



Chapel Row Surgery - Patient Participation Group

Meeting Held on Thursday 2nd May 2013 @ 7:30pm

Present: Erica Tipton
Andrew Parker
Michael Hewitt
Margaret Curtis
Jackie Renouf
Edgar Valentine

Dr Edwards Moss (GP)
Paul Gomm (Practice Manager)

Elaine Wells
Barry Dickens

Pippa Leavey
Sian Dismorr

Apologies:

- Michelle Walker sends her apologies as she is unable to attend meetings on **first or second Thursdays** each month
- Quentin Webb sends his apologies as he is attending 2 other meetings this evening and so is unable to come to this meeting
- Carole Jenner (Practice Nurse) sends her apologies as she is unable to attend this meeting
- Erica advised that Mary Simms is 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:

On-Line Appointment Booking:

- Erica spoke about publicising this new service when it becomes operational in The Oaks.
- It was agreed that Paul Gomm (PSG) and Erica Tipton (ET) will meet and discuss what information to submit to the next edition of The Oaks in September 2013.

Car Park Markings:

- All now done

Action

**PAUL GOMM
ERICA
TIPTON**

Agenda Items:

Annual Patient Survey:

- PSG reported on the results from the PPG Patient Survey, which were posted onto the Surgery website recently.
- PSG showed the graph which Carole Jenner, Practice Nurse, has produced which shows the responses to each of the questions on the survey.
- The practice is delighted with the majority YES answers to the questions asked and in particular noted the overwhelming rejection by respondents to the survey, of a touch-screen self-service patient check in system.
- Reason for Appointment request - Pippa Leavey (PL) advised that she feels that the reception staff should ask patients the reason for their appointment request in a less intrusive and more understanding and polite manner.
- Dr Edwards Moss advised that most of our reception team do ask patients the reason for their appointment in a friendly non-intrusive manner and if patients do not wish to give a reason, then that is quite acceptable.
- Dr Edwards Moss did say that he will raise this with the reception team by way of follow up training at the next appropriate meeting.
- PL stated that the way in which she was asked for an appointment reason has improved of late.

Dr EDWARDS
MOSS

Average Waiting Times for Doctors:

- Andrew Parker (AP) asked if the average waiting times for Doctors at Chapel Row could be made available and published, perhaps on the new television screen in the waiting room.
- Michael Hewitt (MH) suggested that as an alternative, a board could be displayed at reception with all the GP's names and the current waiting time for each GP.
- Dr Edwards Moss advised that at present we do not have any computer based software to calculate this and so if we were able to collect this data, it would have to be done by hand and would be extremely labour intensive and would take a receptionist away from dealing with patient's requests, as this would quickly become a full time, all-day job.
- Dr Edwards Moss suggested that as an alternative, if patients are waiting for more than 30 minutes to be seen, they ask a receptionist, who will be able to provide an up to the minute assessment of how far behind a GP is and what delay would be expected for the patient.
- This would be much more efficient than allocating a member of staff to collect and display average or actual GP waiting times.

On-Line Appointment Booking:

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

Clinical Commissioning Group (CCG) Update:

- Dr Edwards Moss advised that the Newbury & District CCG has now taken over the responsibility of running healthcare in the Newbury area.

Patient Panel Meeting:

- ET provided feedback on the issues discussed at the recent Patient Panel meeting.
- "Open Health Day" - The attendees of the last Patient Panel meeting are considering operating an "Open Health Day" perhaps four times per year.
- The format would be an "open-house / drop-in" type service, where patients can call in and be seen with general queries or for a routine

health check.

- The “Open Health Day” would be held in a different location each quarter and this could be a GP Surgery, or a school or village hall or at the West Berkshire Community Hospital.
- **Royal Berkshire Hospital** - ET has received comments recently requesting that the RBH adopt a more caring and personalised attitude towards patients.
- Plus there appears to be a lack of continuity of care for some people, who reported rarely seeing the same nurse twice while in RBH.
- It was also noted that inappropriate attendance at Accident & Emergency (A&E) is often the cause of long delays at hospital.
- **West Berkshire Community Hospital (WBCH)** -
- ET reported that the Hydrotherapy pool proposition is being pursued.
- ET also advised that the RHB Chief Executive had confirmed the MRI scanner will be returning to WBCH next year.
- Patient Information Point is looked after by very well trained staff and they are seeking further volunteers to help with the running of the PIP.

Any Other Business

Mobile Phones in Chapel Row Surgery:

- MH asked if the surgery allowed people to use mobile phones while in the waiting room, as last time he was here Mr Hewitt experienced 5 people using their phones and making quite a lot of noise.
- Dr Edwards Moss advised that we do have a sign up asking people to refrain from using their phones while in the surgery.

Services at WBCH:

- MH suggested that he knows of people and organisations who are willing to contribute towards equipment or services at WBCH, which may be wanted but can't be afforded.
- ET suggested MH contact the League of Friends about this.

A&E Attendance:

- AP asked what proportion of patients attending hospital go to A&E rather than being seen as routine appointments
- ET replied that she was not aware this information is available, but offered to ask someone at the RBH about this.

Ventilation in Surgery Waiting Room:

- Edgar Valentine (EV) asked if some arrangements could be made for some automatic ventilation in the waiting room as it can get quite hot and stuffy in the room during the day.
- Dr Edwards Moss advised that the best option is to ask one of the surgery reception team to open a window and provide the required ventilation.

X-Ray Facilities at WBCH:

- Jackie Renouf (JR) asked if there could be an extension to the X-Ray facilities at WBCH, which are only available until 2pm daily.
- Dr Edwards Moss advised that this service is provided by staff who are also available on-call if the need arises.

Meeting closed at 8:35pm

ERICA TIPTON

Date of Next Meeting
Wednesday 17 July 2013 @ 7.30 pm at Chapel Row Surgery

AGREED ACTION POINTS:

<u>TOPIC</u>	<u>AGREED ACTION</u>
On-Line Appointment Booking	Practice to discuss and agree when this service will be introduced PSG & ET to get together once this is decided and agree on a publicity article for The Oaks

END OF MEETING MINUTES