



## Chapel Row Surgery - Patient Participation Group

**Meeting Held on Thursday 19 April 2018 @ 7:30pm**

**Present:** Erica Tipton  
Barry Dickens  
Julia Baker  
Michelle Walker  
Michael Hewitt  
Paul Gomm (Practice Manager)  
Edgar Valentine

### **APOLOGIES:**

- Glen Higgins sends her apologies as she is unable to attend this meeting
- Quentin Webb sends his apologies as he is unable to attend this meeting
- Elaine Wells sends her apologies as she is unable to attend this meeting
- Carol Gower 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:**

- There were no matters arising

### **Action**

## AGENDA ITEMS:

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

- Erica Tipton (ET) reported that the WBCH is still having problems recruiting full time nursing staff.

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

- ET advised that a Governor from the RBH attended the last Patient panel meeting and reported that the most important issue at the RBH is attendance by patients at the Accident & Emergency department.
- One other issue is that there appears to be a great deal of paperwork generated as patients are transferred through the hospital - from Ambulance crew to A&E and then to subsequent departments in the RBH.
- Although this paperwork is essential to ensure the correct information about a patient flows with the patient, so as to avoid any possible confusion or mis-diagnosis, this process could be done better electronically.
- Finally there continue to be examples of patients having to wait a long time for their medication to be issued from the pharmacy in the hospital.

### **Patient Information Point (PIP)**

- ET reported that the PIP is progressing well and the acting chair has now accepted the role of PIP Chair.
- There are plenty of anecdotal evidence to show that the PIP is very good at providing information to patients when requested.
- The ongoing rent costs have now been agreed and are to be covered by RBH, the Berkshire Healthcare Foundation Trust (BHFT) and the local Clinical Commissioning Group (CCG).

### **Healthwatch**

- ET attended the last meeting and reported that Healthwatch have highlighted the plight of the homeless.
- ET advised that Healthwatch have asked for the “Non Attendance” rates by patients at GP Surgeries.
- **Agreed** - Paul Gomm to send ET the Chapel Row Surgery Non Attendance rates for the last 3 months.

### **PPG Newsletter**

- ET advised that the next planned PPG Newsletter will be the Autumn 2018 edition

### **Surgery Update**

- Paul Gomm (PSG) spoke about the recent changes to the serving hatch at the Dispensary.
- The Dispensary staff wished to make some changes to improve the flow of patients being served at the dispensary, but have now realised that the serving opening is better on the LEFT hand side (from the patients' perspective), than the Right hand side - which is where the opening has been moved to.
- PSG is arranging for the workmen to come back and move the serving opening back to the Left hand side.
- Members said that the fact that the dispensary now stays open over the lunchtime period is very helpful and much welcomed.
- Barry Dickens (BD) said that in his experience, the staff are very polite and helpful.

**PAUL GOMM**

**PAUL GOMM**

**ANY OTHER BUSINESS:**

**Patient Panel Meeting:**

- The next Patient Panel meeting is the Annual General Meeting (AGM) on 16<sup>th</sup> May 2018.
- There will be a speaker to talk about Respite Care
- ET has tendered her resignation from the role of Chair of the Patient Panel and she has given 1 year's notice of this.
- ET advised that a member of the Chapel Row Surgery PPG will need to attend the Patient Panel meetings in a year's time after ET has resigned.

Meeting closed at 8:00pm

**DATE OF NEXT MEETING:**

**Thursday 5<sup>th</sup> July 2018 @ 7.30 pm**

**AGREED ACTION POINTS:**

<b><u>TOPIC</u></b>	<b><u>AGREED ACTION</u></b>
Patient Non Attendance rates	Paul Gomm to send ET the Chapel Row Surgery NonAttendance rates for the last 3 months
Dispensary Serving Hatch	PSG is arranging for the workmen to come back and move the dispensary serving opening, back to the Left hand side

**END OF MEETING MINUTES**