



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 17 April 2014 @ 7:30pm

Present: Andrew Parker
Edgar Valentine
Michael Hewitt
Barry Dickens
Jackie Renouf
Carol Gower

Dr Westcar (GP)
Paul Gomm (Practice Manager)

Elaine Wells
Sian Dismoor

Mary Wallace Sims
Ros Witcomb

Apologies:

- send their apologies as they are away and unable to attend this meeting
- Joanne Corrigan sends her apologies as she is unable to attend this meeting
- Michele Walker sends her apologies as she is unable to attend this meeting
- Julia Baker sends her apologies as she is unable to attend this meeting
- Carole Jenner sends her apologies as she is unable to attend this meeting
- Erica Tipton sent her apologies as she was unable to attend this meeting
- Mrs Kate Hewitt sent her apologies as she is 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.

In Erica's absence, Paul Gomm chaired this meeting.

Matters Arising:

RBH COMMUNICATION EXPERIENCE:

- This refers to the article under "Any Other Business" at the PPG meeting on 6 February 2014.
- Mr Hewitt would it noted that the incident referred to, took place at the West Berkshire Community Hospital and NOT the Royal Berkshire Hospital in Reading as stated in the minutes of the meeting on 6 February 2014.

Action

Care.Data Programme

- Mr Valentine asked if the Care.Data programme has been officially delayed and Paul Gomm (PSG) replied to confirm that NHS England have delayed the programme start date until the Autumn 2014, to allow for more information to be made available to patients about Care.Data.
- PSG advised that the Chapel Row Surgery has information available about the Care.Data programme - accessible via the link under "Practice News" on the Chapel Row Surgery website home page, followed by "Read More" and then links are available for more detailed information.
- The Opt Out form is also available on this page.

Agenda Items:

Surgery Website

- PSG advised that the Chapel Row Surgery website contains information about a range of subjects and is being regularly updated.
- There is a section of the website dedicated to the Patient Participation Group, where past meeting minutes are published.

PPG Newsletter

- PSG reported that since our previous meeting, Erica Tipton has sent the latest PPG Newsletter to all the local area Parish Magazines.
- Jackie Renouf kindly produced a copy of the Beenham, Midgham and Woolhampton parish magazine, which carried an article about the Chapel Row Surgery PPG and points of contact.
- PSG advised that future PPG Newsletters will highlight issues of current concern and will be distributed to local publications again.

Patient Panel Meeting

- In Erica's absence, PSG commented on issues raised at the most recent Patient Panel meeting, as per the meeting minutes.
- The Royal Berkshire Hospital in Reading was recently inspected by the Care Quality Commission (CQC).
- PSG explained how the CQC inspection is expected to operate and in particular the impact this will have on the practice when we receive our CQC inspection. It is very likely that the CQC inspectors will want to speak to patients during their inspection and will also want to speak to members of our PPG to gain an understanding of how patients perceive the service offered to them by the practice.
- PSG explained that this is considered to be very important by the CQC.
- Mr Valentine asked what arrangements could be made to include the views of young mums, who ought to be represented.
- Dr Westcar spoke about the partner's interest in the creation of a virtual PPG so that patients who don't come the practice frequently could contribute to the CQC inspection via email or comments through a virtual group.
- PSG reported that the Patient Information Point (PIP) based at the West Berkshire Community Hospital (WBCH) has had its funding cut dramatically and that this will be discussed more at the next Patient Panel meeting.

Clinical Commissioning Group (CCG)

- Dr Westcar spoke about the monthly meeting he and other practice

representative attend each month, to discuss commissioning issues which affect practices - this is called the CCG Council meeting.

- Dr Westcar reported that the Newbury CCG is performing well at present and that the 4 local CCGs (Newbury, Wokingham, North Reading and South Reading) are likely to be working more collaboratively in the future.
- Dr Westcar feels that these 4 independent CCGs may have to merge and form a larger CCG in due course, but at present are working as a federated group whilst maintaining their own individual local flavour.
- Dr Westcar advised that negotiating with large hospital trusts is much more successful when we are representing a bigger patient group, hence the need to federate on some commissioning issues.
- Mr Dickens (BD) advised that he had attended a recent Newbury CCG meeting and, on behalf of the local Parish Council, asked about the fact that in the last 6 months, the Ambulance service has failed to meet the national minimum standards for response times and what are the CCG's views on this matter.
- BD reported that the CCG members at the meeting advised that, because the overall average picture was that the ambulance service had met the national minimum standards for response times, they are less concerned that the response times in our area are poor.
- BD feels that this is of serious concern to the Parish Council and BD would like this to be raised with the CCG via the CCG Council representative.
- Dr Westcar agreed to take this matter to the next CCG Council meeting for discussion and reaction.

Dr WESTCAR

Any Other Business

Saturday Morning Surgery:

- Mr Hewitt (MH) asked about the Saturday morning clinic being run at Chapel Row Surgery and why the telephone is out of action during the Saturday morning clinic.
- Dr Westcar explained that the Saturday morning clinic is poorly funded and is designed to be available for routine appointments for patients who are unable to attend surgery during the week.
- Dr Westcar advised that the Saturday morning clinic is not funded for urgent appointments and is not funded sufficiently to allow the practice to operate the clinic with more than one administrative person. Dr Westcar advised that with the available funding, the Doctors have decided to employ a dispenser, so that patients can take medication with them on the day, rather than a receptionist, who would not be able to dispense medication.
- BD asked why this was the case, as the government have given all practices additional money to fund an 8.00am to 8.00pm service, 7 days per week.
- Dr Westcar explained that the government in fact made a pot of £50M available, for which practices and CCG could bid to run this extended appointment service and that in the Berkshire area, only some practices in Slough were successful in bidding for a share of the available funding.
- Dr Westcar advised that the funding has not been made available to all practices to run this extended appointment service, contrary to the impression that may have been given to people.
- BD was grateful for the explanation and clarification of this issue.

PPG Secretary:

If anyone is interested in being the PPG secretary; taking minutes, assisting the PPG chair, etc, please can they contact Paul Gomm at the surgery.

Meeting closed at 8.45pm

Date of Next Meeting

THURSDAY 19 JUNE 2014 @ 7.30 pm at Chapel Row Surgery

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
Poor ambulance response times in our area	Dr Westcar agreed to take this concern to the next CCG Council meeting for discussion and reaction

END OF MEETING MINUTES