



THIRD TIME LUCKY FOR CIRCUIT LANE PATIENTS?

Circuit Lane Surgery in Southcote has been taken over by the local NHS practice Western Elms, after Reading health leaders decided to end their contract with the Leeds-based company OneMedicalGroup (OMG), which had run the troubled surgery for the past 19 months.

The move takes effect from 1 April 2018. GP and nurse services will continue to be run from the same building on Circuit Lane, and patients will be automatically transferred to Western Elms' list, unless they choose to join a different GP surgery.

Before OMG started running Circuit Lane in September 2016, the surgery had been managed by Berkshire Healthcare NHS Foundation Trust after Circuit Lane's GPs stopped running the business side of the surgery.

Patients were told the latest news in a letter dated 21 March 2018. "Western Elms Surgery has an excellent reputation locally, a good CQC rating and performs well on national measures," wrote Cathy Winfield, chief officer of Berkshire West Clinical Commissioning Groups, that oversees GP services in Reading. She added that Western Elms' GPs were "enthusiastic" about working to improve services for patients at Circuit Lane.

The surgery has been in 'special measures' since April 2017, after the Care Quality Com-



Healthwatch collected evidence of poor care, at this 2017 meeting, & used it to campaign for improvements at the surgery

mission investigated serious concerns reported by Healthwatch Reading and patients. OMG had found it difficult to recruit permanent GPs and other staff and so a 'mutual decision' had been made with OMG to end the contract, the letter adds.

Healthwatch Reading and Circuit Lane patient representatives were involved in the discussions about who should take over the running of the surgery.

- **No decision has yet been announced about the future of Priory Avenue Surgery in Caversham, which OneMedicalGroup has also been running since 2016.**

NEWS IN BRIEF

South Reading Surgery could be moved to new premises on land in Whitley, to cope with population growth. It is working with Milman Road Health Centre (which wouldn't move) on the plans.

National data on the number of hospital patients re-admitted soon after discharge, that could show poor follow-up care, is set to be published, due to lobbying by Healthwatch England.

More pharmacies would be needed in Whitley if new housing goes ahead, states Reading's latest pharmacy plan. Some people are not within walking distance of a pharmacy, it adds.

OUT AND ABOUT

How we've been collecting views in the past month

We headed out into the 'virtual' world on 12 March to listen to a webinar (online talk in real time) about what lesbian, bisexual or trans women want from health services. We heard that health professionals sometimes make wrong assumptions, which can lead to lack of contraception advice or low cervical cancer screening rates. The webinar was run by the LGBT Foundation and we took part to inform our local LGBT+ project, reporting soon.



On 28 March, we went to a local event on Health Inequalities to hear discussions about how to meet the needs of Black and Minority Ethnic (BME) people, who might find it hard to access care they need due to stigma or service barriers. We also heard of initiatives such as an upcoming dementia workshop to be held by the Jamaica Society Reading.

We held a focus group at the Reading Community Learning Centre on 7 March. Thanks to the tutors who helped translate the views of non-English speakers. Findings from the event will be published soon.



We went to the Reading Mencap Coffee Club on 28 February. We used a pictorial guide to prompt feedback on services.

ALL THE HELP YOU NEED UNDER ONE ROOF

Welcome to our new service launched on 1 April 2018

We're now able to help even more people in Reading, thanks to a newly launched service.

From 1 April 2018, we are official providers of four types of advocacy that people are legally or locally entitled to for free, as part of a new all-in-one service known as Reading Voice.

Healthwatch Reading was already providing help to any Reading resident wanting to make a complaint about the NHS, and we were also working with Age UK Reading and learning disability support organisation Talkback, to support adults needing help with care plans or safeguarding issues.

Now we will also be helping people who have been 'sectioned' at Prospect Park Hospital, and also assisting people with complaints about their council-arranged social care.

We have a team of 11 local advocates with the empathy and expertise to help a wide variety of people. Advocacy helps people know their rights and options, make their own choices, and have their say. Advocates don't tell people what to do or work for the NHS or council.

The Reading Voice advocacy hub is run from the 3rd floor of Reading Central Library. Find out more at www.readingvoice.org.uk, by emailing helpdesk@reading.voice.org.uk, or look out for our leaflets locally, including some in other languages.

Advocacy is separate to our Healthwatch role, but we share resources so people can get help from the same place.



WHAT WE OFFER:

NHS Complaints Advocacy

To help any Reading resident resolve their concern or complaint about the NHS

Social Care Complaints Advocacy

To help any Reading adult with a complaint about social care that has been arranged for them by the council

Independent Mental Health Advocacy

To help any Reading person who is detained for mental health treatment to know their rights, understand their care and have their say

Care Act Advocacy

To help vulnerable adults with no-one else in their life, to have their say on care plans



WE'RE CELEBRATING OUR 5th BIRTHDAY!

It's been five years since Healthwatch Reading began campaigning for better NHS and social care services in our borough. We're part of a network of 152 local Healthwatch working across England to give people more say, and we have statutory powers to visit services to capture your experiences. We'll take a look back (and forwards) at our AGM in July!

LATEST QUALITY RATINGS FOR READING SERVICES

GOOD:

- **A2 Dominion**, the agency providing regular help to people living in extra care housing at Chimney Court and Cornerstones, has enough staff and effective recruitment checks, according to inspectors. People felt safe and well cared for. (Report published 28 February 2018)
- **Careline** has robust recruitment procedures and provides consistent and caring staff to clients, said inspectors. However the home care agency needed to update care plans to include more detail about people's needs and preferences. (14 March 2018)
- **Chatham Street Surgery** now has a 'good' rating for how caring it is, compared to a 'requires improvement' rating in July 2017. The surgery had proved this through a survey of 200 patients showing improved satisfaction. (15 March 2018)
- **Western Elms Surgery** was praised in particular for its 'outstanding' efforts towards meeting a new NHS requirement to make patient information more accessible. The surgery has produced greetings and frequently asked questions in six different languages, produced waiting signs in alternative formats, developed a protocol for helping people with hearing loss, and welcomed in advocates from Reading Mencap and Healthwatch Reading to help people with learning disabilities to have their say. (6 March 2018)

REQUIRES IMPROVEMENT:

- **Lakeside Residential Home** on Whiteknights Road has been told to make its environment more 'dementia-friendly', after inspectors found that changes recommended two years ago had still not been introduced. This included using colour contrasts to help people use bathrooms and light switches, and having signage and photos on doors, to help people find their way around the home. A new manager committed to improvements is now in place. (14 March 2018)

The ratings are decided by the Care Quality Commission, the national organisation that checks if NHS and care services are safe, caring, effective, responsive and well-led. It has the legal power to order improvements.

UPCOMING EVENTS

5 April: Adult Social Care, Children's Services & Education Committee of Reading Borough Council, 6.30pm, held in public in the Council Chamber, Civic Offices, Bridge Street, RG1 2LU

6 April: Older People's Working Group, open to all over-50s, 2-4pm, Civic Offices, RG1 2LU

9, 10, 12 & 13 April: Mental Health First Aid Course in Reading, 10am-1.30pm, for the public, carers, or voluntary workers.

Telephone Cecily Mwaniki on 07584187456 or Shaheen Kausar, 0118 959 5455

30 April: Patient and Public Involvement in healthcare workshop, 12-5pm, The Gateway, Aylesbury, Bucks, HP19 8FF. Email: mil-dred.foster@oxfordahsn.org

CONTACT US

Tel: 0118 937 2295

3rd floor, Reading Central Library, Abbey Square, Reading, RG1 3BQ

info@healthwatchreading.co.uk

healthwatchreading.co.uk

healthwatch
Reading