

Notes of Patient Representation Group Meeting held 3rd March, 2011

Present: Michael Oliver (DVG), Kevin Gover (Hermitage), Mike Taylor (Chieveley), Bryan Slade (Hampstead Norreys), David Hartwell (Leckhampstead), Ruth Taylor (East Ilsley), Michael Pooley (Chaddleworth), Mary Dyson, Hannah Arnold

Apologies that there are no notes from the last meeting.

Car Park

We have submitted another application to extend the car park. This is for a much simpler scheme just behind the surgery for staff parking only. A decision is due on 8th April. There have been no objections to the plans so far.

There was a general discussion that town planners do not allow enough parking in any new development.

Handybus

The Practice charges £1.50 for a return journey and we also take tokens and can exchange them with the Council. The bus does different routes each day and there are specific 'bus' appointments with GPs. These can be booked for routine appointments.

Patients requiring transport would need to tell receptionists that at the start of the call.

DVG have had a couple of new volunteers as a result of posters, etc.

There will be a new edition of Update soon so any articles would be appreciated.

Reception

The front desk has been changed to allow more privacy for patients talking to receptionists and to reduce the noise from the phones.

There will be changes to the waiting room now – signs showing where consulting rooms are and also pictures of all staff.

We have been discussing uniform with staff – it was generally felt that dress code and name badges were more important than a uniform.

Extended Hours

Evenings are more popular than Saturdays but there have not been a lot of 'no shows'. It is not just commuters who use these clinics.

On Line Appointments

We have started offering these. It was felt that one form per family would be useful. Each family member has to have their own log in to make appointments correctly.

Commissioning

The 11 practices in Newbury will be joining together into one commissioning group. There may be tasks that can be shared between the practices, for example, every practice does payroll – one person could do this for all 11 practices.

Andy Wardle is our GP representative for commissioning.

Newbury is a pathfinder group and WBCH was a defining reason to keep just to Newbury practices and not join with Reading or Wokingham. The commissioning group is very aware of the value of West Berkshire Community Hospital and are keen to utilise it fully.

Money will be per patient with main difference that a managing company will be working on behalf of the GPs rather than the other way round. There are now a lot of young doctors in the area who have other skills and are willing to run commissioning.

There will be the ability to look more closely at costs of secondary care and only pay for what is used.

There is intermediate care for rehabilitation – this could be increased to stop admissions. District Nurses are the intermediaries between primary care and social services.

Reports

Bryan Slade – Hampstead Norreys

There is a pilot for a new local health watch scheme. There have been rumours of a new centralised booking system for GPs. This is happening and some practices have started using this. This is something GPs in the Practice are very against as is whole PRG. We do not have a problem with our booking system and our receptionists are very experienced and their work could not be done effectively by a call centre.

There is a scheme for admission avoidance for at risk patients. This simply means that they are managed in their own home by the District Nurses which is often more appropriate than them being admitted to hospital. Money doesn't come directly to practices but to commissioning group to set up more clinics for patient care.

Kevin Gover – Hermitage

There was a piece about the Handybus in their local parish magazine.

Michael Oliver – DVG

Concert went very well for Help the Heroes.

Downland Care Centre in Compton is due to close. It is a very small building that can accommodate 10 people. Currently open 3 days a week with 5 staff and fewer than 20 regular attendees.

Compton Parish Council are starting a social group there on lines of Fairclose to see if there is a need. Questionnaire is being handed out – Ted and District Nurses have copies. It could go in Parish Newsletters too.

Bryan is willing to liaise with the Council once it is up and running to see if any finance is available.

Next Meeting

Thursday 2nd June, 2011 @ 7.30pm at Chieveley Surgery