



Chapel Row Surgery - Patient Participation Group

Meeting Held on 16 July 2015 @ 7:30pm

Present: Erica Tipton Dr Westcar (GP)
 Michele Walker Paul Gomm (Practice Manager)
 Edgar Valentine
 Mary Wallace-Sims Julia Baker Andrew Parker
 Carol Gower Barry Dickens Ros Witcomb

Action

APOLOGIES:

- Elaine Wells sends her apologies as she is unable to attend this meeting
- Mr & Mrs Hewitt send their apologies as they are unable to attend this meeting
- Joanne Corrigan sends her apologies as she is unable to attend this meeting
- Helen Relf sends her apologies as she is unable to attend this meeting
- Quentin Webb sends his apologies as he is unable to attend this meeting
- Glen Higgins sends her apologies as she 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:

PPG Newsletter:

- Erica Tipton (ET) asked for any articles for inclusion in the next PPG Newsletter, to be sent to her.

Stroke Club:

- Mary Wallace-Sims spoke about the local Stroke Club
- There are 4 clubs in the Newbury area and many people waiting to join the clubs.

- The clubs provide activities, exercise and talks and they hold weekly meetings - each club meets on different days of the week
- The Woolhampton Stroke Club meetings are held on Tuesdays
- ET advised the Stroke Clubs will be mentioned in the next PPG Newsletter
- Mary also advised that there are clubs available for Carers of Stroke sufferers.

AGENDA ITEMS:

Patient Panel Report

- ET advised that the dialysis room at the West Berkshire Community Hospital (**WBCH**) will be opening soon.
- They also have a new Cancer Room planned for the hospital, which will include McMillan, Sue Ryder and Newbury & District Cancer Care
- Chemotherapy is also available at WBCH
- There remain some legal issues which are holding up developments.
- ET spoke about a number of recent instances where patients have been advised to attend an appointment at RBH in Reading, only to discover when they arrived for the appointment, that it had been made for WBCH instead, but the patient had not been advised of this.
- ET asked that any other examples of this be advised to her so that she can discuss these with RBH.

Royal Berkshire Hospital

- ET wrote to the RBH Chief Executive about recent issues and has been referred to Peter Mills, Director of Estates at RBH.
- ET is meeting with Peter Mills to discuss patient drop off points and what changes might be possible to create a “Meet & Greet” style service with wheelchairs in the car park, to allow patients to be dropped off while the driver finds a parking space.
- Edgar Valentine (**EV**) asked if ET could raise the possibility of additional car parking at the RBH - there is a large car park at the top of the hill which could be used for a multi storey car park.
- ET advised that RBH have asked for this previously, but Reading Borough Council have declined the request for additional car parking.
- Barry Dickens (**BD**) suggested a dedicated RBH “Park and Ride” service
- ET undertook to raise these suggestions with Peter Mills when she meets with him.
- On a more positive note, ET reported that the RBH Cardiac Unit is one of the best in the country.
- ET advised there is a Governor vacancy at the RBH at present.

Patient Information Point (PIP) at WBCH

- ET reported that the PIP received a grant from the Newbury & District CCG to fund a publicity person and the lady who operated this position has helped to increase numbers of volunteers at the PIP.

Chapel Row Surgery Update

- Dr Westcar advised that Dr Clare Barnett our new GP, is settling in well having started with us on 1 June 2015.
- Dr Westcar advised that the practice has employed another salaried GP who will be joining the practice for 2 days per week starting on 17 August 2015.

- Dr Westcar explained that recruitment of GPs is currently very difficult, as new qualified Doctors are much less inclined to come into General Practice than previously.
- Dr Westcar also advised that funding for General Practice is dropping and this combined with more demand from our growing practice population, is causing a strain on the service we provide.
- ET asked about the GP Assistants scheme which she has heard of and Dr Westcar explained that this is a scheme where degree level medical students are trained as a Personal Assistant to a GP in a clinical role.
- Dr Westcar explained this is a new concept and provides students with a 2-year training period and they would then assist a GP with clerical responsibilities, thus helping to relieve GP workload.

CCG Update

- Dr Westcar advised that there was a discussion about visits to practices from the Care Quality Commission (CQC) at the CCG Council meeting today.
- Dr Westcar asked for the PPG Members help when the Chapel Row Surgery is visited by the CQC

Healthwatch

- ET advised that she attended a meeting of Healthwatch recently and feels that as not much was discussed, this meeting is becoming less relevant and ET will now remove this from future PPG meeting agendas.

ANY OTHER BUSINESS:

NONE

Meeting closed at 8:05pm

DATE OF NEXT MEETING:

Thursday 1 October 2015 @ 7.30 pm at Chapel Row Surgery

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>

END OF MEETING MINUTES