



# Chapel Row Surgery - Patient Participation Group

**Meeting Held on Wednesday 13 September 2023 @ 7:30pm**

<b><u>Present:</u></b>	Barry Dickens (Chair)	Dr Barnett (GP)	
	Rosemary Balsdon	Paul Gomm (Practice Manager)	
	Julia Baker		
	Carol Gower	Edgar Valentine	
	Quentin Webb	Elaine Wells	

## Action

### APOLOGIES:

- There were no apologies offered prior to the meeting
- Michelle Walker was unable to attend the meeting on the day

### MINUTES OF THE PREVIOUS MEETING:

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

### MATTERS ARISING:

- Both items of action on the previous meeting minutes have been completed:
  - Barry Dickens contact details as Chair of the Chapel Row Surgery PPG have been added to the Surgery website.
  - The information concerning the Reading Buses Park and Ride to Royal Berkshire Hospital in Reading has been added to the surgery website.

## **AGENDA ITEMS:**

### **Surgery Developments**

- Dr Barnett spoke about the planned refit for the surgery Dispensary.
- The Dispensary is to be re-located into what is currently the Patient Waiting Room and the adjacent room from where the Practice Phlebotomist works.
- Both rooms will be joined and a Medication Preparation area and a Medication Distribution area will be created, providing more room for the growing surgery dispensary.
- The work to convert the existing Patient Waiting Room will commence on Saturday 30 September 2023 and will be completed by Tuesday 3 October
- The existing Dispensary will then be converted into a new Patient Waiting Room during the week commencing Mon 9 October 2023.
- There will be NO disruption to the operation of the dispensary during this time, although we are planning for a few teething issues on Mon 9 Oct 23.
- A new weather shelter will be constructed outside the surgery building for patients to use while queuing at the new serving window at the front of the surgery building.

### **Surgery Staffing**

- Dr Barnett advised that the practice has recently added 3 new clinical staff to our team, to provide more clinicians for patients to see and thus creates more time for Doctors to see more complex medical requests.
- The Practice now has a new Paramedic - James Houldey - and 2 new Pharmacists - Lucy Phillips and Rachael Ruane.
- These staff will all be under the supervision of a Doctor and they will be taking on a prescribing role in due course.

### **Patient Survey Results**

- The NHS commissions patient surveys following interactions with a practice and patients are chosen at random to receive a survey.
- The most recent national survey shows Chapel Row Surgery in the top 3 for West Berkshire and the Doctors and Staff are very pleased and proud of the patients' views and comments.
- As a snapshot of some of the results received, Chapel Row Surgery scored:
  - 97% for helpfulness of reception staff at the surgery
  - 94% for access to the surgery via the telephone
  - 93% for overall satisfaction

### **COVID & Flu Vaccination Clinics**

- The Practice is providing our first 2 vaccination clinics on Saturday 7 October and Saturday 21 October 2023.
- The eligible patients are over 65 years of age and immunosuppressed patients and their carers
- The Practice is currently sending out text message invitations to all our eligible patients and we have started to book patients into the available clinics.
- A second follow-up text message will be sent to any non-responders 2 weeks later.
- The Practice is also providing Flu Vaccination Clinics during the week too.

### **Urgent Care Centre**

- A question was asked about how the Urgent Care Centre (the nearest of which to Chapel Row Surgery is in the Broad Street Mall in Reading on the second floor), communicated with practices after a patient has been seen there.
- Dr Barnett advised that there is no direct access to patient notes from the Urgent Care Centre and feedback following a patient visit is not quite as efficient as we would like this to be.
- However, Dr Barnett noted that it is very rare for one of our patients to travel to the Urgent Care Centre in Reading and so this is not a major issue for us at Chapel Row Surgery.

### **Primary Care Network (PCN)**

- Dr Barnett reported that we are continuing to work collaboratively with the 3 other practices in our PCN - Pangbourne, Mortimer & Theale - whilst maintaining our own individual practices.
- The PCN is working well as a local healthcare organisation.

### **Patient Panel Meeting**

- Barry Dickens advised that Rosemary Balsdon attended the most recent Patient Panel meeting on behalf of Barry.
- Rosemary advised that the results of the recent National Patient Survey was the main discussion point at the meeting.

### **North East Thatcham Housing Development**

- Barry advised that following the publication of the Local Housing Plan and the reduction in houses from c2,500 to c1,500, there has been a change in the administration at West Berkshire Council and as a result of this the North East Thatcham Housing Development is being reviewed.
- It does appear that the impact of the additional houses on healthcare, schools and the local infrastructure is all being carefully reconsidered, as is the provision of a bridge over the level crossing at Thatcham Station - something which had not been considered as part of the original plans.
- Barry suggested that we keep this topic on the meeting agenda for future discussion and consideration.

### **ANY OTHER BUSINESS:**

#### **PPG Demographic**

- Edgar Valentine spoke about the need to encourage younger patients to attend the PPG, to ensure their views are taken into consideration.
- This has been a long term interest of the Chapel Row Surgery PPG membership.
- Elaine suggested if the meeting were held a different time of the day, this might enable younger patients to attend and Paul Gomm suggested that we could hold the PPG meeting at say 2.00pm in the Patient Waiting Room.
- It was agreed that the PPG committee would consider this and in the meantime Barry will make enquiries to see if there are local Mother and Baby / Toddler groups locally whom we may be able to contact.
- Barry did reiterate that if the PPG Members would like to encourage other patients to join the PPG, then this work will need to be undertaken by the PPG Members rather than the Chapel Row Surgery staff.

### Unusual Text Message Received

- Carol had recently received a text message from “LHS Dr Dr” and Carol asked if this was from the Chapel Row Surgery.
- Dr Barnett and Paul assured Carol that any messages from the Surgery would be clearly identified as coming from the surgery.
- In general, ANY non-specific text messages (or emails) are usually from someone who is trying to obtain personal information or details for the purposes of operating a scam. We should all be very aware and cautious.

### Patient Access - Access to Medical Records

- Barry asked about the NHS Plans for Patient Access.
- Paul Gomm confirmed that all Patients across the NHS will have full access to their own personal medical records from 31 October 2023 and Chapel Row Surgery patients are included in this.
- If a patient would like access to their medical records from 31 October 2023, all they have to do is to register to use the NHS App and all their medical records details from 31 October 2023 will be available.
- Historic records access is also available, but patients will need to contact their surgery to obtain this.
- Anyone who already has full access to their medical records will not be affected by the Patient Access scheme and the usual access levels will be maintained.

Meeting closed at 8.25pm

### DATE OF NEXT MEETING:

**A date for the next PPG Meeting in January 2024 will be advised nearer the time.**

### AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>

**END OF MEETING MINUTES**