



Chapel Row Surgery - Patient Participation Group

Meeting Held on 17 July 2013 @ 7:30pm

Present: Erica Tipton
Glen Higgins
Andrew Parker
Carol Gower
Michael Hewitt
Dr Markham (GP)
Paul Gomm (Practice Manager)
Hilary Dent
Elaine Wells
Julia Baker
Jackie Renouf
Michele Walker
Pippa Leavey

Apologies:

- Ros and Simon Witcomb send their apologies as they are away and unable to attend this meeting

Minutes of the last meeting:

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

Matters Arising:

MEETING REMINDER:

- A few members asked if it would be possible to send a reminder of the next PPG meeting in advance of the meeting.
- **Agreed** - Erica Tipton (ET) agreed to email everyone who is on the Meeting Minutes email distribution list, a week in advance of each meeting with a reminder of the meeting and the meeting agenda.
- If anyone has any items they would like to be included on the meeting agenda, please send to ET prior to ET sending out the meeting agenda.

MEDICAL EQUIPMENT:

- Michael Hewitt advised the meeting that an organisation he has contact with, has made a donation to West Berkshire Community Hospital (WBCH) which has enabled them to purchase a portable heart monitor for patients to use.

AVERAGE WAITING TIMES FOR DOCTORS:

- Andrew Parker asked, as a follow up to this item which was raised at the previous meeting, whether this request could be reconsidered.

Action

**ERICA
TIPTON**

- Michael Hewitt (MH) suggested that once the average waiting times had been obtained, these could be hand written onto a board at reception for all patients to see.
- Dr Markham advised that the collection, collation, calculation and display of this information (the current average time which a patient will be waiting to be seen by a GP in the surgery during each day), would be very time consuming and complicated to collect and calculate.
- Dr Markham went on to say that if the practice were to take up this suggestion, this would mean employing an additional member of staff, solely to do this all day every day, which would not be a good use of time or resources.
- Paul Gomm (PSG) confirmed that if software were available to extract and calculate this information and then display this, perhaps via the television in the waiting room, then this is something the practice would consider. However, to obtain this information manually (which is the only option we have at present), would be very costly and time consuming and this information is freely available by patients asking the reception team if they are kept waiting for more than 30 minutes say.
- **Agreed** - PSG will contact our electronic medical records provider to ask if software is available to calculate and display average waiting times for clinicians.
- ET suggested that the practice display a notice in the waiting room and on the television when this becomes operational, to advise patients to ask at reception for an update, if they are kept waiting for more than 30 minutes after their scheduled appointment time.

PAUL GOMM

PAUL GOMM

ON-LINE APPOINTMENT BOOKING:

- PSG advised that this service is currently being considered by the Doctors.

DOCTORS

Agenda Items:

111 SERVICE

- ET reported that some people are still unaware of the 111 Non-Emergency telephone service, or what this should be used for.
- ET suggested that more information about the 111 Service would be helpful.
- PSG has today received some information leaflets about the 111 service and these will be displayed in the surgery and on the television in the waiting room when this becomes operational.

PAUL GOMM

PATIENT PANEL MEETING:

- ET reported about the Patient Information Point (PIP) at WBCH.
- The move from Primary Care Trust (PCT) control, to the Clinical Commissioning Group (CCG) control, caused a few teething problems which have now been sorted out.
- People value the service and information provided by the PIP.
- Although the PIP personnel are unable to give medical advice, they can and do provide helpful general advice and information.
- The PIP is working towards providing Shared Decision Making for patients and providing a mobile service which can be based at various locations in the Newbury CCG area.
- ET asked that if anyone has any suggestions or ideas for additional services at the PIP, to let ET or the PIP know about these.

- Signage was commented on to make it clearer what “PIP” stands for, what it can provide and how patients can benefit from the PIP service.

PUBLICICY:

- Jackie Renouf (JR) asked if information about the surgery, the services the practice provides and developments at the surgery, could be produced and sent to all the local parish magazines so that people who do not have a computer would be made aware of what is available.
- ET suggested that the information could be made available approximately 4 times per year.
- Dr Markham suggested that as Carole Jenner (Practice Nurse at the surgery) had produced many of the Practice Newsletters in the past, ET should contact Carole to see how this could be set up.
- **Agreed** - ET will contact Carole Jenner to discuss Newsletter style information briefs, which could be included in, or distributed with, local parish magazines.
- **Agreed** - ET will contact Newslink - Bradfield and Stanford Dingley magazine - to see how this could be organised.

ERICA
TIPTON

ERICA
TIPTON

CLINICAL COMMISSIONING GROUP (CCG) UPDATE:

- It was noted that since the CCG took control of healthcare provision in our local area, the number of outreach clinics now run at WBCH has increased and there is a plan to develop this further.
- Dr Markham provided an update on CCG developments.
- The Newbury & District CCG (NDCCG) has some clearly defined local priorities, such as the recording of people who are carers, so that if they are ill the impact on the person they care for is addressed.
- Additionally, Dr Markham reported that early diagnosis and appropriate treatment for dementia is a local priority for NDCCG.

Any Other Business

Complaint:

- JR raised an issue which she has been made aware of regarding the practice dispensary. A patient had been seen by a Doctor recently and came out of their consultation at 1.15pm, to find that the dispensary had closed. As a result the patient had to come back to the surgery later in the afternoon to collect the prescribed medication.
- JR asked if the dispensary could be kept open while patients are still being seen past 1.00pm.
- Dr Markham advised that the practice has looked into this before, but found that this arrangement would not work.
- **Agreed** - Dr Markham advised that she will raise this matter at the next Dispensary Team Meeting.

DOCTORS

Repeat Prescriptions:

- MH asked how do the surgery staff feel about the new monthly prescription service - is this working well?
- MH advised that, although he agreed to take part in the new system, sometimes when he calls to collect his medications, some of the medications requested are not ready and so he is given another date for collection. At present, MH has no future dates after June 2013 ?
- Dr Markham advised that generally the new repeat prescription service is

working well, but Dr Markham acknowledged that on occasions errors can happen. Dr Markham apologised for this and advised the staff are keeping a careful eye on developments of this new system.

MRI Scanner:

- Hilary Dent (HD) advised the meeting that the Royal Berkshire Hospital (RBH) in Reading is buying new MRI scanners and once the installation is complete in Reading, the mobile MRI scanner will be coming back to WBCB on a regular shared basis with Bracknell.
- In the interim period and to assist with clearance of all the backlogs of MRI requests, WBCB will be receiving a temporary mobile MRI scanner for a 6 week period on 22 July 2013.

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 8:30pm

Date of Next Meeting

Wednesday 18 September 2013 @ 7.30 pm at Chapel Row Surgery

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
Meeting reminder & Agenda	Erica Tipton will email all members on the meeting minutes email distribution list, a reminder for the next meeting and the meeting agenda.
Average waiting times for Doctors	<ol style="list-style-type: none">1. PSG to contact Clinical System provider to see if software is available to calculate average waiting time.2. PSG to organise and display a notice advising patients to ask at reception if their appointment is delayed.
111 Non-Emergency Service	<ol style="list-style-type: none">1. Information leaflets will be displayed in surgery.2. Information regarding the service will be displayed on the television in the waiting room.
Surgery Information Flyer	<ol style="list-style-type: none">1. ET will contact Carole Jenner to see how a surgery newsletter could be produced 4 times per year.2. ET will contact local Parish magazines to see how this information could be included or distributed with.

END OF MEETING MINUTES