



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 3 July 2014 @ 7:30pm

Present: Erica Tipton
Carol Gower
Elaine Wells
Mike Hewitt
Glen Higgins
Dr Lennox (GP)
Paul Gomm (Practice Manager)
Barry Dickens
Quentin Webb

Action

Apologies:

- Michele Walker sends her apologies as she is on holiday and unable to attend this meeting
- Andrew Parker sends his apologies as he is unable to attend this meeting
- Jackie Renouf sends her apologies as she is unable to attend this meeting
- Sian Dissmor sends her apologies as she is unable to attend this meeting
- Margaret Curtis sends her apologies as she is unable to attend this meeting
- Joanne 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
- Julia Baker sends her apologies as she is unable to attend this meeting
- Ros Witcomb 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 Newsletter:

- Erica Tipton (ET) advised that there are plans for the PPG to produce another newsletter in the early Autumn

AGENDA ITEMS:

Patient Panel Meeting

- ET provided some feedback on the recent Patient Panel meeting.
- There was a discussion regarding the services provided at local hospitals
- Royal Berkshire Hospital (RBH) in Reading have plans to demolish a building in the current grounds to provide an extra car park.
- ET asked that if anyone has any issues which they would like discussed at a Patient Panel meeting, please can they provide to ET details of the issue including dates and times where appropriate.
- Dr Lennox reported that, having come from a Newbury & District Clinical Commissioning Group (NDCCG) Board meeting earlier in the day, the NDCCG have been investigating the incidents of pressure sores with all the local hospitals and the results are that most of the hospitals have produced significant reductions in this, with the exception of North Hampshire hospital, which has seen 9 cases so far in 2014.

CQC Inspection of RBH

- Mr Dickens asked if the Patient Panel has received a debrief report of the Care Quality Commission's (CQC) inspection of the RBH recently, as much has been made of this in an article in the Newbury Weekly Newspaper.
- ET advised that no such debrief has been provided to the Patient Panel by RBH, but the CQC Report is available on the RBH website.
- ET agreed to look into this further.

Patient Information Point

- ET reported that the Patient Information Point (PIP) at the Wets Berkshire Community Hospital (WBCH) is progressing well and is to be open for longer hours now that they have more volunteers.
- The PIP is soon to adopt the Shared Decision making tools
- A new computer will be delivered to the PIP to aid with information provision.

Renal Unit

- The WBCH Building Trust has written to the RBH about the rising costs of the Renal Unit and a meeting has been arranged to discuss this.
- An extension of day case surgery is being discussed.

Patient Experience Survey

- Dr Lennox explained that the practice has embarked on a programme to help us examine the way the surgery works and to consider improvements where appropriate.
- Part of this process involves obtaining patient's views about the service the practice provides, which will help us to identify areas of strength as well as areas where the practice could improve.
- Dr Lennox asked if members of the PPG could volunteer to assist the practice with the gathering of patient's views via a short 1-page Patient Experience Survey.
- This would involve one or two PPG Members being in the practice waiting room to encourage patients to complete the survey and to assist them with any queries patients may have. Additionally, it may also be useful to have one other person in the main reception area, to encourage patients to leave their completed survey in the box provided.
- **Agreed** - ET agreed to produce a rota of days / times and circulate this to

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all PPG members for people to volunteer for “shifts”.

- **Agreed** - Paul Gomm (PSG) will make a collection box available for completed Patient Survey forms.
- **Agreed** - PSG will produce identification badges for PPG members

NDCCG Update

- Dr Lennox advised that the NDCCG has completed its first full year of operation - Annual General Meeting took place today.
- Area Team have assessed the CCG and have made positive comments, plus the CCG has received good patient and colleague feedback.
- CCG 5 Year Plan is to draw work out of Secondary Care (Hospitals) back into Primary Care (GP Surgeries and Community Care), which should provide better patient outcome and make Secondary care more responsive to demand.
- The CCG aims to develop a “One-Stop-Shop” approach, so that investigations, tests, consultations and referrals are made all on the same day, instead of spread across days / weeks as currently.
- The CCG are developing a “Hospital at Home” plan for 2015, to enable patients to go into hospital for initial assessment, investigations, tests etc and then return to their home with a nursing care package, thus avoiding long stays in hospital. The aim is for WBCH to be used more for one-day assessments.
- Leg Ulcer Project - Dr Lennox advised that the CCG is working up a Leg Ulcer Project where Practice Nurses will be given additional training to assist with considering patients who are at risk of developing a leg ulcer and provide early treatment to avoid a leg ulcer from developing.
- The Practice Nurses will take this work on from the community based District Nurses, freeing them up for other work.

CCG Finances

- Dr Lennox advised that the CCG finances are very healthy and while the level of finance remains the same as last year, the CCG have been tasked with making savings and so finances may well be under pressure later this year and next year.

Any Other Business

Ambulance Response Times:

- Dr Dickens had asked at the previous meeting, for someone to discuss with the CCG the poor ambulance response times, in our locality.
- Dr Lennox advised that Dr Westcar (who attended the previous PPG meeting) had raised this at a CCG meeting and Dr Lennox had also discussed this at today’s CCG Board Meeting.
- The CCG have advised that whilst the overall target for the whole CCG area is being met, locally this is still not the case and the CCG Finance Director is working with the South Central Ambulance Service (SCAS) to address this.
- Mr Dickens asked that if the ambulances serving the West Berkshire area are called to assist with problems in the Reading area, as has been reported, and thus are less available in West Berkshire, does this mean there is a service mismatch?
- Dr Lennox advised that this very question was raised at today’s CCG AGM and the CCG advised that while they are working to solve this issue, there have been no critical incidents occurring as a result of this issue.
- **Agreed** - ET advised that our PPG will keep this under action.

- Dr Lennox advised of a recent case he was involved in where an emergency ambulance was requested, but was downgraded after the ambulance team spoke to the patient and then Dr Lennox had to insist that the ambulance be re-upgraded in view of the patient's condition.

NHS Information

- Mr Hewitt asked whether the recent Daily Telegraph article about the NHS selling patient data, was in fact correct.
- Dr Lennox advised that firstly this is not the case and secondly the "Care.Data" programme has been delayed so that the NHS can more effectively communicate with patients about what data is being recorded and used, by whom and for what purpose.

Dispensary Staff Problems?

- Mr Hewitt asked if the practice dispensary was experiencing staff shortage problems as on several occasions this week and in previous weeks, there appears to be only a few staff working.
- Additionally, Mr Hewitt reported that on several occasions recently, when collecting his repeat medications, Mr Hewitt has found some items missing and he was not advised of this by the dispensary staff.
- Dr Lennox advised that the practice dispensary is adequately staffed and the staff have worked hard recently to clear the back log of medication requests which had built up. Dr Lennox advised that the dispensary has a set level of efficient staff to maximise efficiencies and this is being maintained.

Appointment Cards

- A member asked if appointment cards could be made available to patients by reception staff, to advise patients of the date and time of their booked appointment.
- PSG advised that the Reception staff have offered appointment cards to patients for many years now.

Access to Medical records

- A member asked if patients could have access to their medical records on-line?
- Dr Lennox advised that this is a service which the practice will be making available to patients, although this needs to be introduced carefully, as the practice wishes to minimise the query effect, where patients book appointments with a doctor to discuss what they have seen in their records, whilst maximising the availability of access to medical records.

PPG Secretary:

If anyone is interested in being the PPG secretary; taking minutes, assisting the PPG chair, etc, please can they contact Paul Gomm at the surgery.

Meeting closed at 8:55pm

Date of Next Meeting

WEDNESDAY 17 SEPTEMBER 2014 @ 7.30 pm

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
RBH CQC Report	Erica to look into report from RBH re their recent CQC inspection
Patient Survey Volunteer Rota	Erica to produce and circulate a rota for PPG Members to volunteer to assist patients with completion of the survey Paul Gomm to produce a collection box for the patient surveys
Local Ambulance Response Times	To be kept under review

END OF MEETING MINUTES