Reading Patient Voice Group Draft Minutes

BOB Integrated Care System

Reading locality

Treasurer: Jill Lake **Information Officer: Tom Lake**
Membership Officer: Tom Lake **Data Officer: Francis Brown**

1 Welcome and Apologies

Date	19th November 2025
Location	Committee Room 4b, Civic Offices, Reading & online
Present	Simon Shaw, Healthwatch Reading Jill Lake, Pembroke Surgery Cathy Cousins, Pembroke Surgery Laurence Napier-Peele, Milman & Kennet John Walford, University Health Group John Missenden, Melrose Surgery David Penson, Emmer Green Shaheen Kausar, Western Elms Surgery Geoffrey Million, Balmore Park David Cooper, University Health Centre Tom Lake, Pembroke Surgery Francis Brown, Balmore Park Mark Drukker, Longbarn Lane Phil Lowry, University Health Centre Catherine Mustill, Emmer Green Libby Stroud, Pembroke
Apologies	Alice Kunjappy-Clifton, Healthwatch Reading Helena Turner, University Health Centre Raymond Emmet, Valerie Gardiner, University Medical Centre

No.	Action	Date	Who	Status
3	Follow up problem with audibility of calling of names in A&E waiting room	24oc16	Sunila Lobo	Formal question posed
5	Coordinate with Simon Shaw on project to report on Berkshire West PPGs	25fe19	members engaged with PPGs	pending
7	Explain the GP Improvements Programme	25sp24	Alice Kunnjappy-Clifton	pending
8	Is Johns Hopkins sams as Frailty index?	25oc15	Catherine Mustill	pending
9	Carry out analyses of patient experience measures at corporate GP practices, trust-run GP practices and IMO-run GP practices	25oc15	Francis Brown	pending
10	Contact Reading Public Health about patient experience measures at GP practices	25oc15	Tom Lake and Francis Brown	pending

1.1 Suggested Meeting Topics

1	How does a GP practice work?	24oc16	In survey
2	Resuscitation, DNACPR, choices and forms	24oc16	In survey
3	Hydrotherapy - how did we get to this?	24oc16	In survey
4	Weight management - drugs and lifestyle	24oc16	In survey
5	NHS 10-year plan	24oc16	In survey
6	Meet Dr Ben Riley, BOB CMO and sponsor for Berkshire West	24oc16	In survey
7	Meet Matt Rodda MP	24oc16	In survey
8	Diabetes including social aspects	25fe19	In survey
9	Virtual Wards	25fe21	In survey
10	Johns Hopkins model for classifying patients	25fe21	Pending
11	Process Improvement at RBH	25fe21	Pending

2 Annual General Meeting

David Cooper was in the chair.

The minutes of the last AGM were missing and could not be considered.

2.1 Infotmation Officer's and Memerbship report

The report was received.

Francis Brown: The talk by the Director of Public Health was very useful.

Cathy Cousins: I have found nearly all useful.

David Cooper: The quality of our meetings has gone up.

2.2 Data Officers Report

The report was received.

Francis Brown (Data Officer): I have been working on the data from the annual GP Patient Survey. This is done in Jan/Feb but out in July, To make sense of the results we translate the reported percentages to a percentile rank - the ranking expressed as a percentage - how practices stand in relation to one another.

I have also looked at GP practices' monthly FFT - which is often misinterpreted. More than half get 93about.

If a practice is in the bottom 10it - patients are not getting a fair deal.

I think thesse results have had an effect at least in Balmore Park, my practice.

Jill Lake: The person in charge of the contract should follow up.

Francis Brown: We have met with that person and they recognise the problem. They meet with every practice once in 3 years, more if there are problems.

They are cautious about using their power in case the practice folds.

David Cooper: What then is the next step?

Francis Brown: Public Health

ACTION - Francis Brown and Tom Lake to contact Public Health about the results

Francis Brown: There are two surgeries in Wokingham raised by Tony Lloyd as concerning - run by Modality.

I surveryed all surgeries run by Modality and they come out in the bottom quartile on the average.

Paul Williams: As regards FFT - University Health Centre takes this seriously - at the PPG we go through the negative comments and discuss them. Contrast with Milman Road and Kennet where comments were dismissed. This discussion makes for a good meeting with a positive feeling.

Problems seem to be - can you get an appointment?

Francis Brown: Full comments or edited summary?

Paul Williams: Edited.

Catherine Mustill: The Acurex triage system supported by the ICB is often appreciated - not having to hang on to the phone.

Jill Lake: Of the three measures on our display at Older People's Day - the overall patient experience of a practice seemed to depend most on ease of getting an appointment..

Cathy Cousins: I tried getting an appointment at Pembroke surgery through the NHS APP - the wait was given as 2 months for a non-urgent appointment - which is not the case if you phone or call in..

Paul Williams: Royal Berks A&E is now getting 400-500 attendees a day and some couldn't get a GP appointment so came to A&E. RBH reluctant to name and shame practices.

Simon Shaw: Some practices are doing their own surveys along the lines of the GP Patient Survey.

David Cooper: Could Simon get information from the Royal Berks as to where GP level patients in A&E are coming from?

2.3 Treasurer's Report

The report was received.

Jill Lake (Treasurer): We started off 2 years ago with £5000 gifted to keep us going. Sdpending about £960 a year.

We had difficulties with RBC with sorting out the charging rate - all sorted now.

David Cooper: So how long can we keep going? Jil: about 3 or 4 years

David Cooper: Thanks very much

2.4 Co-Chair's Observations

Let us know if you have intersting speakers. Keep knocking on the doors.

David Cooper: we are now sometimes being represented at various meetings - Tom and Francis have been invited to workshops. That is a useful development.

2.5 Election of Officers

2.5.1 Co-chairs

David Cooper and Catherine Mustill: Proposer Tom Lake Seconder Francis Brown. Elected nem. con.

2.5.2 Data Officer

Francis Brown: Proposer Catherine Mustill Seconder David Cooper. Elected nem. con.

2.5.3 Treasurer

Jill Lake: Proposer Tom Lake Seconder Libby Stroud. Elected nem. con.

2.5.4 Information Officer

Tom Lake: Proposer David Cooper Seconder Francis Brown. Elected nem. con.

2.5.5 Membership Officer

Tom Lake: Proposer Tom Lake Seconder Francis Brown. Elected nem. con.

3 Meetings in 2026

Tom Lake: I hope we will get the BOB ICB Director of Partnerships for 21 Jan. Maybe no meeting in Feb?

Catherine Mustill: Better to keeep monthly so you keep a thread going.

David Cooper: I hear we should have a Feb meeting - keep continuity

Tom Lake: we can postpone reportd from Jan and give our speaker a long run.

3.1 Review of Topics

- Invite GP to talk about how a practice works and is changing - supported by Tom Lake and Catherine Mustill
- Resuscitation and DNR - supported by Libby Stroud, Paul Williams, Cathy Cousins
- Hydrotherapy - queried by Catherine Mustill - is this a commercial interest
- Weight management - general approval
- 10-year health plan - general approval
- Invite BOB Medical Director - we have Director of Partnerships coming
- Invite Matt Rodda MP - thought not really appropriate
- Diabetes (types 1 & 2) - approved - important for budget notes Francis Brown
- Virtual Wards - Catherine Mustill keen - need to look at all home care
- Johns Hopkins categorisation of patients - Catherine Mustill keen - patients scored and treated accordingly - can see it on your NHS app. Explained at Emmer Green practice. Combine with topic 1?
  Geoffrey Million: Is this the same as the frailty index?
  ACTION Catherine Mustill to answer this.
- Process Improvement at RBH. Paul Williams noted process improvement is about trust. Now meant to be collaborating. Complaints from patients and governors do make a difference. Change item to QI (quality improvement).

4 Activities

Francis Brown: I shall be extending evaluation of groups from Modality to Oen Medical and Operose. Also practices run by trusts (since partnership model is dwindling because of personal risk).(75).

Also the Integrated Management Organisation contracts proposed in the 10-year plan when they emerge.

ACTION - Francis Brown do these analyses

Jill Lake: Trust management is preferrable to ownership by large corporates.

Geoffrey Million: Dentistry is rapidly being taken over by corporates. Primary care could go the same way.

Tom Lake: Note that there are 2 new forms of contract to cover neighbourhood health care - one at scale 50,000 patients and one at about 250,000.

Francisi Brown: PCNs are all over the place in Reading - sometimes no common border. They don't form a basis for anything else. L Libby Stroud: Pembroke is an LLP. *(Actually it is a private limited company - Camillus Healthcare Ltd).*

5 Reports

5.1 Integrated Care Board meeting

Tom Lake: At the last Integrated Care Board meeting we had 3 reports on the 10-year plan.

Francis Brown: The board is overspent but hopes to meet the requirement of meeting the budget. Good questions from LA rep from Wokingham turmoil as getting rid of staff to reduce costs by 50%.

Catherine Mustill: What about Frimley?

Francis Brown: This was a joint meeting of BOB and Frimley. The Berkshire bit of Frimley will join the new Thames Valley ICB area.

5.2 Royal Berkshire Hospital

Paul Williams:: We are awaiting a CQC report on Maternity. In Oxford deep issues (scanning incorrectly for a long time) - and baby deaths in Maternity. There is an ongoing investigationi there.

Steve McManus will be leaving in 9 months after 9 years probably feels he has done a good stint and long enough for such a stressful job. That is an all-encompassing issue at present.

Jill Lake: Is this maternity report connected with women of colour having worse outcomes?

Paul Williams: yes - we must recognise not one approach for all - but I am not aware of major issues of this kind at the RBH.

Funding is a challenge. RBH managers have idnetified further savings - but this means job cuts - comms team reduced by one - BH is not hiring staff replacaements at present.

Ranked 13th of all District General Hospitals. But scores are close. Very competitive.

Catherine Mustill: There is lots of tension between the acute trusts.

Paul Williams: 80% of resident doctors were out on strike most recently. Concerned with questions about working conditions.

5.3 PPGs

5.3.1 UHC

Taking no new patients - permission to close admissions for 3 months. Patient number now 32,000. Will only register pregnant women. And encourage people out of area to change practice.

Libby Srtoud: At Kennet language was the bg issue - so people didn't necessarily observe the area.

Paul Williams: Milman and Kennet took the policy that all consultations were in English