



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 8 February 2018 @ 7:30pm

Present: Erica Tipton
Glen Higgins
Mary Wallace Sims
Carol Gower
Dr Barnett (GP)
Paul Gomm (Practice Manager)

Action

APOLOGIES:

- Michelle Walker sends her apologies as she is unable to attend this meeting (Unable to attend on Thursdays)
- Julia Baker sends her apologies as she is unable to attend this meeting
- Barry Dickens sends his apologies as he is on holiday and unable to attend this meeting
- Michael Hewitt sends his apologies as he is unable to attend this meeting
- Quentin Webb was unable to attend this meeting and asked (the following day on Friday 9th February 2018) that his apologies be recorded

MINUTES OF THE PREVIOUS MEETING:

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

SPECIAL NOTICE:

It is with great sadness that we report the recent death of Dr Andrew Parker, a patient and fellow PPG Member, who passed away on 28 December 2017.

Dr Parker was a regular attender to and contributor at our PPG meetings and he will be missed greatly by us all.

Our sincere condolences go to Dr Parker's wife and family.

MATTERS ARISING:

Royal Berkshire Hospital (RBH) Park & Ride Promotion:

- Erica Tipton (ET) advised that she attended the recent Patient Panel meeting and spoke to one of the RBH Governors who attended the meeting about the promotion of the RBH Park & Ride service and ET reported that the Governor will discuss this matter with the RBH board at the next meeting.

AGENDA ITEMS:

West Berkshire Community Hospital (WBCH)

1. ET reported that the CT scanner is fully operational at WBCH
 - The scanner is now performing 20 patient scans per day
 - The equipment is state of the art and the images are very clear
2. The Renal Dialysis / Cancer Care Unit building is now complete and has been formerly handed over to the NHS.
 - The renal unit is now being fitted out and the building is expected to be completed by April and the first patients seen by May 2018.
 - The Rosemary Appeal is progressing well and has raised almost £3.2M to date with a further £1.5M still required and fundraising is continuing.
3. The RBH has budgeted for a new MRI scanner in 2018-19, but no decisions yet as to whether this will be a replacement for the current mobile unit or a modular unit on site.
4. There are some small projects being worked on within WBCH - new air conditioning in the minor surgery unit and a leaking roof problem.
5. Finally, ET reported that there are currently 10 beds closed in WBCH due to low staffing numbers - this affects the overnight position and is being worked on.

Royal Berkshire Hospital (RBH) Reading

- ET spoke about the Governor who attended the recent Patient Panel meeting and her discussions with him regarding the effective promotion of the RBH Park & Ride service.
- ET advised that the RBH has recently undergone a Care Quality Commission (CQC) inspection visit and have achieved the highest rating of "Outstanding", which is superb given that their previous rating was "Requires Improvement".

Patient Information Point (PIP) at WBCH

- ET reported that the ongoing problem of the financing of the required rent costs for the PIP at the WBCH, have been solved - at least for the next 12 months.
- An agreement has been reached whereby Berkshire Healthcare Foundation Trust will meet 25% of the rent costs, RBH will also meet 25% of the costs and the Newbury & District Clinical Commissioning Group (NDCCG) will cover the remaining 50% of the rent costs.

PPG Newsletter

- ET advised that the next PPG Newsletter will be produced later in 2018

NEWSLETTER

Surgery Update - Pharmacy

- Dr Barnett advised that the Chapel Row Surgery have now been successful in recruiting an additional dispenser for our Dispensary Team, which means the surgery dispensary staff is above the normal level in terms of numbers of qualified dispensers.
- The new staff member is an experienced dispenser and her skills will enhance the team and provide more capacity to meet the growing patient demand for medications.
- Dr Barnett also reiterated that the surgery is still experiencing difficulties in obtaining some medications from our pharmaceutical suppliers, which is due to a nationwide shortage of some medications.
- ET feels this should be included in the next PPG Newsletter to help explain this position to patients.
- ET mentioned that when patients have a problem or query with their medication, while being served at the dispensary hatch, this causes long delays in the queue of patients at Dispensary.
- Dr Barnett explained that the practice is looking at ways of taking the patient away from the queue to deal with their query and then the remaining patients can be served at the dispensary.

NEWSLETTER

DOCTORS

Surgery Update - Enhanced Access Clinics

- Paul Gomm, Practice Manager, (PSG) spoke about the additional “Out of Hours” clinics which the practice has continued to make available throughout 2017 and into 2018.
- Following a patient survey a couple of years ago, our patients expressed their preference for extra appointments to be made available to patients in early evening and Saturday mornings.
- As a result of the expressed preferences of our patients, the surgery has been providing pre-bookable and some urgent early evening appointments on Mondays and Wednesdays and pre-bookable appointments on 2 Saturdays per month.
- 2 pre-bookable appointments and 2 urgent (on the day) appointments are available for each weekday from 6.30pm and
- 24 pre-bookable appointments are available for each Saturday morning for 2 Saturdays per month.
- PSG reported that the surgery is finding that on average only 2 of the 4 available evening appointments are being booked by patients, but all 24 of the Saturday morning appointments are regularly used by patients.
- The PPG members present feel this additional appointment provision is meeting the expressed preferences of the practice population and can see that in the main, these appointments are well used by patients and thus meet the expressed patient demand.
- The practice plans to continue to provide these appointments throughout the 2017-18 year and to provide a similar provision in 2018-19, which the PPG members present felt is appropriate for our patients.
- ET thanked the practice for this additional appointment provision and suggested that this too should be publicised in the forthcoming PPG Newsletter, later this year.

Surgery Update - Macmillan Cancer Support Local Area Representative

- Earlier this week, PSG met with Mr John Stevenson, who is the local area representative and trained volunteer for Macmillan Cancer Support and he suggested he would be very willing to come and talk to our PPG about the services available to patients from Macmillan Cancer Support.

- ET asked PSG to pass his details on to her, so that ET could speak to him.
- ET also feels this would be a good topic for inclusion in the forthcoming PPG Newsletter later in 2018.

Surgery Update - Patients “Preferential Treatment”

- ET has been asked (by another patient) to raise a query about the apparent “priority treatment” being received by some patients, “who are seen as soon as they arrive at the surgery and never kept waiting, like other patients.”
- Dr Barnett explained that the practice does not provide “special priority treatment” to any patient above another patient.
- Dr Barnett explained that some of our GPs run their clinics strictly on time and on such occasions are able to see patients promptly and at the time they arrive for their booked appointment and that the “apparent special treatment” is therefore merely a coincidence.

CCG Update

- Dr Barnett reminded the meeting that the 4 local Clinical Commissioning Groups (CCGs) of Newbury, Wokingham, Reading North & Reading South are to merge into one new CCG with effect from 1 April 2018.
- It is considered that this will provide the 4 CCG areas with greater negotiating power and reduce the costly burden of having 4 sets of Board meetings each month involving 4 sets of Board members, which will be reduced to one, thus making considerable cost savings.
- Glen Higgins (GH) asked why this is happening, as not so long ago the PCT was split into local area CCGs in order to give a more local focus to medical services provision for the local area - what is important in Newbury may not be so important in North Reading for example.
- Dr Barnett explained that it is thought that once the 4 CCGs have merged, the local voice will still be taken into account, when decisions are made by the overall board and thus Newbury area will still be well represented in the new CCG Board.

ANY OTHER BUSINESS:

- There were NO AOB items

Meeting closed at 8:00pm

DATE OF NEXT MEETING:

Thursday 19 April 2018 @ 7.30 pm

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
PPG Newsletter	To be produced later in 2018 and to include articles on: <ul style="list-style-type: none">• Medication Supply problems still being experienced• Additional appointments provided as part of the Enhanced Access Service• Macmillan Cancer Support services available
Queues at Dispensary	Doctors looking at ways to minimise queues at Dispensary, especially when a query / problem is being investigated
Macmillan Volunteer	PSG to pass details to ET of Macmillan Cancer Support Volunteer PSG met.

END OF MEETING MINUTES