



Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 24 January 2024 @ 7:30pm

<u>Present:</u>	Barry Dickens	Dr Lennox (GP)	
	Elaine Wells	Paul Gomm (Practice Manager)	
	Julia Baker	Edgar Valentine	
	Carol Gower	Glen Giggins	
	Rosemary Balsdon	Michele Walker	

Action

APOLOGIES:

- None received for this meeting

MINUTES OF THE PREVIOUS MEETING:

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

MATTERS ARISING:

North Thatcham Housing development:

- See discussion in Agenda Items

Draft Primary Care Strategy:

- See discussion in Agenda Items

AGENDA ITEMS:

Chapel Row Surgery Developments

- Dr Lennox spoke about the internal room changes in the surgery where the Dispensary has been moved into what was the Patient Waiting Room and what was the Dispensary room has been converted into the new Patient Waiting Room.

- This has provided a larger and more accommodating working area for our expanding Dispensary and a newly re-fitted and redecorated Patient Waiting Room close to the Reception Desk.
- Dr Lennox acknowledged that the new Patient Waiting Room is a little echoey and that conversations at the Reception Desk can be overheard on occasions in the Waiting Room and that the Partners are looking into ways to combat both of these issues.
- Julia advised the meeting that some patients have spoken to her about the new weather shelter outside is cold for people waiting to collect their medications.
- A suggestion was made that the practice consider using a system to alert patients to when their medication is ready for collection, so that patients can wait in the Waiting Room while their medication request is being prepared.

Draft Primary Care Strategy Document

- The Buckinghamshire, Oxfordshire & Berkshire West (BOB) Integrated Care Board (ICB) have published their draft Primary Care Strategy document and Barry advised this shows an intention to move services out of a hospital environment and into the community where possible.
- Barry advised that nationally there has been an 11% drop in GP Funding over the period 2018 to 2022 in the BOB area and that there may be an expectation that local authorities may have to draw on funds to assist with any GP Surgery maintenance costs.
- Dr Lennox explained that the Berkshire West CCG (Clinical Commissioning Group) - which was the forerunner to the BOB ICB - was very good at balancing their financial budgets and that when Berkshire West merged with Buckinghamshire & Oxfordshire to form a joint health system, the Berkshire West financially secure position was of great benefit to the new merged function of the BOB area.
- Dr Lennox explained that the Primary Care Strategy sets out the priorities of healthcare in the BOB area to ensure that patients who are seeking medical help, will be seen the same day, by the most appropriate person and in the most appropriate setting.
- The Strategy also aims to avoid inappropriate presentations at hospital A&E, which can add to queues and waiting times.
- Edgar asked if patients should ring 111 and Dr Lennox replied that patients can call 111, but would be best contacting the surgery during the day and use 111 out of normal surgery hours.
- Dr Lennox explained that a key part of the Primary Care Strategy is the use of electronic methods of communication with the surgery and that at Chapel Row we have been using an interactive website with the ability to send requests to a GP or Nurse, for some years now.
- The “Ask a Doctor a Question” facility allows patients to send the surgery their medical request and every request is dealt with on the day of receipt.
- Part of the Primary Care Strategy is to stratify patients based on their clinical need and medical history:
 - Patients who use the surgery infrequently and maintain good health would be classed as Green Patients for example and medical

requests from such patients could be dealt with by a clinician other than a GP in the first instance.

- Alternatively, patients with multiple health conditions and who use the surgery on a regular basis would be classed as Red Patients and when they make a medical request, it might be most appropriate for them to be seen by a GP straight away.
- Dr Lennox explained that discussions regarding the possible stratifying of patients are ongoing, both internally at Chapel Row Surgery and externally with our neighbouring practices and BOB ICB.
- Dr Lennox also explained that the use of IT solutions to gain information is being considered and Glen spoke about her experience of E-Consult, which she felt was complex and difficult to complete for a medical request.
- Dr Lennox stated that any changes the Doctors may consider, will be brought to and discussed with the PPG, prior to their introduction.

- Barry asked if Chapel Row Surgery were experiencing very high patient demand, would patients be able to be seen at a neighbouring practice instead, if there were availability elsewhere?
- Dr Lennox replied to say that this is currently possible.

Healthwatch Meeting

- Elaine recently attended a meeting hosted by Healthwatch and provided some feedback on what was discussed.
- Elaine explained that part of the Primary Care Strategy involves Surgery Reception staff being re-trained as Care Coordinators, who can then direct patient requests to alternative clinicians if appropriate, such as Paramedics, Pharmacists, Nurses, Social Prescribers and other clinical staff.
- At the meeting it was advised that GP Practices will have screens displaying information messages and Blood Pressure clinics will be established for patients. The use of the NHS App is also encouraged.
- Healthwatch are keen to work with GP Surgeries.

National Patient Survey Results

- Barry advised that in the recent national patient survey, Chapel Row Surgery was in the top 3 of 13 local practices and the patient replies scored at least 90% in the questions asked for Chapel Row Surgery.

Patient Participation Group (PPG) Demographics

- Barry spoke to say that the attendees of our PPG meetings are not as representative of our patient base as we would like.
- Barry is in discussions to see if some younger patients would attend and contribute to future PPG meetings.
- Edgar and Julia also advised they have spoken to some younger patients and will follow this up and encourage them to attend future PPG meetings.

North Thattham Housing Development

- Barry advised that the Bucklebury Parish Council has organised a public meeting at the Bucklebury Memorial Hall on 9 Feb 2024 to discuss the North Thattham Housing development.
- The government Housing Inspector will be holding a Public Examination of the West Berkshire Council housing plan in May / June 2024 at which the inspector will hear evidence about the plan to decide if the plan must proceed.
- Barry advised that it is a mandatory requirement that West Berkshire Council consult with BOB ICB about the healthcare provision in the North Thattham Housing development regarding its suitability for the number of houses being built.
- Barry advised that this did take place but very late in the process.
- Elaine advised that changes to Winchester Hospital and to the Basingstoke hospital are ongoing and that local patients will be contacted and asked to vote on the most suitable solution for healthcare in the Basingstoke area.

ANY OTHER BUSINESS:

Cancer Care Centre referrals:

- Michele works as a volunteer at the Rosemary Cancer Care Centre (previously the Charles Clore unit) and the centre is experiencing a lack of referrals from local GP Practices.
- Dr Lennox asked Michele to speak with the practice Social Prescriber Jane Munro-Beeley and Jane can then escalate this.

Meeting closed at 8:40pm

AGREED ACTION POINTS:

TOPIC	AGREED ACTION
Patient Alert System for Dispensary	Practice to consider using a system to alert patients when their medications are ready for collection, so patients can wait in the warm in the Patient Waiting Room.
Younger patients	PPG Members to speak with some younger patients to encourage them to attend future PPG meetings

END OF MEETING MINUTES