

## Our team report

We surveyed more than 260 people in the emergency department at the Royal Berks during the week starting May 16. Helped by volunteers from Reading's two Patient Voice groups, we visited for two hours or more on each of the seven days, including a very busy Friday night session. We wanted to find out what is the main reason prompting people to go to A&E - is it because of serious medical conditions or injuries; because they have been sent by 111 or other services; or is it because their GP was shut or had no appointments free? We are now analysing the results and will report back with the results.

We are starting to prepare for our AGM, to be held on Thursday 21 July. At the event we will be having a panel discussion on the future of primary care in Reading, discussing topics such as the new types of professionals that are being employed to make up for GP shortages - such as physician's associates. 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.

## Private company to take over Circuit Lane and Priory Avenue surgeries

Circuit Lane Surgery in Southcote and Priory Avenue Surgery in Caversham are being taken over by a private company called OneMedicalGroup.

Local NHS officials announced on 26 May that they had awarded a 10 year contract to the company, to run both surgeries, starting from September 2016. A letter being sent out to patients states that the surgery opening times and contact numbers are unchanged and existing doctors and staff will be offered the opportunity to transfer to the company.

OneMedicalGroup was appointed after an open competition for the contracts, replacing the existing management - Berkshire Healthcare NHS Foundation Trust - which had been appointed to run both surgeries on a temporary basis after the surgeries ran into problems.



## Royal Berkshire Hospital chief executive announces her departure

The chief executive of Royal Berkshire NHS Foundation Trust, Jean O'Callaghan, has announced she is retiring.

She will leave her post later this year to head back to her home country, New Zealand.

## Diary dates for the coming month

**An over-50s Social Afternoon takes place on Friday 3 June, 2-4.30pm at St Laurence Church** in Friar Street. There will be live music, dancing, conversation and a cream tea. There will also be an over 50s quiz and chances to win in our prize draw. Tickets are £5, payable on the door. Contact Reading Borough Council neighbourhood coordinator Michelle Berry to book on 07834335103 or email [Michelle.Berry@reading.gov.uk](mailto:Michelle.Berry@reading.gov.uk).

**Unpaid carers are invited to an event on Tuesday 7<sup>th</sup> June at St Laurence Church** in Friar Street in the town centre. The event celebrates the launch of the new Reading and West Berkshire Carers Hub. The free event runs from **10am- 4pm** and will include guest speakers on a number of topics, including healthy eating, pensions and benefits. Free Indian Head Massage and reflexology pampering sessions are on offer and voluntary and community organisations will be on hand to provide information and advice. Lunch will also be provided courtesy of the Carers Trust. Contact the main event organisers, Reading and West Berkshire Carers Hub on **0118 324 7333** or email [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org) for more information on the event.

**On Wednesday 8 June, Reading people are invited to The Big Conversation event to try and start tackling the taboo of talking about end-of-life care** and planning. It will be held at St Laurence Church in Friar Street from 1.30-4.30pm and will include talks about palliative care, making wills, and accessing advice and support. A variety of local organisations will have information stalls at the event. For more details, please contact [jan.caulcutt@reading.gov.uk](mailto:jan.caulcutt@reading.gov.uk) or call 07834 801338.

**Also on Wednesday 8 June, the Primary Care Commissioning Committee meets in public from 1-4.30pm** at Berkshire Maestros - Stoneham Court, Reading, RG30 4EZ. The committee makes decisions about GP and other primary care services across Berkshire West. Register your attendance online: <https://www.eventbrite.co.uk/e/primary-care-commissioning-committee-pccc-tickets-24618570808> or telephone 01189 822 709

The Physical Disability and Sensory Needs Network (PDSN) are holding a **Health and Wellbeing themed event on Thursday 9 June, in the Council Chamber, Civic Offices, 2pm - 4.30pm**. Activities on offer will include Pilates taster sessions and workshops in self massage. For more details, please contact [pdsn@reading.gov.uk](mailto:pdsn@reading.gov.uk) or call 0118 937 2383.



A major event will be held in Reading on Tuesday 14 June, called, **Let's Talk About Health and Social Care**. It is being run jointly by Reading's two clinical commissioning groups - the GP-led groups that plan and fund NHS services - and Reading Borough Council. The event will be held 2pm-4pm at St Laurence Church in Friar Street. The organisations say people will learn about and discuss plans for services this year, including proposed changes to GP practices, and working together to support older people. The public will get a chance to have their say about issues that concern them. Register online for the event here <https://www.eventbrite.co.uk/e/lets-talk-health-and-social-care-in-reading-tickets-25565892272>. Alternatively, call 01189 822 709 or email [ppiteam.berkshirewest@nhs.net](mailto:ppiteam.berkshirewest@nhs.net) to book your place.

On Tuesday 21 June, the **North and West Reading Clinical Commissioning Group's governing body will meet in public** from 1.30pm-4.30pm at the CCG headquarters at 57-59 Bath Road, Reading, RG30 2BA. CCGs plan and fund local NHS services and are led by GPs. People can register to attend at <https://www.eventbrite.co.uk/e/north-and-west-reading-ccg-governing-body-meeting-in-public-tickets-22735447335> or phone 0118 982 2709. Papers will be available 5 days beforehand and questions can be submitted at least two days in advance.

### Inspection ratings published by the Care Quality Commission in May:

- **Quality Care Providers, delivering home care to seven people in their own homes or a supported living scheme: Good.** A [report](#) published on 4 May 2016 states that people said their care and support workers were kind and supported them in the way they wanted them to.
- **London Street Surgery (Dr Essa & DR Harrold): Requires Improvement.** A [report](#) published on 16 May 2016 states that the practice has improved since its 'inadequate' rating of August 2015, but it still needed to make further changes. These included carrying out full recruitment checks, and reviewing patient feedback about how GPs listen too and care for patients.
- **Carisbrooke, a small care home for people with learning disabilities: Good.** A [report](#) published on 17 May 2016 states that inspectors observed good caring practice by the staff. Relatives of people using the service said they were very happy with the support and care provided. People and where appropriate their relatives confirmed they were involved in the planning and review of their care.

