



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 17th January 2019 @ 7:30pm

Present: Erica Tipton
Barry Dickens
Michelle Walker
Carole Gower
Glen Higgins
Dr Barnett (GP)
Paul Gomm (Practice Manager)
Julia Baker
Quentin Webb

APOLOGIES:

- Helen Relf sends her apologies as she is unable to attend this meeting
- Jo Corrigan sends her apologies as she is unable to attend this meeting
- Edgar Valentine sends his apologies as he 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) advised that the new Renal Unit is working well and the hospital is aiming to expand this to cover 7 days per week soon.
- The new Cancer Care Unit is not yet fully operational as they are currently awaiting some chairs and then the unit can open.

Action

Royal Berkshire Hospital (RBH) in Reading:

- ET reported that the appointment system is working much better and that letters from the RBH to patients are much clearer and easier to understand.

Patient Information Point (PIP) at WBCH:

- ET advised that the PIP is working very well and they have lots of volunteers to assist.
- The PIP contains a wealth of information and this resource is well used by patients and visitors to WBCH.
- Quentin Webb advised that a recent Volunteers Event at the Corn Exchange in Newbury was very well attended, which is encouraging.

PPG Newsletter:

- ET spoke about the next PPG Newsletter and it was agreed that an issue around April 2019 would be most appropriate.
- PSG could write an article about the provision of appointments for patients from Monday to Sunday each week - called "7 Day Working".
 - Currently Chapel Row Surgery provides extra appointments for patients on Monday and Wednesday evenings and 2 Saturday mornings per month.
 - The Burdwood Surgery in Thatcham have commenced a provision of appointments each Sunday morning until the end of March 2019 and thereafter a new provider will be announced to provide appointments on Sunday mornings and all Bank & Public Holidays.
 - This was covered in more detail at the previous PPG meeting in November 2018
- PSG could also provide an article about the new legislation entitled Falsified Medications Directive, which comes into effect on 9 Feb 2019.

PPG

Bucklebury Parish Council AGM:

- Barry Dickens (BD) advised that the AGM will be held on Monday 13 May 2019 and BD asked if a representative from the Chapel Row Surgery could attend the AGM to explain about the arrangements locally for provision of extra appointments Monday to Sunday each week - "7 Day Working".

PRACTICE
REP

Practice Patient Survey:

- At the previous PPG meeting in November 2018, we spoke about the Practice running a Patient Survey and members of the PPG expressed an interest in helping with this.
- We discussed members of the PPG coming to the surgery to encourage patients to complete the Practice Patient Survey.
- At the previous PPG Meeting in November 2018, Paul Gomm (PG) agreed to email the proposed patient survey to all PPG Members for comments and any suggested changes ahead of tonight's discussion.
- PG presented the final version of the patient survey and this was approved by the PPG Members present.
- PG would like PPG members who can help out, to email PG their preferred date(s) and time slot(s) from the list below and PG will draw up a schedule of who will attend when and then distribute this to members.
- PG's email address for responses is pgomm@nhs.net
- **Please could members email PG and advise DATE(s) and TIME SLOT(s) that they CAN attend and PG will draw up the full schedule for distribution:**

PPG
MEMBERS

- Suggested schedule is:
 - Tue 12 Feb 10.30am to 11.30am and 3.00pm to 4.00pm
 - Wed 13 Feb 10.30am to 11.30am and 3.00pm to 4.00pm
 - Thu 14 Feb 10.30am to 11.30am and 3.00pm to 4.00pm
 - Tue 19 Feb 10.30am to 11.30am and 3.00pm to 4.00pm
 - Wed 20 Feb 10.30am to 11.30am and 3.00pm to 4.00pm
 - Thu 21 Feb 10.30am to 11.30am and 3.00pm to 4.00pm

Enhanced Access Clinics:

- At the previous PPG Meeting in November 2018, we spoke about the additional clinics which Chapel Row Surgery are providing as part of the CCG's Enhanced Access Clinics service.
- In order to satisfy the requirements of this service, the practice are required to discuss the details of the provision with the PPG Members and gain their input into service development.
- This discussion, which took place at the November 2018 PPG Meeting, has to be minuted and then a signed copy of the PPG Meeting Minutes need to be sent to the PPG by way of confirmation that this discussion took place.
- The PPG Members present today, agreed that the PPG Chair Mrs Erica Tipton could sign the meeting minutes of 1 November 2018 as confirmation that a discussion took place regarding the Enhanced Access Clinics provision at Chapel Row Surgery.
- ET signed the meeting minutes and Dr Westcar will co-sign the meeting minutes, which PG will then send to the CCG.

Clinical Commissioning Group (CCG) Update:

- Dr Barnett spoke to advise that the new Berkshire West CCG is operating well.
- The WBCH is being "upgraded" from Minor Injuries to an "Urgent Treatment Centre" in order to see more patients who might otherwise have attended the Accident & Emergency department at the RBH in Reading.
- The Urgent Treatment Centre (UTC) part of WBCH is being operated and staffed by Berkshire Healthcare Foundation Trust and will start on 1 April 2019. The 111 service will be able to send appropriate patients to the UTC (rather than to A&E at the RBH), which is hoped will relieve some of the pressure on A&E and mean that patients have reduced travelling too.

ANY OTHER BUSINESS:

Falsified Medicines Directive:

- PG spoke about the Falsified Medicines Directive (FMD) which is new EU created legislation adopted by the UK, which comes into force on 9 Feb 19
- Essentially the FMD aims to reduce / eradicate any counterfeit medication entering the UK medication system in the NHS.
- The FMD states that every packet of medication must be fully traceable from the original manufacturer to the receiving patient.
- To achieve this, each packet of medication must be scanned and the details uploaded to a central database, to ensure complete traceability.
- Additionally, once scanned by the practice dispensary as being dispensed to a particular patient, if this medication is not collected by the patient

within 10 days, the medication cannot be put back into the dispensary stock and **MUST** be destroyed - which is a financial loss the NHS and also to the practice who will have bought the medication, but now cannot be paid for that medication!

- Although the FMD becomes law on 9 February 2019, there is very little information available at present regarding:
 - the extra scanners and computer hardware required by our dispensary to scan medication
 - the software required to operate this new system and to upload the data to the central database
 - the central database - how do we access this
 - how the “10-day rule” can be interpreted so that medication wastage is minimised
- The Practice is working with various parties to find out more about the FMD and how this will affect the dispensing of medications to our patients, but we are anticipating there may be a short delay in the dispensing process if we have to scan each medication pack at the time the patient calls to collect their medication, rather than simply handing over the bag of medication which is being collected, as we currently do.
- The Practice will keep patients informed, as soon as we have more information available.

Meeting closed at 8:05pm

DATE OF NEXT MEETING:

Thursday 4 April 2019 @ 7.30 pm

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
PPG Newsletter	To be considered in April 2019
Practice Patient Survey	PPG Members to email Paul Gomm their availability (Dates and Times) to assist in the surgery with the Patient Survey

END OF MEETING MINUTES