



Chapel Row Surgery - Patient Participation Group

Meeting Held on 9 November 2011 @ 7:30pm

Present: Erica Tipton
Edgar Valentine
Jackie Renouf
Ros Witcomb
Simon Witcomb
Dr J Lennox (GP)
Paul Gomm (Practice Manager)
Carole Jenner (Practice Nurse)
Quentin Webb

Apologies:

Carol Hultmark
Winifred Fleming
Joanne Corrigan
Kathleen Hewitt (by letter received 10 Nov 2011)

Minutes of the last meeting:

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

Matters Arising:

Suggestions for Improvement for Communication:

- Quentin Webb (QW) suggested that the surgery website contain a separate page for Patient Participation Group (PPG) information and meeting minutes.
- **Agreed** - Members present agreed this would be beneficial and Paul Gomm (PSG) to organise this on the surgery website www.crsurgery.co.uk
- Erica Tipton (ET) asked if the Practice had proceeded with the suggestion at the previous PPG meeting that a small note be placed into every medication bag collected from dispensary.
- PSG advised that no further discussion has taken place yet regarding this suggestion
- Carole Jenner (CJ) advised that part of the aim of the newly re-formed PPG is to target as wide a range of our patient base as we can.
- Edgar Valentine (EV) suggested we consider talking to people face-to-face at the local school gates, as this should enable the PPG to reach people with children and young families.

Action

PAUL GOMM

- Erica Tipton suggested that a list of contact points (including parish and local magazines) should be compiled to whom minutes of the PPG meetings and general PPG information could be sent for publication and to raise awareness of the Chapel Row Surgery PPG
- EV agreed that he would be willing to assist with the co-ordination of publicity, but not on his own as he would need some support and a map of the surgery catchment area would be very useful.
- If anyone wishes to volunteer, please can they contact PSG at the surgery or via email at pgomm@nhs.net
- **Agreed** - PSG to produce a practice area map.
- ET suggested the PPG needs to compile a report detailing what is happening with healthcare in our area and what do patients want from the surgery.
- ET advised that the next Patient Panel meeting is on 10 November 2011 and this is intended to be a brain storming session to gain ideas and suggestions from attendees to improve integration and communication between the local Primary Care Trust and the local PPGs.
- ET will be attending this meeting and she will report that our PPG would like more use to be made of the West Berkshire Community Hospital (WBCH). Anecdotal evidence suggests that clinics at WBCH are sometimes cancelled due often to a lack of a consultant who has had to remain at Royal Berkshire Hospital (RBH) in Reading, as they are short staffed.
- EV suggested that rather than asking patients what they want, which can be rather open-ended, we should make some suggestions for improvements and then ask patients whether or not they would like these changes to be made.

EDGAR
VALENTINE

PAUL GOMM

ERICA TIPTON

ERICA TIPTON

Patient Panel Meeting

- Dr Lennox spoke about the “Patient voice” (input from patients), which is held in very high regard by the NHS.
- Currently our PPG is not as representative as it could be of the Chapel Row Surgery patients and as part of our plan to achieve this we discussed how the “patient voice” is a powerful force for change.
- We talked more about the purpose of the Patient Panel and the fact that improved communication between the group which has to provide healthcare services for our patient population and the patients themselves should be a principle reason why the liaison between PPGs and the Patient Panel should be maintained.
- ET asked that at another Patient Panel meeting she would welcome someone else to attend with her, so that our PPG has some continuity and more people get a feel for the issues which are discussed at the Patient Panel meeting.
- CJ remarked that the minutes which are currently produced of the Patient Panel meetings contain too much NHS jargon and are poorly written for public consumption. ET agreed to take this comment to the next Patient Panel meeting.

ERICA TIPTON

Patient Survey

- Dr Lennox asked if the members present at this meeting could agree on some suitable questions which could be asked of patients in the Patient Survey which we wish to circulate to the Chapel Row Surgery patients.
- Dr Lennox suggested that we retain the existing PPG and in addition create a “web-based forum” for patients who are not able to attend the evening PPG meetings. This “web-based forum” could be linked to the existing Chapel Row Surgery website and would be open to everyone.

- The aim would be to advertise this widely to encourage people in the surgery catchment area to contribute to it and use the “web-based forum” as a communication medium to the practice.
- Dr Lennox suggested adding this to the Patient Survey to gauge people’s response to this idea.
- QW suggested that as mail-shots do not usually get a very good response, perhaps the surgery could give a copy of the patient survey to everyone who comes into the practice each day.
- Dr Lennox agreed with this suggestion and said that we then also need to find a way of reaching all those patients who do not come into the surgery
- When we have the patient survey responses, the suggestions and comments on the surveys will need to be discussed by the PPG, so that the PPG can then create an action plan to address the issues revealed.
- Dr Lennox suggested as a second question for the Patient Survey we should ask if patients wish to use an on-line appointment booking system, instead of telephoning or calling into the practice to make appointments.
- The responses to this question would help the practice to gauge public opinion for an on-line appointment booking system.
- Jackie Renouf (JR) suggested that for patients who have difficulty hearing people on the telephone, an on-line appointment booking system would be very beneficial.
- Dr Lennox then suggested a third question for the Patient Survey - Would patients like a dedicated “Test Results Service” whereby a trained person would take telephone calls at a set time each day, to provide patients with results from tests they have had previously.
- Dr Lennox advised that the system we currently operate is that patients are asked to contact the surgery to request their test results. In some cases a patient may forget to contact the surgery and if the test results were never returned for some reason, then the patient will not find out their results and the practice may not be aware that results are due.
- ET suggested that at the end of the Patient Survey, there should be an area for patients to provide any other comments, queries or concerns they may have.
- CJ agreed with this suggestion, but also suggested that a short survey may get better responses than a long one, plus the more varied replies are received, the more analysis will be required.
- Dr Lennox advised that the practice will compile the Patient Survey and email this to all the PPG members for their consideration and comments and feedback.

Dr LENNOX

Any Other Business

West Berks Council:

- QB advised the members about his role as Chair of the Health Scrutiny Panel, which will report to the new Health & Well Being Board, once this is formerly set up and operational.
- Care and Dignity of Old People is also an area the Health Scrutiny Panel are looking at with RBH
- Finally QW reported that the South Central Ambulance Service’s report on their operations is due soon and the panel will be looking closely at this too.

Meeting Attendees:

- Ros Witcomb asked if Mrs Kate Hewitt had been contacted as she appears not to have given her apologies for the meeting.
- **POST MEETING NOTE** - *PSG received a note from Mrs Hewitt the following day to say that Mr & Mrs Hewitt had arrived back in the UK late the previous day and so were unable to attend this PPG meeting.*

Meeting closed at 8:50pm

Date of Next Meeting

Wednesday 11 January 2012 @ 7.30 pm at Chapel Row Surgery

END OF MEETING MINUTES