

**Present:** Francis Brown **FB** (Chair), Anthony Hughes, Barbara Kendall, Bryony Garnet, Colin Ferguson, Fran Hewitt **FH** (OMG), Geoffrey Million, John Flynn and Linda Eberst.

Joined us later: Bernard Dominic, Susanne Caley **SC** (OMG HR), Dr Will Dawson **WD** (OMG)

**Apologies:** Sue Lloyd

Abbreviations and acronyms: please see end of report

### **Item 1 – Welcome**

The Chair welcomed committee members, two other patients and Fran Hewett (Head of Business Development and Marketing). We were later joined by Suzanne Caley (Human Resources who attended when the previous Practice and Business manager resigned) and by Dr Will Dawson (Group Lead GP).

New interim Practice Managers have been appointed at Priory Avenue and Circuit Lane. Nicola Groom no longer works for OMG.

The CCG will be writing to all patients. Lisa Trimble, practice manager at Western Elms surgery and CCG lead practice manager and other CCG staff are assisting at Priory Avenue and Circuit Lane.

Fran Hewitt queried why anyone from OMG other than herself needed to be present.

**Action 1:** **FB** is to write to OMG describing the PPG expectations.

### **Item 2 - Minutes of the last meeting**

These were accepted.

### **Item 3 – Care Quality Commission inspections**

A full CQC inspection was completed on 26 Jan 2017. F.Brown, B.Kendal and A.Hughes were interviewed as a group for 45 minutes. The emphasis was on the experiences we had in January. It is usual to have a CQC inspection 3 or 4 months after a new provider has started. The CQC report is expected towards the end of March.

The possibility of restructuring the meeting to align our PPG activities with matters raised by the CQC was considered. The idea was not progressed as most matters were internal to OMG.

### **Item 3A- Documents sent to Committee members on 19 Jan 2017 and communications in general**

Committee members were invited to respond to 4 attachments and link to a possible survey. Some members did respond and their input was acknowledged. For the avoidance of doubt, the Chairman drew a distinction between the view of the PPG as a whole and the views of individuals.

The question was asked what communication had there been between OMG and its 7000+ patients? Some felt that the recently updated web site and newsletter (link on website and copies in one dispenser in one waiting area) was insufficient.

The PPG minutes are a source of information but are not written as a series of OMG communiqués. The minute's usual coverage is recent patient experiences and the PPG role in the local health economy.

In response to time pressures, the 4 attachments were not further discussed.

Action 2: FB organise a PPG response to the 4 attachments

Action 3: FB accepted an invitation to the PPG to propose a question of the month.

Earlier in the month, the PPG sent OMG

- a list of website references that needed to be updated. The pages have been updated.
- a copy of a pictorial guide to the online systems. A handy resource with many detailed screen shots demonstrating how much useful data is available to patients. It is anticipated that this will be used in future newsletters and poster campaigns.
- other potential news letter material such as a local training course for walk leaders and a new CCG palliative care program which is being notably successful.
- an update to the PPGs ideas which would fit in with OMGs "you said & we did" concept.

A short article about the surgery will appear in the March issue of the Caversham Bridge.

Action 4: FH to consider using the Caversham Bridge as a local communications resource.

#### **Item 4 – Operational feedback**

The sharing of Friends and Family Test data on the surgery website is welcomed by the PPG. The question "*How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?*" is a sort of Trip Advisor rating based on patients' recent experiences. The data is published monthly a few days after the end of the month. Its value is that it is monthly. It is continuously updated.

The trend is of particular interest to the PPG (if the response rate is high enough). For the last 3 months, we have been on a plateau at about 60% but with more GPs, fewer repeat prescription delays and shorter delays in getting routine appointments we should be seeing a greater proportion of patients responding with "Extremely likely" or "Likely".

The Friends and Family Test data is collected from forms available in the main waiting area and from text message responses from patients. See item 6 Action 13 for details.

The PPG would like to continue to participate in promoting a greater use of the surgery Internet services by those patients who have Internet access. It is now nearly six months since the monthly data feed of the number of patients registered to use EMIS Patient Access was cut off. We have no way of knowing which if any of our efforts are effective.

Action 5: FB to progress with FH.

Other surgeries in the area are offering on line appointment facilities for flu clinics, nurse and phlebotomy appointments.

Action 6: Dr WD is to probe the reasons for not offering these options yet.

The PPG "you said & we did" list of 10 ideas was appended to the January minutes. The suggestions relating to the telephone system are being progressed. It would be helpful to patients and OMG if more of these ideas were progressed.

The question of month for Oct and Nov was how easy was it to get an appointment? 49% voted easy or fairly easy. One of the published response was to “promote online appointments”. Data was shared showing that number of online appointment available per day in January and early February was often zero.

Action 7: **Dr WD** is to investigate and ensure more appointments are available online. This is similar to Action 4 in the January minutes.

### **Item 5 – Staffing, Building and Facilities**

**Dr WD** advised that the full time equivalent number of GPs working at Priory Avenue was 3.25. **FB** observed that this was the same level of cover used by BHFT and SHS. **This is a most welcome development**, the waiting times for routine appointments should fall to the levels experienced in the summer.

OMG face significant recruitment and retention challenges. In January, the PPG offered to share its local knowledge with potential or future staff.

#### Staff vacancies based at Priory Avenue:

Practice nurse

Patient Advisor

#### Staff vacancies at Priory Avenue and Circuit Lane:

Either 2 practice and business managers or 1 practice manager and 1 business manager

A lead advanced nurse practitioner shared across 2 sites

An advanced nurse practitioner shared across 2 sites

#### Recent starters

Pharmacist working the equivalent of 2 days a week at Priory Avenue and 2 days at Circuit Lane is assisting doctors with repeat prescriptions.

Interim practice manager (Priory Avenue) 3 days a week for 12 weeks

Interim practice manager (Circuit Lane) for 12 weeks

#### To start soon

A community matron covering both sites, duties include ward visits at residential homes and some home visits (both sites).

#### Telephone system

Work on existing messages and new messages to be played only if callers are kept waiting has been started. No changes have yet been detected.

Action 8 **SC** to Progress with Head Office (Damien)

#### The Visual Display System (“the TV”)

The installed before 25/01/17 date has been missed. It is now clear that the CCG is commissioning the installation. No new dates for installation or commissioning are available. As the main method of communicating with patients, there is some urgency to this matter. (Late news: fit in mid-March)

Action 9: **FH** to liaise with the CCG and share the implementation plan with PPG.

#### “Staff on duty to day” notice board

This notice board has not yet been populated. The end of January target has been missed. Some staff do not want to have their photo shown on the board or the website.

Action 10: **FH** aims to have in operation by 16 Feb 2017

### **Item 6 – Websites and systems**

The surgery websites

The site [www.prioryavesurgery.co.uk/](http://www.prioryavesurgery.co.uk/) is thought to be up to date.

The site [www.onemedicalgroup.co.uk/priory-avenue-surgery-reading](http://www.onemedicalgroup.co.uk/priory-avenue-surgery-reading) is in the style of other OMG sites and has a link to the Priory Avenue site.

Many patients have asked for the website to make it clear whether medical staff are permanent or locum, their qualifications and the days they normally work at Priory Avenue.

Action 11 **SC** to progress and pass the data to FH for inclusion on the website.

EMIS online Patient Access System – Online appointments

In January and up to the date of this meeting, there have been zero online appointments on most days. See Action 8 above.

EMIS online Patient Access System – Patient records

No issues reported.

EMIS online Patient Access System – Repeat prescription requests

Will be kept under review, but see EPS system below

Electronic Prescribing – EPS system

Dr WD reported that there are still problems with this system when used by “out of area” locums.

Action 12: **Dr WD** to continue to work with the CCG in resolving this long running issue.

The iPlato system

Following an appointment, a small proportion of patients with a mobile phone number registered with the surgery are sent a text message asking for their opinion: “...would you recommend this surgery...”. However, the system supplier was changed by the CCG from mjog to iPlato. As result of this contract change, less data is now collected.

It is desirable to have feedback from at least a 100 patients a month but we typically receive feedback from about 50-70 patients. Other surgeries (Baltimore park, Western Elms and the Reading Walk-in Centre) collect data from hundreds of patients per month. More needs to be understood about the suitability of the CCG’s iPlato contract and the alternatives.

Action 13: **FB** to liaise with FH and Lisa Trimble

The NHS Choices website

Shows 0 male doctors and 0 female doctors

Review posted on 27 Jan has no OMG response

Action 14 **SC** is to advise the CCG of correct data. (The CCG control the feed to webpage with this data).

Action 15: **SC** to address comments dated 27 Jan

**Item 7 – Potential survey**

Following further discussion, it was felt the walk-in and wait clinic proposal was not appropriate. No further work will be done to develop a questionnaire.

**Item 8 – Updates “You said & we did” list**

There are no updates. The list is appended to the January 2017 minutes.

**PPG internal matters**

**Item 9 – Review of meeting and main issues**

Agreed that in future questions from patients should be within the framework of the Agenda or just prior to PPG internal matters section.

**Item 10 – PPG Plan**

To be reviewed at the next meeting

**Item 11 – Reports regarding other organisations**

- a. Healthwatch  
Major activity RBC & CCG re OMG & a major contributor to Circuit Lane meeting
- b. Patient Voice Group NWR see Appendix A
- c. Circuit Lane public meeting 13 Jan 2017, 150 attended. FB, JM and SL also attended. FB and GM spoke at meeting
- d. Rob Wilmot MP meeting 14 Jan 2017
- e. Walks workshop 18 Jan 2017 main interest was how to get messages onto promised waiting room TV
- f. Health and Wellbeing Board meeting: 27 Jan, attended with BR. Commissioning intentions of CCG, Adult Social Care, Children’s Services and Public Health signed off.
- g. Reading Wellbeing Fair 31 Jan. Good links to social prescribing organisations. A similar fair is being planned for Caversham.
- h. Dying matters, Balmore Pk PPG initiative 22 March. Links to CCG “PallCare”
- i. Chatham Street Surgery PPG have asked FB for input based on our experience of moving out of Special Measures
- j. NAPP newsletter: note annual meeting is in Basingstoke, theme is “Patient Power Partnership” Sat 24 June. Cost £40.

**Item 12 – Committee membership**

Bryony Garnet accepted our invitation to join the Committee. We are keen to recruit patients who have time to join the committee. Please pass on the message. In particular, we need someone in the 20-35 age group.

**Item 13 – Any other business**

No other business was discussed.

**Item 14 - Date of next meetings**

Wednesday 15<sup>th</sup> March 3:00-5:00 <<<<<< <<<<<< <<<<<<<

Wednesday 12<sup>th</sup> April 3:00-5:00

**Other meetings**

08 Mar 17 PCCC 1:00 Newbury

**09 Mar 17** CCG event 10:30-12:00, Reading Museum RG1 1QH **note 1**

21 Mar 17 NWRCCG Bath Road 1:30

15 April 17 Health and Wellbeing Board 2:00 Council Chamber

For more information about the Patient Group ask at reception or e-mail us at [prioryavenuePPG@gmail.com](mailto:prioryavenuePPG@gmail.com) or leave message at Reception.

**Note 1:** This is a major CCG communications event.

**“Join your Reading CCGs to learn about the plans for services this year”**

see <http://www.nwreadingccg.nhs.uk/>

**APPENDIX A**

**Patient Voice Meeting 7 February 2017**

Helen Clark (Assistant Chief Officer Berkshire West CCGs) gave a verbal update on Circuit Lane and Priory Avenue. She said that a CCG support team is working alongside the two practices. The team includes Lisa Trimble (Practice Manager Western Elms Surgery) and “some clinicians”. All patients at the two surgeries will be sent a letter from NWRCCG “in the next two or three weeks” to update them.

In response to questions Helen said that:

- the post of Clinical Lead for the 17000 patients of the two surgeries was appropriately held by a single GP, even though the clinical teams comprised many locums and staff new in post.
- the closure of the Balmore Park list to patients of Priory Avenue (and of all other Reading practices) had been approved by the CCG and would be reviewed after three months
- she accepted that the Walk-In Clinic at Circuit Lane meant a reduction in bookable appointments.

In other conversations, we learned that Julia Young has been appointed as full-time temporary practice manager at Circuit Lane and a part-time temporary practice manager has been appointed at Priory Avenue.

Lisa Trimble had taken a team into Circuit Lane on a recent Saturday to clear the backlog of prescriptions. The Circuit Lane PPG representatives said prescriptions were still being delayed this week. Lisa took details and promised to investigate.

Elsewhere on the agenda Balmore Park PPG reminded members about the End of Life Symposium to be held from 10 to 12:30 on 22 March at Caversham Heights Methodist Church.

HealthWatch Reading trailed a report on Electronic Prescribing and tabled paper copies of their recent newsletter containing an account of the public meeting with RBC councillors about Circuit Lane (see link below)

<http://healthwatchreading.org.uk/wp-content/uploads/HWR-Newsletter-February-2017.pdf>

Geoffrey Million

8 February 2017

**Abbreviations and acronyms**

- ANP Advanced nurse practitioner, a nurse with authority to prescribe some types of medicines.
- BHFT Berkshire Health Care Foundation Trust, the provider prior to OMG
- CCG Clinical Commission Group for North and West Reading, meet in public once a quarter
- EMIS An online system allowing patient access to their summary medial record, test results, immunisation history, repeat medication requests and appointment booking options.
- EPS Electronic Prescription Service is an electronic messaging service between GP practices and Pharmacies. It used the NHS “spine”.
- FFT Friends and Family Test: “Based on today’s experience, would you recommend this surgery to your friends and family?”
- GPPS Annual GP Patient Survey: Questionnaire sent to over 1 million patients
- HWB Health and Wellbeing Board, meets in public once a quarter. Representatives of the NHS, Reading Borough Council and Healthwatch all attend.
- OMG One Medical Group, provider started 1 Sept. 2016 at Priory Av. & Circuit Lane
- PCCC Primary Care Commissioning Committee, meet in public once a quarter
- PPG Patient Participation Group
- PVG Patient Voice Group (all the chairs of surgeries in North & West Reading CCG)
- RCGP Royal College of General Practitioners (assisted when in special measures)
- SHS Specialist Health Services, the provider prior to BHFT
- STP NHS and Local Authority Sustainability (keep within budget) and Transformation Plan