



## Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 29<sup>th</sup> March 2017 @ 7:30pm

**Present:** Erica Tipton  
Barry Dickens  
Glen Higgins  
Elaine Wells  
Carol Gower  
Michael Hewitt  
Alice K-Clifton (Healthwatch)

Dr Barnett (GP)  
Paul Gomm (Practice Manager)  
Mary Wallace-Sims  
Julia Baker  
Edgar Valentine  
Michelle Walker  
Quentin Webb

### **APOLOGIES:**

- Helen Relf 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:**

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

- Erica Tipton (ET) reported that building works have started on the new Cancer Care Room and the Renal Unit at WBCH
- The aim is for the works to be completed by approx. September to December 2017
- ET advised that a CT scanner is also to be added to the WBCH site
- The Patient Information Point (PIP) is still seeking funding. The Newbury & District Clinical Commissioning Group (NDCCG) have agreed to fund part of the operational costs and the remaining required funds is being sought from Berkshire Healthcare Foundation Trust and the Royal Berkshire Hospital in Reading, who run the WBCH.

### **Action**

## **AGENDA ITEMS:**

### **Patient Panel Meeting:**

- ET advised that the next Patient Panel meeting is the AGM on 17 May

### **Royal Berkshire Hospital - Parking**

- ET advised that the hospital is considering a “Park and Ride” service
- The Healthwatch representative, Alice K-Clifton, advised that Healthwatch have raised this issue with the new recently appointed Chief Executive of the hospital, Mr Steve McManus
- Not much by way of details of this service are known at this stage.
- The PPG Members expressed some exasperation as our PPG has been discussed and lobbying the RBH for many years to get a “Park & Ride” service operational.

### **Healthwatch**

- ET introduced Alice Kunjappy-Clifton (AK-C) who is the local representative of Healthwatch, who are a local healthcare champion group.
- AK-C advised that Healthwatch have statutory duties and powers to champion local healthcare issues and concerns and can investigate any issues raised by local residents.
- A high priority issue at present is Mental Health and there is a community led campaign launched in Newbury to bring this area to peoples’ attention.
- Our local Healthwatch’s aim is to map all the local support groups around Mental Health and encourage all groups to work together, rather than in isolation.
- Healthwatch are also focusing on vulnerable groups at present.
- Healthwatch are seeking any feedback from patients, both positive and negative and will write to organisations if necessary to address issues.
- If Healthwatch do write to organisations, then these organisations must respond within 20 working days.
- Healthwatch are running a “Walk & Talk” event on 11 May, to raise awareness of Mental Health issues and reduce the stigma attached to this.
- If anyone has any issues, re Mental Health or any other health related matter(s), please contact AK-C at Healthwatch via email at [alice.kunjappy-clifton@healthwatchwestberks.org.uk](mailto:alice.kunjappy-clifton@healthwatchwestberks.org.uk)

### **Chapel Row Surgery - Extra Appointments**

- Paul Gomm (PG), Practice Manager, explained that since September 2016 the practice has offered additional appointments on 2 evenings per week from 6.30pm to 7.30pm and 2 Saturday mornings per month from 9.00am to 12.30pm, to help provide extra appointments for patients.
- PG asked for the members’ feedback and views on this.
- Members asked about the take up of these extra appointments and PG confirmed that the evening appointments are usually all taken and the Saturday GP appointments are all taken up, but we do still have some Saturday Nurse appointments which are unused.
- One Saturday per month we have 2 GPs offering pre-bookable appointments and the second Saturday per month we have 1 GP and 1 Nurse appointments available.

- The PPG Members felt that these extra appointments are ideal for patients who find it difficult to get to the surgery during the week and as almost all of the available appointments are used, this must be a service which patients find useful and beneficial.
- A member asked if urgent appointments are available on Saturday mornings and PG replied to say that the appointments offered are pre-bookable and thus are not urgent appointments for which patients can come to the surgery on the day.
- Members feel that having the Dispensary open for patients to collect medications on a Saturday morning is a very important service to be available.
- The conversation then developed into the general availability of appointments at the surgery.
- PG & Dr Barnett explained that:
  - **Routine Appointments** - These are for non-urgent matters which can, by their nature, do not need to be seen for a few days.
  - Currently we have a 2 - 2.5 week waiting time for a Routine Appointment, which are used to see patients as a follow up to earlier treatment, or a medication review, or a general health discussion for example
  - **Urgent Appointments** - These are for patients who wish to be seen today for an urgent matter and if this is requested by the patient, then the patient will be seen the same day.
  - **Other Appointment Requests** - Where a patient feels their healthcare matter needs some attention in the next few days, but it won't wait for the next available routine appointment, then the patient can telephone the practice and ask for the Doctor to telephone them back and discuss the issue, or use the Surgery Website "Ask the Doctor a Question" facility.
  - In both cases, a Doctor will consider the patient's request and if necessary make an appointment with the Doctor at an appropriate time and day.
  - The "**Ask a Doctor a Question**" facility is available at the surgery website [www.crsurgery.co.uk](http://www.crsurgery.co.uk)
  - At the website Home Page:
  - Click on the "Consulting Room" box and then
  - Click on the link "**Get Medical Advice and Treatment from a Doctor**" and then
  - Click on the link "**Ask the Doctor a question online**"
  - Then type in your question and this is then sent to the practice. The question will be answered by a Doctor and if necessary an appointment made to discuss the patient's request.
- A member asked if patients receive a text message when they make an appointment and another text message the day before the appointment as a reminder.
- PG can confirm that the practice does send a text message (where patients have given the surgery their mobile number) when an appointment is booked AND the day before the appointment as a reminder.

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

- Dr Barnett advised that the CCG is hosting an open meeting, which all local residents can attend, on Thursday 30 March 2017, at Shaw House in Newbury from 10.30am to 12.00 noon, to discuss the plans for future health services in the Newbury area.

- Dr Barnett also advised that next week, GPs and representatives from the local hospitals are meeting to discuss how they can best work together to improve the delivery of healthcare services in the Newbury and Reading areas.
- Quentin Webb also advised that West Berkshire Council are actively involved in looking at the use of Care Homes and “Home Care” packages to encourage patients out of hospital, when clinically appropriate, to avoid patients spending unnecessary extra time in hospital - “bed blocking”

## **ANY OTHER BUSINESS:**

### **Doctors’ Surgery Survey:**

- Barry Dickens (BD) asked about the national survey of Doctors’ surgeries which was published in the press in the past few days, highlighting the top 10 practices / areas and the bottom 10 practice / areas.
- BD asked where the Chapel Row Surgery featured in this national survey.
- PG undertook to find out about this, as the practice has not been made aware of this survey, nor has it been sent information about the survey.
- **GP SURGERY SURVEY** - PG has found that this was a survey carried out by the Health Service Journal by considering the Care Quality Commission (CQC) reports of all GP Surgeries in Britain.
- The analysis by the Health Service Journal looked at the CQC inspection reports of 6,476 GP Surgeries, which is the majority of the 7,700 GP Surgeries in England.
- The report (which is only available if you subscribe to the Health Service Journal) shows that the worst GP Surgeries are clustered in areas which are extremely overcrowded and struggling to attract GPs. These include East London and Essex where many practices are run by a single doctor nearing retirement working out of a few converted rooms of their house.
- The Report shows;
  - Each CCG and the number of GP Practices who have been inspected and rated by the CQC,
  - The percentage of GP Practices ranked as “Outstanding” and
  - The percentage of GP Practices ranked as “Inadequate”
- For the Newbury & District CCG, 10 GP Practices were inspected and rated, NONE were “Outstanding” and NONE were “Inadequate”.
- The CQC rank practices they have inspected with one of **4 achievement levels** - Outstanding, Good, Requires Improvement or Inadequate.
- Chapel Row Surgery’s CQC report shows the practice has been ranked as “GOOD” in all areas and “GOOD” overall
- The NHS also carries out a National Survey of patients’ opinions about their GP Surgery and the results can be found at [www.gp-patient.co.uk](http://www.gp-patient.co.uk)
- Simply search for Chapel Row Surgery and the full results of the patients’ opinions expressed on the national survey, can be seen, compared also to the national average.

### **Patient Access Error Message - 7001**

- Glen Higgins (GH) asked about an error message (Error 7001) which some patients are experiencing when using Patient Access.

- PG advised that he is aware of this issue, as he helped a patient with this error earlier today.
- PG explained that Patient Access is an on-line tool which enables patients to make appointments, order repeat medication and look at test results on-line and that Patient Access is operated by EMIS, who provide the computerised clinical records system for the practice.
- PG advised that, having spoken to EMIS about this error today, EMIS are aware of the problem and are trying to fix this at present, although there is no date as yet when this error will be corrected.
- PG advised that at present this only affects test results and that all other functions are still operational and that EMIS are keen to get this problem resolved ASAP.

Meeting closed at 8.30pm

**DATE OF NEXT MEETING:**

**Thursday 27 July 2017 @ 7.30 pm**

**AGREED ACTION POINTS:**

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

**END OF MEETING MINUTES**