

# South Reading Patient Voice

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## Annual Report 2018-19

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2018-19 has been a positive year for South Reading Patient Voice. Highlights have been the steady increase in membership to 42, the use of the Hall at Friends Meetings house for the last 3 meetings, a pair of meetings introducing Reading's Trauma Aware approach to children's and social services, and a meeting address by two Primary Care Network Clinical Directors, who, we are pleased to report, left "feeling energised". We have benefited much from regular reports by Pat Bunch of Healthwatch Reading news.

We are very grateful to Reading Community Learning Centre who have accommodated us for many years and are still most supportive.

### **1 The External Environment 2018-19**

This has been the second full year of Berkshire West CCG and we have seen more integrated working by the four localities and by the three local authorities.

During the year a new plan was adopted for the structure and governance of the Berkshire West health and care area. We shall have to see how patient engagement fares in the new environment.

At the start of the year the NHS England Long Term Plan (covering roughly 10 years) was published.

The unnatural Sustainability and Transformation Partnership area BOB (Buckinghamshire, Oxfordshire and Berkshire West) became an Accountable Care System and it has been proposed that the constituent CCGs be merged to match - we will put forward a paper opposing this.

CCGs have been told to reduce their costs by 20% at a time when innovation is growing with integrated pathways and information sharing across providers advancing.

Primary Care Networks have been brought in this year, to provide services and economies that require the scale of 30,000 - 50,000 patients. How this will change ideas of patient engagement is still to be seen. The CCG has held a number of meetings under the title, "Designing Our Neighbourhoods".

Against this background major healthcare measures such as proportion of patients leaving A&E within 4 hours or the proportion getting cancer diagnosis or first treatment within defined times are falling ever further below target. Increases in life expectancy seem to have stalled and health inequalities are still unacceptable.

## **2 Our Meetings 2018-19**

Our meetings had either a main speaker and discussion or a targetted discussion as well as reports and discussion on Patient Participation Groups (PPGs) and from Healthwatch Reading.

### **2.1 30th January 2019**

Richard Harrison of the Department of Psychology and Clinical Language Sciences at Reading University spoke on "Pain", describing his PhD reserach work carried out in conjunction with clinicians at the Royal Berkshire hospital.

In addition Douglas Findlay spoke about the NHS Enland Long Term Plan.

### **2.2 27th February 2019**

We were pleased to welcome, Victoria Parker, Head of Communications for the Berkshire West CCG to talk about "Integrated Care Systems - Communications and Public Engagement".

### **2.3 27th March 2019**

Mary Hannah Hudson, Head of Policy for Digital Transformation in the NHS Engaland South Technology Team, spoke about the NHS App and NHS Online.

### **2.4 24th April 2019**

We had a discussion meeting in which we reviewed our experiences supporting Type 2 Diabetes Awareness Week.

### **2.5 29th May 2019**

Pat Bunch of Healthwatch Reading reviewd the organisation's projects and reports and led discussion on that. Francis Brown reviewed the NHS Friends and Family Test as applied to primary care and led discussion on PPGs in the South Reading locality.

### **2.6 26th June 2019**

This was the first of two meetings related to the influence of traumatic childhood experiences on later life, mental health, life course and physical health. Linda Dobraszczyk outlined

what is known about the effects of childhood trauma under the title "1001 critical days" and led discussion. Francis Brown also reported on the National Association of Patient Participation Conference. Members also reported on the day conference run by the Thames Valley Clinical Network on Improving Clinical Care on Diabetes and Hypertension Care.

## **2.7 31st July 2019**

Dr Rosemary Croft continued out pair of talks about the effects of childhood traumatic experiences, reviewing knowledge about childhood trauma and introducing Reading's trauma-aware approach to services, covering childrens' services, policing, adult social services and NHS.

## **2.8 25th September 2019**

This was our first meeting in the Hall of Friends' Meeting House. Councillor Tony Jones talked about Adult Social Care in Reading and took questions. We also discussed the CCG's second "Designing Our Neighbourhoods" event and the CCG's AGM.

## **2.9 30th October 2019**

After much planning we were pleased to welcome Dr Thava and Dr Bindra, clinical directors of Central and Whitley with Katesgrove Primary Care Networks to introduce Primary Care Networks and lead discussion. This was a very well attended meeting and the speakers reported that they left feeling energised.

# **3 Other Activities**

## **3.1 Type 2 Diabetes Awareness Week**

The group took a stall with informational literature and posters to public sites on 3 day of the week: Morrison's supermarket in South Reading, Broad Street, South Reading Community Hub.

## **3.2 Older Persons' Day**

The group again brought its stall with information about the CCG and Primary Care Networks to this Reading Borough well-organised event in the Broad Street Mall.



Figure 1: SRPV stall for Type 2 Diabetes Week.

### 3.3 Reading Waterfest

The group took a stall at this well-attended weekend event.

### 3.4 Events Attended Jointly With Macmillan Cancer Care

We attended the Town Meal and East Reading Festival with Macmillan Cancer Care providing the Gazebo and furniture.

### 3.5 External Public Meetings

**Healthwatch Reading** Our chair and other members take part in Healthwatch Reading's Governing Body.

**Reading's Health and Wellbeing Board** Members regularly attend the meetings of Reading's Health and Wellbeing Board.

**Berkshire West CCG Governing Body** Members regularly attend.

**Berkshire West Primary Care Commissioning Committee** Members regularly attend.

**Designing Our Neighbourhoods Events** Members have attended these.