advised that this is a local development designed to ease the pressure on the Accident & Emergency department at the Reading Royal Berkshire Hospital, by taking patients who could be seen in a community setting rather than at the hospital A&E department.
- INTEGRATED CARE SYSTEM -
- BD asked about the Integrated Care Strategy Questionnaire which was discussed at the Patient Panel meeting.
- Dr Lennox explained that the NHS is developing a programme whereby all the local healthcare organisations - GP Surgeries (Primary Care) and Hospitals (Secondary Care) and Intermediate Care and Ambulance Care all work together with one single financial budget to provide comprehensive healthcare across a local area.
- Chapel Row Surgery is located in Berkshire West and our new local area covers Buckinghamshire, Oxfordshire and Berkshire West (BOB) and the Integrated Care System (ICS) is the NHS Programme to make this happen.
- The BOB ICS is therefore seeking to create a seamless transfer of care for all patients in that area and share care for patient benefit.
- The system seeks to avoid for example where a patient sees their GP and is referred to a specialist and if the specialist wishes to refer on to another specialist, currently they have to send the patient back to their GP to ask their GP to refer them to the second specialist. The new integrated care system is seeking to overcome this by allowing specialists to refer patients on for the patient's benefit and make the process less stressful and more seamless.

North East Thatcham Housing Development

- BD advised that the invitation for representation to West Berks Council expired last Friday 3 March 2023.
- BD advised that the Bucklebury Parish Council commissioned a detail traffic survey of the area (which it appears the Council may not have done) and this features in the Parish Council's representation document.
- BD said that over 450 representations have been made from Bucklebury and these will now all be carefully considered by West Berks Council as part of the planning and consideration process.

ANY OTHER BUSINESS:

PPG Demographics

- There was some discussion around how younger patients could be invited and encouraged to attend future PPG meetings in order to ensure there is a demographic balance to the Chapel Row Surgery PPG

Park & Ride Service to Royal Berkshire Hospital

- Quentin Webb (QW) provided some information about a new "Hospital Park & Ride" service which was introduced on 20 Feb 2023.
- The new bus service number 300 runs between Mere oak park and ride (just off the A33 near Junction 11 of the M4 near Reading) and Reading University and the Royal Berkshire Hospital in Reading.
- All day parking at Mere oak park and ride costs £1 plus the bus fare of £4.50 for the journey.
- QW asked if the link to Reading Buses for this service could be added to the surgery website.

Meeting closed at 8:15pm

PAUL GOMM

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
Surgery Website changes	PG to ensure that Barry Dickens' name and contact email address replace the same details for Erica Tipton on the Chapel Row Surgery Website.
Surgery Website changes	PG to arrange for the Reading Buses park and ride service on-line link to be added to the surgery website.

END OF MEETING MINUTES