



SAVE THE DATE FOR A DOUBLE CELEBRATION!

Reading people are warmly invited to join us in celebrating the 5th birthday of Healthwatch Reading on 5 July 2018. And it's a double celebration, as the National Health Service also turns 70 on that date. We'll celebrate these milestones at our annual general meeting over tea, coffee and cake. You'll be able to find out what we've achieved over the last year and hear what guest speakers



think local health and social care services will look like in the future.

The event will be held on the wheelchair-accessible 3rd floor of Reading Central Library, from 10.30am-12midday.



If you're interested in attending, please telephone us on 0118 937 2295 or email info@healthwatchreading.co.uk.

PATIENTS ASKED TO CHOOSE ANOTHER GP SURGERY AS PRIORY AVENUE SHUTS DOWN

More than 6,000 people in Reading will have to join a new GP surgery after being told that Priory Avenue Surgery in Caversham will close down on 30 June 2018.

The failing surgery had been run by OneMedicalGroup (OMG), a Leeds-based company, which 'mutually' decided with Berkshire West Clinical Commissioning Group (BWCCG) to end its contract. This follows an earlier decision to also end OMG's management of Circuit Lane Surgery in Southcote (which was taken over by Western Elms Surgery from 1 April 2018).

No local surgery could be found with enough capacity to take all Priory Avenue Surgery patients, so patients have been sent a letter a range of options. Balmore Park Surgery can take 3,000 patients, Emmer Green Surgery can take

1,500, while the rest of the patients will have to choose from a list of other surgeries across Reading.

The CCG is planning to hold two information meetings for patients: on Tuesday 29 May, 4.30pm-5.30pm and Wednesday 6 June, 7pm-8pm, both at Caversham Hall, 5 St John's Road (next to the church), Caversham, RG4 5AN. Or people can call the CCG's Patient Advice & Liaison Service (PALS) on 0118 982 2720 if they have any queries or concerns.

Healthwatch Reading staff has been working with Priory Avenue Surgery's patient participation group to visit the surgery to help people understand their options, and will next be there on Tuesday 5 June at 10am, Wednesday 6 June at 3pm and Thursday 7 June at 10am.





A ROUND-UP OF LOCAL NEWS BY NUMBERS

15 Steps for Maternity is the name of a new NHS England toolkit being promoted by Reading’s own Lisa Ramsey, who is the service user voice policy manager for the national maternity transformation programme. Lisa, who also chairs Reading’s maternity voices partnership, says the toolkit is a “new and exciting way for women and their families to improve the quality of care in maternity services”. The idea is for small teams made up of women and staff members to go on a 15-20-minute walkaround to look at a birthing unit or other local service through a ‘fresh pair of eyes’ to see if it is welcoming and informative, safe and clean, friendly and personal and organised and calm. The toolkit was published on 14 May 2018.

15 June 2018 is the deadline for the public to give views about online GP consultations to NHS England. Online consultations involve people using a smartphone, tablet, or computer to contact their surgery, about new symptoms or other queries. A health professional or staff member would then reply to you electronically, phone you or ask you to come in for a face-to-face appointment. Do you think online consultations are a great idea because you don’t have to wait on hold while trying to phone your GP surgery? Or are you worried about the security or confidentiality of sharing your medical information online? Visit <https://bit.ly/2IZhGdy> to complete NHS England’s online survey.

24 June 2018 is the closing date for local people to give feedback about their experience of South Central Ambulance Services. People can share views on both emergency services such as visits by paramedics or blue-light trips to hospital, through to non-urgent transport to appointments or back home. The findings will help shape the ambulance service’s plans for the year ahead. You can give views anonymously via an online survey at <https://www.surveymonkey.co.uk/r/875TF3G> or ask for a hard copy of the survey by phoning Monica Moro on 01869 365126.

66% of people who have been detained for mental health treatment do not feel like they were treated with dignity and respect, according to interim findings of an independent review of the Mental Health Act. A survey of around 2,000 people for the review, has also revealed that sectioned patients have experienced or witnessed physical violence, verbal abuse and threat, and coercive reward and punishment systems. Access to an independent mental health advocate (which must be made available for free to sectioned patients) is variable and some people are also unaware of their right to a tribunal to appeal their detention.

3,915 people have shared their views about the ‘broken’ adult social care system, in a report published by the Care Support Alliance (CSA). A survey carried out by the alliance between January and March 2018, showed that lack of social care had resulted in:

- 1 in 5 people feeling unsafe moving around their own home
- 4 in 10 people being unable to leave their home
- 1 in 5 going without meals
- more than one quarter not being able to maintain basics like washing, dressing,

visiting the toilet; and

- more than 4 in 10 experiencing worsening health.

The alliance is a coalition of more than 80 charities and its co-chair, Caroline Abrahams, from Age UK, said: “The experiences of thousands of people in this survey are damning evidence that that our adult social care system is broken and unfit for purpose.” The alliance is calling on people to sign an open letter to health secretary to Jeremy Hunt, Secretary of State for Health and Social Care, calling for him to urgently act.



READING'S DIVERSE COMMUNITIES TELL US THEIR TOP THREE PRIORITIES

People in Reading who are sometimes described as 'seldom heard' have been given a voice through a Healthwatch Reading project.

Our team went out and spoke to people whose experiences, feedback and suggestions might be overlooked or not sought by local services because of various barriers. These might include having a disability, not being able to speak English, or not understanding their right to have their say to help influence the quality of local health and social care services.

We worked in partnership with charities who support these people to arrange special sessions where people could share their 'top three priorities'.

We have now published the first four of our series of short reports (see summary boxes) and we will share these with organisations responsible for providing, funding or planning health or social care for these groups of people.



Our listening tour included a session at the Reading Refugee Support Group

People supported by Reading Mencap told us they need:

- better access to interpreting services
- better and more accessible information, including details about what they can expect in and from healthcare services
- healthcare professionals who make sure that people understand the outcome of appointments - including any diagnosis, what they need to do or what will happen next with their care

One person said a hospital wanted to charge him £240 for a blood test, even though he had papers connected to his asylum application showing he did not need to pay for NHS services. He went back to his GP, who did the blood test at the surgery instead.

People supported by learning disability charity Talkback said they need:

- services to be sensitive to the needs of carers such as family members, who help them with things like arranging and attending appointments
- easy-read leaflets or other adapted information to help them understand services, their options and their care
- their rights to be known and upheld - such as the right to have reasonable adjustments made to services so they can use them

"They put up on a screen when it's your time to see the doctor, but I need support to read this."

People supported by Reading Mencap told us they need:

- health and social care staff who are properly trained about learning disabilities
- to be able to see the same GP each time they visit their surgery
- to get enough, good quality care to help keep them safe and to live as independently as possible

"Sometimes they [care support workers] cancel on the day [and] no-one comes."

People attending the Reading Community and Learning Centre for language or other classes, said they need:

- access to interpreting services when using the NHS
- culturally aware and timely provision of accurate information about locally available services
- longer appointments, if they do not speak English as their first language, so they can adequately discuss serious health or care concerns and understand their options

"My GP called the [interpreting] phone service. It was good."



LATEST QUALITY RATINGS FOR LOCAL SERVICES

Here are the latest ratings for Reading services from the Care Quality Commission (CQC):



Melrose Surgery has been rated 'good' in its first inspection since it took on extra patients from a merger with a neighbouring GP surgery last year. It has also been praised for its 'outstanding practice' of carrying out annual Doppler ultrasound assessments on people with diabetes, to help spot foot problems at an earlier stage.

Report published 17 May 2018

The interconnected home at **2a and 2b Mayfair**, run by Voyage 1, has been rated 'good' for working to ensure people with learning disabilities and autism can live as ordinary a life as anybody, by promoting choice, independence and inclusion.

Report published 5 May 2018

Chilmington at Home, a small care home for people with learning disabilities based in west Reading, has maintained its 'good' rating after its latest inspection. Inspectors said people's rights and freedom were respected and supported.

Reported published 3 May 2018

The CQC is the national body that checks how NHS and social care services are performing. All health and social care providers must be registered with the CQC.

UPCOMING EVENTS IN JUNE

Tuesday 12 June 2018

Governing body meeting in public of the Berkshire West Clinical Commissioning Group (the body that plans and funds NHS care in Reading, Wokingham and West Berkshire). 9.30am-12.30pm at The Oakwood Centre, Woodley, RG5 4JZ. The public can submit questions relating to the agenda, by at least two days before the meeting. Email ppiteam.berkshirewest@nhs.net or telephone 0118 982 2706.

Wednesday 13 June 2018

Meeting in public of the Primary Care Commissioning Committee, which oversees decisions on NHS GP services for Reading, Wokingham and West Berkshire, from 1pm-4pm at Shaw House, Newbury. The public can submit questions relating to the agenda, by at least two days before the meeting. Email ppiteam.berkshirewest@nhs.net or telephone: 0118 982 2706.

Thursday 14 June 2018

Carers Information Session, 10am-1.15pm, Church of Jesus Christ of Latter Day Saints, 280 The Meadway, Reading, RG30 4PE. Guest speakers include Alzheimer's Society and British Red Cross. Call the Reading and West Berkshire Carers Hub on 0118 324 7333 for more information.

Friday 15 June 2018

Carers Pampering Session, 10am-1pm. Attendees can choose from manicure and polish, Indian head massage, and Henna hand tattoo. Call the Reading and West Berkshire Carers Hub on 0118 324 7333 for more information.

If you would like to publicise an upcoming event via our newsletter or website, please contact us on 0118 937 2295 or email info@healthwatchreading.co.uk

