



## Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 5<sup>th</sup> July 2018 @ 7:30pm

**Present:** Erica Tipton  
Glen Higgins  
Mary Wallace-Sims  
Michael Hewitt  
Quentin Webb  
Dr Lennox (GP)  
Paul Gomm (Practice Manager)  
Edgar Valentine

### **APOLOGIES:**

- Michelle Walker 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:**

There are no matters arising

### **AGENDA ITEMS:**

#### **West Berkshire Community Hospital (WBCH):**

- Erica Tipton (ET) reported that the new Renal Unit at WBCH is due to open at the end of September 2018 and the new Cancer room will follow
- ET advised that she read in the Newbury Weekly News about the sad death of Dr Nick Galbraith, who was the driving force behind the creation of the WBCH and who passed away recently at the age of 85 years - He will be hugely missed and the community is very grateful for his tireless work.
- ET will write to Dr Galbraith's family to extend our condolences.

### **Action**

**ERICA  
TIPTON**

### **Royal Berkshire Hospital (RBH) in Reading:**

- ET reported some recent praise she has been advised of regarding the maternity unit at the RBH, who are providing excellent care for expectant mothers.

### **Patient Information Point (PIP) at WBCH:**

- ET reported that this is progressing well and the PIP has been successful in recruiting more volunteers to work at the PIP.

### **Patient Panel:**

- ET advised that the interactive website which Chapel Row Surgery has been piloting, is to be commissioned for all the practices in the Berkshire West area.
- Dr Lennox explained that the CCG has agreed to fund the provision and set up of the interactive website to all practices in the Berkshire West CCG.
- Dr Lennox reported that, despite the huge benefits to patients and practices of the design and use of the new website, unfortunately not all practices in the Newbury area are as enthusiastic about the website as Chapel Row Surgery is.
- Chapel Row Surgery have found the design and use of the website to be particularly helpful to patients in contacting the practice and the practice can then triage the contacts received to ensure the most appropriate person responds to the patient.
- ET suggested that the practice website could be promoted in the next PPG newsletter.

### **Practice Dispensary:**

- Paul Gomm reported to confirm that the Dispensary Opening has been moved back to the left hand side of Dispensary, as was discussed at the previous meeting.
- The Dispensary is now fully staffed and so we are better able to react to patient demand, especially as this rises greatly as we approach Bank Holidays.

### **Clinical Commissioning Group (CCG) Update:**

- Dr Lennox advised that the 4 local CCGs - North Reading, Central & South Reading, Wokingham and Newbury - all successfully merged with effect from 1 April 2018.
- The new merged CCG - Berkshire West CCG - is a fore runner in the introduction of a new healthcare management service called the Integrated Care System (ICS).
- The ICS aims to bring Primary Care (GP Surgeries), Intermediate Care (District Nurses etc.) and Secondary Care (Hospitals) together to run the healthcare services in our locality.
- The ICS means that all contributors have to share and allocate the whole budget between them, to maximise the provision of healthcare services for patients.
- The CCG remains responsible for the overall funding provision and it will be the healthcare providers (Primary Care, Intermediate Care & secondary Care) to decide and provide the best healthcare services which meet the needs of our local population, within the financial budget available.
- This is what the ICS has been set up to achieve.

**PPG  
NEWSLETTER**

### **7 Day Working:**

- Dr Lennox spoke about this and confirmed that the “7 Day Working” provision is due to start in our area on 1 October 2018.
- The provision will ensure that all patients have access to Primary care services from 8.00am to 8.00pm on weekdays and for 4 hours on a Saturday morning and for 4 hours on a Sunday morning and some provision (yet to be fully agreed) on Bank Holidays.
- Appointments will be routine and pre-bookable, rather than urgent on-the-day appointments
- The provision has been dictated by NHS England and it is quite clear that the intention is that this will not be delivered in full by every practice, but that smaller practices are expected to combine and provide the 7-Day Working service across a group of practices.
- Dr Lennox advised that, in order for GPs to see patients safely, a working IT solution needs to be in place and this is NOT the case currently.
- If a GP sees a patient from another surgery during the 7 Day Working hours, then the GP needs to be able to see the patients’ medical records from their surgery and this is not available at present and so may be the factor which potentially delays the start of the 7 Day Working service.
- Dr Lennox advised this is being actively discussed at present.

### **ANY OTHER BUSINESS:**

#### **West Berkshire Council - Health & Wellbeing Board:**

- Quentin Webb spoke about the active work being undertaken at West Berkshire Council Health & Wellbeing Board re the use of alcohol and the upcoming campaign to try to reduce alcohol consumption in West Berkshire.

#### **Air Conditioning in the Surgery Waiting Room:**

- Edgar Valentine asked if an air conditioning unit could be installed in the surgery waiting room, to reduce the warm temperature during the summer

#### **Local Drug Use:**

- Edgar Valentine asked if drug use is becoming an increasing issue in the Newbury area.
- Dr Lennox responded to say that marijuana use in Newbury is now a major problem and that the local CCG is looking into this.
- Michael Hewitt advised that people are openly using and selling drugs in Newbury

Meeting closed at 8:10pm

### **DATE OF NEXT MEETING:**

**THURSDAY 1 November 2018 @ 7.30 pm**

### **AGREED ACTION POINTS:**

<b><u>TOPIC</u></b>	<b><u>AGREED ACTION</u></b>
Dr Nick Galbraith	ET to write to Dr Galbraith's family to pass on our condolences regarding his recent passing
Practice Website	ET suggested the practice website could be promoted in the next PPG Newsletter

**END OF MEETING MINUTES**