

Present: Francis Brown (Chair), Bernard Dominic, Sue Lloyd, Geoffrey Million (Secretary), Pat Bunch (HealthWatch Reading).

Apologies: Christian Ellwood (OMG Manager), Tony Hughes.

Item 1 – Welcome and apologies

1.1 FB welcomed Pat Bunch as a guest to the meeting.

Item 2 - Minutes of the last meeting

2.1 The minutes of the March meeting were accepted.

Item 3 – Operational Feedback

3.1. A number of concerns had been raised. [Christian subsequently replied in writing – see below].

3.2. FB would draft a notice that appointments with female doctors (not available online) could be requested through Reception.

3.3. Telephone answering remained excellent.

Item 4 – Staffing, building and facilities

4.1 The temporary pharmacist had left. Prescriptions were still being processed on time.

Item 5 – CQC reports and recent inspections

5.1 The report relating to the unannounced CQC visits on 23 and 25 January had yet to be published. [It was [published](#) on 5 April.] We remain in special measures.

Item 6 – Recent developments

6.1 [HealthWatch](#) had published the news that Circuit Lane surgery was run by Western Elms from 1 April. Pat Bunch tabled a statement from OMG (see the HealthWatch link above), and a newsletter from the new management at Circuit Lane. A letter to patients from Cathy Winfield dated 21 March had been posted on 28 March, but many Circuit Lane patients had apparently not received it by 4 April.

6.2 There was no further news of OMG's Priory Avenue contract.

Item 7 – Systems and patient communications

7.1 FB reported an objectionable comment on NHS Choices [see CE's answer 10 below].

Item 8 – Repeat prescriptions data cleanup

8.1 No action had been taken to clear the data mismatches that were preventing some prescriptions from being sent electronically.

Items 9 to 11: No discussion.

Item 14 Reports regarding other organisations

14.1 We agreed the need for North Reading (rather than North & West) to be treated as the locality for planning primary care and distributed outpatient clinics.

14.2 FB had submitted questions to the CCG Governing Body meeting in public in March, reflecting his concerns about managing information technology. A linked issue was the non-NHS experience of lay members of Berkshire West CCG.

Item 16 – Date of next meeting

>>> >>>> >>>> **Thursday 10 May 3:30pm** <<<< <<<< <<<

Annex (see 3.1 above)

Questions from Francis **Answers from Christian**

1. A patient reported that last Friday he had a medical need for a blood test within a week. He was advised that there was no phlebotomy service this week and that he must take his request to the RBH. Will there be a phlebotomy service next week?
The service is now back up and running it was due to the HCA having an expired DBS
2. On the 19th or 20th I heard that there were no nurses or ANPs on duty. Were there days when there were no nursing staff on duty? **Both days had a practice nurse on. 19th there was a last minute ANP cancellation**
3. On the 5th a patient reported that she had phoned in at 8 regarding a sick child and was told that no appointments were available. The parent was insistent and only then was put on the duty doctor phone-back list. The child was examined the same morning. **All staff are aware that children are placed on the list. Reminder been given to all staff**
4. In March, all of the online appointments appear to be with male doctors, though female doctors were available for appointments booked by phone. Is it possible to allocate some or a greater proportion of the online appointment to female doctors? (The lack or apparent lack of female doctors is one of the reasons we are losing patients). **It is not possible presently to put online appointments for female clinicians until such time as we know we have a female locum working.**
5. In March, the number of online appointments has been relatively low. At the time of writing, the number was 4. **Unfortunately due to the staffing budget I have very little flexibility to improve this**
6. I asked for a copy of the Complaints Procedure because I wanted to see how it had been revised to deal with the situation where no manager was present. A document headed "Complaints Procedure" was immediately given to me. At the time, I was impressed. However, it was not a description of the procedure. It was just a form for recording a complaint. It did not describe who would review the issue, the timetable or the escalation procedure. How soon can you have the procedure attached to what should be titled "Complaints Form"? **I don't know what you were provided but OMG have a 45 page document (I have left a hard copy with reception for you)**
7. The call system buzzer was working for a short period. It has now stopped working. Who is responsible for fixing it? **I am uncertain around this however it is unlikely to be repaired in the short term.**
8. The 'staff on duty' notice board does not identify the duty manager. **I cannot specify the duty manager (going round the same old point here) as I am not always on site and I have said this each time you bring the point up. Complaints when made are passed to me automatically.**
9. Will the website be maintained now that Sue Hill has left? **yes it will be undertaken by Central support within OMG**
10. There are two NHS choices observations that could be acknowledged. **We are waiting for NHS choices to provide access for us to update. It is not known who had the access details.**