

Present: Francis Brown **FB** (Chair), Bernard Dominic **BD**, Colin Ferguson, John Flinn, Bryony Garnet, Tony Hughes **AH**, Barbara Kendall, Geoffrey Million **GM**.

Apologies: Linda Eberst, Sue Lloyd.

Abbreviations and acronyms: please see end of report.

Item 1 – Welcome

FB said that notice of this meeting had been given in the usual way on 12 May. On 16 May he had received the following email from Julia Young:

Dear Francis & Tony
Following on from the last meeting attended by Dr Dawson, and the discussions had regarding the reformation of the PPG going forward, it is felt that the PPG in it's current form is no longer functioning within the remit it was created for. Can I therefore please ask you to postpone tomorrow's PPG meeting.
I am taking some annual leave but keen to meet with you and the vice chair to discuss the future of Priory Avenue PPG, could you kindly let me know if you are both available to attend a meeting on either the morning of Thursday 25th May or Friday 26th May.
I look forward to hearing from you.
Kind regards
Julia

FB had replied that the PPG would meet as planned and asked for the use of a room. Julia had then emailed "The meeting tomorrow is to be cancelled".

The PPG had confirmed FB's decision to go ahead with the meeting at an alternative location.

Item 2 - Minutes of the last meeting

These were accepted with the further correction to para 3.2 "*Cathy Winfield [...] had pointed out that it is the CCG's role to manage the contractual performance of OMG*".

Item 3 – The Role of the PPG and its Relationship with OMG

3.1. AH proposed that FB should step down as Chair. In his view, FB's actions in openly criticising OMG had contributed to the breakdown in communication. There would be a better relationship with a different Chair. FB said that he would be willing to step down if the PPG thought it would help. GM considered that the present PPG had made positive and supportive contributions (as acknowledged in Dr Chirside's statement of April 2017). We should better serve the interests of patients if we remain independent as with previous providers rather than under the control of OMG. It would be wrong for FB to step down at the present time. After lengthy discussion the proposal was defeated by 3 votes to 1 with 3 abstentions (and 1 non-voting member).

3.2. The PPG agreed to accept Julia's invitation to discuss the future of Priory Avenue PPG and nominated BD, AH and GM to represent the PPG at that meeting and to report back.

Action 1: **FB** to check availability and contact Julia.

Item 4 – Operational feedback

4.1. Numerically, the sharp improvement in the April-17 FFT results at Priory Avenue Surgery is a credit to the surgery and to the CCG support of One Medical Group. In order to verify the credibility in this turning point it would be important also to publish the sample size.

4.2. Over the last few weeks the availability of on-line appointments had been good, although less than 20% were with a female doctor, a concern raised by a few patients with the PPG.

4.3. No new complaints had been raised via the NHS Choices website. Responses to patients' comments were up to date.

4.4. There were no reports by patients of excessive repeat prescriptions delays. Local pharmacies are still reporting a surge of electronic prescriptions on Wednesday and a surge of paper prescriptions on Thursdays.

4.5. It is not clear whether the "out of area doctors" issues previously reported have been resolved or whether they are not occurring because out of area doctors (e.g. at Leeds) are not being used at the moment.

Item 5 – Staffing, Building and Facilities

5.1. There is a current advertisement for a full time Advanced Nurse Practitioner

5.2. A new female doctor's name is showing up on the online booking system: Dr Lucia Njoku

5.3. FB had received a number of enquiries, which suggest that patients were not aware that most of the locum doctors are long term even though they are not full time. A poster has been shared with the practice manager to make the point that almost all the doctors' workload is being shared between the same mix of five long term locums and salaried staff.

5.4. The bleeper on the Jayex Patient Calling System is still not working.

5.5. There is no news about the new TV system promised for February. This system is used by most surgeries in Reading and includes important channels of communication from the CCG, NHS England, the local surgery and others.

5.6. There is at least one notice board showing the out-of-date "good" CGQ rating dated January 2016. The current CQC rating is displayed in the far corner of the main waiting area.

Item 6 – Systems

6.1. The website is significantly out of date. A detailed schedule of corrections and enhancements has been shared with the practice manager.

6.2. The EMIS system comprising options to book appointments on line, request repeat prescriptions and view your medical record is reported by members as OK.

6.3. The EPS Electronic Prescription System is reported by members as OK. It is thought that more of the paper prescriptions could be sent via this system.

6.4. There are no new complaints or comments on the NHS Choices website. All of the earlier issues have received a response.

6.5. There was no April Newsletter.

Item 7 – Surveys

7.1. In the last week of March the PPG committee attended every morning and on two afternoons encouraging patients to fill in the "Would you recommend this surgery" survey forms. It is not yet clear what use has been made of the patient feedback.

Item 8 – Updates

8.1. Many of the ideas recorded in the January "You said – we did" list are still outstanding.

8.2. The "Question of the Month" facility has fallen into disuse.

PPG internal matters

Item 9 Review of meeting and main issues

As recorded in item 3 above.

Item 10 – Notice of AGM

10.1 We agreed to postpone again the AGM (normally held in May) until after the meeting with Julia and our June meeting.

Item 11 – PPG plan for 2017-18

11.1 Previously it was not felt necessary formally to agree a PPG plan since it was clear that it was supportive of the CCG and Provider's plans. NAPP suggest that the plan should be formally agreed with the Provider. The PPG proposal for 2017-18 is:

- a. Actively support specific CCG projects such as bowel cancer screening and living well
- b. Encourage patients to participate in the monthly "Would you recommend this surgery" survey. To ensure the data is representative we need 100 participants per month.
- c. Assist the practice increase the number of patients registered to use the online services to book appointments, to request repeat prescriptions and to view medical records including test results from an estimated 1300 to 2000.
- d. Identify ways to assist OMG build a strong local identity, gain FFT 'recommend' rate of at least 80%, win patient trust and achieve a "good" CQC rating.

Item 12 – Reports regarding other organisations

12.1 The CEO of the Berkshire West CCGs, Dr Cathy Winfield, was invited by FB to the June meeting. Unfortunately due to a prior engagement she can't make it but will try to ensure that a member of the primary care commissioning team attends.

12.2 The PPG noted the closure of the Pall Call Service, an early example of integration between the NHS, RBC and the voluntary sector and as anticipated in the *5 Year Forward View*. Of concern is that there does not seem to have been any early warning of the difficulties with this cost effective service, which had been very helpful to patients and carers.

Action 2 **FB** is to write to Dr Barry, the End of Life Lead.

12.3 The PPG noted the recent online survey proposal "Pharmacies will no longer be able to order repeat prescriptions on behalf of patients".

Action 3 **FB** is to write to Wendy Bower, NWRCCG lay representative, regarding the brevity of the justification for the proposal, the increased surgery work load, the impact on specific groups of patients who would have to make extra visits to the surgery including elderly patients without Internet access, patients with limited mobility and patients with learning difficulties.

12.4 The public meeting organised by Alok Sharma to include the CEOs of OMG and the West Berkshire CCGs was cancelled because of the general election.

12.5 The NAPP conference "Patient Power Partnership" is being held in Basingstoke, Saturday 24 of June at the end of "PPG Awareness Week". FB is attending. Speakers include the President of the British Medical Association and the CQC Chief Inspector of General Practice.

Item 13 – Committee membership

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

Item 14 – Any other business

14.1. Sometimes sensitive or confidential issues are discussed at PPG meetings. We discussed restricting PPG meetings to committee members, but agreed that the chair might ask non-committee members to withdraw if sensitive or confidential matters were to be discussed.

Item 15 - Date of next meeting

>>>> >>>> >>>> **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

24 June 17 NAPP conference, Basingstoke. Must book in advance.

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