

Present: Francis Brown (Chair), Bernard Dominic, Linda Eberst, Christian Ellwood (OMG), Tony Hughes, Sue Lloyd, Geoffrey Million, Wendy Bower (CCG Vice Chair). Helen Clark (CCG Director of Primary Care) arrived at the end of the meeting.

Apologies: None.

Item 1 – Welcome and apologies

1.1 As above.

Item 2 - Minutes of the last meeting

2.1 The minutes of the November meeting were accepted. The December meeting had been cancelled.

Item 3 – Operational Feedback

3.1. CE reported that November had been ‘turbulent’ but that December had seen some improvement. FFT ‘would recommend’ had increased to 67% in December.

3.2. It was hoped to increase the availability of female GP appointments in particular, although recruitment remained very difficult.

3.3. Telephone answering remained very good, although CE pointed out that Priory Avenue handled about 200 calls a day, compared with 350 at Circuit Lane, where the lead GP had recorded a new welcome message designed to route patients to the appropriate clinician. FB was keen that patients should be helped to make the best use of the pharmacists and the diabetes nurse in particular.

3.4. Appointment availability remained a concern, although every effort was made to deal with requests presented as urgent.

3.5. The practice list continued to fall.

3.6. Repeat prescriptions and paperwork were mainly up-to-date.

Item 4 – Staffing, building and facilities

4.1 A number of vacancies had been advertised, with some interest received.

Item 5 – Update from the Director of Primary Care

5.1 Helen Clark gave a private update after the end of the meeting and undertook to brief the wider group at the next PPG meeting (on 8 February).

Item 6 – Possible merger of HealthWatch Reading and Wokingham

6.1 We discussed the implications of the Reading Borough Council-led plan to merge HealthWatch Reading with HealthWatch Wokingham (see <https://consult.reading.gov.uk/css/yourlocalhealthwatch>). FB was concerned at the possible loss of locality focus and data, coinciding with the merger of North & West Reading CCG with the other Berkshire West CCGs. GM agreed that HealthWatch Reading do a good and efficient job; a merger and re-tendering exercise would dilute effectiveness for very little financial benefit. The plan was out for consultation until 6 February. PPG members were encouraged to respond as individuals.

Item 7 – Systems and patient communications

7.1 The practice website needs constant updating. FB had listed a number of problems.

7.2 FB repeated his offer to analyse patient comments submitted with iPlato FFT returns.

7.3 CE now has access to content on the waiting room display screen.

Item 8 – Repeat prescription system anomalies

8.1 In discussion with Bhavik (prescribing pharmacist) FB had discovered that although the EPS sent most prescriptions to the nominated pharmacies electronically, some were still being printed and collected manually. The problem seemed to be minor discrepancies between EMIS and EPS in patients' details. CE undertook to look into this.

Item 9 – Surveys

9.1 The national GPPS forms had been distributed.

Item 10 – Joint Plan

10.1 FB invited CE to confirm his priorities for action by the PPG. CE nominated help to identify carers, and to continue to promote online access. FB pressed for as many appointments as possible to be made available for booking online.

Items 11 to 14 were not discussed.

Item 15 - Date of next meeting

>>> >>>> >>>> **Thursday 8 February 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