

# South Reading Patient Voice Draft Minutes



**Berkshire West**  
Clinical Commissioning Group  
South Reading locality



Chair: James Penn      Vice-Chairs: John Missenden, Phil Lowry  
Treasurer: Shaheen Kausar      Information Officer: Tom Lake  
Membership Officer: David Bales

## 1 Welcome and Apologies

Date	28th November 2018
Location	RCLC, 94, London Street, Reading, RG1 4SJ
Present	Douglas Dean, Westwood Road Surgery Tom Lake, Pembroke Surgery Francis Brown, Guest, Balmore Park James Penn, Milman Road Libby Stroud, Pembroke Christopher Mott, Milman Road Shaheen Kausar, Chatham Street Cathy Cousins, Pembroke Surgery Helen Turner Tania Christie, Thames Water, guest John Watford, Milman Road Douglas Findlay, Pembroke Surgery Phil Lowry, UHC
Apologies	David Bales, Longbarn Lane Martha Klein, London Street Pat Bunch, Healthwatch Joan Lloyd

James Penn was in the chair.

## 2 Introduction and Apologies

We were joined by Tania Christie of Thames Water, who would give an introduction to Thames Water's priority scheme. We had originally been expecting Victoria Parker to speak at this meeting, but there had been some confusion between a meeting between our advisory group and Victoria Parker (which had been very warm and useful) and the main meeting and Victoria would address us in the new year.

## 3 Minutes of Last Meeting

Christopher Mott thanked Tom Lake for capturing the minutes almost verbatim - he found them very useful. He was reminded of the notes from our meeting at RBH when news of a bullying complaint came out today - our hospital was better than many other sites but it must keep this away.

The minutes were accepted.

## 4 Review of the Year - Tom Lake

Tom Lake briefly presented a review of the year with our meetings, activities and concerns as well as a set of suggestions for topics for the next year.

Douglas Findlay: Ask Dr Thava to come back to take up engagement from last visit.

Francis Brown: Some surgeries in Reading are getting a poor deal - we should play a role in pointing that out. We are not getting representatives from those surgeries - perhaps they are used to the situation - but we should pursue this.

James Penn: I had a good informal meeting with Steph Francis after the rather unproductive formal meeting with her and Wendy Bower. She offered to send us material as sent to surgeries. Our advisory group had a very positive meeting with Victoria Parker - the new head of communications for the RBH and the ICS.

I also had a meeting with Helen Clark re Walk-In Centre and problems with South Reading surgeries.

We are achieving a dialogue - meeting people at the end of these meetings in public.

No more than 4 hours ago I had an encounter with someone running a pharmaceutical company - who suggests applying for funding.

Douglas Findlay: In this year we should make contact with the volunteers at RBH. This is an untapped source of people who want to help and make a difference in the health service. Think about how we can get more action from the activities - sometimes the payback is smaller than the effort. Perhaps we could get invited to a volunteers network group. I would like to get more older schoolkids involved.

If we work with young volunteers we can activate them as health citizens.

James Penn: One problem I have encountered - Reading College won't allow any posters.

Libby Stroud: Even between the ages of 16 and 18 you have to consider confidentiality/safeguarding at the level appropriate to children.

## 5 Finances

Shaheen Kausar ran through the report.

James Penn: Could we produce an annual report which could be used to put our name and activities about?

Steph Francis might find it useful.

## 6 Election of Officers

Cathy Cousins took over the chair for the election of the chair for the next year.

Nomination for chair: James Penn (Shaheen Kausar, sec. Phil Lowry) Approved.

Nomination for Treasurer: Shaheen Kausar (Tom Lake, sec. Douglas Findlay) Approved.

Nomination for Vice Chair: Phil Lowry (Tom Lake, sec. Shaheen Kausar) Approved.

Nomination for Information Officer: TL (Phil Lowry, sec. Douglas Dean) Approved.

Nomination for Membership Officer: Cathy Cousins (Tom Lake, Shaheen Kausar) Approved.

## 7 Thames Water Priority Scheme - Tania Christie

Contact: [tania.christie@thameswater.com](mailto:tania.christie@thameswater.com)

Tania Christie: What's the connection with the NHS?

Phil Lowry: Clean water.

Tania Christie: I am the partnership coordinator for Thames Water. I recently met the Renal Coordinator at RBH. He told me that the NHS Long Term Plan anticipates a 10% annual increase in dialysis. The NHS encourages self-care and home dialysis. Thames Water proposes to support these patients who are highly dependent on their water supply for dialysis etc. We have established a protocol for what to do if the water supply fails. What does Thames Water do if a group of houses has a failure in water supply? Currently, bring along lots of bottled water and text and phone the affected people. Most can fetch their water but some will be unable to fetch water. We need to identify customers on a priority register according to their dependence on the water supply. Of course there may be difficulties. Firstly, communication difficulties, understanding

and speech difficulties. Secondly, they may be unable to fetch water. We make available a form to register for priority for emergency help with water and electricity. Currently we have registered 40,000 but our target is 145,000. Please tell me how I can reach it.

Tom Lake: It is important to keep such a register up-to-date. It easily gets out of date.

Douglas Findlay: Could we make this 2-way? - we could create a partnership. Showing how people can get active in the NHS.

Francis Brown: When I did some work for Thames Water the boardroom was available for community meeting. Could that still be the case?

Your register could tie in with end-of-life identification on GP's records. That could tie in to this identification of vulnerability to water/electricity failure.

James Penn thanked Tania for her interesting talk and hoped that we might find a way to work together in the future.

## 8 PPG Reports

### 8.1 Milman Road

Christopher Mott: We had our first clinically supported meeting on 8th December with Dr Bu Thava attending. Paul Williams is working very hard at keeping things going. There was a good Q&A with Dr Thava.

Douglas Findlay: What are we doing with regard to alliances? We should think about how we fit around the new configuration.

Christopher Mott: They see themselves as making a positive contribution to healthcare in South Reading - including taking part in clinical trials and offering new services.

Francis Brown: We know a lot is changing, people are going to be seen more in primary care, but not much quantification yet.

Douglas Findlay: NHS England is discussing urgent care at the primary care level. One of the options is no access to general practice except via the 111 service. I think we need to hold onto our access to primary care as a right. Continuity of care is beneficial.

Continuity of care is not necessarily seeing the same person but having the same person responsible for your care.

Seeing the same person is really important at end-of-life.

Francis Brown: There has to be one person taking responsibility.

Libby Stroud: That is continuity of care - or the named GP as for over 75s.

## 9 Disappointing Experiences in Primary Care

Francis Brown let members through his paper.

Francis Brown: Frist let me point out an error - pages 2 and 3 - the third column should be for 2017.

Out of 16 surgeries in South Reading, 6 concern me. I am basing this on the published data - the annual GP Patient Survey and just 3 or 4 of the questions in that survey, as selected by NHS Choices. Are any of the surgeries in the bottom 10% for one of the questions? Two years in a row in the bottom 10% is poor. Is the patient list size falling? Also the Friends and Family Test results published monthly on a national web site, provided that there sufficient responses (I require 40 or more). The Walk-In Centre has plenty of responses and the results are abysmal.

My greatest concern is with South Reading surgery - the annual survey results are poor and the Friends and Family test results are not published. The list size is rising because a nearby practice closed. A practice under stress with numbers rising should ring alarm bells.

The Walk-In Centre again hasn't done well for 2 years. Friends and Family test results are falling badly. And it has had a nearly 5% increase in patients from Priory Avenue. Chatham Street is less concerning but the results are not great. Longbarn Lane again is concerning with variable Friends and Family Test results.

Libby Stroud: Melrose have taken on people from Priory Avenue - e.g. 3% increase.

Tom Lake: What to do about all this?

Douglas Findlay: They are all mandated under a standard contract. Even though they are independent that means that the CCG can measure and performance manage e.g. QOF etc. In this coming year we should call the surgeries to account on behalf of the population that they and we serve. They could be giving compromised care.

Douglas Dean: Ask the CCG how they oversee the surgeries.

James Penn: We should talk again to the locality manager - make them aware of our concern.

Douglas Dean: We can't ignore these facts.

Douglas Findlay: We should work with the alliances. We could get a better hearing from them. They know the problems: high-cost area, ageing cohort of GPs.

## 10 AOB

Libby Stroud: I am passing round some charity circulars: Alzheimer's Society - tips on how to help others to enjoy Xmas, Royal Voluntary Service (RCS) - (formerly WRVS) - noting that hospital readmissions increased by 86% over past the 10 years. Loneliness doubles the chance of readmission in 3 months.

Francis Brown: I seem to recollect that the readmission rate is falling in this area.

The Integrated Care System (ICS) is designed to make sure that gaming the payment system doesn't pay off - there will no longer just be payment per treatment.

Tom Lake: Let me remind all that the Xmas social at 59, Alexandra Road starts at 7pm.

## A Action List

Date	Who	Urgency	Action	Status/Done
28/6/17	JP,TL,SK	++	Seek funding for SRPV public outreach	Probably now have enough for 1 year public liability insurance
25/10/17	TL		Initiate support for PPGs	Will continue to press Wendy Bower and Steph Francis for at least a pilot use of facilitation for PPGs.
27/06/18	all		recruitment of members and practices	Strategy meeting at RBH is a good step
28/11/18	TL		Invite Dr Thava back	Have written