



## Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 1<sup>st</sup> November 2018 @ 7:30pm

**Present:** Barry Dickens  
Michael Hewitt  
Edgar Valentine  
Glen Higgins  
Dr Westcar (GP)  
Paul Gomm (Practice Manager) – Meeting Chair  
Carol Gower  
Julia Baker

### Action

#### **APOLOGIES:**

- Michell Walker sends her apologies as she is unable to attend this meeting
- Erica Tipton 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:**

##### **7 Day Working:**

- Julia Baker (JB) asked about the availability of “Urgent / On the Day” appointments under the 7 day Working arrangements
- Paul Gomm (PG) advised that since the previous meeting, the availability of appointments for 7 Day Working has now changed and there is a requirement to offer at least 1 “Urgent / On the Day” appointment per 7 Day Working clinic session.
- PG advised that the arrangement at Chapel Row Surgery will be:
  - **Monday and Wednesday evenings** - from 6.30pm to 8.00pm will consist of:
    - 2 x 15 minute Urgent / On the Day appointments and
    - 2 x 15 minute Pre-Bookable appointments and
    - 2 x 15 minute Telephone calls
  - **Saturday mornings** - from 9.00am to 1.00pm will be:

- 11 x 15 minutes Pre-Bookable appointments and
- 1 x 15 minute Urgent / On the Day appointment (which can be booked on Fridays)
- The Surgery will provide 2 Saturday morning clinics per month

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

- Edgar Valentine (EV) asked what decisions have been made regarding the provision of air conditioning in the surgery during the warm summer months.
- PG replied that whilst the Doctors have this matter under review, the cost of installing and running air conditioning in the surgery is NOT met by the NHS, but rather would have to be fully funded from the Doctors.
- Typically a unit for the Waiting Room would cost around £3,500 to install and c£250 per year to service, plus ongoing running cost, all of which would have to be borne by the Doctors.
- PG advised that it is possible to hire portable air conditioning units and this will be considered by the Doctors next year.

#### **AGENDA ITEMS:**

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

- As Erica Tipton (ET), our usual PPG Chair, was unable to attend this meeting, we did not have much information to discuss.
- However, the Cancer Care room at the WBCH is now up and running and progressing well.
- We did not have any information regarding recent developments at the Royal Berkshire Hospital in Reading, nor the Patient Information Point at the WBCH.

##### **Surgery Update:**

- PG spoke about the 7 Day Working service which the practice has been providing for some years now - Monday and Wednesday evenings and Saturday mornings.
- As part of the service provision criteria, the practice is required to report annually to the local Clinical Commissioning Group (CCG) regarding how the Practice Patient Participation Group view the service and it's suitability to the practice population.
- PG explained that the Monday and Wednesday evening clinics are operated from 6.30pm to 7.30pm with 4 appointments of 15 minutes each and Saturday mornings (2 per month) are operated from 9.00am to 1.00pm with 12 appointments of 15 minutes each.
- These appointments are predominately aimed at commuters and patients who are unable to attend the practice during the day.
- The Saturday morning clinics are always fully booked and thus appear to be very popular with our patients.
- The Monday and Wednesday evening clinics feature a mixture of pre-bookable appointments, which are usually always booked and some Urgent / On the Day appointments which are sometimes booked, but not always.
- The members of the PPG felt that the provision of these clinics was of benefit to the local population and was clearly popular with patients. Additionally, the practice is providing a good spread of availability throughout the week.

- Glen Higgins (GH) asked if there was any analysis of the patients who use these clinics to see how many “commuters” use the service.
- PG advised that the practice has not undertaken any specific analysis regarding which patients use the service and that identifying “commuters” would be quite difficult, as this is not recorded in patient’s notes.
- GH asked about the availability of appointments on days when Chapel Row Surgery is not providing evening clinics.
- Dr Westcar advised that 9 of the 10 practices in the Newbury area are taking part in the provision of 7 Day Working appointments and that patients can request to be seen at another practice in the area on a day when Chapel Row Surgery is not available (for example), as the practices are all running a shared appointment book for 7 Day Working.
- Dr Westcar advised that, for the purposes of clinical continuity, patients would be better off seeing someone from their own practice and, if seen at another practice, would most likely be assessed and then referred back to the patient’s own practice for treatment and/or referral.
- EV noted that the recent annual Flu Vaccination clinics ran very smoothly and was very quick and well organised.

### Care Quality Commission:

- Dr Westcar spoke about the Care Quality Commission (CQC) and their regular inspections of GP Practices.
- Dr Westcar advised that the Chapel Row Surgery inspection was carried out in June 2016.
- Dr Westcar advised that he has been told that the CQC will make re-inspections of GP Practices every 3 years (rather than the original 5 years) and that practices are now only given 2 days’ notice (rather than the original 2 weeks’ notice) of an inspection.
- As the Falkland surgery in Newbury is being re-inspected at the end of October 2018, Dr Westcar is anticipating a re-inspection for Chapel Row Surgery at any time now.
- Dr Westcar asked the members of the PPG present, if they would be willing to assist the practice again this time, by completing a Patient Survey with patients in the waiting room across a few days.
- The outcomes generated by the Patient Survey would be used during a CQC re-inspection, to show how the practice is regarded by our patients.
- The PPG members agreed that they would be glad to assist with this.
- **Agreed** - We discussed the logistics of how this would work and agreed that PG will find the Patient Survey which was used in 2016 and circulate this to PPG members via email.
- The PPG members would then review the survey and make any changes as felt necessary and communicate this back to PG, who will then produce a final version of the Patient Survey to be used.
- **Agreed** - We will then discuss and agree a few suitable dates for the survey to be completed, with the assistance of the PPG Members interacting with patients in the practice waiting room.

PAUL GOMM

PAUL GOMM  
PPG  
MEMBERS

### CCG Update:

- Dr Westcar confirmed that the CCG’s current priority is the organisation and introduction of 7 Day Working and that in the Newbury area, 9 out of the 10 practices are taking part in the provision of 7 Day Working appointments.
- EV asked about Ambulance Response Times and Dr Westcar replied to say that overall the local ambulance service provides response within the required timescales, but that on occasions this is difficult due to local

issues.

- PG spoke about a recent road traffic accident near Beenham, which our GPs attended. The ambulance took 45 minutes to arrive, but this was due to the fact that there was a large multi vehicle accident on the M4 locally on the same day and ambulances were diverted there first.

**ANY OTHER BUSINESS:**

NONE

Meeting closed at 8:15pm

**DATE OF NEXT MEETING:**

**Thursday 17<sup>th</sup> January 2019 @ 7.30 pm**

**AGREED ACTION POINTS:**

| <b><u>TOPIC</u></b> | <b><u>AGREED ACTION</u></b>  |
|---------------------|--|
| Patient Survey      | <ol style="list-style-type: none"><li>1. Paul Gomm (PG) to circulate the previous Patient Survey to members for consideration and relevant alteration</li><li>2. Members to communicate any suggested changes to PG</li><li>3. PG to then circulate suggested dates for PPG Members to come to the practice and encourage / assist patients with the completion of the Patient Surveys</li></ol> |

**END OF MEETING MINUTES**

**Signed in Agreement of the content of the meeting minutes:**

Mrs Erica Tipton (PPG Chair) \_\_\_\_\_

Date: \_\_\_\_\_

Dr Paul Westcar (Senior Partner) \_\_\_\_\_

Date: \_\_\_\_\_