

# The Melbourne Grove and Hambledon Practice Patient Meeting 5th March 2019 Minutes

## **Representatives from Concordia/ Melbourne Grove**

Jane Bacon (JB) Director of Primary Care  
Dr Jonathan Love (JL) Clinical Lead and Medical Manager  
Golam Morshed (GM) Practice Business manager  
Michelle Farrington (MF) Assistant Practice Manager

Patient Participation Group (PPG) patient chairs

Dr John King (PPG Chair- Hambleden)  
Judith Haken (PPG Chair – Melbourne Grove)

## **Representatives from NHS Southwark Clinical Commissioning Group (CCG)**

Rosemary Watts (RW), Head of Membership, Engagement and Equalities  
Jean Young (JY), Head of Primary Care Commissioning  
Gerry Owen (GO), Estates Programme Director

17 Patients

## **Concordia Presentation – Copy appended**

### **Additional comments:**

To assist and support patients through the next 12 months Concordia will be holding Drop-in clinics twice a month both morning and afternoon these will be advertised. These provide an opportunity for patients to speak to a member of staff about any queries or issues they have or experienced.

### **Q&A from the Concordia Presentation:**

Q1 A patient raised that he struggled to get through to Melbourne Grove and asked if the CCG had tried to call the surgery as his experience was that the phone rings for 10 minutes then cuts off. Also he struggles to get an appointment for up to a month. Is access a KPI in the GP contract.

A1 JY explained that the patient survey was reviewed by the CCG prior to tendering of this contract. There was no known issues with Melbourne Grove telephone system. The CCG rings Melbourne Grove to communicate and has not experienced an issue. JB asked that the patient

take the query/compliant to the Practice Manager GM to go into more depth. JY confirmed that there are no specific access KPIs in the GP contract.

Q2 How did you choose this provider? What set Concordia above the other providers?

A2 When the Procurement is released the organisations put together a bid which then goes through a panel and a scoring procedure. A patient was on this panel. JY reflected on the areas where Melbourne Grove particularly impressed the panel which includes the number of initiatives Melbourne Grove have, for example the pain clinic, patient engagement including the Youth PPG and the way the practice is working to address inequalities and their forward collaborative approach.

Q3 The Contact starts the 1<sup>st</sup> April will there be a GP at Hambleden Practice or do we have to go to Melbourne Grove as all the Hambleden's current GP's Nurses and Reception team are leaving?

A3 JB confirmed staff at Hambleden Practice had the right to transfer under TUPE which means they had the choice to stay at Hambleden Practice, however if they have chosen to continue to work for AT Medics, they are entitled to do so. Contractually the practice has to offer a full service at the Hambleden Practice and there will be a GP onsite from Monday 1<sup>st</sup> April. Members of the reception team have stayed on at Hambleden Practice and are happy to work for Concordia which will give patients some continuity. We are recruiting now for GP's, Clinical Pharmacists, Advance Nurse Practitioners and Clinical Paramedics to ensure that patients can access GP practice services. JB noted that the new national GP Contract soon to be released in 2019 which will ask practice's to work with a wider mix of clinicians to include Clinical Pharmacists, Advance Nurse Practitioners and Clinical Paramedic which we have started locally. There is a lot of challenges coming with the new contract, Brexit and meeting patient demand. Our aim is to have more specialists where needed, for example if you are a Diabetic patient you could also see our Clinical Pharmacist or one of our nurses who specialises in the management of diabetes.

Q4 Will we get a named GP?

A4 JL You will have a named GP and the continuation of service should not be disrupted as we are aiming for a smooth transition. Hopefully you will not notice any changes in the service just a few new faces.

Q5 Will we have regular GP's 5 days a week?

A5 JB there will be a regular GP. Due to the number of days and hours the surgery is open no one GP works 5-7 days a week for the whole time that the practice is open. Many choose to work flexible hour for instance 2-3 days a week. We are actively recruiting and intend to fill the post as soon as possible. At present we do not have access the Hambleden Practice clinical system but as soon as we do we will start creating additional clinics. We are hoping to provide more clinics than previously available with more Nursing, HCA (Health Care Assistant), Paramedic and Clinical Pharmacist time.

Unfortunately, the computer systems will not be merged until July as we rely on the IT Systems Provider to support the merger who are not available until this time. After the merge is complete it will be possible to book an appointment at both locations. This will help with extended hours as Hambleden Practice is open late on a Tuesday (08:00am-08:00pm) and Melbourne Grove is open on a Saturday morning (09:00am-01:00pm).

Q5 At the moment I can hand in a piece of paper to request my repeat medication and this is done in 48 hours. Will this still be the same and will I be able to be seen on the same day at Hambleden or will I be expected to go to Melbourne Grove?

A5 JL Regarding the prescription the structure through the NHS is the same and we process prescriptions in 48 hours and are in talks with local pharmacies including Davies Pharmacy and Butterfly Pharmacy. You can order your repeat medication by handing in the paper slip to the surgery, through the pharmacist, online access and electronic prescribing. We are not looking to make any changes how Hambledon Practice is run and yes same day appointments will be available as usual. However, when we move to the Dulwich site changes may be made taking the best parts for Melbourne Grove and the best parts of Hambledon Practice and adapting them.

Q6 It is currently difficult to see a GP at The Hambleden, will this still be the case?

A6 JL there are not enough GP's to meet demand when we take over the practice and we are recruiting more staff. We are looking to have more specialist care, for example a mental health Nurse to see patients with depression, dementia and stress and having an in-house physiotherapist to see patients with back or knee pain.

#### **Update on the new Dulwich Site – Update and Presentation given by Gerry Owen and Rosemary Watts**

RW and GO introduced themselves and showed the architect's animation of what the new health centre would look like. They noted that this was based on the internal design that was discussed at a workshop in November 2018 and some features such as the railings and letters used for signage will change.

Additional information

Thursday 28<sup>th</sup> March 3pm – 5pm the architects will be feeding back on the final internal design, with changes based as far as possible on what people said at the November 2018 workshop. If anyone wanted to attend, they were asked to speak to RW at the end.

Q1 how much did it cost?

A1 GO stated that the construction cost of the health centre is around £17 million.

Q2 Were professionals consulted in regards to the design?

A2 RW there has been a long history of engagement in this phase of the project, starting in 2012. There was a formal consultation in 2013 which included local people and people working in the NHS. We held workshops in 2015 and 2016 with staff who will be based in the building and service users / patients to start looking at the design inside the building and we had a recent workshop in November 2018 to look at internal design such as signage, colours, flooring etc. This included GPs, service managers from various team including the dialysis team and service users.

Some of the issues raised at the November workshop included which colours to use to help people find their way round the building given different needs of groups of people including those with dementia and those who are partially sighted. There were discussions about signage and not using letters to identify clinical areas and the importance of clear way out signage. It was noted that the building will have 2 lifts

Q2 How many GP surgeries will be going into the new health centre?

A2 The merged Melbourne Grove and Hambledon Practice only

Q3 Will there be a car park?

A3 There is a car park with limited places. Priority given to staff that need to travel (not 9 – 5 staff) and disabled patients. There are two entrances to the health centre as there is a pedestrian entrance from Jarvis Road which has good public transport links with Lordship Lane and East Dulwich station.

Q4 Does the building have disability access?

A4 RW The building has disability access and the architect has followed guidelines. All rooms have doors wide enough for a wheelchair and rooms all allow for turning in a wheelchair easier. GO said this will be tested when the building is ready.

Q5 is it mandatory for a surgery to have a Patient Participation Group?

A5 RW Yes it is part of the national GP contract that surgeries should have a PPG,, but the contract does not state how often a PPG should meet. The CCG regards it as good practice that a PPG meets 3 – 4 times a year.

Concordia staff noted that Melbourne Grove and Hambleden Clinic PPGs will need to work together the first year they are in different locations so it needs to be decided the best way of working to be taken into account:

- 1) Location
- 2) Which time or arrange different times
- 3) Virtual group
- 4) Work towards moving into Dulwich

JK/JH - PPG information is very valuable to us in the practice and is listened to we have had some very valuable projects as a result for example:

Garden Group

Diabetes Group

Mental health Awareness week

Patient Charter

We want your ideas for your surgery

RW as the Hambleden Clinic is a little way away from the Dulwich site the CCG will arrange for photographs or architects images to be available for the notice board as discussed at the Hambleden

PPG in February. We will also make this available for Melbourne Grove notice boards so patients can be kept abreast of development.

JB explained minutes and copy of presentation would go on website and to look out for posters and updates in the practices

JB then thanked all for attendance and closed the meeting.