

# Minutes of the South Reading Patient Voice

## 29 May 2013 - University Medical Practice

### Present:

Carol Munt (Chair)  
Dr Ishak Nadeem (NHS South Reading CCG)  
Sheena Masoero  
Suzanne Westhead  
Christopher Mott  
John McDonald  
Michael Fairfax  
Kevin Jackson  
Libby Stroud  
Tom Lake (Minutes)

### 1. Minutes of the last meeting and matters arising

Correction to AAA item - reported that there would be sessions at Walk-In Centre

### 2. Presentation by Suzanne Westhead

3 Consultations running concurrently

- 1) Day Services - what future?
- 2) Moving services from Albert Road to Phoenix Centre
- 3) Closure of Arthur Clarke home

Phoenix - handles 50/day average 30

Albert Road - handles 25 - average 13

Charge is £43 per day (Wokingham £70)

Clients now have personalised budgets and numbers have been dropping both before that and after.

Clients want something different than the old communal activities.

Community services - some want U3A-like lectures

Adult Education is now much more expensive – e.g. modern languages at Reading College £150/term.

Albert Rd - Dining Room and Sitting Room - building not DDA compliant - loos upstairs unusable. £400K to make it DDA compliant.

Arthur Clarke home (on the same site) will also close. 27 beds - 20 residents - will have to be scattered around - 2 have family in Wokingham etc.)

Families, friends and residents really like the home. 2004 CQC set standards for new buildings. Cost would be about £1 million to refurbish. Cost is £735/week.

Reading has about 300 in residential care – some self-funded 500/600 in nursing care. Dementia: Riverview 137, Lakeside 60.

Many older people choosing to stay at home, over age 90 and over 100. The extra care housing system is being extended. Cedar Lodge 60, Chimney Court and Cornerstone, Dee Park, Oak Tree 47 about to come on stream with carers on site. Extra care housing system. 2 more coming.

There were concerns about safeguarding and patient safety at Riverview. CQC report will be out next week. Will reopen when deemed safe. Concerns about clinical leadership, not staffing numbers. Was Southern Cross - now Lifestyle but some of the same directors?

This is currently holding up discharges from hospital urgent care. In-reach from RBH Geriatricians and matrons.

### **3. Sheena Masoero: Introducing Healthwatch's Patient Engagement Development.**

Hopefully the beginning of on-going conversations. Reading LiNK applied to Partnership Development Fund for work for the current year on patient engagement.

4-point plan:

1) PPG in every practice

- actual or virtual at about 75% of practices.

Reason: generally considered to be due to lack of support.

Looking for good practice and spreading it e.g. Western Elms - meeting with CCG well attended. focus on carers - week of focus on carers and raised number of carers registered with the practice.

C Mott: Elizabeth has asked me to do the same sort of thing in S Reading - so Sheena and I will be meeting.

One of things we do at Milman (Kumar) is review the results of the surveys.

2) Share mechanism to share information and ideas across PPGs, Healthwatch and Healthwatch voices.

3) Identify and collect best practice.

4) Develop toolkit with support information with PPGs.

Generally SRPV would like to coordinate with its PPGs but there is a problem of finding the effort. Chris Mott will be active for the CCG.

### **4. Ishak Nadeem: CCG report**

QIPP ideas now needed for next year. All ideas to be collated - then evaluated.

Investing to save or to improve quality. Urgent Care, LTC, Planned Care, Frail Elderly Pathway - joined up care for elderly 3 LAs and 4 CCGs meeting in May - pooling budgets, coordinating.

CCG has applied for senior management support - pioneer site status.

Educational session for GPs on diabetes - focus in LTC - community diabetes support - nurses seconded from secondary care - will start off Expert training programme.

RBH Consultant Dr Hugh Simpson virtual clinic.

Libby - Russell Street with high BME patient group

Talking Health - psychological support for COPD/Type 2 diabetes

HWB strategy is now finalised.

Diabetes, immunisation, CVD health checks priorities.

**5. Christopher Mott:**

Now we are in operation - we should be inspecting the documents that appear.

Working on PWC reports on working in Federation - it is an area of my concern.

Commissioning committee is a Federation committee. Federation has to convince the public that GP-led commissioning is a reality and that the old PCT is really gone.

I want to air my own position. I want to represent the SRPV - not to be mandated by the SRPV but to represent it. Other lay members are quite experienced in health matters - and I wonder how independent they can be. This group needs to be the critical friend of the CCG.

Carol: Dementia and Elderly Care Conference on 14th May was a great success - health professionals were finding that services were available that they didn't know about (but welcomed). Hoping to have another conference - perhaps on carers.

Carers website could be much improved.

Milman Rd is seeing patients whose symptoms are due to social causes - so there will be a CAB advice session 3 times a week. This is a pilot which could be rolled out to other surgeries.

Conference in London re prostate cancer in BME men - Afro-Caribbean men get a more aggressive cancer.

Libby: A newspaper advert claims that a new clinic in Theale "can skip the queues" for ultrasound provision.

All: This relates to the AQP programme and the choice of provider. It excludes obstetric ultrasound.

Tom Lake: GP websites seem to be all at sea re out of hours services. Please see my summary document. I suggest bringing this to Graham Brown's attention. Also have obtained figures on income penalties on RBH.

Tom Lake