



## Chapel Row Surgery - Patient Participation Group

Meeting Held on Wednesday 20 November 2013 @ 7:30pm

**Present:** Erica Tipton  
Sian Dismorr  
Elaine Wells  
Glen Higgins  
Edgar Valentine  
Quentin Webb  
Jackie Renouf

Dr Lennox (GP)  
Paul Gomm (Practice Manager)  
Ros Witcomb  
Michael Hewitt  
Andrew Parker  
Michelle Walker

### **Apologies:**

- The following people have sent their apologies as they are unable to attend this meeting:
- Julie Baker, Carol Gower, Hilary Dent, Mary Simms, Carole Jenner, Philippa Leavey, Mrs Hewitt

### **Minutes of the last meeting:**

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

### **Matters Arising:**

#### **PPG NEWSLETTER:**

- Erica Tipton (ET) advised that she and Carole Jenner (CJ), Practice Nurse at the surgery, prepared the PPG Newsletter and sent this to The Oaks for inclusion, but it unfortunately did not make the latest edition.
- ET will update the Newsletter for inclusion in the New Year.
- Paper copies will be made available for patients in the surgery.

### **Action**

**ERICA  
TIPTON**

## Agenda Items:

### SURGERY WEBSITE:

- The Practice has had a new website designed and Paul Gomm (PG), Practice Manager, spoke about the design and some of the content on the new website.
- The Home Page displays a range of information useful to patients, including surgery contact details, practice news, appointments, who patients can see and self-help information, amongst others.
- There is a menu bar along the top of the page, which provides quick access to selected pages of the new website.
- The Appointments page provides more detailed information about when the surgery is open and guidance on how to make an appointment.
- The Prescriptions page details the options for patients who wish to order a repeat prescription.
- The Test Results page provides useful information to patients about the most suitable times to contact the surgery for test results.
- The New Patients page provides information about what documentation is required to register at the practice and the page also features a map of the practice area. There is a postcode checker facility for patients to see if their home is within our practice area.
- The Patient Participation Group page, provides a brief summary of the group's aims and now also includes downloadable copies of the meeting agenda and minutes from previous meetings.
- Website Links - Mr Hewitt asked if the practice website address could be added as a link to other websites, such as the websites for Bucklebury and Bradfield.

### PATIENT PANEL MEETING:

- ET spoke about the recent meeting of the Patient Panel, which ET attended.
- Mr John Holt, a consultant neurologist, spoke about the new exercise and rehabilitation gym which is due to be opened in Spring 2014 - the location of the gym is not yet confirmed, but will be advised in due course.
- The West Berkshire Neurological Alliance Conference will be held at Wokefield Park on 6 March 2014 - Dr Barbara Barrie will be attending this meeting to talk about long term care for patients. Dr Barrie is a GP at the Pangbourne surgery.
- The Hungerford practice had a McMillan representative attend their recent PPG meeting to talk about the service available to patients. This was very well received.
- The Patient Information Point (PIP) at West Berkshire Community Hospital has 4 new volunteers and is undergoing a service "revamp" at the moment, led by Christine Eeley.
- The PIP offers access to a wide range of services and information and is currently arranging to adopt charity status.

### CCG UPDATE:

- Dr Lennox spoke about the latest developments for the Clinical Commissioning Group (CCG).
- The recent "Call to Action" government initiative has been launched to encourage public and NHS staff to get together and discuss and agree how the NHS service should operate in our area - what are the priorities and essentials for our local NHS service, now and in the future.
- Dr Lennox reported that the "Call to Action" meeting in our area held also

week, was very well attended and was advertised in the Newbury Weekly News. Dr Lennox advised that hopefully the meeting will have been reported on in the newspaper, providing information to people about the issues discussed and agreed at the meeting.

- Dr Lennox advised the comments received from the meeting were that people value the NHS service, free at the point of delivery and feel the local CCG should work hard to ensure this is maintained.
- People also value small local practices with local GPs with whom they can build a relationship, but be able to see any GP quickly, should the need arise.
- Mr Valentine (**EV**) suggested that the CCG could try to target more of a cross section of patient views, such as undertaking a survey of young mothers by speaking to them at “school gate meetings”. This would ensure that the views of younger people as well as those people who would take the time to attend events such as the “Call to Action”, would also be recorded and taken into account when developing healthcare for our area.
- Dr Lennox went on to discuss another view of the meeting, which is the use of IT (Information Technology - computers, internet etc) in healthcare
- The view of the meeting seemed to be that the NHS is lagging behind and should concentrate on better use of IT in the future.
- Dr Lennox suggested that the practice could develop email reference groups, such as young mothers for example, to whom the practice and PPG could email questions about proposed service developments (for example) to gain their views and opinions, thus ensuring the views of this group of patients are taken into account.
- Dr Lennox would like to make more use of text and email contact with patients in the future.
- Private Hospital Services was another topic which was discussed in some depth. Generally, patients are very supportive of the Royal Berkshire Hospital and feel the services there should be protected, rather than an encouragement of patients to use other providers.

## Any Other Business

### PATIENT HOIST:

- Ros Witcomb (**RW**) asked how could someone go about obtaining the use of a hoist to aid a patient getting out of and into bed, for example.
- ET advised that the PIP can provide help and assistance with this.
- Dr Lennox advised that equipment such as this are generally organised via the District Nursing service, who can be contacted directly or via the patient's GP.
- Quentin Webb (**QW**) advised that if the equipment requirement falls within the remit of Social Services, then the West Berkshire Council Social Services department may also be able to assist with this.

### TEST RESULTS:

- RW advised the group that a member of her family had recently received some test results, a year after the test had been taken and how could delays in the receipt of test results be reduced or avoided?
- A discussion took place regarding whose responsibility people think it is for test results to be communicated. The general view seemed to be that “if the Doctor feels the test result is important, someone will ring me to let

me know. If I don't hear anything, I can assume all is OK.”

- Dr Lennox advised that whilst this may have been the case 10+ years ago, when there were much fewer tests being carried out than there are today.
- However, with the volume and complexity of today's healthcare environment, most Doctors take the view that finding out test results should be the patient's responsibility.
- Whilst it would be desirable for patients to be contacted if a test result is abnormal, or requires some action, with the volume of test results and other work / appointments being dealt with by GP practices, the responsibility for finding out test results must now rest with patients.
- This is very clearly stated on the “Test Results” page of the surgery's new website.
- If the patient is responsible for finding out their own test result, then it is more likely that a missing test result is identified and abnormal or results requiring some further action, will be acted upon and in good time.
- Dr Lennox advised that when tests are taken by somewhere other than the surgery, a hospital for example, patients should contact the hospital for the results in the first instance, but that the surgery can act as a mechanism to chase results, if there is any difficulty obtaining these from the test provider.

#### **WAITING ROOM BOOKCASE:**

- Philippa Leavey (PL), who was unable to attend today's meeting, asked that the practice be thanked for installing the new bookcase for children's books, which looks very good.

#### **APPOINTMENTS:**

- PL also asked that the current situation where patients have to wait approximately 3 weeks for a routine appointment with a GP of their choice, is not good.
- Dr Lennox advised that whilst this is not ideal, patients can always see another GP sooner than 3 weeks if required.

#### **DISPENSARY CLOSED AT LUNCHTIME:**

- Andrew Parker (AP) recently wanted to collect his prescription in his lunch hour (between 1.00pm and 2.00pm) and was unable to as our Dispensary and surgery is closed during this time.
- AP feels this is very bad, as often people are only able to come to the surgery during their lunch hour and it is very inconvenient that the surgery and dispensary is closed, despite the fact there is a receptionist on duty across the lunch hour period, who could give out prescriptions to patients.
- Dr Lennox replied to say that the dispensary staff provide a really good service during the surgery's opening hours and this should be recognised. Dr Lennox advised that this has been a topic of discussion in the past.
- The general view of attendees was that staff lunch hours should be staggered, so that a dispensary service is provided across the main lunch hour period, when lots of patients would like to be able to call into the surgery to collect their medication.
- Dr Lennox agreed to take this point away and discuss this further at an appropriate surgery meeting.

**DOCTORS**

### **PROPOSED PRACTICE BOUNDARY CHANGES:**

- A question was asked about how the proposed national changes, to where patients can register with a practice, will affect Chapel Row Surgery.
- This may be especially important if our practice proves to be very popular and many people seek to register with Chapel Row, thus potentially making availability to GPs more difficult.
- It is the intention of the government Health Secretary, Jeremy Hunt, that from either October 2014 or April 2015, patients will be given the option of being able to register with any GP Practice they choose, regardless of where the patient lives.
- Whilst initially this concept seems quite reasonable, the issue of who would be responsible for making a home visit on a patient who is registered with a practice, but who lives a long way outside of the practice boundary, is an issue which needs much more clarity before this option could be introduced for patients.

### **SURGERY CAR PARKING:**

- Michael Hewitt (MH) advised that some patients seem unable to park their cars within the bays marked in the surgery car park.

Meeting closed at 8.45pm

**Date of Next Meeting**

**Thursday 6<sup>th</sup> February 2014 @ 7.30 pm**

### **AGREED ACTION POINTS:**

<b><u>TOPIC</u></b>	<b><u>AGREED ACTION</u></b>
Surgery website links	Mr Hewitt asked if the practice website address could be added as a link to other websites, such as the websites for Bucklebury and Bradfield.
Dispensary closed at lunchtime	Dr Lennox agreed to discuss the opening hours of the surgery and dispensary again, at an appropriate surgery meeting.

**END OF MEETING MINUTES**