



## Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 4<sup>th</sup> April 2019 @ 7:30pm

**Present:** Erica Tipton  
Barry Dickens  
Julia Baker  
Quentin Webb  
Edgar Valentine  
Paul Gomm (Practice Manager)

### **APOLOGIES:**

- Michael Hewitt sends his apologies as he is unable to attend this meeting
- Michelle Walker sends her apologies as she is unable to attend this meeting
- Glen Higgins 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.

### **MATTERS ARISING:**

NONE

### **AGENDA ITEMS:**

#### **West Berkshire Community Hospital (WBCH)**

- Erica Tipton (ET) reported that the Cancer Care unit at the WBCH is now fully operational
- ET advised that the new Renal Unit at the WBCH is very popular and is at full capacity with staff training all complete.
- Currently the Renal Unit is working 5 days per week and the intention is to

### **Action**

increase this to 7 days per week

- To date, £5 Million has been raised to fund the Renal Unit
- ET reported that the intention is for the WBCH to have 2 MRI Scanners - 1 unit inside the hospital in addition to the mobile unit outside.
- 10 of the available beds in the WBCH have been temporarily closed due to staff shortages, although patient turnover is quite quick currently.
- Patient Panel are looking into how to reopen the 10 closed beds.

#### **Royal Berkshire Hospital (RBH) in Reading**

- ET reported that there was no governor attending from the RBH at the recent Patient Panel meeting and so information to report.

#### **Patient Information Point (PIP) at the WBCH**

- ET reported that the PIP is operating very well, is well used by patients and is the preferred resource point by some hospital consultants, which is very encouraging.
- The rental costs of c£16,000 per annum for the PIP are being met jointly by RBH, The Berkshire Healthcare Foundation Trust and the Berkshire West Clinical Commissioning Group.

#### **Patient Participation Group Newsletter**

- There has not been any progress on this so far in 2019.
- The PPG members should create the Newsletter with issues of interest to patients and Paul Gomm (PSG) will arrange for the Newsletter to be printed and distributed in the surgery.

#### **Patient Survey**

- PSG thanked the PPG Members who assisted in the surgery with the completion by patients of the Patient Survey in February 2019.
- PSG reported:
  - 245 completed patient survey responses
  - Overall ratings were broadly in “Excellent” or “Good”
  - **GP** - 95% Male Excellent or Good and 96% Female Excellent or Good
  - **Nurse** - 98% Male Excellent or Good and 73% Female Excellent or Good
  - **Reception** - 96% Male Excellent or Good and 93% Female Excellent or Good
  - **Dispensary** - 93% Male Excellent or Good and 85% Female Excellent or Good
  - **Access via Telephone** - 83% Male Excellent or Good and 88% Female Excellent or Good
  - **Surgery Website** - 48% Male Excellent or Good and 37% Male left this unanswered and 59% Female Excellent or Good and 32% Female left this unanswered.
  - Of the Male responses: 63% are aged 60+ years and 25% are aged 41-60 years old with 12% under 40 years of age
  - Of the Female responses: 43% are aged 60+ years and 39% are aged 41-60 years old and 19% under 40 years of age

#### **Integrated Care System Meeting - 20 February 2019**

- ET and PSG attended an interesting and informative event in Reading which explained the NHS's new Integrated Care System.
- This is where Primary Care (GP Surgeries) and Secondary Care (Hospitals) and Social Care (provided via the local Council), will all work together to

- provide a joined up healthcare services for our patients.
- This meeting / event aims to educate patients that the GP is not always the most appropriate person for a patient to see, depending on their medical condition of course.
  - The NHS is going to introduce Pharmacists, Physiotherapists and Social Prescribers into Primary Care in the next few years, to provide patients with more clinical experts which they can see and thus reduce the burden on GPs and thus shorter waiting times to see a GP if this is medically appropriate.
  - It is expected that, as part of this programme, Reception staff will have more of an important role in directing patients to the most appropriate clinician for their problem.

**ANY OTHER BUSINESS:**

**West Berkshire Directory:**

- ET distributed some leaflets to publicise the new West Berkshire Directory and PSG will arrange for a poster to be displayed in the surgery waiting room.

**Healthwatch Survey**

- ET had also distributed to the meeting copies of the Healthwatch survey and patients are being encouraged to complete these (preferably on-line) to express their views on Healthcare in their local area.

Meeting closed at 8.15pm

**DATE OF NEXT MEETING:**

**Thursday 27 June 2019 @ 7.30 pm**

**AGREED ACTION POINTS:**

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

**END OF MEETING MINUTES**