

South Reading Patient Voice Draft Minutes



Berkshire West
Clinical Commissioning Group
South Reading locality



Chair: James Penn Vice-Chairs: Phil Lowry
Treasurer: Shaheen Kausar Information Officer: Tom Lake
Membership Officer: Cathy Cousins

1 Welcome and Apologies

Date	24th April 2019
Location	Reading Community Learning Centre, 94, London St, Reading
Present	Douglas Dean, Westwood Road Surgery Tom Lake, Pembroke Surgery Francis Brown, Guest, Balmore Park James Penn, Milman Road Helen Turner Phil Lowry, UHC Cathy Cousins, Pembroke Surgery David Bales, Longbarn Lane John Walford, Milman Road Christopher Mott, Milman Road Martha Klein, London Street David Townend, University Health Centre John Missenden, Melrose Surgery
Apologies	Dr Prem Sharma, Chatham Street Shaheen Kausar, Chatham Street Libby Stroud, Pembroke Kevin Boyle, Melrose Surgery Douglas Findlay, Pembroke Surgery Pat Bunch, Healthwatch James Cuggy, Reading Walk-In Centre Joan Lloyd

James Penn was in the chair.

Minutes approved.

2 Experiences of Type 2 Diabetes Prevention Week

South Reading Patient Voice took part in Type 2 Diabetes Prevention Week (1st - 7th April 2019) with a stall at Morrison's on 2nd April, one in the Town Centre (entrance to former Mothercare store) on 4th April and a stall at South Reading Community Hub on Northumberland Avenue on the morning of Friday 5th April.

Francis Brown: We gave away about 500 leaflets and talked to people.

David Bales: We have to prioritise what we want them to do.

Francis Brown: Go on line and assess their risk. I had a shock about my risk - as a result I booked and went for a blood test at my surgery.

I saw a pile of leaflets at the surgery - I counted 49 so probably only one had been taken.

We need to ask local surgeries if they have had increased referrals.

Martha Klein: Can we get to parents outside primary school?

David Townend: College age students would be useful.

Phil Lowry: 40% of 11-year olds leaving primary school are obese. If they don't change they will become diabetic. This will destroy the NHS. Typical biscuits contain 34% sugar. Nutella has 60% sugar.

And "diet"/"lite" products have often sugar substituted for fats.

Douglas Dean: Before diagnosis I didn't think of diabetes.

Phil Lowry: The food manufacturers are packing their goods with sugar while the government says they should reduce.

James Penn: While at Morrisons' I went round the store and looked around - looked at the cakes in the bakery section. I was afraid we would get thrown out for affecting trade. And so many Easter eggs.

Francis Brown: Younger people were more interested. I used the opening "Could you show this to a friend?".

Phil Lowry: With the South Asians they are adapted to gut infestations and this leads to greater susceptibility to developing Type 2 Diabetes.

Christopher Mott: I went to Wilkos enquiring about Easter Eggs and there were 20 large varieties - all milk chocolate. The whole industry is focused on the sweetest milk chocolate.

John Walford: Going back to school - we had only free milk.

David Bales: I once had a wartime cook book - with many recipes containing sugar.

Tom Lake: Sugar was rationed - so you had to choose your treats.

Cathy Cousins: When I was teaching it was decided that children should have access to water at all times. Parents complained that their child only drank squash. This was not allowed by the schools, and eventually they were all used to drinking water and enjoying it.

Francis Brown: This hydration fixation is somewhat overdone. You have to be seriously dehydrated to lose concentration.

Cathy Cousins: The introduction of fruit for the youngest children (can be carrots or tomatoes too) has got the children very used to this.

3 Diabetes Prevalence

Francis Brown: Chatham Street have been told by the CQC that they are not doing enough health tests.

And this occurs because the CCG is not pressing primary care for quantitative evidence.

Douglas Dean: I was diagnosed by an annual medical at work - no thanks to my GP.

Christopher Mott: Milman Road is showing lots of notices about eye screening at the surgery.

4 PPG Reports

4.1 Milman Road

Christopher Mott: How many practices have a wheelchair in case of emergency?

Dr Morris, one of the original partners at Milman Road, died and his wife wanted to donate the wheelchair. It was refused on grounds relating to insurance. But many surgeries have a wheelchair - under public liability insurance. Many churches and supermarkets do have them. This wasn't a case of lack of space. The objection was about insurance. In case of evacuation, or collapse this seems essential.

Tom Lake: How many do emergency planning?

Christopher Mott: Milman Road does regular fire drills, which include carrying people down the stairs.

Our next PPG meeting will be in June.

4.2 London Street

Martha Klein: Our next meeting is in June. I received a lot of relevant data from Francis and need to digest it, then I will talk to Francis.

Francis Brown: Their GPPatient Survey results don't cause me any concern. But they are not sharing FFT data with their patients or reporting it monthly. And they have the lowest proportion of patients using online in Berkshire West. Melrose has 60% enrolled. On 6 May the NHS app will be rolled out and many more will be able to look up their data. QOF results for London Street, (GPs incentive scheme) is above average in every sector. Chatham Street is below average in some areas.

Martha Klein: I asked whether the PPG minutes should be online. The members of the PPG didn't want it.

Re: FFT I remember that only "Extremely likely to recommend" counted as positive.

Christopher Mott: That changed in 2015. Now "likely" or "extremely likely" are both positive.

Francis Brown: Milman Road once was in the bottom 10% of the FFT results but has been steadily moving up.

Remember that the comments on an FFT form can be very useful - and you have to have a reasonable flow of responses to get a representative set of comments. The data can be used for service improvement purposes.

Martha Klein: Is it the case that practices are not carrying out their contractual duty by not publishing FFT results?

Francis Brown: Yes - it has come up twice at PCCC and there is a task group meeting roughly monthly. Because I wrote to South Reading Surgery and visited the PPG and the practice manager I think they have started collecting data. I think Balmore Park has started collecting data under pressure from the PPG.

About 75% of surgeries don't collect FFT or have insufficient numbers returned.

Douglas Dean: At Westwood Road there are notices, but people think they only have to do it once - they don't realise a tally is made every month.

4.3 Healthwatch Report

Douglas Dean: I hear that they are thinking of reducing the frequency of newsletter to quarterly - the events diary may be less useful as a result.

4.4 What should we be doing

Francis Brown: Push for reporting of Friends and Family Test by surgeries.

Tom Lake: Push for face-to-face PPGs. With patients setting the agenda.

David Bales: At our PPGs I was the only one who joined as a volunteer. Others were invited by Dr Williams. But how to get more people involved?

Tom Lake: Topics which immediately attract interest are: speed of telephone answering, difficulties in getting an appointment, getting prescription renewed.

Francis Brown: Many PPGs were set up as reference groups. The surgeries were begin paid with 1.10 per patient in the practice per year for several years.

Christopher Mott: It is very important that a OOG is chaired by a patient.

Francis Brown: The patients should also produce the minutes, and publish them.

Christopher Mott: At Milman Road we followed Healthwatch's recommendations - the officers should be patients. Luckily we have several active patients. We keep trying to explain that we are critical friends but the practice manager could be nervous. We meet quarterly, that is probably too infrequent. Very important is the action log - what has been achieved and what is proposed.

David Bales: At LongBarn Lane it is chaired by the lead GP, who sets the agenda.

Christopher Mott: We need to know the names and contact details of PPG chairs.

James Penn: What about the National Conference of the National Association for Patient Participation.

Francis Brown: In June.

Christopher Mott: Cost - 40 pa , 60 in first year.

Francis Brown: Nearly all surgeries in NW Reading do pay for this.