



# THE ROWANS SURGERY PATIENT PARTICIPATION NEWLETTER JULY 2017

NEWSLETTER DATE 26TH JUNE 2017

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Thank you to all of the patients who attended the recent meeting on June 22nd.

The minutes of the meeting will be available via our website.

## News flash!!!

In the last month **153** patients did not attend their appointments.

That's **25 hours** of GP and Nurse time completely wasted.

Its easier than ever before to cancel an appointment that is no longer needed. You can call, cancel online or reply **CANCEL** to your appointment reminder text.

## GP CONTRACT UPDATE

We have been informed by NHS England that the winning bidder for the GP contract has withdrawn their bid. Therefore the Hurley Group will continue to manage the surgery until 30th September 2017. As we were given very little no-

tice that the new providers would not be coming we are in the process of securing GPs and Nurses to fill our vacant sessions. We appreciate that this is a very uncertain time for the practice. Patients and staff are understandably

unsettled by recent events, however the Practice team are working tirelessly to ensure we can continue to provide high quality care.

Thank you for your continued support.

We can now send you appointment reminders via text. If you share a number with another patient registered here you will need to confirm who we should be contacting on your mobile number. Please speak to a member of the reception team if you are not sure.

## STAFFING UPDATE

We are waving goodbye to 2 GPs at the end of June.

Dr Hashmi, GP Partner, has been assigned to another Hurley Group practice. He will continue to cover Partner on call days at the surgery from

time to time.

Dr Tonnu is due to start her new role at another Hurley Group Practice in June however she has kindly agreed to cover some sessions following recent events at the surgery.

We wish both Doctors the best of luck for the future.

Dr Chew will remain at the Practice on Mondays and Tuesdays.

While we continue to recruit for permanent

Clinical staff we will be covering sessions with trust worthy and reliable Associate GPs. Dr Hughes, previous GP Partner and Dr Critchley have both agreed to a long term commitment at the Rowans.

## TAKE CARE OF YOURSELF

Have you signed up for Patient Access? You can book appointments, order repeat medications and view your medical record online. Ask reception for more details.



Hay fever season is well underway and we are seeing increasing numbers of patients with the same pesky symptoms: itchy eyes, dry throat, runny/ blocked nose.

**Did you know you can avoid a trip to the GP by visiting your local pharmacy?** A wide range of products to suit you are available to buy over the counter or via the Minor Ailments scheme. Speak to your local pharmacist today.

## THE ROWANS SURGERY PATIENT PARTICIPATION

### MINUTES OF THE PPG MEETING 22ND JUNE 2017

In attendance :

Dr M Hashmi-GP Partner

Dr A Chew- Lead GP

Sheila Connellan—Senior Business Manager, Hurley Group

Lucy Harvey - Service Development Manager, Hurley Group

Dawn Defontaine-Practice Manager

We were really pleased with the attendance for this meeting. A big thank you to the local residents committee for spreading the word. We also gained another 20 members for our PPG.

I look forward to seeing you at our next meeting—dates to be confirmed.

### GP CONTRACT UPDATE

*“The Hurley Group are staying at The Rowans Surgery until 30th September 2017”*

The Practice was due to be handed to the new provider on 1st July 2017 however we have now been informed that they have withdrawn their bid. Following urgent negotiations with NHSE, the Hurley Group have agreed to continue to care-take the contract for a further 3 months until a permanent solution is found. Given the

short period of notice given by NHSE the Hurley group are scrambling GPs to ensure the surgery is covered. As the Hurley were expecting to be leaving on 30th June Dr Hashmi has been assigned to another practice. Dr Tonnu will also be leaving mid-July to start a role at another surgery. Dr Chew will continue to work at the practice.

We were unable to make appointments available after 30th June until 22nd June as we did not know who would be taking the contract as of 1st July. Now that we have confirmation we can move forwards with the appointments schedule. Routine appointments will continue to be made available up to 4 weeks in advance.

### Q&A—GP CONTRACT UPDATE

Why have we (the patients) not heard about who will be taking the contract?

NHSE informed us that they were writing to you 4 weeks ago to inform you of the new provider. When we were informed that the providers had withdrawn they were under the impression that the letters had been sent as they were concerned they now had to inform you by post that the situation had changed. We will feedback to NHSE that you are yet to receive any updates from them.

What will happen at the end of September?

At this point we are not in a position to be able to answer this question. NHSE are working on securing a contract holder to start on 1st October 2017.

Do you know why they do not want the contract?

In short, no. We have not been given any explanation at practice level. However there was a lot of interest in the Rowans GP contract so there is no reason to be concerned that we will not secure another provider.

Its already hard enough to get an appointment what are you doing to ensure we can be seen when we need to?

The reason we have been unable to release appointments after 31st June is simply because we did not know until today who our provider would be therefore it is impossible to know which clinicians we would have and how many appointments we can offer. Now that the contract holder has been confirmed we can extend the appointments.

How many patients are missing appointments?

**11% in the last month**

Patients will be written to and “repeat offenders” will be asked to meet with the practice manager.

## Q&amp; A CONTINUED...

Why can't the Hurley stay?

The Hurley are not a company they are a partnership of GPs who work in a specific area of London. The Rowans is slightly out of their comfort zone and they

Dr Hashmi and Dr Tonnu are leaving, who will you have here?

Dr Chew

Dr Hughes

Dr Critchley

Dr Obigbusen

Dr Sandrasearam

Why do you continue to register patients?

In our current position we would not consider closing the list. To do so we have to apply to NHSE and they freeze our registrations for a year. We lost a significant number of patients last year and while we have continued to register new patients we are still over 1000 patients below where we were.

Are you offering enough appointments?

We offer on average 700 appointments per week via face to face, telephone and e-consults. That's around 10% of our list size every week and way above our contractual obligation.

We do not have the resources to offer more so we need to look at the use of the appointments and find ways to maximise their potential.

Are all appointment necessary? Probably not. We need to work together with patients to ensure they are receiving the appropriate care at

Why can't Dr Hughes stay?

Dr Hughes is a Partner at another practice and is only available 1 day per week.

Where are NHSE and the CCG?

Unfortunately they were unable to attend today's meeting however they were present for the process last year and we anticipate they will be very active in the coming weeks however the priority for them at the moment is to secure a new provider. We will continue to work closely with them.

*"There are 2 new GP Hubs available weekday from 5pm-9pm and at weekends. You can be referred there by your GP or 111"*

What happened to the walk in centres?

The decision was taken by the CCG to re-distribute the funding from the walk in-centres back to the GP surgeries as there was a lot of duplication occurring. Patients would attend the walk in and then present back at their own surgery a few days later.

We now have 2 GP hubs located at Crickett Green (Myles Road Mitcham) and the Nelson Medical Practice. **These are not walk in facility.** You can be referred there via your own GP or 111. They have appointments available from 5pm-9pm Monday to Friday and at weekends.

I have been told by the reception team that I can not come in to make an appointment. I must do this online or by phone. Is that true?

Perhaps there has been a misunderstanding.

Since last June the appointment system for same day appointments changed. If you are requesting to be seen urgently you will be offered a telephone consultation with the Duty Doctor. The Duty Doctor will then assess your call and offer you an appointment if appropriate. This cuts down on the number of patients being seen for reasons which could have been dealt with elsewhere.

Routine appointments are available up to 4 weeks in advance.

You can book appointments in person, on the telephone and online. You can also request telephone calls for results and e-consults for most other issues. For more information see our website [www.rowanssurgery.co.uk](http://www.rowanssurgery.co.uk).



Text messages went out this week from the practice informing you of a new reminder service we are offering. If you share a number with another of our patients you would have been asked to confirm the details of the people you wish to receive messages for. You will not receive texts unless you respond.



Parents with children between 12-16 - we will be contacting your child to get their consent to share this information with you.

You will receive 2 reminders for your appointments from now on, 3 days before and 24 hours before. You can cancel the appointment if it is no longer needed by texting back "CANCEL". There is no need to respond to the message otherwise.

You will also receive a message with a short survey for the friends and family test following your appointments. We would really appreciate your feedback.

## DEVELOPMENT OF THE PPG

We would like to hand control of the PPG to the patients. In most practices the PPG has a chairperson who leads each meeting. We would like to discuss the ideas for the direction of the meeting with you.

A number of patients expressed an interest in becoming the chair person for the group.

We also discussed the possibility of a virtual group to run alongside the practice based group.

We could conduct short surveys, collect feedback and share information via email with patients who would usually be unable to attend the meetings.



### E-consults and WEB GP

We will continue to offer **E-consults** while the Hurley Group are with us.

E-Consults allow patients to consult with a GP online for a wide range of common ailments, discuss medication and request fit notes.

For more information please visit our website :

[www.rowanssurgery.co.uk](http://www.rowanssurgery.co.uk)

Thank you so much to all the patients who came to the meeting. Your contribution is highly valuable and we hope that you found the meeting useful.

We appreciate that this is a very unsettling time as many of you have been patients for many years. We will continue to keep the quality of care and your safety as our highest priority.