



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 6 February 2014 @ 7:30pm

Present: Erica Tipton
Elaine Wells
Margaret Curtis
Edgar Valentine
Carol Gower
Dr Markham (GP)
Paul Gomm (Practice Manager)
Carole Jenner (Practice Nurse)
Michael Hewitt Ros Witcomb
Quentin Webb

Action

Apologies:

- Michele Walker sends her apologies as she is unable to attend this meeting
- Sian Dismorr sends her apologies as she is unable to attend this meeting
- Hilary Dent sends her apologies as she is unable to attend this meeting
- Mr Hewitt gave apologies for Mrs Kate Hewitt as she is unable to attend this meeting
- Erica Tipton advised that Jackie Renouf and Julie Baker are unable to attend this meeting and
- Erica Tipton advised that Pippa Leavey sends her apologies and her resignation from the PPG. Pippa feels that she is no longer able to attend these meetings (is hoping to move house soon too) but feels that the meetings are very worthwhile.

Minutes of the last meeting:

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

Matters Arising:

DISPENSARY LUNCHTIME OPENING:

- Dr Markham advised the Doctors feel that opening the surgery dispensary at lunchtime is not really practical at present, but that our dispensary is open more than some other surgery dispensaries.
- The Doctors will keep this matter under review.

CARE.DATA:

- There was a brief discussion at the start of the meeting about the “Care.Data” project which people are being advised of by NHS England and is currently in the press.
- A question was asked about what information is being extracted and whom the patient information will be sent to.
- Paul Gomm, Practice Manager (PSG) advised that the “Care.Data” project is a data collection project run by the Health and Social Care Information Centre (HSCIC) which is the central NHS authoritative source of patient information.
- The “Care.Data” programme is a system for the collection and use of timely and accurate information about UK citizens, which will be used to enable clinicians and commissioners (e.g. our CCG) to better target treatment of patients in their CCG area.
- PSG advised that the data which will be extracted from patient’s records is information such as family history of a disease or condition, vaccinations, blood pressure values, Body Mass Index (BMI) values and cholesterol values. This will enable NHS England to see where “hotspots” of conditions are located in the UK and divert funds to support these conditions more specifically. The only patient identifiers which will be collected are date of birth, post code, NHS number and gender.
- The data collected will only be shared with other parties “where there is a legal basis for doing so and it is solely the HSCIC’s responsibility to inform patients who they are sharing the information with and why.”
- There is considerable unease about patient data being “sold to insurance companies and the like” and although PSG explained that this is not the purpose of the “Care.Data” programme, it is for individual patients to decide if they wish their data to be excluded.
- Patients wishing to exclude their data need to write to the practice to confirm this and the practice will place a marker on their medical records to prevent data being extracted.

Agenda Items:

SURGERY WEBSITE:

- Kamal Bahia, the Practice Manager at the Burdwood Surgery and Patient Liaison with the Clinical Commissioning Group (CCG), has complimented the practice on our new website design.
- Dr Markham advised that the Doctors are keen to encourage our patients to use the surgery’s new website to obtain advice and assistance with medical issues / problems and to see who would be the best person in the practice for patients to see about specific issues / problems.
- Dr Markham advised that the website also features links to many other sites for useful information.

PPG NEWSLETTER:

- Erica Tipton (ET) circulated a copy of the first PPG Newsletter with the meeting agenda. This is also being distributed at present and included in some local parish magazines.
- Dr Markham asked that the Westcall telephone number be removed from future editions, as patients need to call 111 first, who will then triage the

call to Westcall if necessary.

- ET asked for any contributions to future editions to be sent to her.

PATIENT PANEL MEETING:

- ET advised that the Patient Panel is going well at the present and although there has been no representation from the Royal Berkshire Hospital (RBH) in Reading recently, Mr Alastair Flowerdew (acting CEO of RBH) will be attending the next meeting to provide an update on the RBH.

PATIENT INFORMATION POINT (PIP):

- ET advised that the PIP has recently expanded.
- Shared Decision Making will be introduced soon.
- Matron at West Berks Community Hospital (WBCH) asked that when GPs and practices write referral letters for patients to the hospital, that they include the hospital department and consultant's name on the correspondence, to make it easier for the staff to direct correspondence.
- ET also advised that the PIP is going to run a "Drop In" service in the Kennet Centre in Newbury in the next few weeks, to raise the profile of the PIP, explain what services the PIP provides and to encourage people to use the PIP at the WBCH.

CCG UPDATE:

- Dr Markham advised that the CCG have a number of projects running at present and the "Pop-Up-Shop / Drop In" service in Newbury is one.
- In addition to this, Dr Markham talked about the CCG's "Call To Action" programme which is centred around the CCG's requirement to produce a 2-Year and a 5-Year operational plan for healthcare in the CCG area.
- The Operational Plans will include how the CCG will provide Out Of Hours services, the 8.00am to 8.00pm clinic arrangements (which is in the press at the present time) and other topics.
- Dr Markham also advised that the CCG is now contactable via Twitter.

Any Other Business

HEALTHWATCH:

- ET advised about the new Healthwatch programme and the fact that she (as current Chair of our local Patient Panel) has been asked to attend Healthwatch meetings (6 two-hour meetings per year).
- Information about this programme can be obtained at Healthwatch.co.uk

Dr EDWARDS MOSS - LEAVING THE PRACTICE:

- Dr Markham confirmed that Dr Edwards Moss has now left the practice and is embarking on an educational course prior to joining the Voluntary Services Overseas (VSO) to work as a GP abroad.
- A Surgery Walk in which Dr Edwards Moss will take part, has been organised for Bank Holiday Monday 5 May, for about 1 hour, to raise money for VSO. People who wish to attend the walk do not need sponsors but are asked to make a contribution to VSO.
- A question was asked about what action the practice has taken about advising patients of Dr Edwards Moss, who their new GP will be.

- Dr Markham replied to say that patients of Dr Edwards Moss will be invited to be seen by Dr Edwards Moss' replacement, Dr Helen Zaklama, unless they would prefer to see another GP in the practice.

MCMILLAN:

- ET advised that McMillan have now developed a one-to-one service which is available to cancer sufferers in West Berkshire.

EXTRA A&E BEDS AT RBH:

- Mr Quentin Webb wished to advise that the RBH have now added 6 extra beds at their Accident & Emergency department to ease pressures.
- It was agreed that this is much welcomed.

RBH COMMUNICATION EXPERIENCE:

- Mr Hewitt wished to raise the issue of communication by Doctors at RBH. Whilst attending the hospital in October / November 2013, Mr Hewitt was being attended to by a Doctor whose name he could not pronounce and who had to have an interpreter so that Mr Hewitt could understand what the Doctor was saying to him.

CHAPEL ROW SURGERY CAR PARK:

- Mr Hewitt asked if he could raise the issue of many vehicles in the Chapel Row Surgery car park on a Monday morning, which appears to be overwhelming the car park capacity.
- Dr Markham replied to advise that this is probably due to the fact that a great many people wish to come and see a Doctor on a Monday, especially if they have been advised to do so by the Out Of Hours service over the preceding weekend and this causes unusual pressure on the practice car park.
- The practice car park is also free to use and much bigger than some other practice car parks.
- Although not raised at this meeting, PSG would like to state that it is a great shame that despite PSG erecting notices in the gravel overflow car park urging patients **NOT** to drive on the wet, soggy grass to the side of the car park, many drivers appear to have ignored this notice and have driven on and churned up the grass area and even driven into, snapped off and driven over the now broken car park sign !
- **How can people be so irresponsible ?**

PPG Secretary:

If anyone is interested in being the PPG secretary; taking minutes, assisting the PPG chair, etc, please can they contact Paul Gomm at the surgery.

Meeting closed at 8.15pm

Date of Next Meeting

Thursday 17 April 2014 @ 7.30 pm

AGREED ACTION POINTS:

| <u>TOPIC</u> | <u>AGREED ACTION</u> |
|----------------------------|--|
| PPG Newsletter | Westcall telephone number to be removed from future editions |
| Patient Referral Letters | Doctors and Practice to include Hospital Department and Consultant name on all referral correspondence |
| Surgery Walk in aid of VSO | Bank Holiday Monday 5 th May 2014 - starting at the surgery |
| Surgery Car Park | Less vandalism of Car Park notices ?? |

END OF MEETING MINUTES