

South Reading Patient Voice Draft Minutes



Berkshire West
Clinical Commissioning Group
South Reading locality



Co-chairs: James Penn, Monica Morris
Treasurer: Shaheen Kausar Information Officer: Tom Lake
Membership Officer: Cathy Cousins

1 Welcome and Apologies

Date	19th August 2020
Online	
Present	Paul Williams, Milman Road Surgery Tom Lake, Pembroke Surgery Francis Brown, Guest, Balmore Park Mandeep Bains, Healthwatch Reading James Penn, Milman Road Shaheen Kausar, Chatham Street Helen Turner Cathy Cousins, Pembroke Surgery Libby Stroud, Pembroke Phil Lowry, UHC Monica Morris, Milman Road, Douglas Findlay, Pembroke Surgery Joan Lloyd David Bales, Longbarn Lane John Missenden, Melrose Surgery David Cooper, UHC
Apologies	Martha Klein, London Street Douglas Dean, Westwood Road Surgery Kevin Boyle, Melrose Surgery Sunila Lobo, UHC David Townsend, University Health Centre Pat Bunch, Healthwatch Laurence Napier-Peele

2 RBH Governors Written Report

Recently 4 deaths attributed to Covid but really another cause. 213 deaths from Covid many with serious co-morbidities. 2 in RBH with Covid at the moment - neither in the ICU.

Now focusing on resuming services. Most operating theatres open since beginning of August but ready to reconfigure if a second wave arises.

Steve McManus (CEO) has been seconded to Test and Trace for 6 months. Nicky Lloyd standing in.

Just 20 staff shielding.

Phlebotomy starting 1st September.

AGN will be on 8th September.

There is a firm commitment to rebuild A&E department at a cost of £4.5 million.

3 Berkshire Healthcare Report

Tom Lake: Berkshire Healthcare is the NHS provider for mental health, community hospitals and nursing.

In community wards at (many rehab and dementia cases) there were 20 deaths from Covid and 2 deaths from Covid of people from the mental health wards (transferred to the RBH).

Mental health wards are usually a small closed community so how they managed during Covid is hard to understand.

Community nursing was also under great stress.

Many staff were redeployed from their usual practice to completely different activities.

4 PPG News

Paul Williams: Nothing much happening. Trying to get in touch with Kennet surgery to discuss the merger, Chris Mott has tried several times but we haven't had a response yet. We have a PPG set up for 24th September. We will have to decide whether it is in person or online. We have been having fortnightly meetings in person, properly spaced and with masks - Dr Thava has carried out a risk assessment.

Francis Brown: We have an interesting meeting on Friday (21st August) - a workshop on digital access to GP primary care. Tom and I were at the last meeting. It was the first time I had heard it acknowledged that our digital systems were not world-beating, a new realism. This was discussing Footfall the website used for almost all the surgeries. They were thinking of commissioning new telephone systems for surgeries across the BOB area - which should give plenty of expertise and economies of scale.

Tom Lake: I also attended a focus group on Footfall. There were some people from the provider. They told us that they had started the design process with review of the tasks that a patient might want to do, but because they have glued this into an interface with 8 "rooms" they have lost any intuitive facility the interface might have had. Now they have decided that they need some introduction for patients - a video online to help people use the system.

I have been attending Pembroke surgery rather more than I would have liked but I noted that there is very poor ventilation. When you go into a consulting room there has been no change of air, no window open since the last patient was there.

Libby Stroud: Yes the main surgery and the Eldon Square branch are both old buildings and there is not much ventilation.

Shaheen Kausar: As you know I left Chatham Street some times ago, I am with Western Elms so no report.

Phil Lowry: I have passed on the email about our project on Online access for the Elderly but have no reply yet.

David Cooper: Who is responsible for Coronavirus compliance and who monitors it?

Mandeep Bains: I should think the CCG monitor quality along with the Care Quality Commission, when they are back to doing inspections

Joan Lloyd: Our surgery has a Facebook page which describes all the guidelines that staff and patients have to observe. One has to phone before being given a physical appointment and prescription requests have to dropped into a box outside. Actually it leads to a more responsive service. Previously I had to book appointments 10 days ahead.

David Bales: Longbarn Lane. Whenever you visit impromptu you have to knock and since no-one hears it that is not much use. They really should get a bell for those that have to drop something off or come to an appointment.

Paul Williams: Dr Thava, who ran the Covid-19 hub in town, takes these matters very seriously. We have looked at the signage, not too many English words, use diagrams, plenty of hand sanitisers, not too many people in the building at a time. The waiting room well set out, with encouragement not to move your chair. Airconditioning as well. Inspected by the Fire Service. I have yet to see any guidance. Those surgeries in former residential houses won't be able to meet some of these requirements.

5 Patient Involvement in Patient Safety

Douglas Findlay: Just a quick note about involvement of patients in patient safety. NHS England has a draft framework for how to do that. We are now looking for people to take part in an online focus group meeting (late September or October). I am responsible for getting people to take part from all over the country. Plenty from Manchester and North West - not so many from these parts. Please get in touch if you could take part. Details on the SRPV web site.

6 Move of Audiology, ENT, Plastic Surgery Clinics to Townlands

Mandeep Bains: Earlier this year Steve McManus wrote to say RBH were considering a temporary move of these clinics to Townlands in Henley-on-Thames. They didn't give a time frame but would discuss it. A few weeks ago we received a letter saying that the move would be at the end of August, for a longer time, with a residual service at the RBH in Reading. We have asked who can use that residual service, no answer yet. That is what we have at the moment.

Tom Lake: Andrew Statham. Director of Strategy said that they were taking a 12 month lease. The building was commissioned with room for a 12-bed palliative care and an 18-bed community ward. But the Sue Ryder organisation couldn't agree terms with the CCG and the CCG then decided that they didn't need a community ward but would place people in nursing homes (one to be built adjacent) so the upper floor has been empty since the building was opened in 2017. The NHS has a 25-year lease on the building with the private provider who built it. We heard about the move without being told it was temporary.

I would like to see some of these services in the town centre, which would be very convenient for many people, a transport hub, and they don't need to be in the main hospital.

David Cooper: This was announced at the board meeting in May. The West Drive area is very challenging, inadequate buildings. Now exacerbated by the need for good ventilation. In that building only about a quarter capacity was available, the Townlands accommodation offers more:

Libby Stroud: I am disappointed with this, I used to teach hearing impaired children 1982-2001. In that time they said they would replace those buildings. Townlands is not particularly accessible and parking is getting very bad - I go there sometimes. It is getting worse and worse. It will be very difficult as most Audiology and ENT patients will be either children or elderly. They are already doing quite a lot of clinics at the Thatcham hospital where there is a lot of parking right there. The RBH has a tendency to choose the location first and then think about access.

Paul Williams: I would like to echo those concerns. I visited yesterday. Two Victorian residential streets forming a one-way system. With vans or lorries delivering, the roads were blocked. Some people were trying to go back down the one-way system causing chaos.

How did they make this decision? How did they arrive at this conclusion? **INDISTINCT**

Tom Lake: Townlands is 11 minutes walk from the bus and 13 minutes from the station according to Google Maps.

Douglas Findlay: Again we come back to lack of consultation. Bearing in mind that 2 bus services to Henley have been cancelled, it would be beholden on the CCG and RBH to provide some impact assessment for the patients.

John Missenden: If they want other sites for clinics they them at Bracknell, Wokingham hospital and at Thatcham hospital. It is typical of a government body that just does not prioritise the experience of its clients. They need a good shake.

James Penn: Mandeep, could you fill us in on the changes at the top of the CCG and Integrated Care System, now that Cathy Winfield has left?

Mandeep Bains: Dr James Kent is now the Accountable Officer for the Integrated Care System and for the three CCGs, Berkshire West, Oxfordshire and Buckinghamshire. Healthwatch colleagues have had one meeting with him. No understanding yet on how governance will work. Same Burrows will be leading Berkshire West Integrated Care Partnership and how it will be running its programme boards and how Healthwatch can influence them. That was a positive meeting. Our role with the Berkshire West CCG has come to an end so we are discussing how to continue Healthwatch influence on commissioning. Dr James Kent is creating a shared management across the BOB area, but we don't know much about it yet. It feels to me that the main providers are doing their own thing during Covid-19, and are not as integrated as it was before.

Tom Lake: At RBH one of the staff who died was Dr Tun, in charge of the neuro-rehab unit for stroke patients mostly. He was opposed to the move because he felt some patients could benefit from the variety of disciplines available in the main hospital. Now a small unit has returned to the main hospital.

Well the Royal Berks is one of the 40 hospitals which have been selected to be rebuilt (eventually, in principle), or at least have been given some funding to plan a rebuild now.

There is a story on our website with a link to the initial consultation site, pretty constrained but one opportunity to give free comments, and get yourself on the mailing list. Options are for a rebuild on the current site, in Green Park or the Science Park, some in the town centre. The governors are looking at this, interested in convenience of the public, in green issues etc.

David Cooper: With Steve McManus leaving for 6 months, it will be important to establish a good relationship with the stand-in and that may be an opportunity to reverse the decision about moving Audiology etc to Townlands, because a new chief executive is not, in my experience, going to feel obliged to defend a decision taken by their predecessor. It may be an opportunity to re-evaluate the situation.

What Tom says about consultation is very relevant. It is not a good sign for engagement. It is engagement that we want. We want a real process of engagement, which we have had in other situation. We can have citizen juries, focus groups, webinars. How do set that up?

Paul Williams: I do agree with those very good words of David's.

Tom Lake: Kevin has indicated to me that the Governors think it is still very early and they don't know how much funding might be available or when etc.

7 Our "Oldies Online Too" Project

We have been awarded a community grant, funded by Berkshire Community Foundation and administered by Reading Voluntary Action of £590.11 up to end of March 2021 to carry out a project investigating digital access by older people to GP surgeries and providing some materials to assist them. This will pay for Zoom and our public liability insurance as well. Monica and Francis have indicated that they will be involved.

Anyone who could help - please get in touch.

The project that Kamal Bahia is running for the CCG on digital access to primary care could be a good fit to our project.

8 AOB

Libby Stroud: The form for Phlebotomy still shows the normal opening hours for Phlebotomy at RBH - in fact it is closed. Admin and appointments at RBH are areas that for many years have needed to be looked at. They are done the way the hospital wants, not the way the patients want.

Thatcham hospital takes blood by appointment - a day or two in advance. Bracknell Healthspace still has a walk-in service. RBH has none until 1st September.

Tom Lake: Hydrotherapy service is up for consultation by the CCG. The MS Society is very concerned about it. Adjacent to West Buildings, so that could release an area for redevelopment.

Joan Lloyd: When will we get a representative on the CCG? And what is happening about same day primary care - the CCG is not telling us.

James Penn: The site is no longer being used as the Covid hub, but it is not functioning as a walk-in centre - only open for registered patients.

John Missenden: Marshall Barr's history of the RBH. p287 - plan for a district general hospital by putting a tower block in the centre. And by the way, we will have to pay for the existing buildings for the next 40 years as investment is written off over 60 years with 3% interest. Let's have something which is cost-effective. Tony Jones has been in favour of a new hospital near the motorway - but that is not on if the cost comes out of our future care.

9 Date of Next Meeting

16th September 2020 6pm