

READING BOROUGH COUNCIL

HEALTH & WELLBEING BOARD

8 OCTOBER 2021

QUESTION No. 3 in accordance with Standing Order No 36

Francis Brown to ask the Chair of the Health & Wellbeing Board:

South Reading Surgery - Patient Experiences

This question is about the South Reading Surgery and patient experiences there as reported by the last 5 Ipsos Mori annual surveys of patients registered at GP surgeries in England.

One of the key questions is about overall satisfaction with one's GP surgery. The results over the last 5 years have been consistently disappointing: between 96% and 99% of surgeries were rated by patients as being better than the South Reading Surgery.

The next survey will be in January 2022. Are there any reasons to expect improved results for the South Reading Surgery? What actions are being taken by the CCG and RBC to help the surgery achieve improvements in its performance?

REPLY by Katie Summers (Berkshire West Vaccination Lead and Director of Place Partnerships, Berkshire West CCG) on behalf of the Chair of the Health and Wellbeing Board (Councillor Hoskin):

South Reading Surgery, along with all Berkshire West Practices, have experienced something like a 30 percent rise in demand over the last few months at a time when staff are still dealing with the ongoing demands of the Covid pandemic, the Covid vaccination roll out and now the onset of winter pressure. A great deal of work is being carried out across all Berkshire West surgeries to support them so we are confident there will be positive results in the next Mori survey in January.

As for South Reading Surgery, key areas of work include:

- The CCG GP Clinical Lead and Primary Care Manager holds 6 weekly contract review meetings with the practice, and these have focused on patient experience.
- The Practice has a patient experience action plan in place. This includes the Practice conducting their own in-house survey. Each team within the Practice has been asked to review the in-house survey and identify improvement actions they can take, for example the reception team have put their own improvement plan in place
- The action plan details 17 questions including one about the overall experience of practice and 65% of people who responded rated the practice as good.
- The CCG will be discussing ways to improve further at its next contract review meeting, including ways of reviewing results with the PPG.