

**Present:** Francis Brown **FB** (Chair), Linda Eberst, Tony Hughes, Barbara Kendall, Geoffrey Million, Helen Clark (observer).

**Apologies:** Dr Funmi Chirnside, Bernard Dominic, Colin Ferguson, Bryony Garnet, Daniel Jones (OMG), Sue Lloyd.

Abbreviations and acronyms: please see end of report.

### **Item 1 – Welcome and update**

1.1 FB welcomed Helen Clark (Director of Primary Care, Berkshire West).

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

2.1 These were accepted.

### **Item 3 – HealthWatch ‘Enter & View’; CQC update**

3.1. The HealthWatch report of their visit at the end of May will be published shortly, with responses by the CCG and OMG. One issue still concerning patients was “never seeing the same doctor twice”. Dan had accepted FB’s suggestion to post a list of all the regular doctors, including locums, which had in fact been stable for several months.

3.2. It was confirmed that with effect from 26 June 2017 the CQC had re-opened the practice list to new patients, although there had been no publicity.

### **Item 4 – Operational feedback**

4.1. Dan had supplied the June FFT figures, which showed an improving trend, although still well below other local practices.

4.2. Online appointment availability had been good, although we are short of female doctors.

4.3. There had been some instances of patients being seen by a doctor other than the one they had booked (and sometimes by a male doctor when they had booked to see a female). The PPG recognised that such changes were sometimes unavoidable, but patients should always be given an explanation and apology.

4.4. There were some concerns about doctors running late.

### **Item 5 – Staffing, building & facilities**

5.1 A new pharmacist had been appointed, working Mondays and Fridays, adding to the existing Wednesday service.

5.2 We were sorry to hear that Julia Young had left OMG.

5.3 Three new part-time receptionists had been appointed. Others may have left.

5.4 Helen Clark confirmed that the CCG had agreed to pay for the ‘Envisage’ screen-based information system in the waiting room. She would chase it up.

### **Item 6 – Systems and patient communications**

6.1 The surgery website is badly out of date. OMG have made this a central (Leeds) responsibility, but nothing has been done. The CCG is aware of this.

6.2 We discussed online requests for repeat prescriptions. The system shows that the doctor has accepted the request, but not when the pharmacy has dispensed the medication.

6.3 The procedure for giving EPS access to ‘Out of area’ GPs needs to be checked in case we need to use it in future.

6.4 FB will write to Helen about increasing the FFT response via iPlato.

6.5 Recognising that significant progress had been made to address the severe problems identified in the CQC January inspection, we discussed the need for further

improvement to take the surgery out of 'special measures' and bring the service to an acceptable level. The next priority was to recruit permanent doctors. The additional funding (£164K/year) to support the additional locum costs runs out after this year. *[Note: we were not clear whether this means March 2018 or 2019.]*

6.6 The CCG was now pressing OMG for better communication with patients and would support the idea of a larger meeting for patients, though not necessarily a formal public meeting.

6.7 The requirement that patients over 75 must have a named doctor has been replaced by a requirement for all patients to have a named doctor. Currently all patients are registered with Dr Mittal. It would be better all round, if the load was shared.

*Helen left the meeting at this point.*

### **Item 7 – Updates to You said – we did**

7.1 Some 'quick wins' have been achieved, such as promoting 'take your own blood pressure' and a public list of all long term locum and permanent staff

### **Item 8 – PPG Plan**

8.1 We confirmed the plan we proposed in May, and remain open to further suggestions from Dan.

## **PPG internal matters**

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

As recorded above.

### **Item 10 – AGM**

10.1 We agreed to hold the AGM at 3:30 on **Wednesday 6 September 2017** (and NOT on Thursday 14 September). This would be followed by an ordinary meeting, with a more general agenda focusing on the year ahead.

10.2 We also propose a separate, wider meeting for patients with key members of the practice team, *date, time and venue to be arranged.*

### **Item 11 – Committee membership**

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

### **Item 12 - Reports regarding other organisations**

FB attended the recent NAPP one day conference and noted the emphasis give by the CQC deputy chief inspector of General Practice to why PPGs are important to the CQC

- Ongoing feedback of patient experience
- As a critical friend of the surgery

For copies of of the papers presented at the NAPP Conference see

<https://www.napp.org.uk/2017conference.html>

Email [prioryavenuePPG@gmail](mailto:prioryavenuePPG@gmail.com) for log in details

## **Item 14 - Date of next meetings**

>>>> >>>> >>>> Wednesday 9 August 2017 at 3:30 pm <<<< <<<< <<<<  
>>> >>>> >>>> Wednesday 6 September 2017 at 3:30 pm <<<< <<<< <<<

**Other meetings**

14 July 2017 Health and Wellbeing Board 2:00 Council Offices

18 July 2017 HealthWatch Reading AGM 10:30-12:00



**healthwatch**  
Reading  
advice • advocacy • action



Annual General Meeting in Public  
18 July 2017 10:30am-12noon

Our guest speaker will be  
Steve McManus, chief executive of the  
Royal Berkshire NHS Foundation Trust

Venue: 3rd floor conference room, Reading Central Library, RG1 3BQ  
The public are warmly welcome to attend, and/or submit a question you would like to ask our guest speaker, about hospital services.

Let us know if you're coming, by phoning: 0118 937 2295,  
email [info@healthwatchreading.co.uk](mailto:info@healthwatchreading.co.uk),  
or register online at: <http://bit.ly/2sinPJx>

13 Sept 2017 PCCC 1:00 Shaw House, Newbury

19 Sept 2017 NWR CCG 1:30 Bath Road, Reading

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.

**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.
- NAPP National Association for Patient Participation
- 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: email [prioryavenuePPG@gmail.com](mailto:prioryavenuePPG@gmail.com) or ask reception
- 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