

South Reading Patient Voice 2023 AGM Minutes



FB SK DC PW TL LS LNP CC JL KB JW AO SC

LNP: Unfortunately I was ill in the summer.

David Cooper: John Ashton - one of the outstanding meetings we have ever had - also a good meeting with Tony Jones. But he left us saying he would look into a question we had asked. How do we ensure that we get the answer after a speaker has left?

Jill Lake: Surprised at how open he was as departing Reading director of Public Health.

Kevin Boyle: Actions agreed should be recorded in the minutes - there should be an action log.

LNP: Action log is an excellent idea.

TL: Agree with what has been said. We had = Sarah Wise also meeting with Hilda Eschieschi. Waterfest, OPD (downstairs and provocative), East Reading Festival.

LS: In reference to Primary Care Strategy changes in pharmacy - you can get to the situation where the pharmacist is almost acting as a doctor. (But has gone from Pembroke.)

Jill: T0day announcement of a review of the role of Physician Associates.

Catherine Mustill: Be aware that in a GP practice while you may consult with a PA or a pharmacist the outcome is reviewed with a supervising GP.

Tom Lake: That's the official line but try talking to a GP about it.

FB: Patient doesn't have a right to demand to see the GP.

DC: Perhaps the consultation response should include making patients aware of what the patients right's are.

Jill Lake: Receptionists are helpful at Pembroke and one can ask firmly to see a GP. But there have been cases of failed diagnosis with serious consequence e.g. patient had a leg pain and was sent away and died of a blood clot in the lung.

FB: Physician associates - it is taking the load off GPs. Doctors make errors as well.

LNP: Could be scapegoating.

Jill: Treasurers report

FB: Have made progress with interpretation of the patient experience data - using percentile rank.

Suggest GP to invite to meeting.

CM: There is an analytical team who look at a great range of data.

FB: But we do want not only presentation but decisions based on the evidence.

TL: Motion to re-elect current officers plus Catherine Mustill as additional co-chair. Proposed: Libby Stroud
Seconded: Shaheen Kausar.

Unanimous

JW: Constitution. Age limit of 18 - want to see younger people.

TL: As soon as you involve younger people you have a whole new organisation for safeguarding.

Jill: Once children are involved you have to have a safeguarding policy and DBS etc.

Catherine Mustill: DBS is organisation specific.

JW: I accept that it would pose difficulties.

LNP: Let's sort out our constitutional changes by email and then bring back to the meeting.

Workplan

TL: Jane Stanford-Beale on Autism and neuro diversity in Jan.

LNP: Number of meetings 8 or 9.

FB: Monthly - keep up the pressure.

Jill: Monthly but July/August and December can be difficult.

Cathy: We do need business meetings.

LNP: Need to have exclusive business meetings with no speaker.

CM: Agree with FB - monthly. I might go away in April/May

LS: Including business meetings - about 9.

FB: Let's sort out what changes we want to discuss by email with someone coordinating - then bring to meeting.

CC: February business meetin with item on consitution.

FB: Want to ask someone who can talk about primary care - Sarah Webster.

TL: Project BHFT UoR on health inequalities. Prof Carol Wagstaff

PW: former governor at RBH

FB: ICB met yesterday. ICB under 4 weeks of intensive scrutinising by PWC because of overspending. Draconian controls now. Waiting times will increase as a result. Not much choice.

Primary Care Strategy Implementation interesting paper. Should be circulated.

PW: NHS ENgland will be taking much poewr from ICBs. RBH 9M to save.

TL: NHS ENgland will performance manage the trusts.

PW: And there will be league tables which many are interested in.

Priority in rebuilding is going to RAAC constructed hospitals.

LS: Problem with league tables and targets is that they don't take into account the variables. A deprived area may languish at the bottom. .

CM: I have done 5 years of statistical work for NHS England. League tables updated every day/month for all hospitals - re cancer waits etc - not all available to the public.

DC; Despite data being collected - how is it used. History in public sector of institutions gaming the targets. This has been well researched.

CM: Data is about performance not necessarily targets. They are not easy to manipulate.

LNP: Milman Road lift now working. PPG meeting in Sept. DNA at Milman 6%. 118 missed appointments. Average for the country.

FB: Article about Melrose surgery in Reading Chronicle - Behind the Scenes at the 'worst' surgery in Reading. Misleading - it was one anonymous patient on Google over a year ago.

KB: Article itself is reasonably balanced. Staff comments show waht pressure they are under.

TL: I wrote to the editor but not acknowledged.

KB: PPG not running at Melrose at present. New surgery at Alexandra Road. Visit from minister Stephen Kinnock. Hope to restart PPG.

LS: Some confusion between Melrose and Pembroke, both on Alexandra Road.

KB: Let's distinguish between practice and surgery.

AO: PPG social 26th get-together at Greyfriars.

LNP: Chronicle 7th Dec - concern over care centre.

PW: Comes under RBH management.

FB: Without X-ray how can it be an Urgent Care Centre?

LNP: Social

Jill: Alto Lounge - church street.

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1 Welcome and Apologies

Date	22 th November 2023
Location	Committee Room 4a, Civic Offices, Reading
Present	James Penn, Milman Road Health Centre Paul Williams, Milman Road Surgery Jill Lake, Pembroke Surgery Francis Brown, Guest, Balmore Park Cathy Cousins, Pembroke Surgery John Walford, University Health Group John Starr, Pembroke Douglas Findlay, Pembroke Surgery David Cooper, UHC Tom Lake, Pembroke Surgery Paul Myerscough Mark Drukker, Longbarn Lane Deirdre Drukker, Longbarn Lane Sunila Lobo, UHC Laurence Napier-Peele, Milman and Kennet Tony Lloyd, Wokingham Patient Voice Catherine Mustill Phil Lowry, UHC Shaheen Kausar, Western Elms Surgery Rosemary Cahill
Apologies	Valerie Gardiner Helena Turner, Milman Road Raymond Emmet, Libby Stroud, Pembroke

Laurence Napier-Peele was in the chair at the start of the AGM.

2 Information Officer's report

See attached report on the group's activities since the last AGM.

Noted that position in Older People's Day was not good - we could have had more contacts if we had been downstairs in Broad Street Mall.

3 Treasurer's Report

Please see attached report.

Shaheen Kausar: We had no income this years so lived off our capital.. Room hire + Waterfest fee + public liability insurance are our expenses.

Sunila Lobo: Please charge for your printing if done at home.

4 Data Officer's Report

Francis Brown: With some help from Tom Lake I have done a lot of work on the annual GP Patient Survey - I wanted to compare surgeries but it was impossible to understand what the raw figures meant. By using a rescaling, bringing the mean to 50% we have a scale of 0 - 100 with 100 the top experience and 0 the bottom. So now we can compare surgeries.

A few weeks ago we sent a formal copy to Sarah Wise, in charge of primary care and Chief Medical Officer etc . Tom and I have a meeting with ICB people on 24th November.

Could do similar with Friends and Family Test. But onl 10% of surgeries publish their results in a timely manner. Will work on it in coming year.

Paul Williams: Is the change in question an attempt to make it different to compare from year to year.

FB: During the pandemic we had covid questions, they have tried questions on dentistry. But identical questions on patient

experience of their GP surgery have been asked for 6 years now. One or two questions are a bit ambiguous and there is a lot of ambiguity in the responses, and for those we haven't included them in our summaries.

Paul Williams: Even the good surgeries have not performed as well recently as before the pandemic.

Francis Brown: Some good surgeries have been declining.

David Cooper: Congratulations on this work. In the light of this how do we convert our awareness through relationships with those who can influence this matter.

Francis Brown: In previous years I felt I wasn't using the right vocabulary. The word "rescaling" has made it easier for most people to understand.

Jill Lake: I have never been asked to give a response. How many for each practice?

Francis Brown: The survey is conducted by Ipsos Mori -very reputable. They send out enough to get 100-200 responses from each practice.

David Cooper: Is it by post or email?

Francis Brown: If you are one of the selected sample it arrives by post.

5 Election of Officers

5.1 Treasurer

Shaheen Kausar wished to stand down. Jill Lake willing to stand. No other nominations.

Nominated by Tom Lake and David Cooper. Nem Con.

Jill Lake was elected Treasurer.

Shaheen Kausar's name would be removed from the list of signatories to the group bank account and Jill Lake's name added.

5.2 Chairs

James Penn had tendered his resignation as co-chair on the grounds of poor health. **(His name is to be removed from the list of signatories to the bank account.)**

Laurence Napier-Peele vacated the chair during the election of chairs.

Tom Lake nominated David Cooper and Laurence Peele as co-chairs.

Approved Nem Com. David Cooper and Laurence Peele were elected co-chairs.

It was agreed that David Cooper's name be added to the list of signatories of the group bank account.

Laurene Napier-Peele resumed the chair.

5.3 Information Officers

Tom Lake: Duties include arranging meetings, maintaining website with relevant info, emailing members.

Tom Lake nominated himself.

Approved Nem Con.

Tom Lake was elected Information Officer.

5.4 Data Officer

Francis Brown nominated himself.

Approved Nem Con.

Francis Brown was elected Data Officer.

Douglas Findlay offered to assist with presentation.

5.5 Membership Officer

Membership Officer Tom Lake noted that he maintained the lists, which were essentially the same as the mailing lists. He nominated himself.

Approved Nem Con.

Tom Lake was elected Membership Officer.

6 Constitution

Tom Lake presented the revised constitution. It changed the name of the group to "Reading Patient Voice Group" and opened membership to patients and residents in Reading of age at least 18.

John Walford: I am not very happy with it. The age limit contradicts other clauses.

Tom Lake: I surely will be happy to review it with John.

Sunila Lobo: A constitution suggests great stability. Why not terms of reference?

Francis Brown: It is worded like the Articles of Association of a company. So this is a constitution.

Jill Lake: A charity has a constitution, but does a non-charity? I see that many organisations that are not charities do have a constitution. Terms of reference could change even meeting to meeting.

Catherine Mustill: Will it now cover the whole of the Borough of Reading?

Tom Lake: That is the intention.

Francis Brown: NW Reading are not particularly interested in joining - they have a different form of organisation, based on each practice having a strong, patient-led Patient Participation Group (PPG) and bringing together the leading members of the PPGs for exchange of information.

Laurence Napier-Peele: We have been given the option of including social care in the scope of our group. I would rather leave discussion of including social care into our scope to new year. So let's leave it out for the moment.

Jill Lake: Social care is provided separately and often by private providers.

Douglas Findlay: People don't know the boundaries of Reading - so we could list the surgeries involved.

Paul Williams: Could we get formal recognition by RBC for our group? We should be working towards that goal.

Francis Brown: They are happy to acknowledge us. I am nervous about expanding our remit too much.

Laurence Napier-Peele: Regarding the name change - are there any comments?

Jill Lake: Will we be challenged by the North and West Patient Voice?

Francis Brown: I attend - they like their independence, but it would not be a surprise to them.

Sunila Lobo: We should talk to the chair of North and West Patient Voice.

Francis Brown: She is fully in the picture. They don't object but want to continue as they are.

Laurence Napier-Peele: Should we give the North and West Patient Voice some notice of change of name?

Douglas Findlay: We don't need to do so - they are aware of it.

A vote was taken on the change of name. Sunila abstained. Approved Nem Con.

Paul Williams: I propose we adopt the constitution including a list of practices in Reading as an informational Appendix and that we exclude social care for now.

A vote was taken on Paul Williams proposal and it was approved Nem Con.

7 Workplan for 2024

Laurence Napier-Peele: I want to pass on discussion of the workplan. Let officers elicit suggestions from members.

8 Change to a normal meeting

The AGM was concluded and the meeting continued as a normal meeting.

9 News and Local Issues

Laurence Napier-Peele: I attended a symposium - Making Every Contact Count - how to talk to patients.

Douglas Findlay: We are seeing a drive towards surgical hubs across England. I asked the Royal Berkshire Hospital if they would have a surgical hub. They answered that they would have for limited specialisms - urology, etc. I suggested they would like to speak to our group. They preferred to do so at the RBH but may come to Civic Offices.

Tom Lake: Let's try and arrange that.

9.1 Urgent PPG News

Francis Brown: Balmore Park is switching to an AI triage system.

Douglas Findlay: Pembroke surgery is testing new online consultation system with patients. To be used in the Reading Central Primary Care Network (PCN)..

Laurence Napier-Peele: The new NHS data system contract has been awarded to Palantir.

Paul Williams: Will data cross the Atlantic?

Jill Lake: Could data be sold on? Only if the British Govt decides.

Douglas Findlay: This new e-consult may change the set of GPs you see - it could cover the whole PCN.

David Cooper: The effect of digitisation on those without digital skills could be harmful. Or if a patient is cut-off from the internet. A neighbour was cut off for 2 weeks.

Francis Brown: I raised this at Balmore Park - and they say that the fallback is the phone.

David Cooper: Cut-off could affect the phone also.

Laurence Napier-Peele: I would like to set up a panel to review the web site.

Sunila Lobo: The digital divide is a problem.

10 Any Other Business

Francis Brown: I attended a meeting of the National Association of Patient Participation - my report can be circulated to those not here in person.

Paul Williams: A CQC inspection of the RBH maternity unit will take place shortly.

Douglas Findlay: I propose a vote of thanks to Shaheen for her work as Treasurer.

Agreed by acclamation.

Laurence Napier-Peele: Milman and Kennet PPG met this afternoon. Also Frimley Park hospital is looking for a new site as 60% of the current building is RAAC.