



Chapel Row Surgery - Patient Participation Group

Meeting Held via Zoom on Wednesday 27th January 2021 @ 7:30pm

Present: Erica Tipton (Chair) Dr Lennox (GP)
Jo Corrigan Paul Gomm (Practice Manager)
Barry Dickens
Glen Higgins Edgar Valentine
Quentin Webb Carol Gower

Action

APOLOGIES:

- Michele Walker sends her apologies as she is unable to attend this meeting

AGENDA ITEMS:

Chapel Row Surgery Update:

- Erica asked the practice for an update of operations.
- Paul Gomm (PG) explained that the practice has continued to operate throughout the COVID Pandemic Lockdown restrictions, although the main entrance door is kept shut to avoid bringing the COVID virus into the surgery building.
- This ensures that staff and patients are not exposed to the virus as much as possible, but the Doctors and Nurses are still seeing some patients in the surgery building and when this happens strict COVID hygiene measures are maintained and Personal Protective Equipment (PPE) is used to keep staff and patients as safe as possible.
- In addition to this, the practice has split both the Dispensary Staff Team and the Reception Staff Team into 2 separate teams who then only work in the mornings or the afternoons, so that if one member of staff were to contract COVID-19, this would not mean that the whole team has to self-isolate and we can continue to operate the surgery while some of the staff are not able to work.
- Dr Lennox added that the practice is still fully open and responsive for patients, although there are fewer patients in the surgery building.
- Dr Lennox spoke about the surgery Website which allows patients to ask Doctors and Nurses and the Practice for assistance and then patients receive a reply and recommended action re their enquiry.
- www.crsurgery.co.uk

- Dr Lennox advised that patient care has not been compromised with the action taken by the Practice and that all the practice staff are working very hard to maintain the service we provide AND to provide the additional service of COVID-19 vaccinations pre and post-Christmas through our approved vaccination centre in Pangbourne.
- Erica Tipton (ET) thanked the Doctors and Staff for all their dedicated hard work throughout the COVID-19 Pandemic and Quentin Webb (QW) echoed this and praised the practice for the very high quality service provided throughout and to date.
- Edgar Valentine (EV) supported the comments already made and praised the very well organised and run COVID-19 Vaccination Clinics run at the Pangbourne vaccination centre.
- Barry Dickens (BD) said that patients he has spoken to say they feel very safe and welcomed at the COVID-19 Vaccination Clinics, which have been very well run and run well before many other local practices have run their vaccination clinics.
- Dr Lennox added that the Newbury Practices sought very hard to find a suitable vaccination clinic venue, which could handle the anticipated volume of patients in a safe and efficient environment and that local circumstances caused some delays in the start of their vaccination clinics.
- BD queried why some patients had not received an invitation letter to the COVID-19 Vaccination Clinics
- Dr Lennox replied and advised that our Primary Care Network (PCN) grouping of 4 practices only received 3 days' notice of the delivery of the initial vaccines and so the process of contacting and inviting patients was more rushed than we would have liked, but the PCN Practices have a recall system in place to ensure that all patients from the relevant cohorts, were invited for a vaccination at some stage.
- Dr Lennox advised that our PCN practices have vaccinated:
 - All our patients aged over 80 years
 - All our patients aged over 75 years
 - This week all extremely vulnerable patients and housebound patients will have been vaccinated and
 - Later in the next few weeks we have plans to vaccinate all patients over 70 years.
 - The PCN practice will then follow up anyone who has not been vaccinated to ensure all eligible patients have been contacted and invited and vaccinated where possible.
- Dr Lennox went on to say that the Berkshire West Clinical Commissioning Group (BW CCG) has now been absorbed into a new wider grouping called the BOB ICS - Buckinghamshire, Oxfordshire & Berkshire Integrated Care System - and is the BOB ICS who are now planning and organising the mass vaccination centres to enable fast and efficient vaccination for the rest of our practice populations.
- BD asked about a possible "reserve list" of patients to whom any "spare" and "left over" vaccinations might be available following a vaccination clinic.
- Dr Lennox advised that it is a priority of the COVID-19 Vaccination Clinics not to waste any possible vaccine and that the practices being vaccinated have already compiled "reserve lists" of patients who could attend the clinic at very short notice, if there were any vaccine left at the end of a clinic.
- Dr Lennox stressed that practices are only able to vaccinate patients from the specific cohorts advised to us by NHS England and so any "spare" vaccine can only be given to the advised cohorts and not just any patient.

West Berkshire Community Hospital Update (WBCH)

- ET advised that the WBCH is working at capacity currently and still holding clinics on site.
- There are a number of COVID-19 convalescent issues, but these are being handled efficiently by the WBCH.

Royal Berkshire Hospital (RBH) in Reading

- ET reported that the new building is proceeding on the site of the old staff car park

Primary Care Network (PCN)

- ET advised that this seems to be working well
- ET met with the PPG heads of Mortimer, Theale and Pangbourne surgeries and this was a useful meeting albeit pre-lockdown

Clinical Commissioning Group (CCG)

- Nothing to report

ANY OTHER BUSINESS:

COVID-19 Vaccinations:

- BD asked when the second follow-up vaccine Clinics would be run
- Dr Lennox replied to say that practices were advised of a 12 week gap between first and second COVID-19 Vaccinations, which is national policy advised by NHS England (NHSE) and practices are now awaiting advice from NHS England re the timing and dates for the second vaccination.
- Dr Lennox advised that we have no control over when the second vaccinations will be received and have to wait to be advised by NHSE.

Car Parking at RBH Reading

- EV asked about the status of the car parking arrangements at the RBH in Reading.
- ET advised that there was not a representative from the RBH at the last Patient Panel meeting, but that this will be kept under review.
- Dr Lennox added that the direction of travel for healthcare at the RBH is to reduce patient visits to the hospital wherever possible.
- The COVID-19 Pandemic has meant hospitals have to review how and when patients are brought into the hospital building and so other methods of patient communication are being developed to maintain patient care and at the same time reduce the need for patients to travel to the hospital to be seen by hospital staff and consultants.
- EV asked if consultations could be seen in GP practices instead of the hospital.
- Dr Lennox replied that this would create another logistical issue with increased numbers of patients travelling to GP practices and so the preferred solution is for remote links, such as on-line consultations and telephone calls, to replace physical interaction where possible and

appropriate.

Audiology at WBCH

- Glen Higgins (GH) asked about the closure of the audiology clinic at the WBCH and the problems this has created, particularly with elderly patients who experience hearing problems.
- Dr Lennox advised that the Audiology clinic has now reopened
- ET offered to look into this after the meeting.
- [POST MEETING NOTE](#) - ET reports now that the Audiology clinic is now open, but not every day and patients should telephone 01635 27330 for information when required

Meeting closed at 8:15pm

DATE OF NEXT MEETING:

- It was agreed that the next meeting will take place when there is a need to discuss relevant issues and developments and will likely be organised via a Zoom meeting again when required.

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
Chapel Row Surgery Website	Patients can contact Doctors, Nurses and Staff at the surgery via the surgery website www.crsurgery.co.uk <ul style="list-style-type: none">• Click on the box entitled “Reception & Enquiries” and select from the options to• “Ask a Receptionist a Question” or• “Ask a Doctor a Question” or• “Ask a Nurse a Question”
COVID-19 Vaccinations	Patients to wait to be invited as NHS England are dictating which patients should be vaccinated and when
Audiology at WBCH	Audiology clinics now operational and patients to telephone 01635 27330 for information when required.

END OF MEETING MINUTES