

**Present:** Francis Brown (Chair), Tony Hughes, Sue Lloyd, Geoffrey Million, Dan Jones (OMG).

**Apologies:** Bernard Dominic, Linda Eberst, Christian Ellwood, Colin Ferguson.

**Item 1 – Welcome and apologies**

1.1 As above.

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

2.1 These were accepted. DJ said that Sandra had been pleased to attend and would like to come again. The PPG would also welcome other members of staff to our meetings in future.

**Item 3 – Operational Feedback**

3.1. FB said the telephone answering “must be the best in Berkshire”. The PPG congratulated and thanked the staff. FB had also tested the ‘medical emergency’ procedure, following a patient comment, and had had a rapid response.

3.2. Availability of non-urgent GP appointments remained poor: often none within 2 weeks and few within 4 weeks. Helen Clark had confirmed to FB that the CCG continued to monitor capacity at Priory Avenue with OMG on a weekly basis.

3.3. DJ had applied for ‘winter resilience’ funding and hoped to have temporary extra locum GP cover in place from December.

3.4. DJ pointed out that we could make better use of nurse practitioner appointments, if patients would accept them. FB pressed for these appointments to be made available online, with information about which conditions could best be treated by the nurses.

3.5. In response to a query from SL, DJ confirmed that nurse appointments could be booked more than four weeks in advance (for example when hospital treatment required an injection every 12 weeks). Such appointments could be made by the Reception team, or by the nurse from one injection to the next.

3.6. The practice patient list was at best stable, with joiners matching leavers, rather than recovering to the level we need for viability.

3.7. The FFT ‘would recommend’ rate for October remained at 60%, the level recorded last November and December. FB said that although the surgery could not find more GPs, we could improve the patient experience, for example by explaining and apologising when clinicians ran late.

**Item 4 – Staffing, building and facilities**

4.1 DJ reported that Sarah Bird (advance nurse practitioner) and Bhavik Hirani (pharmacist) were leaving in February. In both cases long commutes had added to workload pressures. The PPG expressed our thanks and regret to both. DJ will be seeking to recruit. The PPG hoped that the recruitment would be managed locally.

4.2 DJ reported two recent incidents of unacceptable behaviour by patients. The PPG expressed support for the practice manager and staff. If a patient has a problem they should certainly bring it to the attention of the staff. Upset and emotion would be understood, but abuse would not be tolerated.

**Item 5 – Systems and patient communications**

5.1 DJ would check why the website no longer listed the clinics.

5.2 We should like to see more nurse appointments bookable on the Patient Access (online) service.

5.3 The Electronic Prescription Service is working well, although it is not clear why some scripts are still being printed in the surgery rather than at the nominated pharmacy.

5.4 The buzzer on the patient call matrix display is beyond economic repair. The company with the maintenance contract is considering supplying a more up to date unit.

### **Item 6 – Repeat Prescription Q&A**

6.1 Francis's Q&A on repeat prescriptions was discussed further, with comments on the wording at Q14. FB would finalise it for publication.

### **Item 7 – Surveys**

7.1 The FFT returns contained comments, many of which were complimentary, some critical. FB said that, although the wording of the main questions was mandated by NHSE, there was scope to include supplementary questions, at least on the paper form (but not on the online iPlato version). AH tabled an alternative questionnaire which he had drafted some time ago. FB would draft a revised form.

7.2 The purpose of the *Citizen Panel Community Safety Survey* (closing date 15 Dec 17) is to ask residents their views about issues such as crime and disorder, litter, parking and anti-social behaviour amongst other local issues, to help identify priorities across Reading. The Safer Neighbourhood Forums (formerly known as Neighbourhood Action Groups) are required to consult on priorities with a community safety focus every 2 years. For more detail click [here](#)

7.3 Berkshire Public Health Services were also conducting a 3-yearly Pharmaceutical Needs Assessment. The PPG agreed that our local services were satisfactory and probably not at risk.

### **Item 8 – Joint Plan**

8.1 GM asked how the take-up of flu immunisation by Priory Avenue patients (whether in surgery or elsewhere) compared with previous years. DJ said that figures would be available in a few weeks. *DJ left the meeting at this point.*

### **Item 9 –PPG Internal Matters**

9.1 The issues noted in Items 3 and 4 were further discussed.

### **Item 11 –Reports regarding other organisations**

11.1 FB had attended a meeting organised by South Central Ambulance Service. Of note were *The New Ambulance Standard Responses* (times measured from the receipt of call):

- Category 1 Life threatening injuries and illness: 7 minutes
- Category 2 Emergency call: 18 minutes
- Category 3 Urgent call, 9 out of 10 less than 120 minutes, may be treated by ambulance staff in your own home.
- Category 4 Less urgent 9 out of 10 less than 180 minutes, call back service with advice over the phone or referred to another service such as GP or pharmacist.

For more detail and info-graphics click [here](#)

11.2 FB advised the meeting that the CQC had issued their Public Engagement Strategy. It specifically mentions Patient Engagement Groups and Healthwatch.

## **Item 13 - Date of next meeting**

>>> >>>> >>>>> **Thursday 7 December 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](mailto:prioryavenuePPG@gmail.com) or ask reception

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

TXT Mobile phone text messaging system