



Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 25th November 2015 @ 7:30pm

Present: Erica Tipton
Dr Andrew Parker
Glen Higgins
Mary Wallace-Sims
Michele Walker
Quentin Webb
Dr Markham (GP)
Paul Gomm (Practice Manager)
Edgar Valentine
Michael Hewitt
Carol Gower
Barry Dickens

APOLOGIES:

- Sian Dismorr sends her apologies as she is unable to attend this meeting
- Ros Witcomb sends her apologies as she is unable to attend this meeting
- Helen Relf sends her apologies as she is unable to attend this meeting
- Elaine Wells sends her apologies as she is unable to attend this meeting
- Julie Baker sends her apologies as she is unable to attend this meeting
- Jackie Renouf sends her apologies as she is unable to attend this meeting and advises that she is resigning from the group 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:

NONE

AGENDA ITEMS:

West Berkshire Community Hospital (WBCH):

- Erica Tipton (ET) advised that the WBCH Matron, Amanda Heart, has resigned from her post as she is moving home to Norfolk.

Action

- Blood test system is now only available via pre-booked appointments via the internet or telephone. The telephone booking system is under strain, as there is only 1 line and 1 person to take the calls - WBCH are looking into ways in which the system might be improved.
- Mr Hewitt recounted a recent incident when he was advised to attend WBCH as he had a hearing aid tulip stuck in his ear and the staff were unable to assist him and instead recommended he attend Basingstoke Hospital and when he did the tulip was removed in a few seconds.
- Mr Hewitt is puzzled as to why this simple procedure could not have been undertaken at WBCH.
- ET advised that the Renal Unit and Cancer Room plans have progressed a little, but are being held up by some finance arrangements.
- ET reported that the WBCH are now up to full strength with the Nursing staff.
- Pain Clinic and Spinal Clinic - patients can be referred for these clinic via their GP

Royal Berkshire Hospital (RBH) Parking Issues:

- ET reported that the much discussed Park and Ride service to the RBH is now up and running and information about this is available on the internet
- ET also advised that the new Chief Executive of the RBH attended the recent Patient Panel meeting, which was much appreciated by all who attended.

Patient Information Point (PIP) at WBCH:

- ET advised that the chair of the voluntary group who run the PIP, has resigned. There is a good team still in place and they are hopeful of finding a new Chair Person for the PIP.
- A Learning Disability leaflet has recently been produced which provides helpful pictorial advice for patients on how to access services available.
- The Newbury & District Clinical Commissioning Group (NDCCG) have funded the rent cost of the PIP and although the NDCCG also used to provide a grant towards the running costs of the PIP (of circa £5,000 pa), this grant money is no longer available. NDCCG are considering this
- The PIP also provides a regular focus on different areas of healthcare and provide additional information for patients on the topic areas.

Chapel Row Surgery Update:

- Dr Markham advised the group that she is retiring at the end of January 2016
- Dr Almond (female) started with the practice as an additional GP in August 2015 and the partners are discussing with Dr Almond for her to work some extra clinics when Dr Markham has retired.
- Dr Westcar will become the Senior Partner at the practice
- There was some discussion regarding recent power cuts in the area and Dr Markham advised that Paul Gomm, Practice Manager, had researched and organised the installation of a back-up electricity generator for the surgery, to maintain electricity supply in the event of a power cut - it is well tested as the practice had a power cut for approx. 2 hours this morning and continued to fully operate as the generator started as planned.

NDCCG:

- Dr Markham reported that the NDCCG is considering new ways of working at present - considering a more federated model of working which shares

functions to help reduce costs

- Dr Markham also advised that Westcall - the local Out of Hours Service - will soon have access to patient's medical records for the duration of the consultation only, due to a new initiative created by NDCCG. This should improve patient care as clinicians will have access to appropriate health records information.

ANY OTHER BUSINESS:

7 Day Health Service:

- Edgar Valentine asked for an update regarding the proposed 7 day NHS Service
- Dr Markham advised that although this is progressing, a recent pilot of 7 day working found that there was almost no demand for GP Surgeries to open on Sundays.
- Also, even if GP surgeries opened 8.00am to 8.00pm 7 days a week as appears to be the Government's intention, without the back up of all the other healthcare services being available at Hospitals, in the Community, Social Care etc, the concept of true 7 day working will not work.
- Dr Markham advised that at Chapel Row we are open 2 Saturday mornings per month and 2 extra late evenings per week

West Berkshire Council (WBC):

- Quentin Web advised the group that he is now attending the WBC Health and Wellbeing Board more regularly

Care Quality Commission (CQC):

- ET reported that the CQC will be inspecting WBCH from 7 to 12 December 2015

Meeting closed at 8:15pm

DATE OF NEXT MEETING:

Wednesday 3rd February 2016 at the surgery starting @ 7.30 pm

AGREED ACTION POINTS:

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

END OF MEETING MINUTES