



Patient Panel West Berkshire

*A group acting as a communication system between
Newbury & District Clinical Commissioning Group in West Berkshire and
member groups.*

MINUTES of the West Berkshire Patient Panel meeting held at the West Berks Community Hospital on Thursday, 2nd March 2017 starting at 7.30 pm.

Present: Erica Tipton, Chapel Row Bucklebury PPG
Elisabeth (Lis) Whittaker, Falkland PPG
Fred Carter, Downland PPG
Ray Buckland, Burdwood PPG
Alice Kunjappy-Clifton, Healthwatch West Berkshire
Adrian Barker, NDCCG Lay Member
Jane Belcher, WBCH PIP
Elizabeth Recaldin, WBCH PIP
Rob Tayton, WBCH Building Trust
Aileen Blackley, Thatcham PPG
Betty Taylor, Woolton Hill PPG
Kamal Bahia, CCG & Burdwood Practice Manager
Sue White, Head of Adult Services BHFT

Apologies: Sylvia Grimwood, Falkland PPG
Jane McCarthy, Lambourn PPG
Jill Bosley, PPWB Treasurer
Andrew Sharp, Manager, Healthwatch West Berkshire
David Piper, Hungerford PPG
Eileen Henderson, WBCH In-patient Services Manager
Judy McCulloch, Strawberry Hill
Gwen Mason, Governor (West Berks), RBHFT

1. **MINUTES** of the meeting held on 10th November 2016 having previously been circulated were taken as read and approved after correcting "Mary Shelley" to "Mary Sherry".
2. **MATTERS ARISING** – none.
3. **TREASURER'S REPORT**

Finance Report for PP meeting on 2nd March 2017 from Jill Bosley, Treasurer.

Date	Description of Items	Receipts	Payments	Balance
10.11.2016				£8,747.43
02.03.2017	Balance to date			£8,747.43

No transactions. Secretarial expenses total £40.00 pending.

4. **UPDATES**

- a) **Royal Berkshire Hospital** - Report from Gwen Mason, RBH Trustee for West Berkshire.
- i) The latest information on the proposed closure of the hydro pool at RBH after lobbying from different organisations is that a public apology was given from the Chairman of the Trustees accepting that the right procedures had not been taken. It was agreed to defer until June, in the meantime a working group is being set up including representatives from the different organisations.
 - ii) The event that was scheduled to have been held on 18th February at WBCH was postponed – a new date to be scheduled.
 - iii) Excellent news that the Children's Death Overview Panel (CDOP) has been launched. Six Local Safeguarding Children Boards (LSCBs), surgeries, RBH and others are involved. The objective is to monitor the number of child mortalities and the reasons why, with the aim to identify if the numbers can be reduced.
 - iv) Steve McManus is the new CEO at RBH.
 - v) Erica Tipton reported that Gary Poulson is monitoring patients' parking problems at RBH, in particular when looking for parking spaces takes so long that patients arrive too late for their appointments. Details required are the date, how long it has taken to park, how this affects appointments and anything else which could be relevant.
- b) **Patient Information Point** – report from Jane Belcher, Acting Chairman
- i) The PIP has been very busy over the past months with more Visitors and more professional staff that are based in the hospital using it. PIP will try to find anything.
 - ii) We have been very fortunate to have found two new volunteers Hazel and Sigrid who have now started work and one other who we hope will be able to start within the next few weeks, this is all thanks to the volunteer centre. But of course we can always do with more.
 - iii) The CCG will cease paying the rent for the PIP in 2018. Need to look ahead now.
 - iv) Still no permanent PIP Chairman.
- c) **Clinical Commissioning Group (CCG)**
- i) Public meeting on Thursday 30th March at Shaw House 10.30 - 12 look at the website.
 - ii) Working with Sue Butterworth on dementia focused community conversations so let me know if you want to be involved. Dementia champion training on 13th March 10-4 in Newbury.
 - iii) Talking to Health & Wellbeing Board on working together on patient and public engagement.
 - iv) Started a monthly column in NWN so look out for it, have a calendar for the year and hope to run it alongside other avenues of engagement. Assisted by Karen Swaffield.
 - v) Attending the district parish conference on 21st March.
 - vi) Pharmacy pilot has almost come to a close, last two practices, Hungerford and Strawberry Hill finishing now. We have applied to work together as a federation to create some pharmacy posts.
 - vii) Looking at a physio pilot for 3 months in one practice.
 - viii) Working with learning disability partnership board and surveying what is happening in primary care.
 - ix) Envisage screens, have been working with our comms teams to harmonise what is seen on the screens.
 - x) Training for receptionists across the CCG for excellent customer service. Hoping to train around 100 staff.
 - xi) Patient online services please go and register with your practices to order your prescriptions electronically, book appointments online and view your medical history.
- d) **Healthwatch**
- i) Participated in Pancake Race 2017.
 - ii) Brighter Berkshire website
 - iii) Healthwatch board meeting
 - iv) Newbury College – student placement with Healthwatch.
 - v) "Thinking Together" – adult social care. Report is now out.
 - vi) Participating in Homelessness Committee.
- e) **West Berks Hospital Building Trust**
- i) Renal dialysis/cancer unit - final stages of document signing by hospitals. The project should start building within the next 6 weeks and completed this year. The Rosemary appeal has now raised over

£2.5m but more is needed. The CT scanner room will be done in the next financial year and the scanner should be in this year.

- ii) MRI scanner - the RBH is considering buying a new MRI scanner and it will either be placed at West Berkshire Hospital or Bracknell. The decision will be made over the next few months.

f) Patient In-services Manager WBCH included in BHFT

g) BHFT

- i) There are staffing problems in all departments. However 2 more qualified nurses have been recruited although 1 nurse is retiring shortly. Agency staff are used when necessary.
- ii) New work has been done to the admin offices along with re-instatement of interview rooms.
- iii) Rapid Response & Treatment Service in Care Homes to prevent hospital admissions has been going well. Overnight telephone helpline being looked into. Support provided to GPs who have Care Homes in their remit.
- iv) Phlebotomy is much improved but appointments cannot be made more than 1 month ahead. Sue to find out if it is possible to extend this. **Action: Sue White**

5. NEWS FROM PPGs

a) Burdwood

- i) Flu vaccinations for some patient categories above target
- ii) Self-service machines now working. Much faster to check-in. Reception staff encouraging use.
- iii) Held our AGM on 25 Feb 2017. Mike Howie re-elected chairman. He has a surgery email address now: burdwoodppgchairman@nhs.net
- v) 2x new members of staff (1x reception, 1x admin)
- vi) 2x locum doctors will be working 1x day a week each
- vii) Our receptionist Angela will retire at the end of March.
- viii) 2x new healthcare rooms to be opened (4x total) after building works complete
- ix) Staff progression culture very positive (registrar placements, staff cross-discipline training)
- x) Dementia diagnosis rates in our region are lower than national targets. Looking at ways to improve.
- xi) 14 Sept 2017 will be 30th anniversary of surgery. There are plans to celebrate, but details not yet discussed.
- xii) Blood monitor sheets very successful. Welcomed by patients and GPs.
- xiii) Newsletter template and a sustainable way to produce content agreed.
- xiv) Next meeting: 20 May

b) Hungerford

- i) We have had just one meeting since the last PPWB meeting, and the next is on the 14.03.2017.
- ii) Our monthly Cancer support group (social gathering) held at The Bear Hungerford is growing slowly. One of our PPG ladies had her request to display a small poster in the Charles Clore unit turned down, I have yet to investigate this.
- iii) Our Carer support group held its first gathering at the Library on February 21st and attracted people concerned with being a carer, the meeting was hosted by Stephen from the Carers Hub, and I hear today that more people are asking about the next gathering on March 21st.
- iv) The Diabetes help group has still not started!
- v) We are about to launch the "Message in a Bottle" scheme awareness, start date is June 1st
- vi) The practice is still short of one Doctor. Our Locums are doing extra duty to keep the waiting list shorter.
- vii) Our DNA figures do not improve despite publicity efforts in our quarterly magazine

c) Thatcham

- i) PPG has been able to provide the practice with 14 new BP machines for the use of patients. New machine for patient's use already in the Practice being well used.
- ii) Communication sub group looking at ways to improve information spreading to a wider section of patients in the Practice.
- iii) PPG member undertaking the Leaders course in order to start a walking group at the practice. One of the new doctors, Dr Mottram, intends to pilot quarterly group sessions for patients with particular chronic illnesses. First one to be Fibromyalgia with COPD and Diabetes to follow.

- iv) Looking to pilot a Physiotherapy triage system where patients can be referred directly to physio instead of seeing GP first.
- v) Looking at ways of trying to reduce the frequent attendance of some patients to A&E.
- vi) A new 'MyGP' app being introduced and being trialled by PPG members.
- vii) DNA's now 20/30 per week on average. Big increase already in Jan. Cost of each appointment may be added to patient's appointment text reminder.
- viii) AGM 27th March 2017

d) Falkland

- i) Open Evening arranged for 8th May – Topic is Berkshire Carers Hub.
- ii) Two staff running in the London Marathon in aid of Antony Nolan charity.

e) Woolton Hill

- i) Last December the Surgery was rated Good across the board.
- ii) Doctors are looking at the cost of updating the telephone system.
- iii) More patients than usual are being registered from two Newbury practices.
- iv) Between April 2016 and January 2017 there were 194 missed doctors' appointments and 153 missed nurses' appointments averaging approximately 8 per week. The lack of phone cover on a Saturday was a contributing factor.
- v) There is a new doctor who is keen to get Wellbeing & Healthy Eating going in the practice.
- vi) Dr West has been replaced by a new Partner and Dr Howells will be the Senior Partner and will take on Dr West's role as advisory for our PPG.
- vii) A comment had been received from a lady who was concerned that on a particular day the turnaround time for ambulances going to RBH was 8 hours. Her friend was actually taken to Basingstoke hospital where the turnaround time was 4 hours. (*Discussion: Ambulances are updated on turn around times at various localish hospitals and patients are given the option of choosing which one to go to and using this information helps.*)
- viii) Village drivers have to take a patient plus a carer to assist that person to his/her appointment because parking problems at RBH do not permit the driver to do this.
- ix) Would it not be fair to spend money on other hospitals in our group beside the RBH? (*Discussion: the PPWB does not give donations but specific items would be considered. The provision of a seat at RBH was in response to problems encountered by patients whilst waiting in the multi-storey car park for transport to arrive.*)

f) Chapel Row, Bucklebury

- i) The Pharmacy is open all day and into the evening.
- ii) There is a full complement of staff.

g) Lambourn – no report.

h) Downland

Most patients in the Downland area will go to the John Radcliffe in Oxford as it is easier to get to.

j) Strawberry Hill

- i) A survey had been conducted regarding the feasibility of forming a PPG. Quite a bit of interest had been shown and an Open Evening would be held for those who had filled in forms.
- ii) Still looking at the provision of a minibus.

6. FUTURE MEETINGS

- a) **AGM to be held on WEDNESDAY, 17th May 2017 at WBCH at 7.30 pm. Post meeting note: original date 10th May – no rooms available.)**

Speaker to be Gwen Mason, RBHFT Governor for West Berks.

A suggestion was made that PPWB AGM should be scheduled at the same time as the PIP AGM as most of the people are involved in both.

Officers re-standing: Erica Tipton, Kamal Bahia, Jill Bosley & Lis Whittaker.

- b) **Committee meetings** will be held on **Thursday, 20th July 2017 and Thursday, 19th October 2017.**

7. ANY OTHER BUSINESS – None.