

Reading Patient Voice Group Draft Minutes

Thames Valley Integrated
Care System
Reading locality

Co-chairs: Catherine Mustill, David Cooper
Treasurer: Jill Lake **Information Officer:** Tom Lake
Membership Officer: Tom Lake **Data Officer:** Francis Brown

1 Welcome and Apologies

Date	17th June 2026
Location	Committee Room 4a, Civic Offices, Reading & online
Present	Cathy Cousins, Pembroke Surgery Helena Turner, University Health Centre Paul Williams, University Health Centre John Walford, University Health Group Adrian Barker, West Berks Patient Voice John Missenden, Melrose Surgery Alice Kunjappy-Clifton, Healthwatch Reading Joan Lloyd, Balmore Park Geoffrey Million, Balmore Park David Cooper, University Health Centre Francis Brown, Balmore Park Deirdre Drukker, Longbarn Lane Mark Drukker, Longbarn Lane Karen Swaffield, Strawberry Hill
Apologies	Alex Phillips, RBH Connect Team Tom Lake, Pembroke Surgery Jill Lake, Pembroke Surgery Sunila Lobo, University Health Centre Sarah Weeks, co-vice chair Balmore Park Surgery PPG Julia Branson, Balmore Park Raymond Emmett, Catherine Mustill, Emmer Green

2 Minutes of the Last Meeting

Minutes were approved. They can be found attached to the announcement of the last meeting in our online blog.

3 RBH Update

An RBH update was provided by Paul Williams.

4 Reports from Patient Participation Groups

Balmore Park PPG and the surgery have agreed to use the NHS-developed surgery website audit/workbench. Work starts in July

5 Activities

5.1 Action Log

No.	Action	Date	Who	Status
3	Follow up problem with audibility of calling of names in A&E waiting room	24oc16	Sunila Lobo	Formal question posed
7	Explain the GP Improvements Programme	25sp24	Alice Kunnjappy-Clifton	pending
8	Is Johns Hopkins same as Frailty index?	25oc15	Catherine Mustill	pending
9	Carry out analyses of patient experience measures at corporate GP practices, trust-run GP practices and IHO-run GP practices	25oc15	Francis Brown	pending
10	Contact Reading Public Health about patient experience measures at GP practices	25oc15	Tom Lake and Francis Brown	pending
11	Update on RBH Patient Portal	26mr18	Catherine Mustill	pending

5.2 Suggested Meeting Topics

1	How does a GP practice work?	24oc16	In survey
2	Resuscitation, DNACPR, choices and forms	24oc16	In survey
3	Hydrotherapy - how did we get to this?	24oc16	In survey
4	Weight management - drugs and lifestyle	24oc16	In survey
5	NHS 10-year plan	24oc16	In survey
7	Meet Matt Rodda MP	24oc16	In survey
8	Diabetes including social aspects	25fe19	In survey
9	Virtual Wards	25fe21	In survey
10	Johns Hopkins model for classifying patients	25fe21	Pending
11	Process Improvement at RBH	25fe21	Pending

6 Discussion on RBH Connect Portal

Francis Brown led a discussion on the Royal Berks Hospital Trust patient portal. There was a problem with the showing of the presentation material - which is now available here. A key point was focused on older patients and their use of "dumb" or standard mobile phones. 26% of the population over 65 use such devices. Connect help and publicity currently focuses on smart phones.

A list of suggested improvements was circulated in the form of a questionnaire on priorities for development of the RBH patient portal.

To date Francis has only had 2 responses to this questionnaire - more would be welcomed and enhance our standing. They will be sent to the Connect Programme Manager.

7 West Berks Patient Panel Strategy

There is a real risk that in the radical reshaping of the NHS the patient groups will be perceived as insignificant. The 3 groups in BOB ICS (our former Integrated Care System), led by the West Berkshire Patient Panel, have developed a sophisticated strategy.

David Cooper presented a one-page diagram illustrating the key elements of the strategy and their relationships.

8 Any Other Business

None. Next meeting will be at 6pm on the 15th July in the RBC Civic Offices and online.