

<b>Agenda Item 16a</b>
------------------------

<b>Meeting:</b> Buckinghamshire, Oxfordshire & Berkshire West CCGs Governing Bodies Meetings in common (in public)
--

<b>Date of Meeting</b>	9 September 2021
<b>Title of Paper</b>	Berkshire West PCCC Operational Group Chair's Report:4 August 2021
<b>Lead Director</b>	Sanjay Desai, Interim Director of Primary Care
<b>Author(s)</b>	Saby Chetcuti, Lay Member (Governance) Sarah Wise, Primary Care Contracts Manager
<b>Paper Type</b>	To Note
<b>Action Required</b>	Governing Body Members are asked to: Note the report on decisions made at the last meeting of the Berkshire West Primary Care Commissioning Operational Group.

### Executive Summary

The Berkshire West Primary Care Commissioning Operational Group met remotely on 4th August 2021. The meeting covered:

- i. Consideration of two new NHSE enhanced services for Long COVID and Weight Management. Main discussion centred around the weight management service and fact there was flexibility for the CCG to remove the cap on referrals. Following discussion with the CCG's LTC Team it was agreed that practices should be asked to refer appropriate patients for weight management services via the pre-diabetes enhanced service as an alternative to removing the cap.
- ii. Contract changes made to Theale Medical Centre, Western Elms Surgery and Brookside Group Practice contracts due to GPs leaving the partnerships.
- iii. Agreement that the Reading Walk-in Health Centre APMS contract be extended for a further 6 months, with the walk-in element suspended, to provide sufficient time to launch an engagement exercise (seeking views on new models of access to primary care including testing out the potential implications of ceasing walk-in provision) but also allowing time for a formal public consultation to be conducted should it be decided that walk-in services should no longer be commissioned and a significant service change result.

- iv. An update on 20/21 Quality CES outcomes and changes to be made to the 21/22 specification to better support quality improvements.
- v. Agreement that the Whitley PCN should run a 12-week pilot to provide appointment overflow arrangements for PCN member practices but also allowing ED to directly book appointments for patients inappropriately attending ED for primary care type conditions.
- vi. Q4 20/21 Quality Report which highlighted areas requiring redress around access and service utilisation and the work taking place across the system on this.
- vii. Healthwatch Reading's report 'Hanging on – A report on GP phone access for Reading people in the Spring of 2021'. The report detailed the outcome of a survey conducted between 25 March and 25 April 2021 on GP phone access which received 339 responses. Key findings from the survey were patients reporting long waiting times for call backs and long wait times to get through on the phone. The concern was that those with health inequalities were being neglected, and patients were missing the opportunity to book face-to-face appointments. The CCG's formal response to the report and actions being taken to address were also received. The Group requested quarterly updates on report outcomes.
- viii. A plan addressing urgent on the day demand actions put in place following a system wide workshop in May to address the pressures being seen in primary care and ED. The Group requested quarterly updates on delivery of the plan.
- ix. A review of the risk register.