

**Present:** Francis Brown (Chair), Sue Hill (Clinical Data Manager OMG), Tony Hughes, Sue Lloyd, Geoffrey Million (Secretary).

**Apologies:** Bernard Dominic, Wendy Bower (CCG Vice Chair), Helen Clark (CCG Director of Primary Care).

**Item 1 – Welcome and apologies**

1.1 SH reported that Christian Ellwood was unable to attend.

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

2.1 The minutes of the February meeting were accepted.

**Item 3 – Operational Feedback**

3.1. SH reported that routine appointment availability had been 'good' (2 weeks – comparable with other local surgeries) up to Monday 5 March. Telephone answering was also good, except for Monday 5 March, when there was a problem with the phone system (which was being investigated by the phone provider) and also a last-minute shortage of clinical staff, which meant that appointments had to be rescheduled. Repeat prescriptions and paperwork flow were up-to-date.

3.2. FFT results for February dropped slightly to 59% (see chart below). However patients' FFT feedback comments in February had not been analysed. AH suggested a survey to ask patients who do not fill in the FFT form why they do not. FB had analysed the national FFT results to confirm that provided the sample size was more than about 40 the results were not sensitive to variation in sample size.

3.3. Three complaints were recorded in February: two regarding patient care, one about a repeat prescription. The PPG appreciated the efforts of the Reception staff in resolving problems as they arise.

3.4. New patients were signing on, but the net exodus continued at an average of 3 per working day (see chart). We discussed at what point the leakage might become a flood, and what, if anything, the PPG could do about it.

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

4.1 GM asked about staff morale. SH reported that staffs were unsettled by rumours about the future of the practice.

4.2 The availability of salaried Advanced Nurse Practitioners was discussed. There are 2 who see patients, one on Thursday mornings, the other on Thursday afternoons. The other days are covered by several agency nurses, some short term, Friday sessions being particularly difficult to fill. The number of different nursing and other clinical staff complicates Clinical Governance (see item 5).

4.3 SH shared the news that she had resigned and would be leaving at the end of March. The PPG thanked her for all her hard work and wished her well for the future.

4.4 The new locum pharmacist, Sean Mackey works Mondays and Fridays, with Parminder Dev continuing to cover Wednesdays. The PPG is keen to see the website and repeat prescription handout updated. Promoting the onsite pharmacists skills and regular clinics helps free up doctors to see patients with more complex conditions.

4.5 The waiting room notice of 'staff on duty' was out-of-date.

4.6 The Jayex buzzer had been heard(!) but was silent again.

**Item 5 – CQC reports and recent inspections**

5.1 SH confirmed that Clinical Governance meetings were now minuted and held weekly, addressing earlier CQC concerns. The report relating to the unannounced CQC visits on 23 and 25 January has yet to be published.

**Item 6 – Update from the Director of Primary Care**

6.1 No further news to report.

**Item 7 – Systems and patient communications**

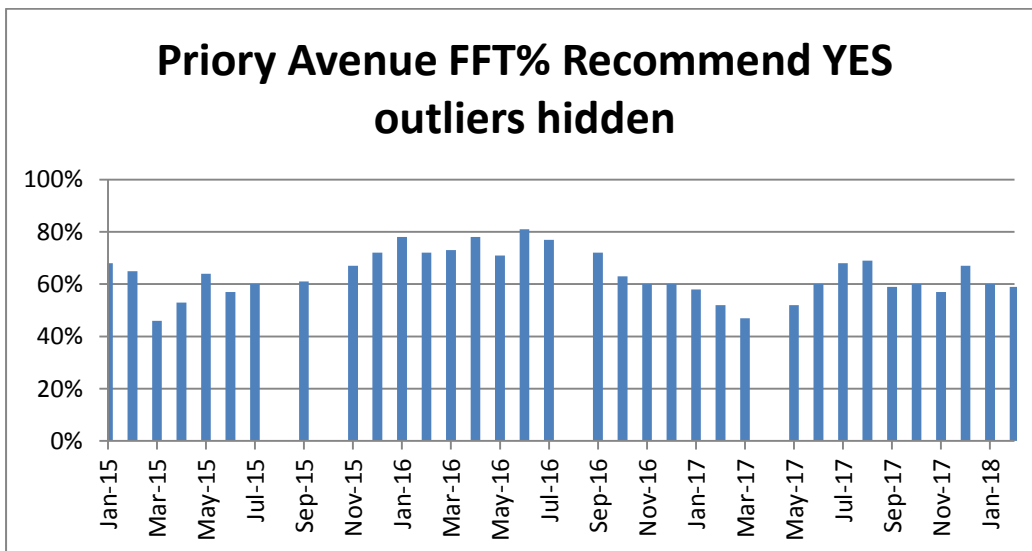
7.1 In the absence of a practice manager, the surgery website should make clear to whom patients should address complaints.

7.2 The data mismatches that prevent some prescriptions being sent by EPS need to be corrected.

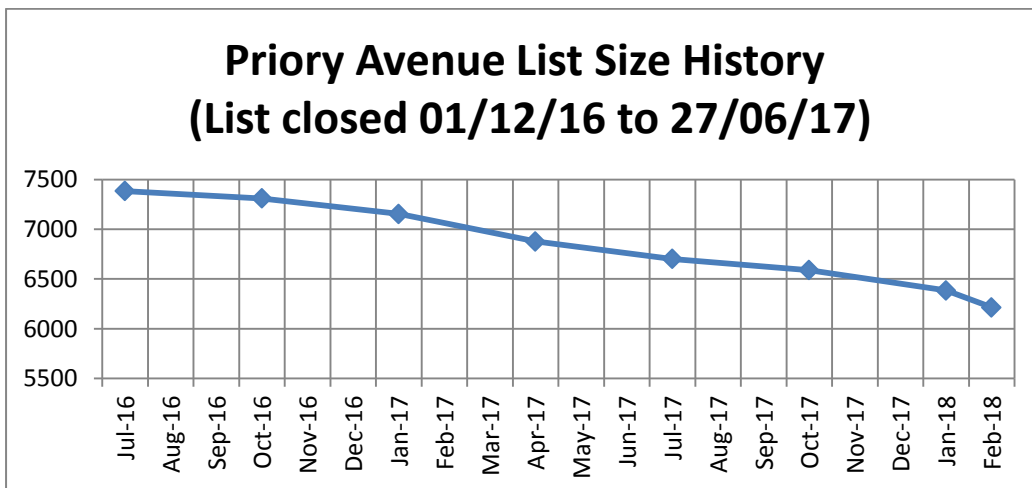
**Items 8 to 14** were discussed briefly.

**Item 15 - Date of next meeting**

>>> >>>> >>>> **Thursday 5 April 3:30pm** <<<<< <<<<< <<<



Average last 6 months is 60%



**Abbreviations**

CCG North and West Reading Clinical Commissioning Group

CQC Care Quality Commission

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)

RCGP Royal College of General Practitioners

TXT Mobile phone text messaging system