

# Patient Participation Group Newsletter February 2015

Dear fellow patient,

On 22 January 2015, NHS England, through the agency of The Care Quality Commission, reported their concerns about the practice and give the SHS management 6 months to address them. Failure to address them would be seriously damaging to the NHS, the patients, the staff and SHS.

The plan put in place by the NHS for Priory Avenue is being coordinated by a representative of the Royal College of GPs. One of their responsibilities is to coordinate the response and resources provided by the NHS England Primary Care Team, The North and West Reading Clinical Commissioning Group and SHS.

It is reassuring to note the statement from Dr Payne, Primary Care Medical Director for this area; *“We’d like to reassure patients that their safety is our top priority, there is no evidence of direct clinical risk to patients or of patients being harmed. We urge the 8,000 patients registered at Priory Avenue Surgery to continue to support the GP practice.”*

As reported in the media, I was asked if I was thinking of leaving the practice. I said “no” and explained that I had confidence that ill patients would continue to be seen on the same day and the issues identified by the CQC would be resolved. I should also mention that recently the surgery has done very well relative to other local surgeries in agreeing care plans for those patients at the highest risk and has successfully replaced its dated IT systems. On the other hand, I am aware that appointments for non-emergency appointments often involve a wait of more than 2 weeks.

*The Priory Avenue Patient Participation Group wants to receive views and questions from patients at the Practice. We also need members who have the time and skill to help the group itself. We have a meeting each month with SHS at the surgery, usually 3:30 to 5:30 on the second Thursday of the month. These meetings are open to all patients registered with Priory Avenue surgery, and if you are planning to attend from a practical point of view it is helpful if you let us know.*

The minutes are published on our notice board in the surgery and e-mailed on request to any interested patient registered at the surgery. The CQC report will be on our agenda.

To download a copy of the CQC report visit [http://www.cqc.org.uk/sites/default/files/new\\_reports/AAA3584.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/AAA3584.pdf) . I found pages 11 to 24 helpful as they are more specific. For the surgery response visit <http://www.prioryavesurgery.co.uk/>

Please feel free to drop me an e-mail with your views: [prioryavenueppg@google.com](mailto:prioryavenueppg@google.com) or leave a note at Reception.

*Francis Brown*

Chair Priory Avenue PPG