



Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 18th January 2017 @ 7:30pm

Present: Erica Tipton Dr Barnett (GP)
Glen Higgins Paul Gomm (Practice Manager)
Julia Baker
Dr Andrew Parker

APOLOGIES:

- Michelle Walker sends her apologies as she is unable to attend this meeting
- Joanne Corrigan sends her apologies as she is unable to attend this meeting
- Carol Gower sends her apologies as she is unable to attend this meeting
- Michael Hewitt sends his apologies as he 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

Action

AGENDA ITEMS:

West Berkshire Community Hospital

- Erica Tipton (ET) advised that work has started on the 2 storey Renal Unit at the hospital - the Cancer unit will be located on the second floor
- The Rosemary Appeal is up and running and to date has raised approximately £1.5million and The Greenham Trust have agreed to match this "Pound for Pound".

Royal Berkshire Hospital (RBH) Reading - Parking

- The parking difficulties at the RBH continue and there does not appear to be an easy solution to this issue.
- A "Drop Off" point is to be suggested with the new hospital Chief Operating Officer when they are in post.

Patient Information Point (PIP) at West Berkshire Community Hospital

- The Newbury & District Clinical Commissioning Group (NDCCG) currently fund the rental costs of the PIP until 2018
- There is work in place towards finding a joint funding proposal for 2018 onwards

Do No Resuscitate Forms

- At the previous meeting, Paul Gomm agreed to investigate why a patient was given a "Do Not Resuscitate" form (DNR Form) by someone at the practice and "go away and have a think about this."
- Paul reported that he has discussed this matter with the Doctors and the practice position is that if a discussion with a patient about a DNR Form were required, then this would be part of a discussion at the practice between a GP and the patient.
- It is not the practice policy to give a DNR Form to a patient and suggest they take this home to consider it.
- Dr Barnett advised that for some patients it is appropriate for a health Care Plan to be discussed and agreed, with the GP, patient and any carers, so that everyone is aware of the agreed details of someone's care package. Part of this Care Plan is a discussion about whether or not the patient wishes to be resuscitated, should the situation arise.
- The discussion and agreement of a Care Plan can be complex and especially when a patient is ill, may cause some confusion about some of the aspects of a Care Plan. It is for this reason that a Care Plan discussion can take some time to complete and is created so that the patient agrees to and fully understands the details of the Care Plan.

Referrals to a Consultant

- In view of the current news regarding referrals by GPs to "Referral Centres" who then make decisions about treatment, a question was asked about the process for referrals in the Newbury Area.
- Dr Barnett responded by saying that in our area, GPs refer to consultants directly and via Choose & Book and we do NOT pass referrals to "Referral Centre", who then make the final decision.

GP Surgeries - 8.00am to 8.00pm 7-days a week

- The discussion moved to the aim of the government, as recorded in the press currently, for GP Surgeries to open from 8.00am to 8.00pm 7 days a week.

- Paul Gomm advised that as the Doctors, Nurses, Reception staff, Dispensary staff and Secretaries all work up to 40 hours per week each, if the practice were to open 8.00am to 8.00pm 7 days per week this would be 84 hours per week and thus the practice would require at least double the staff to be able to run this service and who would finance this?
- It is clear that there needs to be discussion and clear definition around what is expected of “8.00am to 8.00pm 7-days a week”, as clearly it would be unsafe and financially unviable to operate this service with the existing staff arrangements.
- We need to wait and see what the government determines as the requirements of an “8.00am to 8.00pm 7-days a week” service.

CCG Update

- Dr Barnett reported that the CCG is currently looking very carefully at the patient demand and how this can be best managed.
- Savings are required to be made in healthcare and the NDCCG is working towards the requirements made of them by government.

Use of Surgery Website

- A question was asked about the surgery website’s facility to allow patients to ask questions of staff at the practice.
- This is similar to sending an email to the practice and patients can ask questions to GPs, Nurses, Reception and Practice by using the surgery website.
- From the surgery website homepage at www.crsurgery.co.uk , select from the top menu bar “**Online Requests**”, scroll down and under the heading of “**Contacting the Practice**”, patients can click on “**Ask a Question**” and then complete the online form.
- This question will then be answered and a response message sent to the patient who raised the question.
- Agreed - ET will include an article about this in the next PPG Newsletter

ANY OTHER BUSINESS:

Parking at RBH Reading

- Dr Parker suggested there might be some land close to the University of Reading which might be considered for additional parking for patients attending the RBH and Dr Parker will speak to his contact at the University about the possibility.

Meeting closed at 8:00pm

DATE OF NEXT MEETING:

Wednesday 29 March 2017 @ 7.30 pm

**Dr ANDREW
PARKER**

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
Patient Parking at Royal Berkshire Hospital Reading	Dr Parker to speak to his contact at the University of Reading to see if some free land could be used for additional parking for patients visiting the RBH in Reading

END OF MEETING MINUTES