



## Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 14 September 2017 @ 7:30pm

**Present:** Erica Tipton                      Dr Lennox (GP)  
Glen Higgins                              Paul Gomm (Practice Manager)  
Elaine Wells  
Mary Wallace-Sims                      Edgar Valentine  
Julia Baker                                Rhian Holdway

### **APOLOGIES:**

- Joanne Corrigan sends her apologies as she is unable to attend this meeting
- Dr Andrew Parker sends his apologies as he is unable to attend this meeting
- Michael Hewitt sends his apologies as he is unable to attend this meeting
- Michelle Walker sends her apologies as she is on holiday and unable to attend this meeting
- Barry Dickens sends his apologies as he is unable to attend this meeting
- Carol Gower 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:**

#### **PPG Emails:**

- Paul Gomm has arranged for all future emails to PPG Members to be sent anonymised - apologies as the agenda for this meeting was not sent anonymously.

**Surgery Automatic Opening Doors**

### **Action**

**PAUL GOMM**

- Following the comments made at the previous PPG meeting, Paul Gomm has created and displayed notices to advise people that the automatic opening doors move towards them.

## **AGENDA ITEMS:**

### **Research Project:**

- Rhian Holdway gave a presentation about a research project being run by Dr Deepak Ravindran (Royal Berkshire Hospital Department of Pain Medicine) about the medical condition of Fibromyalgia.
- Fibromyalgia is a medical condition which affects the way in which the central nervous system processes pain.
- This condition causes the central nervous system to “go into overdrive” and heightens a patient’s sensitivity to pain, causing amplified pain throughout the body, muscle aches, tiredness, tender joints, emotional distress and low mood / depression.
- Dr Ravindran is conducting research of this condition in 16 to 24 year old patients and is keen to raise awareness of this condition to patients of this age group and to GPs in General Practice.

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

- Many of the services available at WBCH are provided by the Royal Berkshire Hospital (RBH) in Reading.
- Patients’ experience recently is of cancelled clinics (often on the same day) and poor communication and feedback when attending clinics at the WBCH.
- If anyone has any examples of poor service experienced, please let Erica Tipton (ET) know, as she will take this up with RBH representatives at forthcoming Patient Panel meetings.

### **New Cancer Room Appeal:**

- ET advised that the building of the new Cancer Care Room at WBCH is progressing well.
- The Financial Appeal for the Cancer Care Room is also progressing well but still requires support and donations to achieve the amount required for the Cancer Care Room.

### **Royal Berkshire Hospital (RBH):**

- ET advised that the new Chief Executive of the RBH will be attending the next Patient Panel meeting.
- The Park & Ride service which serves the RBH is up and running, but is not being much used at present - this may have something to do with the Parking location Mere oak Lane in Reading, just south of Junction 11 of the M4.
- The bus fare cost is £2.00 for a single journey and £3.50 return and is being run by Reading Buses.

### **Patient Information Point (PIP) at WBCH:**

- The PIP have put together a business case to present to the local Clinical Commissioning Group, the RBH and Berkshire Healthcare Foundation Trust, to ask them all to jointly fund the continuation of the PIP at the WBCH.

### **Surgery Update:**

- Paul Gomm advised that the recruitment of an additional dispenser is on-going
- The practice can sometime experience difficulties in obtaining some medications for patients from the suppliers the practice is able to use, but when this is the case the Dispensary provide a paper prescription which patients can take to a chemist to obtain the medication - chemists have different and exclusive medication suppliers which the practice is unable to use.
- ET said that when a patient has a query which takes a few minutes to resolve, this can cause long queues to develop at the Dispensary Hatch.
- Dr Lennox advised that the practice is looking at some possible solutions to this problem.

### **CCG Update:**

- Dr Lennox spoke about the current developments at the CCG.
- A few years ago, the GP practices in Reading, Newbury & Wokingham were looked after as one group of practices by the Berkshire West Primary Care Trust (PCT).
- Then, a few years ago, these practices separated and formed 4 CCGs - Newbury, Wokingham, North Reading and South Reading and as individual CCGs they were very successful.
- Now the 4 CCGs are going to merge back into one single CCG from April 2018. This will streamline the management functions and allow better economies of scale for the new group.
- In addition to this, this single new large CCG will be operating the “Accountable Care System (ACS)”, which is a financial model where the whole budget for healthcare across the whole area is managed by the single CCG
- This should mean that Primary Care (GP Surgeries and Walk-In Centres) will work more closely with Secondary Care (Hospitals) so that the overall budget is better shared and allocated across all providers of healthcare.
- The ACS should bring about more collaboration between parties and ensure the single healthcare budget is better allocated.

### **ANY OTHER BUSINESS:**

#### **PPG Newsletter:**

- Brief discussions took place regarding the topics for the Autumn / Winter PPG Newsletter
- Flu Vaccinations, Prescription planning in the lead up to Christmas and promotion of the Surgery Website to “Ask a Doctor a Question” are key topics for inclusion.
- JL asked for the difference between the Surgery Website and EMIS Access to be explained
- ET asked Paul Gomm to liaise with Elaine Wells re articles for the newsletter.

#### **NHS Health Checks:**

- Julia Baker noticed in the Newbury Weekly News that NHS Health Checks are being carried out for patients and asked if this is something which Chapel Row Surgery are doing.

**PAUL GOMM**

- Dr Lennox replied to confirm that we are providing NHS Health Checks for anyone who is interested.

Meeting closed at 8:55pm

**DATE OF NEXT MEETING:**

**Thursday 30 November 2017 @ 7.30 pm**

**AGREED ACTION POINTS:**

<b><u>TOPIC</u></b>	<b><u>AGREED ACTION</u></b>
PPG Newsletter	Paul Gomm to provide some information to Elaine Wells for inclusion in the Autumn / Winter PPG Newsletter

**END OF MEETING MINUTES**