

Present: Francis Brown **FB** (Chair), Barbara Kendall, Geoffrey Million, Julie Pammenter **JP** (OMG), Karen Washbourn **KW** (OMG) and Linda Eberst.

Apologies: Anthony Hughes, Bernard Dominic, Bryony Garnet, Colin Ferguson, John Flynn, Sue Lloyd Dr Funmi Chirnside (OMG).

Not present: Susanne Caley SC (OMG HR), Dr Will Dawson WD (OMG), Fran Hewitt FH (OMG).

Abbreviations and acronyms: please see end of report.

Item 1 – Welcome

The meeting was postponed from 15 March 2016 as it was clear that key staff would not be attending. The delay was to facilitate the briefing of new interim Practice Manager.

The new interim Practice Manager, Karen Washbourn was welcomed and joined the meeting.

Item 2 - Minutes of the last meeting

These were accepted.

Item 3 – Care Quality Commission inspections

A full CQC inspection was completed on 26 Jan 2017. The report is expected at the end of March. In the interim, the NWRCCG had put in place a substantial surgery support package. This includes funding of up to £400,000 over the next 12 months and support from local practices and the CCG. It is anticipated that the CQC report will reflect the poor state of affairs in the period November to January. Item 4 considers the merit of the PPG actively encouraging patients to give feedback on the performance in the last week of March.

Item 4 – Operational feedback

4.1 The sharing of **Friends and Family Test** data on the surgery website is welcomed by the PPG. The question “*How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?*” is a sort of Trip Advisor rating based on patients’ recent experiences. The data is published monthly a few days after the end of the month. Its value is that it is monthly. It is continuously updated. The results for Nov, Dec, Jan, Feb were 60%, 60%, 58% and 52%. An upwards trend was expected in February. The sample size was small. The target is 100 per month. Members agreed to attend the surgery at busy times and encourage patients to fill in the FFT form.

Action 1: **FB** is to organise a rota to cover the busy times.

Action 2: **FB** is to prepare new posters encouraging patient to give feedback on their experience. PPG, OMG and CCG all need accurate, timely and relevant data.

4.2 The PPG target for the number of **patients registered to use on line facilities** is 2000. It is estimated that about 5600 of around 7000 of our patients have Internet access. Currently the number registered is 1275.

Action 3: **JP** to confirm that the notice board at the end of the main waiting area can be used by the PPG to promote patient Internet access to surgery online services.

Action 4: **FB** To prepare a comprehensive set of posters.

4.3 List size: not discussed.

Complaints: not discussed

4.4 Time to wait for a routine appointment: seems to be up to 2 weeks

4.5 Paperwork backlog: 4 measures are now used and reported back to the CCG and others.

4.6 Repeat prescriptions: Most requests are being turned around within 2 working days. Pharmacy reports indicate a surge on Wednesdays. Pharmacies report decreased use of EPS (see item 4.6).

Action 5 KW Is to investigate the Wednesday prescription surge.

Item 5 – Staffing, Building and Facilities

5a Staffing

The PPG are very keen to see the completion of the recruitment drive for salaried staff and a reduction in staff turnover.

	FTE at Priory Av	No of staff	Progress
Area Manager Bracknell, Priory Av & circuit Lane	1/3	1	?
Manager Priory Av	1	1	advertised
Doctors	?	?	advertised
ANP	?	?	advertised
Nurses	2	4	offers made
HCA	?	?	None came to interview
Patient Advisor	1	1	Interview

5b Telephone system

KW was not briefed on this topic. Items carried forward from prior meetings include using time patient is waiting to pass on key messages, average waiting time, average waiting time in first hour of each day. What are the roadblocks?

5c Waiting room TV

The Envisage visual display system installation date has slipped from Jan. to April. KW not briefed on this topic in terms of a go live date training plans. The buzzer on the current, "JX" matrix call display is no longer working. The Envisage system can support interruptions to show that a patient is being called. It is unclear whether existing call system can be converted to work with the new envisage system.

Action 6 KW is to check that an Envisage training plan is in place and whether there are likely to be interface issues.

5d The Staff on duty Notice Board

PPG request that the names of all medical staff are displayed including often used locums medical staff. The January target has been missed.

5e Saturday morning surgery location

KW asked for feedback on the following proposal: that Priory Avenue and Circuit Lane surgeries should open on alternate Saturday mornings and that Patients from both surgeries would be free to book Saturday appointment at either surgery. The

reaction of members was unanimous. The idea demonstrated a lack of understanding of the transport issues between the two surgeries. A far better idea was to copy the new arrangements of the South Reading CCG who have set up 3 local hubs that facilitate cooperative working by surgeries with common or adjoining catchment areas.

Item 6 – Websites and systems

6.1 Surgery Website

KW was not briefed on this topic. Issues and suggestions included

- A better layout for reporting FFT results
- Include medical staff names, qualifications and normal days of work
- Some of the data in the News and Notice Board Sections is duplicative and out of date
- The advice that there is not facility to use EMIS at the Priory Avenue surgery is wrong

Action 7 KW is to progress updates of the website, FB to assist as necessary.

6.2a EMIS Patient Access Website availability of bookable slots

The PPG noted that the availability of online appointments in March was lower than in the last two weeks of February. NB the main reason given by patients for not using EMIS is the poor choice of days and times. One local surgery puts all bookable slots online.

Action 8 KW is to consider increasing the proportion of slots that could be booked online.

6.2b EMIS Patient Access Website extend range of bookable services

KW was not briefed on this topic. What are the roadblocks to booking the following online: nurse appointments, phlebotomist appointments, flu clinic appointments and so on.

Action 9 KW is to progress, possibly with assistance from Dr Chirnside and Dr Dawson.

6.3 EPS Electronic Prescription Service

KW was not briefed on this topic. Why is it still necessary for pharmacies to collect prescriptions from the surgery? The Five Year Forward View has demanding targets for the efficient use of technology. What is the roadblock to 100% of prescription being sent to pharmacies where the patient has “nominated” a pharmacy? At the February meeting Dr Dawson reported that there are still problems with this system when used by “out of area” locums.

Action 10 KW is to progress 100% EPS and out of area prescribing issues, possibly with assistance from Dr Chirnside and Dr Dawson.

6.4 iPlato (FFT text messaging)

The service we are using requests FFT feedback soon after a patient (with a mobile phone) visits the surgery. We seem to be in a contract that shuts down after the first 50 responses in the month. It is not clear who owns the contract: OMG or the CCG or cost of a raised limit to say 100. There is another version of the contract that is used at Western Elms, but it involves a significant clerical effort. FFT feedback is the only reliable near real time method of consistently gathering patient feedback.

Action 11: **FB** is to find out more about the contract.

6.5 NHS Choices Website

There is a discrepancy between this website and the surgery website regarding the extended hours finish time. NHS Choices quotes 7:30 and the surgery quotes 7:00 p.m.

There is one unanswered complaint from January and one from February.

The number of (FTE) doctors is shown as zero.

KW was not briefed on these topics.

Action 12 **KW** is to progress all 3 topics.

6.6 Priory Avenue Newsletter

The February newsletter was withdrawn from the website.

7 Potential Surveys

None planned

8 “You said we did”

The PPG “you said & we did” list of 10 ideas was appended to the January minutes. They are not being actively progressed.

Item 8 – Updates “You said & we did” list

There are no updates. The list is appended to the January 2017 minutes.

PPG internal matters

Item 9 Review of meeting and main issues

Discussion

Item 10 – PPG Plan

To be reviewed at the next meeting

Item 11 – Reports regarding other organisations

- a. Healthwatch
Report of a round table conference with voluntary sector providers. All concerned about effects of cuts to their funding and the impact of cuts to RBC services on patients.
- b. Patient Voice Group.
Feedback on exercise to engage with Nepalese, Polish and Traveller communities. See separate feedback from Geoffrey Million.
- c. Circuit Lane
Recently available data showed December FFT of just 2%
- d. Primary Care Commissioning Group
2 Questions tabled. See separate report
- e. Dying matters, Balmore Pk PPG initiative 22 March. Links to CCG “PallCare”
Late feedback: 100 attended, excellent quality. The event will have motivated many of those attending.
- f. NAPP newsletter (already circulated). Annual conference is in Basingstoke on 24 June.
- g. CCG public meeting 9 March about plans.
About 50 attended. No press coverage. Little bit on Radio Berks about CQC inspections. CCG and RBC achievements, plans and blueprints were presented.

Nothing on plans for engagement with patients and public. Data on new hubs in South Reading released.

Item 12 – Committee membership

No changes. We need someone in the 20-35 age group.

Item 13 – Any other business

No other business was discussed.

Item 14 - Date of next meeting

>>>> >>>> >>>> Tuesday 2:30 pm 25 April <<<<< <<<<< <<<<<
(KW contract finishes on 28 April)

Other meetings

21 Mar 17 NWRCCG Bath Road 1:30

15 April 17 Health and Wellbeing Board 2:00 Council Chamber

14 June 17 PCCC 1:00 Wokingham

For more information about the Patient Group ask at reception or e-mail us at prioryavenuePPG@gmail.com or leave message at Reception.

Abbreviations and acronyms

- ANP Advanced nurse practitioner, a nurse with authority to prescribe some types of medicines.
- BHFT Berkshire Health Care Foundation Trust, the provider prior to OMG
- CCG Clinical Commission Group for North and West Reading, meet in public once a quarter
- EMIS An online system allowing patient access to their summary medical record, test results, immunisation history, repeat medication requests and appointment booking options.
- EPS Electronic Prescription Service is an electronic messaging service between GP practices and Pharmacies. It used the NHS “spine”.
- FFT Friends and Family Test: “Based on today’s experience, would you recommend this surgery to your friends and family?”
- GPPS Annual GP Patient Survey: Questionnaire sent to over 1 million patients
- HWB Health and Wellbeing Board, meets in public once a quarter. Representatives of the NHS, Reading Borough Council and Healthwatch all attend.
- OMG One Medical Group, provider started 1 Sept. 2016 at Priory Av. & Circuit Lane
- PCCC Primary Care Commissioning Committee, meet in public once a quarter
- PPG Patient Participation Group
- PVG Patient Voice Group (all the chairs of surgeries in North & West Reading CCG)
- RCGP Royal College of General Practitioners (assisted when in special measures)
- SHS Specialist Health Services, the provider prior to BHFT
- STP NHS and Local Authority Sustainability (keep within budget) and Transformation Plan