



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 27th July 2017 @ 7:30pm

Present: Erica Tipton
Carol Gower
Edgar Valentine
Dr Westcar (GP)
Paul Gomm (Practice Manager)

Action

APOLOGIES:

- Elaine Wells sends her apologies as she is unable to attend this meeting
- Quentin Webb sends his apologies as he is unable to attend this meeting
- Barry Dickens sends his apologies as he is unable to attend this meeting
- Glen Higgins sends her apologies as she is unable to attend this meeting
- Mary Wallace-Sims 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:

- No Matters Arising

AGENDA ITEMS:

West Berkshire Community hospital (WBCH) Services

- Erica Tipton (ET) reported that the Phlebotomy Service at the WBCH is working well, but that some of the healthcare services provided via the Royal Berkshire Hospital (RBH) in Reading are not performing as well as they could do.
- ET advised that there is a Patient Panel meeting this evening, which was

re-arranged from another date and the RBH Healthcare Services will be discussed at the Patient Panel meeting, which Kamal Bahia (Practice Manager at the Burdwood Surgery) is attending.

New Cancer Care Room at WBCH

- ET reported that the room preparations have started and the project is on course at present.

Royal Berkshire Hospital, Reading

- ET reported that there appears to be a lack of available wheelchairs at the hospital car park, to get patients from the car park to their destination in the hospital.
- ET advised this too will be discussed at tonight's Patient Panel meeting

Patient Information Point (PIP) at WBCH

- ET advised that from August 2018, the Newbury & District Clinical Commissioning Group (NDCCG) will no longer provide the funding for the rent which the PIP has to pay to the WBCH.
- There have been lots of ongoing discussions around future funding for the PIP and ET advised that RBH have now agreed to contribute towards the cost of the rent payable by the PIP to WBCH.
- Additionally, the Berkshire Healthcare Foundation Trust (BHFT) are also considering a contribution to the funding requirement, as are West Berkshire Council.
- The PIP provides a valuable information resource for patients and as it is not income generating, the rental costs have to be funded somehow and discussions are developing regarding this issue.
- Edgar Valentine (EV) asked if sponsorship funding could be found from local companies, such as Vodafone for example.
- ET explained that as the PIP is keen to find a 3 to 5 year funding solution to the rental costs, the discussions around this are ongoing and all avenues for funding are being considered and investigated.

Surgery Update

- ET spoke about a case which she has been asked to raise.
- A gentleman was prescribed a new type of medication, but was told at the dispensary that the medication could not be supplied by the dispensary medication wholesalers.
- As a result the gentleman patient was given a prescription to take to a chemist and he found that Lloyds Chemist was able to supply the medication he was prescribed.
- The patient was querying why this medication prescribed was not available from the surgery dispensary.
- Dr Westcar explained that chemists have different medication suppliers to those that our dispensary is able to use and so sometimes whilst the dispensary wholesalers are unable to supply some medications, the chemist wholesalers usually are able to supply.
- Hence if the practice is unable to provide a particular medication for patients, we provide a written prescription form for the patient to take to a chemist to obtain the medication.

Patients queueing at Dispensary

- ET raised this as another issue currently affecting the dispensary - there are regularly long queues of patients waiting to be served at the dispensary.

- ET also advised that on occasions the queue of patients is delayed while a patient query is dealt with at the dispensary.
- ET asked if queries could be dealt with somewhere else to avoid delays.
- Dr Westcar advised he would discuss this with the Dispensary Manager
- Dr Westcar also advised that the dispensary is currently processing 10,000 items each month and this increased level of provision, coupled with some recent staff shortages, has caused delays in the dispensary process.
- Dr Westcar advised that the practice is currently recruiting for additional dispensary staff to ease the situation.

Dr WESTCAR

NDCCG UPDATE

- Dr Westcar advised that the 4 Clinical Commissioning Groups (CCGs) in the West Berkshire area (North Reading, South Reading, Wokingham and Newbury) are actively discussing a merger into one CCG.
- The aim of this is to combine Primary Care (GP Surgeries & Walk-In Centres), Secondary Care (Hospitals) and Social Care in one CCG managed with one single budget.
- This is referred to as the “Accountable Care System”.
- The intention is that, as one single combined healthcare group, the Accountable Care System will organise the distribution of funding to the various parts of the local healthcare economy, so that it is better managed for the benefit of all.
- Although the merger has not yet been agreed, discussions are continuing regarding this.

ANY OTHER BUSINESS:

Research Project

- A lady called Rhian Holdway had contacted ET to ask if she could come to a PPG meeting to discuss a research project being run by a consultant in Pain Management at the RBH.
- As Rhian could not make this meeting, ET will write and invite her to attend the next PPG meeting.

ERICA
TIPTON

GP Staffing

- EV asked how the practice is doing with regard to current levels of GP staffing and Dr Westcar replied to say the practice currently has a full compliment of Doctors.

PPG Emails

- EV asked if the practice could hide the names of patients on the email distribution list when Paul Gomm (PSG), Practice Manager, emails the meeting minutes and meeting agendas.
- PSG undertook to look into this.

PAUL GOMM

Surgery Automatic Opening Doors

- EV mentioned that when people press the button to open the automated entrance doors, they are often surprised that the door opens towards them and could a notice be displayed to advise people of this.
- PSG agreed to action this request

PAUL GOMM

Surgery cleanliness

- EV wished to compliment the practice on the overall cleanliness and tidiness of the practice, which EV feels is particularly good, when

compared to other surgeries.

Meeting closed at 8:15pm

DATE OF NEXT MEETING:

Thursday 14 September 2017 @ 7.30 pm

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
Patients queueing at Dispensary	Dr Westcar will discuss this with the Dispensary Manager
Research Project	ET will invite Rhian Holdway to a future PPG meeting to discuss a Research Project
PPG Emails	PSG will hide PPG Members' email addresses when sending meeting Agendas and Minutes via email
Surgery Automatic Door Openers	PSG will produce a notice for each of the 2 main entrance doors to advise patients the door opens towards them

END OF MEETING MINUTES