



Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 25th May 2016 @ 7:30pm

Present: Erica Tipton
Andrew Parker
Carol Gower
Julia Baker
Edgar Valentine
Quentin Webb
Paul Gomm (Practice Manager)
Micheal Hewitt
Elaine Wells
Glen Higgins

APOLOGIES:

- Michelle Walker sends her apologies as she is unable to attend this meeting
- Ros Witcomb sends her apologies as she is unable to attend this meeting and has also resigned from the committee due to other commitments

MINUTES OF THE PREVIOUS MEETING:

The minutes of the last meeting were agreed to be a true representation of that meeting.

MATTERS ARISING:

Dispensary - Patient demand:

- Carol Gower (CG) raised the discussion at the previous meeting about patient demand for repeat medications at times when there is a Bank Holiday, especially Christmas time.
- At the previous meeting in February 2016, Paul Gomm (PSG) had advised that during the run up to Christmas, the dispensary experiences a huge increase in demand from patients to have extra repeat medication available, as the practice is closed for 2 days and that often after Christmas and the New Year the dispensary staff unpack medications not collected and put these back on the shelves as some patients then do not collect the extra medication they have requested prior to the Christmas period.
- CG advised that this had not been recorded in the minutes of the previous

Action

- meeting.
- PSG advised that extra patient demand was a problem at Christmas 2015, although we did not experience as many patients not collecting their medication as in previous years. PSG advised that Easter 2016, was even busier than Christmas 2015, with patients queuing to the front door (and on one occasion outside the front door), because the surgery was closed for 2 days.
 - Erica Tipton (ET) suggested that the PPG Newsletter for September / October 2016 should include an article encouraging patients to only order medication they require and to order well in advance of Bank Holidays, to avoid huge demand close to the Bank Holiday periods.
 - **Online Access to Medical Records:**
 - Elaine Wells (EW) advised that the information which is displayed via the Online Patient Access system regarding a patient's medical records, only provides brief headline information and does not contain full details of the problem recorded, nor details of consultations regarding each problem.
 - PSG advised that this information which practices can display via Patient Access is determined by the NHS and so all we are able to display is made available to patients.

AGENDA ITEMS:

West Berkshire Hospital

- ET advised that the Renal Unit is progressing and very likely to proceed and the proposed Cancer Room is still on track, with positive discussions continuing.
- ET advised that the hospital is well staffed and operating very efficiently at present.

Royal Berkshire Hospital, Reading - Car Parking

- ET reported that the RBH representative did not attend the most recent Patient Panel meeting and so an update on Car Parking at RBH was not available.
- ET reported that the hospital are still working on this ever present problem.
- ET advised that the bench funded by the Patient Panel has now been installed on level 2 to allow patients who have been driven to the hospital, to be dropped off while the driver parks the car.
- Edgar Valentine (EV) asked why a multi storey car park has not been put on the staff car park at the opposite end of the hospital to the existing multi storey car park and ET explained that this has been considered by the hospital before, but the Reading Borough Council have declined the plan. EV feels that something should be done about this and ET suggested that if EV would like to volunteer to become involved in the lobbying and discussion process, then this would be welcomed.
- **Agreed** - ET will write to the RBH Chief Executive to request an explanation of what developments have taken place to date, regarding an additional car park at the hospital.

ERICA
TIPTON

West Berkshire Hospital, Patient Information Point

- ET advised that funding for the Patient Information Point (PIP) at the West Berkshire Hospital was previously provided by the Berkshire West Primary Care Trust (PCT), but that now the PCT has been replaced by the Clinical

Commissioning Group (CCG), the CCG have agreed to cover the rental payments for the next 2 years only.

- The PIP staff are looking into ways of funding the PIP after the next 2 years and are exploring the possibility of obtaining contributions from the CCG, RBH and Berkshire Healthcare Foundation Trust (BHFT), all of whom have an interest in the operation of the West Berkshire Community Hospital.
- ET reported that the topics currently of particular interest to patients from the PIP are Mental Health issues and Cancer.

ANY OTHER BUSINESS:

Extended Hours Clinics at Chapel Row Surgery:

- PSG asked for the committee member's views and comments regarding the additional Extended Hours clinics which the practice has been providing since September 2015 - Monday and Wednesday evenings from 6.30pm to 7.30pm and 2 Saturday mornings per month from 9.00am to 1.00pm
- Members asked how full the clinics are and PSG reported that on Saturdays we offer 22 pre-bookable appointments and these are usually fully booked and on the evening clinics we offer 4 appointments per clinic (which is 8 extra appointments per week) and these are mostly booked in the main, with occasionally 1 appointment per clinic not booked.
- The member's feedback was positive, as these Extended Hours clinics offer appointments to all patients outside of traditional surgery times and would be of particular benefit to those patients who work all day and find it hard to take time out to come and see the doctor.
- Quentin Webb (QW) suggested that the practice consider asking the patients who use these clinics to provide some feedback on the availability and suitability of these clinics.
- A general comment made by all was that it would be better if the practice provided a full service during the extended hours clinics and at lunchtime, by ensuring the dispensary is open and patients are able to collect their medications (even if they are not attending an appointment) as this would be beneficial for patients and no doubt, ease the pressure on the dispensary staff during the rest of the day and at peak times.
- QW added that as there have been only positive comments regarding the Extended Hours clinics and no complaints and very few patients who have not attended their booked appointment during these additional clinics, then it is reasonable to conclude that they are successful and beneficial to patients.

Additional Doctor for the Surgery

- PSG advised that the Partners have appointed a new additional Doctor to join the clinical team at the surgery from 5 September 2016 - Dr Taylor Wylie will be working 3 full days at the practice; Mondays, Tuesdays and Thursdays.
- Dr Westcar will be reducing his commitment to the practice at the same time and will no longer work Mondays.
- EV asked how this was being funded, as there is no additional money available from the NHS and he is concerned this extra cost may have a detrimental effect on the finances and viability of the practice.
- PSG explained that the Partners will be funding this additional doctor time to provide additional much needed appointments for patients and that this

extra cost will be built into the overall practice finances and will not destabilise or adversely affect the practice as a result.

Healthwatch

- ET reported that Healthwatch are keen to assist with any recurring problems, such as the availability of blood tests at the West Berks Community Hospital and Healthwatch will get involved in the process of finding a suitable solution if required.

CCG Update

- ET attended the CCG Public Meeting recently and noted that there was a great many subjects for discussion on the meeting agenda.
- A Chapel Row Surgery GP did not attend this meeting and so a full CCG Update was not available at this meeting.

RBH Car Parking - Possible Solution

- Andrew Parker (AP) advised that the Reading University may have some available land space which might be of consideration as parking space for the RBH. AP offered to discuss this with the Vice Chancellor and ET advised this would be much appreciated.
- AP will report back at the next meeting regarding this.

**ANDREW
PARKER**

Surgery Hedge

- Michael Hewitt (MH) asked if the hedge to the left hand side of the surgery entranceway (as you are leaving the premises), could be trimmed back as it is obscuring the view of the road when cars are trying to exit the surgery car park
- MH also reported that he is concerned that car drivers appear to speed up as they come through Chapel Row towards Southend Bradfield and he feels cars are often well over the 30 mph speed limit as they pass the surgery car park entrance.
- **Agreed** - PSG agreed to have this issue sorted out

PAUL GOMM

Meeting closed at 8:30pm

DATE OF NEXT MEETING:

WEDNESDAY 7 SEPTEMBER 2016 @ 7.30 pm

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
PPG Newsletter	September / October 2016 Newsletter to include an article about ordering of repeat medications prior to Christmas in good time and not to over order
RBH Car Parking	ET will write to the RBH Chief Executive to request an explanation of what developments have taken place to date, regarding an additional car park at the hospital
RBH Car Parking	AP will discuss the possibility of Reading University land being used for additional RBH car parking with the University Vice Chancellor

END OF MEETING MINUTES