

July 2016

Our team report

We have now confirmed our panel speakers for our annual general meeting, which is themed on the topic of **The Future of Primary Care in Reading**. We will hear from Ida Osei, who works as a prescribing pharmacist seeing patients at Tilehurst Surgery, Kim Frewin, a nurse prescriber based at Pembroke Surgery, and Dr Simone McGee, academic director of the physician associate programme at Reading University that is training a variety of professionals to work in GP surgeries and see patients. We hope these speakers will help inform our wider community about different roles in primary care that are being used to address nationwide GP recruitment problems. At the AGM we also reveal findings of our year-long project looking at how Reading people experience primary care. The AGM is on **Thursday 21 July 2016**, from 5.30-7pm, in the conference room on the 3rd floor of Reading Central Library. Anybody in Reading is welcome to come - but it would be helpful if people could register their attendance so we have an idea of how many seats we need - go to <https://www.eventbrite.co.uk/e/healthwatch-reading-annual-general-meeting-the-future-of-primary-care-in-reading-tickets-25741896706> or telephone us on 0118 937 2295.

On **30 June 2016** we published our annual report for 2015-16, outlining how we had fulfilled our statutory duties to give advice to local people, collect their views and influence improvements to the way health and social care is delivered. Copies of the report will be available at the AGM. It is also on our website, or call us to be sent a copy.

We headed to the Civic Centre on **16 June** to take part in a workshop aimed at getting ideas for a new Health and Wellbeing Strategy for Reading's population over the next three years. The workshop involved lively discussions about topics such as lower life expectancy rates for men, TB and HIV rates, and the impact of housing shortages. A draft strategy is expected to be published in mid-July, so people can have a say on the plans. During the workshop we emphasised the importance of people's own experiences being used to help judge the success of improved health and wellbeing, and the need for services to think creatively, such as using mobile clinics to reach diverse communities.

We also spoke up at the **7 June meeting of the Health and Wellbeing Board**, about lack of consultation so far on plans drawn up by a new NHS regional organisation that Reading now comes under, known as the Berkshire, Oxfordshire and Buckinghamshire (BOB) 'footprint'. Their role will include balancing the books across the whole region, which has raised concerns about budgets for Reading services going into other parts of the region.



Abbey Medical Centre now rated 'good'

Abbey Medical Centre has been rated 'good' by inspectors following a desktop review on 23 May 2016 to check how it had responded to concerns raised in January 2016 about its performance.

In its [report](#) published on 22 June 2016, the Care Quality Commission said it had found the practice had made significant improvements since the last inspection on 21 January 2016. Specifically, the practice had:

- ensured the phlebotomist only administered flu immunisations with specific authority from a prescriber for each patient immunised;
- completed a DBS check for staff undertaking chaperone duties.

The CQC has powers to visit and rate the quality of NHS and social care services, and can take enforcement action against failing organisations.

Tilehurst Village Surgery rated 'good', with some 'outstanding features'

Tilehurst Village Surgery has been rated 'good' by the Care Quality Commission (CQC) following a comprehensive inspection in May 2016.

There was an open and transparent approach to safety and risks to patients were assessed and well managed according to the CQC's [report](#) published on 22 June 2016.

Two areas of outstanding practice were seen with the provision of a 'reversing diabetes' programme. Patients with type 2 diabetes were supported to manage their condition through weight loss, diet and reduced reliance on medicine.

Reading Walk In Centre at Broad Street Mall 'requires improvement'

The Walk In Centre in Broad Street Mall, Reading, has been rated as 'requires improvement', by the Care Quality Commission (CQC).

The CQC identified a number of areas of concern, in its [report](#) on the agency published on 20 April 2016. These included:

- registered patients finding it difficult to make an appointment with a named GP
- nurses not always receiving support or training to assess and manage patients with long-term conditions

The centre must now make a number of improvements set by the CQC.



Have your say on urgent dental care

Public feedback is wanted on how urgent dental care services are provided, as part of an NHS England review.

People have until 10 July 2016 to give their views on:

- what you consider to be a dental emergency;
- what services you think should be available;
- and where these services should be located.

Have your say via a short online survey

at <https://www.engage.england.nhs.uk/survey/e9eff9ea/consultation>

Department of Health extends consultation on a new carers strategy

More time has been given to collect views for a new strategy that the Department of Health hopes will better support people who provide unpaid care to loved ones or neighbours.

People have until 31 July 2016 to respond. The DH says it wants to hear from carers, cared-for people, business, social workers, NHS staff and other professionals that support carers. This would help to ensure the DH understand the complex diversity of caring roles. Visit the webpage <https://consultations.dh.gov.uk/carers/how-can-we-improve-support-for-carers> to find out more and give feedback.

Patient experience survey underway on neurological conditions

The Neurological Alliance has launched its second neurological patient experience survey. The survey aims to collect vital information about the experiences of care received by people affected by neurological conditions and help us to understand how much progress has been made in improving neurological services.

The survey is open until September 30th and the Alliance welcomes responses from anyone with a neurological condition living in England.

Please click here <http://bit.ly/28L3jGU> to complete the survey.

