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	30th September 2026
Location	Committee Room 1, Civic Offices, Reading & online
line Present	Libby Stroud, Pembroke Paul Williams, University Health Centre Jill Lake, Pembroke Surgery Cathy Cousins, Pembroke Surgery Adrian Barker, West Berks Patient Voice Joan Lloyd, Balmore Park Geoffrey Million, Balmore Park David Cooper, University Health Centre Tom Lake, Pembroke Surgery Deirdre Drukker, Longbarn Lane Tony Lloyd, Wokingham Patient Voice Mark Drukker, Longbarn Lane Hazel McCullough, Teresa Broad, Western Elms and Circuit Lane Andrew Pickrsgill, Wokingham
Apologies	Francis Brown, Balmore Park ~~Valerie Gardiner, University Medical Centre~~

2 Activities

2.1 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

2.2 Suggested Meeting Topics

1	Weight management - drugs and lifestyle	24oc16	In survey
2	NHS 10-year plan	24oc16	In survey
3	Meet Matt Rodda MP	24oc16	In survey
4	Diabetes including social aspects	25fe19	In survey
5	Virtual Wards	25fe21	In survey
6	Johns Hopkins model for classifying patients	25fe21	Pending
7	Process Improvement at RBH	25fe21	Pending

3 Developing Reading's Neighbourhood Care Plan

This talk was given by Beverley Nicholson - Reading's Head of Adult Social Care. Beverley's slides are available at: this webpage. These were the same slides that Beverley had used in the meeting of the Reading Integration Board (NHS and Social Care integration) earlier that day to update the members on the progress of the Neighboruhod Care plan that Reading Health and Wellbeing Board will have to provide and approve before the end of this financial year.

Recent inputs to the plan had been from the neighbourhood care accelerator project that Reading had run with a grant from South-East region of the NHS. Also from outreach by the Health and Wellbeing board and learning from Berkshire Healthcare's community services.

The accelerator project involved visiting and interviewing 10 frail elderly residents of Church ward with follow-up actions designed to keep them independent and out of hospital.

Reading would need to have 4 or 5 neighbourhoods - not neessarily aligned to wards.

In practice workshop and wider discussions had resulted in a map with 5 neighbourhood footprints.

The plan and its delivery would involve parties beyond health and social care such as Housing department, public health and voluntary, charitable and social enterprise organisations.

The plan will be very high level to allow for development as it goes forward.

Primary care was naturally involved in the accelerator project and is engaged with the plan and its delivery.

4 AOB

Libby Stroud raised the reported Closure of the Oakwood Unit - 24 beds reeduced to a promised 15 at Thatcham plus ovefflow (?) at Wokinghma hospital.

iLibby noted that we had already list Dellwood (on Libenrood Road) and Battle.Hospital amd rehabilitation capacity at The Willows on Hexham Road (now replaced by a day centre for adults with learning difficulties and sheltered flats for the elderly).