

Present: Francis Brown (Chair), Jacqueline Catt, Christian Ellwood (OMG), Sue Hill (Clinical Data Manager OMG), Tony Hughes, Sue Lloyd, Geoffrey Million, Wendy Bower (CCG Vice Chair), Helen Clark (CCG Director of Primary Care).

Apologies: Bernard Dominic.

Item 1 – Welcome and apologies

1.1 FB welcomed Sue Hill and Jacqueline Catt (patient) to their first meeting.

Item 2 - Minutes of the last meeting

2.1 The minutes of the January meeting were accepted.

Item 3 – Operational Feedback

3.1. FB reported delays to repeat prescriptions following Bhavik's departure the previous week. CE said that the post was not being advertised at present, but that a locum pharmacist would be available soon.

3.2. AH asked why so many prescriptions were still being transmitted to nominated pharmacies on paper rather than electronically. CE said that there were a number of reasons, including staff sickness. Pressure of other work meant that it was not possible to review the system in depth. FB quoted Bhavik's view that it was mainly a data quality issue.

3.3. FB reported that online appointment availability had now dropped to a very low level and was 3 weeks plus. CE said that routine appointment availability over the phone is 2 weeks and is comparable with other local surgeries. The proportion of appointments allocated to online booking had been reduced. The PPG view was that systems should not discriminate against patients who choose to book online or over the phone. The NHS digital policy was to encourage internet use where possible.

3.4. FB reported that there were seldom any female GP appointments online. CE advised it was difficult to find female GPs, and that he had recently had to discontinue employing one female locum GP whose performance had contributed to the FFT result dropping.

3.5. Telephone answering remained good, apart from one particular problem with the network.

3.6. CE said that the percentage 'would recommend' in the January FFT returns had fallen slightly to from 67% to 59%. FB had analysed the national figures to put ours in context: Priory Avenue's result is in the lowest 1 percent nationally (see Appendix for more detail).

Item 4 – Staffing, building and facilities

4.1 CE reported that no further vacancies had arisen. Staff recruitment was on hold, as were a number of issues with the building. The NAPP invoice was with OMG Finance for payment.

Item 5 – CQC reports and recent inspections

5.1 CE reported that the unannounced CQC inspections on 23 & 25 January included their concerns about general cleaning. CE had spoken to the cleaning contractor and one of the cleaners had been dismissed. Infection control was satisfactory.

5.2 FB said that all the recent reports had raised issues around clinical governance and leadership. CE considered that the CQC did not understand OMG's model of clinical governance. The report issued on 10 Jan related to a full inspection

on 10 October. The overall rating was upgraded from Unsatisfactory to Needs Improvement. The surgery remains in Special Measures.

Item 6 – Update from the Director of Primary Care

6.1 Helen Clark gave a private update after the end of the main business.

Item 7 – Systems and patient communications

7.1 As agreed earlier FB submitted a list of website updates. SH had made some updates, but workload pressure had prevented progressing the less urgent updates.

7.2 FB reported that EMIS seemed to working well from the patients’ perspective.

7.3 CE could not see the benefit from sharing patient comments submitted with iPlato FFT returns, but would share themes with the PPG as they emerged.

7.4 The waiting room call system “Jayex” buzzer is still not working. It is doubtful if a repair is feasible.

Items 8 to 14 were discussed briefly.

- FB to print copies of RCGP poster Think #3beforeGP for display in the surgery.

RBC proposal to merge Healthwatch Reading and Healthwatch Wokingham, 3 local meetings, FB spoke at one and expressed concern that the proposal had been made without any impact assessment. Survey now closed.

Appendix

| | |
|---------|-------------------------------|
| FFT>94% | Is in the top quartile |
| FFT>90% | Is in the top two quartiles |
| FFT>84% | Is in the top three quartiles |
| FFT<76% | Is in the bottom decile |
| FFT<70% | Is in the bottom 5% |
| FFT<60% | Is in the bottom 1% |

FFT results in the context of all GP Surgeries in England after data clean up

Item 15 - Date of next meeting

>>> >>>> >>>> **Thursday 8 March 3:30pm** <<<< <<<< <<<

Abbreviations

CCG North and West Reading Clinical Commissioning Group

CQC Care Quality Commission

EMIS Egton Medical Information System, the clinical system used at our surgery

EPS Electronic Prescription Service, a NHS system transferring repeat prescription requests and prescriptions between practices and pharmacies

FFT Friends and Family Test (rolling survey: would you recommend this surgery?)

HWR HealthWatch Reading

GPPS General Practice Patient Survey

NAPP National Association for Patient Participation

OMG One Medical Group, Leeds, the current Provider

PCCC Primary Care Commissioning Committee

PPG Patient Participation Group, email prioryavenuePPG@gmail.com or ask reception

PVG Patient Voice Group (Chairs of local PPGs and some CCG staff)

RCGP Royal College of General Practitioners

TXT Mobile phone text messaging system