



## Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 5<sup>th</sup> February 2015 @ 7:30pm

**Present:** Erica Tipton  
Barry Dickens  
Elaine Wells  
Glen Higgins  
Edgar Valentine  
Dr Markham (GP)  
Paul Gomm (Practice Manager)  
Julia Baker  
Carol Gower  
Michael Hewitt  
Ros Witcomb

### Action

#### Apologies:

- Quentin Webb sends his apologies as he is attending a Council meeting this evening and thus unable to attend this meeting
- Michelle Walker sends her apologies as she is unable to attend this meeting
- Sian Dismor sends her apologies as she is unable to attend this meeting
- Jackie Renouf sends her apologies as she is unable to attend this meeting
- Kathleen Hewitt sends 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.

#### Matters Arising:

##### PPG / Surgery Newsletter:

- At the previous meeting, Erica Tipton (ET) had asked members to canvass the views of friends and neighbours who use the surgery, particularly those with no access to a computer or the internet, to see what information they would like in the PPG Newsletter and Parish magazines.
- Mr Hewitt reported that he has spoken to a few people about this and they would prefer to see articles relating to any major changes at the surgery.
- ET asked the members for any other newsletter contributions to be sent to

her in due course.

- ET also presented 2 compliant related issues which she feels highlights topics which could be included in the forthcoming newsletter:
- 1). An 80 year old gentleman emailed ET to advise that he slipped and fell at home recently and as a result he injured his face just below an eye.
- The gentleman tried to stop the bleeding from the injury, but when this failed to stop he came to the surgery to ask someone to look at his injury, and provide some treatment and a dressing for this.
- The gentleman reported that the Receptionists on duty told him that there was no one available who could help and “to go home and telephone”. The gentleman feels the surgery failed in its duty of care.
- **Newsletter Article** - ET feels that an appropriate article for the newsletter would be some guidance for patients as to when it is appropriate to present at the West Berkshire Community Hospital (WBCH) Minor Injuries Unit (MIU), rather than to the local GP surgery.
- Dr Markham asked ET to pass the details of this complaint to Paul Gomm (PSG) so that we can look into this matter and respond accordingly.
- 2). The same 80 year old gentleman also cited another complaint regarding the treatment he had received regarding his hearing.
- The gentleman was having difficulty in hearing and so attended consultations with Dr Lennox and Dr Westcar, both of whom offered advice but did not refer the gentleman to audiology for a hearing test or hearing aids.
- The gentleman asked why he had not been offered a referral for a hearing test and hearing aids, when many of his friends had been referred without delay from their GPs at other practices and at the first consultation visit.
- ET asked Dr Markham if the practice has a clear policy regarding hearing tests where considered appropriate.
- Dr Markham replied to say that it is usual practice for Doctors to refer patients for hearing tests and hearing aids when considered appropriate and it is unclear why this did not happen in this case.
- Dr Markham asked ET to pass the details of this complaint to PSG so that we can look into this matter and respond accordingly.
- **Newsletter Article** - ET feels that an article to include information about hearing tests and the referral process would also be helpful to readers.
- 3). Dr Markham suggested that the ability for patients to book appointments on-line could be an article for the Newsletter.

ERICA  
TIPTON

ERICA  
TIPTON

#### **Wart Clinic / Liquid Nitrogen Clinic at Surgery**

- Dr Markham advised that, after careful consideration of this issue, the surgery has decided to cease providing a Liquid Nitrogen clinic.
- Dr Markham advised that the practice has experienced difficulties in obtaining a supply of liquid nitrogen and that many of the applications are for cosmetic purposes rather than clinically necessary.
- It is for these reasons and the fact that not many other practices in the local area provide a Liquid Nitrogen clinic that the Doctors have decided to cease the clinic.
- Dr Markham advised that Dr Lennox is looking into a local service for liquid nitrogen treatment to avoid referral to hospital for this.

## Agenda Items:

### **Patient Panel Meeting**

- ET advised that having written to the Newbury & District Clinical Commissioning Group (NDCCG) about the lack of funding for the Patient Information Point (PIP) annual rent, the NDCCG have now agreed to fund the annual rent for the PIP for 2015.
- However, the NDCCG is unable to fund the expenses incurred by the volunteers who staff the PIP.
- ET and members of the Patient Panel are discussing this with NDCCG.

### Healthwatch

- ET advised that she is a Healthwatch Champion
- ET advised that West Berkshire Council have now put out to tender the organisation which runs our local Healthwatch, meaning the current volunteers are no longer able to run our local Healthwatch.

### CCG Update

- Dr Markham reported that the NDCCG are doing well and are actively encouraging the treatment of patients in surgeries so as to avoid unnecessary referrals into Hospitals.
- Glen Higgins (GH) advised that she looked at the NDCCG website recently to find out what the Clinical Priorities of the group are and was unable to find this information. GH reported that while the NDCCG website seems to cover many areas, she was unable to locate information regarding the CCG's Clinical Priorities.
- ET asked for details of the forthcoming CCG Public Meeting to be included on the Chapel Row Surgery website - Paul Gomm to action

PAUL GOMM

### Any Other Business

#### Dr Zaklama Leaving:

- Dr Markham advised the group that Dr Zaklama will be leaving the practice in March 2015 and that the practice is currently recruiting for a replacement Doctor.
- Additionally, the Doctors are seeking locums in the intervening period, to ensure cover is in place until a replacement GP is in post.

#### Practice Complaints Process:

- Barry Dickens (b) asked about the process regarding handling and reporting of complaints received by the practice and whether the PPG should be made aware of numbers of complaints and the severity of complaints received?
- Dr Markham replied and advised that all complaints are handled by Paul Gomm Practice Manager in the first instance. The process is:
  1. PSG has a complaints record form onto which all the details of the patient's complaint are recorded.
  2. PSG will respond to the patient's complaint in writing as soon as the complaint is received, to advise the action the practice will take to investigate the complaint and provide a solution to the patient. This letter will also include a timescale by when a further report will be issued, if this is appropriate.
  3. In some cases PSG may be able to provide a full explanation and

- solution in the initial response letter to the patient.
4. PSG will then investigate the complaint and speak to all the parties who are involved in the complaint to ascertain as much of the details and facts possible.
  5. PSG will then bring the complaint and information to a Partners Meeting for discussion and agreement on a suitable solution.
  6. A letter of explanation and solution will then be provided to the complainant, with an offer to meet and discuss the solution / resolution, if the patient wishes.
  7. The initial letter and any further letter will include details of who else the patient can contact, should they not be satisfied with the way in which their complaint has been handled.
  8. Where necessary, the practice will then hold departmental meetings with relevant staff to appraise them of the patient's complaint and the actions which have been agreed to minimise the possibility of the same complaint reoccurring.
  9. This process is thorough and quite time consuming, but the practice is determined to deal appropriately with all complaints received.
  10. In view of this, PSG will record all issues brought to the attention of the practice as a complaint, whether or not this was a "formal complaint", so that internal practice can be modified as necessary to avoid any repetition of the incident / issue raised.
- The PPG members agreed that very limited value would be gained from having data produced regarding numbers of complaints and nature of complaints received at the surgery.

### **Practice Attendance Data**

- Elaine Wells (EW) suggested that if the practice were to produce data regarding how many patients were seen / attended to (i.e. patient demand), then this might help patients to understand the difficulties on occasions in getting an appointment when requested with a GP.
- Dr Markham advised that the practice is about to embark on a data collection exercise of patient demand, so that we can better shape appointment supply for patients.

### **Intrusive Questions by Receptionists**

- A patient complained to GH about the "intrusive questions " asked by a receptionist of the patient when requesting an appointment with a nurse.
- Dr Markham explained that our reception staff ask questions about appointment requests to ensure that the patient sees the most appropriate person at their consultation. We have had situations in the past where a patient was given an appointment with a nurse about a specific problem and this problem was not an area of speciality for that nurse and so another appointment had to be re-made with another nurse.
- This obviously wasted the patient's time as they had to attend a second appointment and to avoid this, our Reception Team now ask questions about appointment requests to ensure the patient receives the best service possible.

### **Practice Budget Constraints**

- Edgar Valentine (EV) asked about the budget cuts of 30% which were spoken about at a previous PPG meeting and would this mean fewer staff at the surgery?
- Dr Markham replied to say that the budget cuts apply to the West Berkshire Area as a whole, rather than to individual practices and although

there is less money available for NHS services, the Chapel Row Surgery will need more staff in the future rather than less and this will be a prime area for the Doctors to deal with.

### **Royal Berkshire Hospital - Overall Service**

- EV advised that he has recently had cause to use the services at the Royal Berkshire Hospital in Reading and the service overall is much improved, with much better organisation and a hugely better experience overall.
- It was noted however, that parking continues to be a problem at the hospital site and RBH management are doing all they can to encourage patients to use public transport where possible.

### **Patient's Parking at Chapel Row Surgery**

- Michael Hewitt (MH) advised that some of ways in which patients park in the Chapel Row Surgery car park, lacks consideration for other people as often 1 car is occupying 2 spaces.
- Dr Markham acknowledged that this can sometime be a problem.

Meeting closed at 8:45pm

Date of Next Meeting

**Thursday 16 April 2015 @ 7.30 pm**

### **AGREED ACTION POINTS:**

<b><u>TOPIC</u></b>	<b><u>AGREED ACTION</u></b>
PPG / Surgery Newsletter	ET & PSG to meet to discuss articles for newsletter - A). How and when to use Minor Injuries Unit at WBCH B). How to access a referral for hearing test / hearing aids C). On-Line availability to book appointments D). Dr Zaklama leaving in March 2015 E). Advice re cessation of Liquid Nitrogen Clinic at surgery
CCG Public Meeting	Details of the forthcoming CCG Public Meeting to be included on the Chapel Row Surgery website - Paul Gomm to action

**END OF MEETING MINUTES**