

<b>Date of Meeting</b>	30 October 2013, University Medical Practice
<b>Attendees</b>	<p>Carol Munt, (Chair) Dr Lister                      Tom Lake, Pembroke Surgery                      Shaheen Kausar, Chatham Street Surgery                      Keith Jerrome, Grovelands Medical Centre                      Sheena Masoero, Healthwatch                      Helen Andrews, Long Barn Lane Surgery                      Christopher Mott, Milman Road (Dr Kumar) Surgery                      John MacDonald, University Medical Practice                      Iram Raja, Russell Street Surgery                      Michael Fairfax, London Street Surgery                      Douglas Dean, Westwood Road                      Dr Ishak Nadeem, South Reading CCG                      Karen Grannum, NHS South Reading CCG</p>
<b>Apologies</b>	Apologies were received from: Laurence Napier-Peele, Libby Stroud, Martha Klein.

## 1. Minutes of the Last Meeting and Matters Arising

- 1.1. Michael Fairfax was missed off the previous minutes.
- 1.2. The minutes were approved.
- 1.3. The meeting welcomed Helen Andrews from Long Barn Lane Surgery.

## 2. Discussion around the following reports: Patient Participation Development Project 2013/14: Q1-Report to share early learning points (Sheena Masoero, Healthwatch) and Plan on a Page and Plan on a Page background paper (Christopher Mott, PPI Lay Member, NHS South Reading CCG)

### 2.1 Patient Participation Development Project 2013/14: Q1-Report to share early learning points (Sheena Masoero, Healthwatch)

Sheena Masoero began by explaining the purpose of the report is to capture the early learning points of the Healthwatch PPG project which will run for one year. The project aims to increase the number of PPGs and increase membership of existing PPGs. Each PPG within South Reading is at a different stage and place, however, it is important they link in with Patient Voice. The paper proposed the following actions:

*ii) Suggested Action (1) SRPV should consider including time on the Patient Voice meeting agenda to encourage and provide an opportunity for the representatives from the PPGs to give any feedback from their discussions around the priority areas or raise any issues relevant to the wider CCG.*

Some of the meeting felt it important to allow for space on the agenda to hear feedback and updates from PPGs, although there was concern expressed around the practicalities given the agenda is

usually already full. This could, however, provide an ideal mechanism to link directly back to practices. Some, however, felt this needed greater debate. What would the items raised by practices cover? Presumably car parking and availability of appointments would feature highly, not something the Patient Voice could influence. Sheena Masoero suggested that Tom Lake's discussion paper for PPGs could act as a starting point to begin these discussions. Although there might not be concrete information coming out from PPG representatives at the beginning with help, over time, themes should start to emerge.

How would this work if patients at Patient Voice are either not a member of a PPG or the PPG doesn't exist or meet frequently? This should start to improve as the PPG project gathers momentum.

CCGs do not commission primary care, so what issues will we be discussing? After some debate some attendees felt that although the CCGs do not commission primary care, they can influence. Although the CCG structures are still very new, these meetings allow an opportunity for patients to raise issues and ask questions.

There has been an improvement in the number of issues raised and quality of information debated at PPGs however, there is a danger they could feel isolated and distant. This forum would give them an opportunity to discuss issues with other PPG members. The CCG takes feedback seriously and will formally review and act on issues raised.

As a comparison, N&W Reading Patient Voice group has two representatives from each practice (Practice Manager and patient), although they have fewer practices – often seven practices attend the meeting.

- ii) *Suggested Action (2) SRPV with support from South Reading CCG should consider updating the SRPV posters with correct contact details plus summary information about SRPV, meeting details and purpose. Copies should then be sent to each of the 29 GP surgeries for display on their notice boards.*

Tom Lake circulated a poster he has produced [circulated at the meeting]. There was some debate about the whether the posters should advertise PPGs as well as the Patient Voice. It was suggested that a refresh of the Constitution/Terms of Reference would provide a steer for the poster. It should include generic contact details rather than named individuals. It was suggested that the geographic coverage of South Reading CCG should be included as the term 'South Reading' could be confusing for patients. It could include a list of GP practices.

It was suggested that the public should all should continue to be invited without restriction unless the numbers attending make the meeting unwieldy, at which point, membership will be reviewed.

iii) *Suggested Action (3) SRPV should consider reviewing their constitution over the coming months to ensure that it fully reflects the current activities of the group, the intended relationship with South Reading PPGs and the process for election of its officers to ensure the constitution is up to date. To also consider reviewing the document on a regular basis thereafter. By setting this out clearly this helps encourage involvement and people can understand more about the group and how it works.*

Carol Munt said a small group would convene to discuss this in more detail. **Action:** Karen Grannum and Carol Munt meet to discuss this in more detail ahead of the next meeting.

iv) *Suggested Action (4) The South Reading CCG may wish to consider the collection of data from each GP practice regarding the number of patients involved with each PPG – either virtual or formal groups. . The CCG to also consider; if this data collection is required to track trends on an annual basis to evidence PPG activity as an element of patient and public involvement across each CCG.*

Karen Grannum agreed to look into what data is available. **Action:** Karen Grannum to investigate this.

## **2.2 Plan on a Page and Plan on a Page background paper (Christopher Mott, PPI Lay Member, NHS South Reading CCG)**

Christopher Mott began by thanking John MacDonald for beginning this discussion at the previous meeting. It is important that the work of the group is aligned with the CCG commissioning timetable, where this is known, either to generate new ideas for projects or make suggestions to existing projects. Consideration needs to be given to links with other providers, such as Berkshire Healthcare Foundation Trust. Does the group feel it would be useful to hold wider public meetings either bi-annually or annually? It was suggested this occur in conjunction with Healthwatch who would likely have the resources to help.

There was some debate from the meeting about what is aspirational and what is achievable.

Some members felt that the plan should not stipulate surgeries to have both virtual and actual PPG groups, as long as there was a forum for input. Some surgeries within South Reading are very small and it would be very difficult for the CCGs to insist on compliance.

The changes will be incorporated into a revised version and circulated. Any comments to: [cjbmott@btinternet.com](mailto:cjbmott@btinternet.com).

The group discussed the public event Call to Action, scheduled for Reading on 12 November. Carol Munt asked for it to be formally minuted that there had been insufficient engagement from the public in the planning and organising of the event.

### 3. Social

This was suggested by Laurence Napier Peele, who was unable to attend the meeting. In his absence, the meeting recommended that Laurence investigate some options and venues for discussion. Tom Lake agreed to help with the planning.

**Action:** Tom Lake and Laurence Napier-Peele to investigate some options for a social **[Post meeting**

**note:** Tom Lake has circulated a suggestion to meet at the RISC Café at the evening of 9 December and bring a plate of food. The NHS is unable to contribute to the cost of the event.

### 4. Expenses

This item was deferred to the November meeting.

### 5. Any other Business

- A Patient Voice member raised the Tackling Poverty event in Reading.
- Patient Voice members were urged to attend Call for Action.
- Tom Lake asked for Outcome Measures to be added onto the next agenda.
- Carol Munt said there would be no speaker at the next meeting, but the discussion regarding the direction of the Patient Voice would continue.