

# South Reading Patient Voice response to Berkshire West Primary Care Strategy 2015-2019

## □ What we (“patients”) want – top 3 wants

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- **Extensive range of safe, effective, services conveniently accessible** in community, at least physio, blood testing, practice nurse.
- **Effective professional triage for patients** (whatever the method including IT).
- **Prompt and appropriate appointments** (including double appointments where appropriate).

## □ Key Themes

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### Surgeries – Location and Mergers

- Accessibility and transport are fundamental.
- Need some larger, modern premises to accommodate enhanced services (eg physio) and future needs

### Workforce

- We welcome change to roles and care model in a transparent and controlled professional environment.
- Patients need clear, easy to understand information on various (new) roles and who they will see.
- Pharmacists need to be used appropriately (within professional training)
- Patients want prompt access to the right practitioner.
- Prompt, comprehensive outcomes measures are needed to identify any weaknesses in the new models of care.

### Person-centred Care

- Communication is key: not having to tell the story twice or, even worse, generating confusion.
- Share records and integrate care between acute provider, social care, community nursing, GP surgery.
- We welcome initiatives to use e.g. social prescribing or third sector services to improve a patient's social and personal life as a contribution to keeping them well enough to continue to live at home.

### Self-care and Preventative Health

- Patients want and need to be more involved with their care planning and management.
- Promote healthy lifestyles/diet by information, encouragement, social measures and public education.
- Raising awareness (eg diabetes/mental health) can prevent onset of ill-health.
- Work with the voluntary/community sector, because wellbeing is wider than medicine.

### IT upgrade and hubs

- Cluster smaller practices to produce units which can support extended hours and professional triage and integrate some community nursing but don't expect clustering alone to be sufficient for all needs.
- CCGs need to be more pro-active in helping patients understand how to get to their full records

### Urgent Care

- Preserve top class, prompt, emergency care.
- Be clear over what is available where via consistent, well-thought-out signposting.