



Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 7th September 2016 @ 7:30pm

Present: Erica Tipton
Elaine Wells
Barry Dickens
Andrew Parker
Michael Hewitt
Dr Westcar (GP)
Paul Gomm (Practice Manager)
Edgar Valentine
Quentin Webb
Julia Baker

Action

APOLOGIES:

- Michelle Walker sends her apologies as she is unable to attend this meeting
- Glen Higgins sends her apologies as she is unable to attend this meeting
- Helen Relf 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:

Hedge Trimming:

- Following the request made at the previous meeting for the hedge near the entrance of the surgery to be trimmed back, allowing clear sight down the road, Mr Hewitt thanked Paul Gomm for attending to this so promptly.

Surgery Dispensary:

- Erica Tipton (ET) reported that there have been some issues with Boots Chemists locally being slow to provide medication to patients when requested via their pharmacy / dispensary.
- Dr Westcar advised the meeting that the practice conducted a Patient Survey about the Dispensary a couple of months ago and the results were very positive.
- Dr Westcar also advised that the practice is now opening at 8.00am each

weekday and will now remain open across the 1.00pm to 2.00pm lunch hour period. The dispensary will open at 8.30am each weekday and will also remain open across the lunchtime period, as soon as the staffing arrangements allow. It is intended that the new opening hours for the dispensary will commence in the next week or two and before the end of September 2016 at the latest.

- The surgery and dispensary will both close at 6.30pm each weekday.
- Dr Westcar advised the meeting that the practice has had to withdraw the telephone repeat prescription answer machine service, as Dr Westcar advised that the CQC have said this is not safe - patients' requests may not be clear, or may have requested an incorrect item by mistake.
- In order to avoid any potential problems with leaving verbal messages, the practice has therefore had to cease this service. Patients may still drop their repeat medication slips into the surgery, or use the on-line services available to order repeat medications - by using the Practice Website, or by registering for "Patient Access" via the website www.patient.co.uk

AGENDA ITEMS:

West Berkshire Community Hospital (WBCH)

- ET advised that the new day unit is almost finished.
- Staffing levels are good at present
- The revised phlebotomy service is operating well
- More clinical services are being provided by the Royal Berkshire Hospital (RBH) at WBCH

New Cancer Room Appeal

- The appeal for funding for the new Cancer Care Room at WBCH will be formerly launched in the next few weeks
- Chemotherapy for patients will be available in a new room at WBCH instead of from the mobile unit alongside the hospital

Royal Berkshire Hospital (RBH) - Parking

- ET confirmed that, despite on-going discussions about the problems of parking at the RBH, this is still being considered but it also remains a very difficult situation to resolve - space is a real premium, RBH do not have spare funds to build an additional car park, the Reading Borough Council are still not keen to grant this and the local residents do not want additional car parking close to their homes.
- Barry Dickens (BD) asked about the planned "Park & Ride" service which was the subject of much discussion over a year ago and ET advised that this has now been dropped, due primarily to the lack of available funding to run the service, but also due to lack of use of the pilot service.
- ET advised that the Chief Operating Officer of the RBH is leaving after 2 and a half years at RBH and so the trust is looking for a new CEO.
- ET also advised that there has been no governor representative from the RBH at recent Patient Panel meetings and it is hoped that this will resumed in the future.

Patient Information Point (PIP) at WBCH

- ET reported that the PIP is currently unable to recruit a new chairperson for the PIP at present.
- The PIP has been conducting patient surveys recently in an effort to

canvass public opinion about the service to persuade RBH, the Berkshire Healthcare Foundation Trust (**BHFT**) and others to fund the service and the room rental costs, which are currently being borne by the Newbury & District Clinical commissioning Group (**NDCCG**).

Surgery Update

- Dr Westcar advised the meeting of the outcome of the Care Quality Commission (**CQC**) visit to the practice on 15 June 2016 - the practice achieved an overall rating of “Good”, with each area under consideration by the CQC also rated as “Good”.
- The Doctors and staff are very pleased with the outcome of our CQC Inspection report, although the Doctors are disappointed that the practice was not rated as “Outstanding” in some areas.
- The Doctors did appeal this with the CQC, and the inspection team did provide a detailed explanation of their decisions, which have not been changed.

Newbury & District Clinical Commissioning Group (NDCCG) Update

- Dr Westcar reported that the financial situation is dire overall, with the NDCCG having to find savings of £20million this year.
- If the required savings are not found by the NDCCG Board, Dr Westcar reported that a “Turnaround Team” from NHS England will be brought in to co-run the NDCCG and make the required savings.

ANY OTHER BUSINESS:

Waitrose Donation:

- Julia Baker raised, on behalf of Carol Gower who was unable to attend this meeting, the possibility of the Surgery Patient Participation Group (**PPG**) applying for a share of the Waitrose Donation funds, which is divided up between 3 local good causes from the tokens given to Waitrose shoppers.
- **Agreed** - ET will look into the possibility of applying for this.

**ERICA
TIPTON**

Do Not Resuscitate Form:

- Julia Baker also raised, on behalf of Carol Gower who was unable to attend this meeting, the issue of a friend of Carol’s being given by the practice, to “take home and have a think about”, a “Do Not Resuscitate” form, which stated at the top, “Unlikely to live more than 1 year”.
- The lady to whom the form was given, was quite upset about this and Carol wanted to ask why this form had been given to this lady.
- Dr Westcar and Paul Gomm assured the meeting that this form is only completed when patient’s wishes have been fully discussed with the patient (and their carers where appropriate) and that it is quite unusual for this form to have been given to any patient to “go away and have a think about this”
- **Agreed** - Paul Gomm will look into this matter and discuss with the doctors

PAUL GOMM

Meeting closed at 8.15pm

DATE OF NEXT MEETING:

Wednesday 18 January 2017 @ 7.30 pm

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
Waitrose Donations	ET will look into the possibility of the PPG applying for a share of the community donations made by Waitrose
Do Not Resuscitate Form	Paul Gomm will look into why a patient was given a Do Not Resuscitate form to “have a think about this”

END OF MEETING MINUTES