**Patient Engagement Event Meeting held to inform the local communities of the recent changes and planned changes**

**Date:** 20.3.2019

**Venue:** Frenchwood Surgery

**Attendees:**

Dr Dasu , Kathryn Wild, Helen Graham, Zubeda Patel, Issak Kamadia, Hanifa Kamadia, James Hull, David Livesey, Firyal Atchia, John Lawrence, Paul Burrow, I Desai, Pushpu Parmer, Ramolaben N Jinabhai, Zofia Olewinski, Barton Raven

**Apologies:**

Anne Smith, Stacy Valentine

Introductions were made by Kathryn Wild and Dr Dasu, Dr Dasu also introduced the Members of Avenham PPG that attended.

Dr Dasu explained that he was approached by Dr Webster to take over the contract for Frenchwood Surgery as he was planning to retire. He explained that he has taken on the contract for Frenchwood Surgery and was in the process of merging Avenham Surgery and Frenchwood Surgery Contracts into one contract. It was stated to the group that this merger has to be approved by the CCG and NHS England and once the paperwork and process has been completed it would be going to committee in April. If the paperwork was not completed the process may be delayed for another 2 months.

The application from the practices indicates that merging the two existing practices into one team will allow them to support the 5 year Forward View by coming together to explore new, innovative ways of delivering Primary Care at scale.

The New Models of Care, now being proposed and developed nationally, aim to provide health care to wider populations rather than traditional practice list sizes. By combining the two practices they feel that we will be in a better position to deliver health care to our whole community patient population.

We plan to engage patients in helping them to promote well-being and self-care to the wider community of Avenham and Frenchwood areas we serve. Working as one larger practice will also facilitate improved liaison and relationships with other health care providers with whom we already liaise at MDT meeting. Having only one GP practice to liaise with will ease communication and save time and resources for all.

The proposed merger will provide the new practice with greater ability to address the scope of clinical practice. Enabling utilisation of existing or new clinical staff skills would mean that we are able to provide these on a more sustainable and flexible basis to the needs of patients. In particular, the clinicians within the two practices who currently pursue particular avenues of care, for example, diabetes, minor surgery and respiratory disease will have the opportunity to effect change in the primary care provision under the umbrella of a more robust, comprehensive organisation.

Avenham Health Centre is purpose built and contains other clinics e.g. family planning, treatment, blood clinic all under 1 roof. Frenchwood Surgery is run from a big house/ residential property that needs a lot of work doing and may not be CQC compliant.

The availability of a wider skills mix will benefit patients who will have access to more clinicians, e.g. ANP, pharmacist, HCA, female GP.

The practices are constantly aware of access for primary care in their inner city area and see this in two particular ways. The initial concept of on the day access for problems which need to be addressed urgently would fall under the scope of the same day access appointments. However, we are also aware of a secondary need for patients to access their regular or routine doctor for ongoing healthcare needs on a time appropriate basis. With this joining of teams they will have a framework to enable this to be standard practice when they merge. They value continuity of care but are aware that in many parts of the country this is a patient desire which is unable to be met.

As a result of the merger we will be able to offer patients a more responsive, flexible and suitable service to meet not only the needs of the individual patient but also the larger needs of the population.

We aim to integrate further (and will be able to do this more effectively) as a single practice with community services to provide wrap around timely care to the population.

There will also be a knock on effect to patients through streamlining and centralising the back office functions, as this will result in a more efficient and effective service to patients.

Dr Dasu explained that the surgery would continue to run with Dr Arif as the GP, however we have also provided the surgery with a female GP, Clinical Pharmacist and HCA. It was explained that the surgery would eventually close and the patient list would be moved up to Avenham Surgery at Avenham Health Centre. It is Dr Webster’s intention to sell the building.

The floor was then open to questions:

**Q1**. Will the surgery have to close if someone was to invest in the building?

**A 1.** Unfortunately the building is owned by Dr Webster and he will at some point wish to sell the building to release the equity. If there was someone willing to invest in the building it would prove financially restrictive due to the amount of refurbishment needed to bring it up to Infection Control, CQC and National Guidelines.

**Q2.** Is the building up for sale and what are the timescales of the move?

**A2.** The building was not up for sale and will not be up for sale for 6 months as we have a 6 month lease with Dr Webster. Time scales for the move are not set in stone as we have to get approval and space at Avenham Surgery to ensure that patient safety and services are in place. It was explained that we are in negotiation with NHS Property Services regarding the space needed; this could take time so we could not give them definitive time scales.

**Q3.** What are the timescale for the merger and will Frenchwood Patients need to register at Avenham Surgery?

**A3.** The application for the merger of both practices into 1 contract, pending submitting in time, is going ahead in April. Patients from Frenchwood Surgery will not have to register at Avenham Surgery as when the computer system is merged (which is planned for mid-April) all the patient records will automatically be transferred over. In fact this system will give patients form both surgeries more choice of who to see and at which location as all appointments on the system with any clinician will be available to all the patients.

**Q4.** Will there be fewer Clinicians when the practices merge?

**A4.** It was explained that Dr Dasu had offered Dr Arif to become a Salaried GP to continue to work at Frenchwood Surgery now and come to Avenham in the future. If Dr Arif does not want a permanent contract Avenham Surgery will advertise accordingly. This would mean that there would still be enough GPs, 2 Clinical Pharmacists, 1 ANP, 1 Practice Nurse and a HCA.

**Q5.** Will there be more appointments?

**A5.** There will be more choice in who patients can see and we have now a female GP, Clinical Pharmacist and HCA working from Frenchwood Surgery. Appointment availability can be a problem but Avenham Surgery audits there appointments on a regular basis and as of today the next available appointment, to prebook, is 5 days. Avenham Surgery also does book on the day appointments. When the systems merge Avenham Surgery will be looking at making a variety of appointments available to all patient including;

1. Book on the day
2. Prebookable
3. Book 24 hours before
4. Telephone consultations
5. Booking via patient access

Avenham Surgery will continue to audit the appointment system and adjust accordingly. It was explained that being proactive Avenham Surgery is also doing extra appointments using “Winter Pressure” monies. It was also explained that with the merger there would be more choice with the Hub appointments. It is also part of the GP Quality Contract that the Practice needs to provide 70 appointments, with a prescribing clinician, per 1000 patients each week.

**Q6.** Do Frenchwood Surgery Patients have to move to Avenham Surgery and which practice can they go to?

**A6.** Everyone has a choice of which surgery they can register with and as far as the Practice Manager was aware there are no Practices in Preston with a closed list. However it may depend on where patients live as to which practice they can register and patients may need to check with the practice. All patients will automatically be transferred to Avenham Surgery.

**Q7.** Prescribing will there be any problems when Frenchwood Patients order prescriptions?

**A7.** Dr Dasu stated that all Repeat Prescriptions would be continued to be issued unless there were issues with medication due to;

1. Supply issues
2. Patient condition changes
3. Interaction with other medication
4. Safety Audits
5. Medication Optimisation Team recommendations
6. CCG cost saving audits

Dr Dasu explained that the Medicine Co-Ordinator would be looking at prescribing within the Practice and be working closely with the Clinical Pharmacist to ensure patient safety was maintained.

**Q8.** Was any other Practice interested in taking over Frenchwood Surgery?

**A8.** Dr Webster approached Dr Dasu as both Practices have worked together closely even sharing a Practice Manager. The Practices have worked closely together for many years and have maintained a good working relationship. Due to the short distance between the practices and being part of the same Primary Care Network there will be little effect to the continuity of patient care and a smoother transfer. This process has the support of the LMC, CCG and NHS England.

**Q9.** What will happen to the staff at Frenchwood Surgery?

**A9.** The staff at Frenchwood surgery has been TUPE over. This means that their contracts have been taken on by Avenham Surgery and there terms and conditions have not changed. The staff can decide if they wish to stay. Avenham Surgery is aware that this type of change can be disturbing for the staff and have reassured all the staff that their positions are not going to change. Keeping the staff at Frenchwood will help with the continuity of care for the patients and ensure that Frenchwood Surgery continues to run smoothly and effectively during this transition phase. It was stated that one receptionist has resigned and Avenham Surgery was in the process of advertising for a receptionist/administrator.

**Q10.** Will Frenchwood Surgery Patients continue to be informed of Change?

**A10.** Frenchwood Surgery Patients are welcome to join the Avenham Surgery PPG and become an active member of the Group. Avenham PPG spoke to explain that they meet as a group several times a year to discuss any concerns they have and any upcoming changes. They also explained that they feel they are listened to and feel involved in Avenham Practice. Avenham Surgery also has a website and Facebook which are updated regularly.

**Q11.** Will Dr Arif stay as he is well liked and the patients like him?

**A11.** Dr Arif has been offered a Salaried GP position but the decision is his. Dr Dasu has encouraged the patient to show him their appreciation for him. The issue was raised that they maybe some confusion between Dr Dasu and Dr Arif as Dr Dasu first name is Arif. This could be remedied simply by using their surname when booking appointments.