

Present: Francis Brown (Chair), Linda Eberst, Tony Hughes, Sue Lloyd, Geoffrey Million, Dan Jones (OMG), Sandra (OMG Reception), Helen Clark (CCG).

Apologies: Bernard Dominic, Christian Ellwood (OMG).

Item 1 – Welcome and apologies

1.1 FB welcomed Sandra and Helen Clark. Bryony Garnet had resigned from the PPG. FB had had a very positive meeting with Christian Ellwood, appointed as OMG South Area Manager for the next six months, and was impressed by his previous experience. Christian had sent his apologies but hoped to attend some future meetings.

Item 2 - Minutes of the last meeting (the AGM)

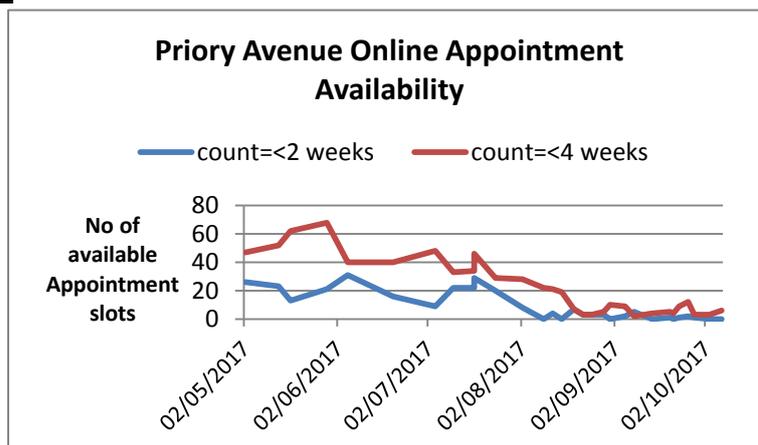
2.1 These were accepted.

Item 3 – Feedback on recent CQC inspection

3.1. No formal feedback was yet available. Dan thought that the day had run smoothly from his point of view. The five inspectors had been very thorough. Dan recognised that although much had been done, more improvement was needed. FB paid tribute to the work on repeat prescriptions and telephone answering.

Item 4 – Operational feedback

4.1. The 3 to 4 week wait for a routine appointment was a matter of concern. The chart shows online availability. Sandra pointed out that the chart showed only GP appointments. Patients were always offered an earlier appointment with an Advanced Nurse Practitioner (ANP) but many declined. The PPG would like to see ANP appointments



and those for the pharmacists made available to book on line, and welcomed Dan's assurance that this was under consideration.

4.2. Helen mentioned Berkshire West CCGs' work on 'active signposting' under NHS England's *Time for Care* programme: what and how receptionists should ask patients in order to guide them to the appropriate clinician or to self-care. There are also online systems such as *Footfall*, *E-consult* and *Dr Foster* which enable patients to outline the reasons for their consultations.

4.3. Some patients had commented that doctors and nurses sometimes ran late. Dan would see what statistics might shed light on the problem. He recognised that, with GPs concentrating on the more complex cases, their appointment slots might need to be extended from 10 to 15 minutes. FB said that it helps if patients are informed when a particular session is running late.

4.4. Following Dr Chirnside's resignation, Dr Ford had been appointed clinical lead for both Priory Avenue and Circuit Lane, although he would not be seeing patients at Priory Avenue. Priory Avenue's GP staffing now comprised 2 full-time equivalent (FTE) GPs (plus Dr Ford's protected time). Helen said that the CCG was closely monitoring the staffing situation, with weekly reports from OMG.

Item 5 – Staffing, building and facilities

5.1 Lesley was now on maternity leave from the Secretaries office. Dan is recruiting to cover that part-time (16 hour) role, and had temporarily increased Maxine's hours.

5.2 The patient call bleeper system has not worked since February. Dan had been unable to find anyone to take responsibility for repairing it. Helen will chase this with the Central Support Unit.

5.3 Also the *Envision* screen had been dark for some days, meaning that important information from the CCG was not reaching patients in the waiting room.

5.4 The Receptionists will be reviewing the content and layout of all patient notice boards.

Item 6 – Systems and patient communications

6.1 Having been given the passwords Dan had worked on the surgery website, which was now more up-to-date. The PPG had provided an analysis.

6.2 There was a minor glitch in the Patient Access (online) service. The proportion of patients registered to use Patient Access is 20%. This places us 7th out of the 30 surgeries in the Reading area. This is a credit to the PPG's awareness campaigns and the PPG's Patient Access User guide on the surgery website.

6.3 Some local surgeries enabled online booking for flu jabs. The PPG would welcome this in future, while recognising that not all patients are eligible.

6.4 The Electronic Prescription Service is working well, although it is not clear why some scripts are still being printed at the surgery.

6.5 It was noted that the Friends & Family Test (FFT) 'would recommend' figures went down in September. Priory Avenue's figures (around 60%) were in the lowest 5 per cent nationally. For all its faults, the FFT indicates that our patients are less satisfied with the service than others. Some patients add comments, which are also useful feedback, if only to show that some of our messages (for example "You can see the same doctor twice") are not getting through.

6.6 Francis' analysis showed a good performance on telephone answering, so it was not clear why there had been adverse comments. Dan was able to monitor the phones, and it was suggested that the statistics should be published.

6.7 It was agreed that anonymous comments on NHS Choices were difficult to deal with, but should not go unanswered.

6.8 Francis's Q&A on repeat prescriptions was welcomed. It would be circulated to practice staff for final comment before printing and uploading to the website. Patients should always be told when a repeat request was refused.

6.9 It was agreed that a similar Q&A should be developed with the ANPs.

Item 7 – Surveys

7.1 Francis had been disappointed with the CCG's lack of communication about the Sustainability and Transformation Plans and about the Accountable Care System. There is however a workshop on 22 November 2017 (see below).

Item 12 – Any Other Business

12.1 The PPG was pleased to meet practice pharmacist Bhavik Hirani.

Item 13 - Date of next meeting

>>> >>>> >>>> **Thursday 9 November 3:30pm** <<<< <<<< <<<

Abbreviations

CCG North and West Reading Clinical Commissioning Group

EMIS Egton Medical Information System, the clinical system used at our surgery

EPS Electronic Prescription Service, a NHS system transferring repeat prescription requests and prescriptions between practices and pharmacies

FFT Friends and Family Test (rolling survey: would you recommend this surgery?)

HWR HealthWatch Reading

GPPS General Practice Patient Survey

NAPP National Association for Patient Participation

OMG One Medical Group, Leeds, the current Provider

PCCC Primary Care Commissioning Committee

PPG Patient Participation Group, email prioryavenuePPG@gmail.com or ask reception

PVG Patient Voice Group (Chairs of local PPGs and some CCG staff)

TXT Mobile phone text messaging system



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This Event is free. Tea/coffee and lunch will be provided.

To book a place go to

<https://www.eventbrite.co.uk/e/improving-your-cancer-care-experience-tickets-38070428677?aff=es2>

or for further information contact Julian Backhouse Macmillan Partnership Manager for Berkshire at: jbackhouse@macmillan.org.uk