

Date of Meeting	27 November 2013, University Medical Practice
Attendees	<p>Carol Munt, (Chair) Dr Lister</p> <p>Tom Lake, Pembroke Surgery</p> <p>Shaheen Kausar, Chatham Street Surgery</p> <p>Libby Stroud, Pembroke</p> <p>Sheena Masoero, Healthwatch</p> <p>Helen Andrews, Long Barn Lane Surgery</p> <p>Christopher Mott, Milman Road (Dr Kumar) Surgery</p> <p>Douglas Dean, Westwood Road</p> <p>Joan Lloyd, Berkshire Mental Health User Group, Reading Mental Health partnership Board</p> <p>Karen Grannum, NHS South Reading CCG</p>
Apologies	Apologies were received from: Dr Ishak Nadeem, Laurence Napier-Peele, Iram Raja, Gloria Jack, Juliet Hanfling, Keith Jerrome, Martha Klein and Michael Fairfax.

1. Minutes of the Last Meeting and Matters Arising

1.1. The following amendments were raised:

- The Patient Voice poster will contain generic contact details.
- Keith Jerrome was recorded in the previous minutes as attending Grovelands surgery.

2. Plan on a page progress

Christopher Mott thanked everyone for their contribution to the Plan on a Page document. This document is now with the CCG for further discussion. The aim is for this to be incorporated into the 2014/16 CCG Commissioning plan. Among the amendments suggested by the members is a reduction from 100% of surgeries achieving both actual and virtual PPG groups.

The group further discussed the benefits of a virtual group versus an 'actual' group. Some attendees felt that as people led busy lives often a virtual group was easier to contribute to than evening meetings. Others felt that patients get involved in other ways such as joining a disease specific group.

Some questioned whether it was feasible to have any 'actual' groups given people's commitments and queried how N&W Reading CCG were able to achieve it. Sheena Masoero suggested N&W Reading comprised fewer larger practices which made patient engagement more achievable.

The CCG AGM is likely to take place in July next year. The meeting asked for a simple list of achievements that the lay person would recognise and in plain English. The group also suggested that consideration to be given to the time and location of the meeting. Karen Grannum agreed to feed this back to Dr Elizabeth Johnston.

Action: Karen Grannum to feedback AGM comments to Dr Elizabeth Johnston.

3. Channel of Communication

Carol Munt introduced this item by describing the different patient engagement channels available: PALS/complaints, ICAS, MP as well as Healthwatch.

The members were asked to give their views on whether they understood the purpose and function of the Patient Voice and their contribution to it. The following are the responses from those present:

- The discussions are too detailed – there is too much clinical information discussed and no strong link from the Patient Voice to the PPGs.
- Woolly – it has no real aims, it is a chat club which disintegrates. There should be a specific project or aim for the group that is achievable. What are the real issues the group can discuss and influence e.g. number of flu jabs? The group should be driving through issues that will make things better for people, e.g. language is a huge issue.
- Unclear of the purpose of the group – there should be space on the agenda to hear feedback from PPG groups in terms of healthcare. It needs a focus. The PPG groups are not functioning as well as they might, it is difficult to get people engaged particularly the ethnic community. The agenda is too full. There should be fewer subjects in more detail. It is difficult for people not fully engaged in the NHS to attend a group like this.
- Presentations are very interesting and have given an opportunity to build up a good knowledge and facilitated networking. All discussions have been useful. It could include minutes of other groups and localities.
- The group should try and develop its own expertise and maintain a 'register of interest'. This will help the group plan.
- Bewildered – the group has gone way beyond what I thought it would be, covering issues at a much higher level e.g. CCG level and board meetings. There is too much information and it's a bit intimidating. The PPG group has come to a halt and there is apathy in the surgery to take it forward; if a patient is getting what they want the patient doesn't want to take it further.
- There have been good speakers earlier in the year e.g. NHS 111 and BHFT Community Services. It would be good to have something on the JSNA, stop smoking, ophthalmology, A&E, NHS social care/integration, PALS plus a defined election procedure [see attached document for a proposed work plan].

- Still confused, but less confused than a few months ago. Not an expert but now able to answer other people's questions. The group has been valuable and a lot learned.
- The group started because there was little patient engagement and they needed to have a voice associated with the CCG. This is partly a method to engage with the commissioning body. GP lead commissioning is different from previous commissioning; patients are now much closer to what is going on. We have had to educate ourselves to get to the position we are in now, confident to know enough to make proper representation to the CCG. We now need to move outwards from the group.

Following this discussion, Carol Munt suggested the group agreed to think of ways to make South Reading Patient Voice more proactive.

4. Dates of future meetings and future speakers

Carol Munt asked people to contact her if there are suggestions for future speakers.

The proposed dates of future meetings:

29 January (University Medical Practice)

26 February (University Medical Practice)

26 March (University Medical Practice)

30 April (TBC)

28 May (TBC)

25 June (TBC)

30 July (TBC)

24 September (TBC)

29 October (TBC)

26 November (TBC)

5. Membership of other health organisations

Carol Munt urged the group to attend other health meetings across Berkshire West; the group needs to be proactive. For example, Ed Donald (CEO at Royal Berkshire Hospital) and Julian Emms (CEO at Berkshire Healthcare Foundation Trust) both hold open public meetings.

Shaheen Kausar mentioned a Nepalese health event between 17-19 December. Further details are on the South Reading Patient Voice Website.

6. RNIB survey

Carol Munt recommended the group look at the RNIB survey (link circulated to Patient Voice members before the meeting). Further details are South Reading Patient Voice website.

7. Social

This has been cancelled through lack of support although there were suggestions from two Patient Voice members.

8. Any other business

The meeting thanked Karen Grannum for her work throughout the year and for the Christmas cakes.

Tom Lake requested a diary of what the CCG is going to do so that the Patient Voice can align itself.

Christopher Mott agreed to ask Dr Elizabeth Johnston for this.

Action: Christopher Mott to ask Dr Elizabeth Johnston for a CCG diary of events.

Forthcoming events: Reading Older People's Partnership at the Kennet suite and a Carers' event at St Laurence.