

Present: Francis Brown **FB** (Chair), Bernard Dominic, Tony Hughes, Barbara Kendall, Irene Manson (guest), Geoffrey Million.

Apologies: Linda Eberst, Colin Ferguson, John Flinn, Bryony Garnet, Sue Lloyd.

Not present: OMG chose not to attend.

Abbreviations and acronyms: please see end of report.

Item 1 – Welcome

FB welcomed Irene Manson to the meeting.

Item 2 - Minutes of the last meeting

These were accepted.

Item 3 – Care Quality Commission report and related statements

3.1. The report of the CQC inspection on 26 Jan 2017 had been published on 6 April, rating the surgery 'inadequate'. FB had issued a statement (attached) on behalf of the PPG to Healthwatch Reading, Karen Washbourn (OMG) and Cathy Winfield (Berkshire West). FB was also quoted in the Reading Chronicle online calling for "more transparency" by OMG in the provision of information, particularly FFT survey results.

3.2. Karen had expressed disappointment at the statement, asking if it reflected the views of all PPG members. She had noted that the staff were working very hard to bring the practice out of special measures. Cathy Winfield had been "extremely concerned and immensely disappointed" at the press articles. She had pointed out that it is not the PPG's role to manage the contractual performance of OMG. She wished to meet FB to "consider the impact of continued negative publicity on patient confidence, staff morale and CCG management time".

3.3. On the eve of publication of the CQC report Dr William Dawson (Group GP Lead OMG) had offered to meet the PPG on 12 April to discuss our concerns. At that (rather heated) meeting, Dr Dawson had made clear his concerns about the current role of the PPG and its chair. He agreed to send the PPG OMG's understanding of the role of a PPG based on NAPP Guidelines.

3.4. The PPG had also agreed to review its actions in the light of Dr Dawson's concerns. Our constitution had been updated in June 2016 and we believed that it was in line with the guidance issued by NAPP, the latest being *Building Better Participation* (<https://www.napp.org.uk/bbp.html>). It was suggested that we might further clarify the role of a PPG by expanding the Purpose clause.

3.5. We all agree that 'performance management' is the responsibility of the CCG. The PPG's role is to be a 'critical friend' of the surgery (and of the CCG). The balance between criticism and friendship is a matter of judgement, and we do not all agree all the time, particularly on when to raise and to escalate concerns.

Action 1: **FB** to ask Dr Dawson to let us have his proposals for change by 10 May in time for discussion at our next meeting on 17 May.

Item 4 – Notice of AGM

We agreed to postpone the AGM (normally held in May). We shall decide at the May meeting whether to hold the AGM in June.

Item 5 – Operational feedback

Item 6 – Staffing, Building and Facilities

Item 7 – Systems

Item 8 – Surveys**Item 9 – Updates**

The above items were not discussed

PPG internal matters**Item 10 Review of meeting and main issues****Item 11 – Converting PPG plan into deliverables****Item 12 – Reports regarding other organisations**

There was no further discussion of the above items.

Item 13 – Committee membership

We agreed to discuss committee membership and nominations of officers when we have considered OMG's proposals.

Item 14 – Any other business

No other business was discussed.

Item 15 - Date of next meetings

>>>> >>>> >>>> Wednesday 17 May 2017 at 3:30 pm <<<< <<<< <<<<
>>>> >>>> >>>> Thursday 15 June 2017 at 3:30 pm <<<< <<<< <<<<

Other meetings

14 June 17 PCCC 1:00 Wokingham

20 June 17 NWRCCG 1:30 Bath Road

14 July 17 Health and Wellbeing Board 2:00 Council Offices

For more information about the Patient Group ask at reception or e-mail us at prioryavenuePPG@gmail.com or leave message at Reception.

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 medical 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

Statement by Priory Avenue PPG

Issued 7 April 2017

PPG members are disappointed but not surprised at what the CQC found when they inspected the surgery in late January 2017.

We welcomed our new provider, OneMedical, when they took over in September 2016. We looked forward to working with them on their promised new care model, which was to have Nurse Practitioners and other allied health professionals sharing the GPs' workload. By November patients could see that the service was in difficulty. OMG were not recruiting enough new staff and were losing existing staff. The 'snap' CQC inspection on 1 December (report published in February) detailed the problems: too few appointments, delays in processing prescriptions and in updating medical records.

The report published on 6 April shows that these problems, starting in November, continued through December and January. The PPG tried unsuccessfully throughout that time to get OMG and the commissioning group to take action. We are pleased that, with extra funding from the CCG and help from other local practices, the service improved from February, albeit with increased use of locum staff. The PPG is enormously grateful to the practice team at Priory Avenue who have done their very best with limited resources to address patients' needs.

The PPG are particularly concerned with the CQC finding that the "information that was used to monitor performance or to make decisions was inaccurate and unreliable". We continue to press for the timely sharing of information such as FFT survey results, which give an early indication of problems affecting patients. This is a reliable measure which tracks patients' experiences in the prior month and is the percentage of patients who would recommend the surgery to family and friends. Every day last week, PPG members encouraged patients to give their views. This was intentional. Knowing that the CQC report would be dark, we wanted to gather up to date information. We want and need to know what patients think. We are calling for the patients' FFT feedback to be shared and for regular updates on patient experiences in delays to paperwork, prescriptions and appointments to be routinely published in the form of a surgery dashboard. The additional support from the CCG's "A" team comes at a price and we need evidence that it is money well spent.

In view of the increasing GP work load and the shortage of GPs wanting to join GP practices, the PPG is looking to the CCG to promote closer cooperation between the surgeries in Caversham with similar catchment areas.

Francis Brown

Chair, Priory Avenue Surgery Patient Participation Group