



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 30 November 2017 @ 7:30pm

Present: Erica Tipton
Glen Higgins
Edgar Valentine
Carol Gower

Dr Westcar (GP)
Paul Gomm (Practice Manager)

Action

APOLOGIES:

- Barry Dickens sends his apologies as he is unable to attend this meeting
- Michelle Walker sends her apologies as she is unable to attend this meeting
- Elaine Wells sends her apologies as she is unable to attend this meeting
- Michael Hewitt sends his apologies as he is unable to attend this meeting
- Julia Baker sends her apologies as she is unable to attend this meeting
- Apologies to all members that the meeting agenda was only sent out earlier today and not the usual 1 week in advance of the meeting.

MINUTES OF THE PREVIOUS MEETING:

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

MATTERS ARISING:

PPG Newsletter:

- A query was raised about the difference between the Surgery website and EMIS Access, which Dr Lennox had asked to be explained on the next PPG Newsletter.
- This is detailed on page 2 of the PPG Newsletter, which is available at the Reception desk in the surgery.
- Erica thanked PG and Elaine Wells for producing this and so quickly

Emails to PPG Members:

- EV thanked the Practice Manager for sending all emails with recipient's names as BCC (Blind Carbon Copy) so that individuals' names cannot be seen by all.

Patient Survey:

- EV advised that he had recently completed a patient survey and wanted to feedback that there was no box for "I don't use this service" when asked a question about a particular service.
- PG advised this was probably a national patient survey, as the practice is about to run a survey via the dispensary, but that has not been started yet.

AGENDA ITEMS:

West Berkshire Community Hospital:

- Erica reported that the hospital is currently experiencing some staff shortages.

New Cancer Care Room:

- Erica reported that the Cancer Care room is on schedule to take the first patient in May 2018
- The revised required funds total is now £5M and so far the funds raised towards this total is £3.1M - with funds from a variety of sources including the Greenham Common Trust, West Berkshire Building Trust and local fund raising efforts.

Royal Berkshire Hospital (RBH), Reading:

- Erica advised that the new Chief Executive Officer (CEO) of the hospital attended the last Patient Panel meeting.
- The CEO advised that he started his NHS career as a nurse and has worked his way up to being the new CEO of the RBH.
- Erica advised that he is someone who one is able to discuss matters with and who provides honest answers to questions and queries raised. He seems willing to listen, which is encouraging.
- EV asked about the Park and Ride service which is operating to the RBH and asked if a notice could be displayed near to the RBH Car Park publicising the Park & Ride service.
- Erica will feed this back at the next Patient Panel meeting

Patient Information Point (PIP):

- Erica advised that the PIP is well used by many people and currently has a good supply of volunteers to run the PIP.
- Discussions regarding the funding of the annual rent payable are ongoing and it is hoped that this will be met, in order to keep the PIP open.

Surgery Update:

- Dr Westcar spoke about the problems currently being experienced by the Dispensary with the supply of medications ordered from the practice's medication wholesalers.
- Dr Westcar advised that this a national problem affecting dispensaries and chemists across the UK - a large generic pharmaceutical manufacturer in India has gone out of business and this withdrawal of supply has had a

**ERICA
TIPTON**

major impact across the UK on the supply of medicines.

- Dr Westcar advised that this is causing the dispensary many problems as we are unable to provide to our patients, some of the medication they have requested within the usual 4 working days.
- Erica agreed that this is a problem as she was missing a drug she had ordered recently. Erica advised that she tried to telephone the dispensary to discuss this, but the dispensary phone line availability has been reduced by the practice.
- Dr Westcar explained that the practice has taken the decision to reduce the times when the dispensary enquiry line will be available and answered, to allow the staff more time to deal with making up patients' prescription requests.
- Dr Westcar advised that we are experiencing an increasingly higher demand from patients for medication, we are trying to cope with the reduction in supplies of medications and we are looking after almost 1,000 more patients today, than 10 years ago.
- Dr Westcar explained that the doctors are looking carefully at the Customer Service provided by the dispensary.

Clinical Commissioning Group (CCG) Update:

- Dr Westcar spoke to say that the 4 CCGs in our area, (North Reading, South Reading, Wokingham & Newbury) are going to merge into 1 CCG with effect from 1 April 2018.
- This will mean fewer board meetings and thus a better use of resources.

ANY OTHER BUSINESS:

PPG Research:

- Erica reported that she had a 2-hour telephone conversation with a lady who is conducting some research on PPGs and the findings and recommendations of this lady's report will be brought to the CCG in Easter 2018

Surgery Flu Clinics:

- EV congratulated the practice on a very well organised and well run series of Flu Vaccination Clinics in October & November this year.

Meeting closed at 8:15pm

DATE OF NEXT MEETING:

Thursday 8th February 2018 @ 7.30 pm

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
RBH Park & Ride Promotion	Erica to recommend to the RBH (at the next patient Panel Meeting) that the Park & Ride service which serves the RBH, be promoted and publicised in the RBH Car Park and Reception Area to help increase usage.

END OF MEETING MINUTES