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5<sup>th</sup> April 2017

Rob Wilson MP  
House of Commons  
Westminster  
London  
SW1A 0AA

Dear Rob,

**Update on improvements to care at Priory Avenue Surgery**

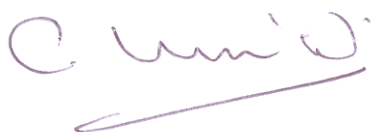
Further to our recent discussions I am writing to make you aware that the Care Quality Commission are due to publish the report from their January visit to Priory Avenue Surgery tomorrow (6th April). This will rate the surgery as 'inadequate' based on the information gathered on the day of the visit.

As you will be aware, NHS North and West Reading Clinical Commissioning Group and OneMedicalGroup have been working together since the visits to ensure that patients at the surgery receive high quality care and the issues identified are addressed. The CCG has provided a team of local doctors, nurses and clerical staff under the leadership of an experienced local practice manager to work with the practice teams. Good progress has been made and the surgeries are now up to date on prescriptions, pathology tests and hospital letters. Repeat prescriptions are being processed within a 48 hour timescale except where they are very complex and access to appointments has improved.

Staffing remains a key issue and I am pleased to say that in addition to the GP Clinical Lead who started before Christmas, One Medical Group has appointed a number of new nursing staff as well as a further pharmacist and an Emergency Care Practitioner to support home visits across Circuit Lane and Priory Avenue surgeries. One Medical Group continues to work to appoint further substantive GPs, however this is proving difficult in the context of national recruitment pressures.

We are beginning to see an improvement in patient satisfaction with the service; patients are leaving compliments and we're receiving fewer complaints, which is boosting staff morale. We are however continuing to monitor patient feedback closely and ensure that any concerns are followed up. The CCG will continue to work alongside OneMedicalGroup to ensure these improvements continue and will keep you updated on our progress over the coming months.

Yours sincerely



Dr Cathy Winfield  
**Chief Officer**  
**Berkshire West CCGs**