



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 14th May 2015 @ 7:30pm

Present: Erica Tipton
Edgar Valentine
Carol Gower
Glen Higgins
Elaine Wells
Julia Baker
Jackie Renouf
Dr Lennox (GP)
Paul Gomm (Practice Manager)
Ros Witcomb
Mary Wallace-Sims
Sian Dismorr
Barry Dickens
Andrew Parker

Action

APOLOGIES:

- Quentin Webb sends his apologies as he is unable to attend this meeting
- Michelle Walker sends her apologies as she is unable to attend this meeting
- Joanne Corrigan sends her apologies as she is unable to attend this meeting
- Hilary Dent sends her apologies as she is unable to attend this meeting
- Margaret Curtis 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:

Newsletter:

- Erica Tipton (ET) thanked Elaine Wells (EW) for all her much appreciated hard work in putting together the first Chapel Row Surgery Patient Participation Group Newsletter, which has been very well received.
- ET confirmed that the PPG newsletter will be featured in the next edition of "The Oaks" and is currently on the Chapel Row Surgery website under the PPG Heading.
- ET asked that if anyone has an article they would like featured in a future edition of the PPG Newsletter, to provide this to ET or EW

AGENDA ITEMS:

Patient Panel Meeting -

- ET reported on the Patient Panel Annual General Meeting, which went well and which featured a talk from Rosemary Croft on Mental Health issues in our area.
- ET reported that the Newbury & District Clinical Commissioning Group (NDCCG) have Mental Health as one of their priorities for 2015.
- An area of concern raised at the Patient Panel meeting, was the lack of Mental Health facilities available for children.
- Dr Lennox spoke about the various services available in our CCG:
 - Health & Wellbeing which is run by West Berkshire Council and is provided for the early stages of mental health issues and is aimed at prevention and assistance, rather than “cure”.
 - Talking Therapies - a mental health service run and accessible via Primary Care (GP Surgeries)
 - Mental Health services provided by Secondary Care (Hospitals and Social Services) for people with more serious mental health issues.
- Dr Lennox advised that there is much more appreciation of Mental Health issues across the spectrum in general currently and that additional training for Primary Care staff regarding Domestic Violence is planned for 2015.
- Dr Lennox presented the Emotional Wellbeing booklets which have been produced and which are available and on display throughout the surgery and some information about “Eat 4 Health”, which is a diet and exercise programme commissioned by the NDCCG and is available to patients via their GP surgery.

West Berkshire Community Hospital (WBCH) -

- ET reported that WBCH is coping well with current demand, but the hospital is understaffed at present and recruiting.
- ET advised that the planned Dialysis Unit has experienced quite a few problems, but is now proceeding and will feature in the hospital in due course.

Royal Berkshire Hospital (RBH) -

- ET reported that the Chief Executive of the RBH was unable to attend the Patient Panel AGM due to annual leave and that no representative from the RBH attended instead.
- ET read out the report provided by the RBH CE regarding the RBH’s situation in what has been a difficult year for the hospital.
- Patient Panel remain concerned however about the lack of car parking at the hospital and ET spoke to Philip Holmes, Director of Estates, about this on behalf of the patient Panel.
- Mr Holmes advised that the RBH is unable to provide any more car park spaces as the local authority will not allow any more land in the area to be used for additional car parking and that as many staff as possible currently park away from the hospital site.
- He added that the RBH wishes to encourage more people to use public transport and “park and ride” instead of driving to the hospital.
- Patient Panel asked if the RBH could provide “Meet & Greet” helpers who could bring patients into the hospital, while their driver parks the car.
- ET reported that Mr Holmes did not seem very interested in this idea.
- ET also advised that the RBH management do not seem very interested in meeting the Patient Panel representatives about the car park issue.

- Barry Dickens (**BD**) suggested that the patient Panel should accelerate this issue and consider raising a formal complaint about the car park issue - PPG members at this meeting endorsed and backed the Patient Panel in their ongoing discussions with the RBH.

Patient Information Point (PIP) -

- ET reported that the PIP is progressing well and provide a wide range of information on healthcare matters and other health related areas.
- The PIP is manned 4.5 days per week

Healthwatch -

- ET advised that Healthwatch is not progressing at present.
- Patient Panel are keeping a watchful eye on developments.

CCG Update -

- Dr Lennox provided an update on CCG activity.
- The CCG had it's quarterly "Assurance Meeting" with NHS England recently and has passed this with assurance being reassured.
- The CCG is assessed across 6 areas and the CCG is doing well on all areas except 1 relating to referrals to RBH, which the CCG is working with the RBH to improve.
- Dr Lennox reported that the RBH has met it's Accident & Emergency target of 95% of patients spending no more than 4 hours in total as a stay in A&E.
- Dementia - NHS England feel that the numbers of patients with dementia in our area is too low, based on the National Average and the CCG is looking into this at present.
- Dr Lennox reported that the CCG are working hard to address healthcare issues and ensure clear pathways are in place and that plenty of information is made available to patients, mainly on various websites, to help patients to self-treat their problem before coming to see a GP.
- The CCG ran a public event in March 2015 to emphasise the CCG's vision for Primary Care and the development of the most appropriate model for delivery of Primary Care. As a result of the thoughts shared at this public event, the CCG has written a document about the future of Primary Care and how healthcare services will be better integrated and this will be published soon.
- Dr Lennox also spoke about "Co-Commissioning" which is where the CCG will have more control over the commissioning of GP surgeries.
- Jackie Renouf (**JR**) asked about the relevance of the letter some patients have received from the Chapel Row Surgery recently, advising who the patient's named GP is - what does this mean?
- Dr Lennox replied that this is a Government initiative to inform all patients (starting with those patients aged 75 years and over) who their named GP is, as this is a big problem in some areas of the country but not in our area. However, as this was a national directive, we had to comply with this and send letters to all our relevant patients.

Practice News -

- Paul Gomm (PSG) advised that we have a new GP starting on 1 June 2015 to replace Dr Zaklama and the new doctor is Dr Clare Barnett.

ANY OTHER BUSINESS:

Chapel Row Community Group:

- Someone asked what this is and so ET spoke about the Chapel Row Community Group.
- The group was formed c30 years ago as a group of volunteers to help people in the local area, mainly with free transport to GP Surgery and hospital where people are unable to drive themselves.
- The club also hold s 2 club events featuring a lunch for elderly patients in the local area and who live on their own and have no access to transport.

Stroke Clubs -

- Mary Wallace-Sims (MWS) advised that there are 3 Stroke Clubs running in our area and perhaps this could be featured in a future PPG newsletter.

Group for Autistic Children -

- JR advised the meeting that there is a group running in Woolhampton for autistic children and perhaps this could be featured in a future PPG newsletter.

Dementia Awareness Week -

- Sian Dismorr (SD) advised that next week is Dementia Awareness Week and this is the sort of thing which could / should feature in a PPG Newsletter.
- ET advised that this would be indeed very helpful, but that this information needs to be made available to ET & EW well in advance, so that it can be included in an edition of the PPG Newsletter and thus if people are aware of events such as this which need publicity, please could this be given to ET & EW well in advance.

Meeting closed at 8.45pm

DATE OF NEXT MEETING:

Thursday 16 July 2015 @ 7.30 pm at Chapel Row Surgery

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
PPG Newsletter Articles	To be provided to ET & EW well in advance for inclusion in future editions of the PPG newsletter

END OF MEETING MINUTES