

Present: Francis Brown **FB** (Chair), Linda Eberst, Bryony Garnet, Tony Hughes **AH**, Daniel Jones **DL** (OMG), Geoffrey Million **GM**.

Apologies: Bernard Dominic, Colin Ferguson, Barbara Kendall, Sue Lloyd.

Resigned: John Flinn

Abbreviations and acronyms: please see end of report.

Item 1 – Welcome

FB welcomed Dan Jones, our new full-time Practice Manager. Dan comes to us from London Street, where he had seen the surgery out of special measures to a CQC 'Good' rating.

Item 2 - Minutes of the last meeting

These were accepted.

Item 3 – Unannounced CQC focused inspection 1 June 2017

3.1. FB had met the Inspector and given input on the current situation.

Item 4 – Meeting on 26 May 2017

4.1. The note of the meeting is attached.

Item 5 – Patient Participation Group Framework

5.1. Julia had circulated OMG's proposal on 8 June 2017. FB had also circulated the latest NAPP guidance. We looked forward to rebuilding a transparent and productive relationship between the PPG and OMG, with shared information such as the latest FFT results, sample sizes and comments.

Item 6 – PPG Plan

- 6.1. We agreed that from June 2017 our plan would be:
- a. Support specific CCG projects including improved take up of Bowel cancer test, Living well project, Carers registration project
 - b. Use FFT data to show steady improvement
 - c. Assist the practice increase the number of patients registered to use EMIS from 1300 to 2000.
 - d. Identify ways to assist OMG in building a strong local identity.

Item 7 – Operational feedback

7.1. FB briefly reviewed the need for FFT data for April and May, and recent experience of telephone answering and appointment availability. He had drafted a poster showing that, although only two of our GPs were permanent, the three locums had been with us for some months, which gave us a degree of stability.

Item 8 – Staffing, building & facilities

- 8.1. **DJ** was working on the new TV information screen. Paper notices on the waiting room walls are easy to ignore.
- 8.2. The website is significantly out of date. A detailed schedule of corrections and enhancements had been shared with the practice manager.
- 8.3. The procedure which allows out-of-area GPs (for example from Leeds) to authorise prescriptions needs checking, in case it is brought back into use.

DJ left the meeting at this point.

Item 9 – Systems

9.1 The website needs updating as previously discussed.

Item 10 – GP Patient Survey

10.1 The survey will be published in early July.

Action 1: FB to work with DJ to use the more recent FFT data to ensure that the more up-to-date position is recognised.

Item 11 – You Said We Did

11.1. PPG has a number of “You said – we did” proposals (list circulated with the Agenda).

Action 2: FB to put together a prioritised action list as an aid to DJ. It is to include all matters covered in the meeting.

PPG internal matters

Item 12 – Review of meeting and main issues

As recorded above.

Item 13 – Notice of AGM

13.1 We agreed to hold the AGM on Wednesday 6 September 2017.

Item 15 – Committee membership

15.1 We agreed to discuss committee membership and nominations of officers at our next meeting.

Item 16 – Any other business

16.1. LE and FB noted that the new policy on **travel vaccinations** and advice was confusing. The website needed updating to reflect the new policy.

16.2. FB reported that HealthWatch Reading had carried out an ‘enter and view’ visit.

Item 17 - Date of next meeting

>>>> >>>> >>>> **Wednesday 5 July 2017 at 3:30 pm** <<<< <<<< <<<<

Other meetings

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 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

Note of meeting at Priory Avenue Surgery

Friday 26 May 2017 at 10:30

Present: Julia Young, Bernard Dominic, Anthony Hughes, Geoffrey Million

Julia had called the meeting to discuss the future of Priory Avenue PPG, following the meeting attended by Dr Dawson. One Medical Group (OMG) had been concerned that the PPG Chair had taken criticisms of OMG to the press and the local MP when OMG had not provided the information requested.

Julia agreed that the PPG represented the patients and should be the voice of the patients. The PPG needed to work with the practice. Other PPGs supported their surgeries, for example with patient education events, newsletters and surveys. The PPG should work to a programme and action plan agreed with the practice (but not dictated by them).

Tony asked if we could see the “established patient participation group framework” which had been mentioned in OMG’s bid for the contract. Julia said she would look into that. Geoffrey said that the current PPG was working to a constitution developed with previous providers. It had been previously been copied to OMG but not substantively discussed with them.

Julia wished to “draw a line” under the past and start again. The PPG representatives thought that their colleagues would regard this as a positive step forward. Julia agreed that it was for the PPG to elect the Chair and other officers.

Action: Julia to circulate a proposed framework before the PPG meeting on Thursday 15 June.

Julia would like to establish a ‘virtual PPG’ in addition to the main group, to promote wider patient consultation. This would be run by the PPG committee, who would devise jointly agreed questionnaires and analyse the answers. The practice would aim to recruit patients to this ‘virtual PPG’, for example by an invitation on the new patient registration forms.

As an aside, Julia mentioned that OMG hoped to appoint a practice manager for Priory Avenue, reporting to the overall manager based at Circuit Lane. Interviews were being held on 30 May.

GM 30/5/2017