

The Rowans Surgery

Minutes of Patient Group meeting

20th September 2017

In attendance:

Rowans Surgery – Dawn Defontaine

Hurley Group – Lucy Harvey

Streatham Common Group Practice – Elaine Richmond, Dr K Rakin, Dr T Ngo and Jenny PPG chair.

NHS England – Jane Castle, Debbie Wright and Kate Simons.

Elaine Richmond (Streatham Common, Practice Manager) introduced herself to the patients.

The GP contract for providing GP services at the Rowans Surgery has been awarded to the Partners of Streatham Common Group Practice. The new contract starts on 1st October 2017 for the duration of 5 years + 5 years (upon review with NHSE).

Elaine then introduced the new members of the team

GP Partners – Dr K Rakin and Dr Tu Ngo

Salaried GP – Dr Richard Proctor

Dr Critchley and Dr McNally would be remaining at the practice in the short term to support the GP recruitment process.

The non-clinical team will remain the same.

Opening times are changing as of 2nd November 2017. The practice will be open Monday to Friday 8am-6.30pm and Saturday from 9am -1pm. Saturday appointments are for routine care. The Duty Doctor is available Monday to Friday.

The appointment system will remain the same. Patients who require a same day appointment will be offered a telephone consultation with the Duty Doctor. The Duty Doctor will call the patient back to triage the problem and the patient will be an appointment if appropriate. Unfortunately it is not possible to give a specific time for phone calls as the Duty Doctor works in order of clinical urgency. If an emergency presents the GP has to prioritise their workload which means appointment times will not be met.

Routine appointments will be available to book in advance up to 4 weeks ahead.

Home visit requests are triaged by the Duty Doctor. Patients were advised to call as early as possible to allow the GPs adequate time to arrange their care.

We offer Health Care Assistant appointments for blood pressure checks, ECG's, spirometry, new patient checks, NHS Health Checks and flu vaccinations.

We also have a full time Practice Nurse offering all General Practice Nurse Services such as wound care, vaccinations, cervical screening and chronic disease management.

We will offer clinics for the management of chronic conditions. You will be invited for review usually in order of birth month. Your initial appointment may be with the Health Care Assistant or Practice Nurse and then a GP will review your results and contact you to discuss treatment plans.

Appointments for 8 week baby checks will be arranged by our Health Care Assistant. If your baby is approaching 6 weeks and you have not heard from the surgery please contact the reception team.

We will continue to offer free flu vaccinations to eligible patients. Please speak to a member of the team if you would like to arrange an appointment.

E-consultations will be ceasing on 30th September. The new provider is working on an alternative service and we will keep patients updated with the developments.

The online service, Patient Access, will remain the same. There is no need to re-register. You can book appointments and order medication online once registered. If you would like to register to use this service please present to reception with photo i.d and they will issue you a pin and registration details.

St Helier will still operate a walk in phlebotomy service on Wednesdays from 9am-11am.

From 1st October please contact the surgery for your test results, usually 2-5 days after submitting a sample. The receptionist will let you know whether the GP has viewed your result and any subsequent actions to be taken. You can book a routine telephone to discuss your results with the GP via reception. The GP will contact you if your result requires an urgent response. Please check the practice has up to date contact telephone numbers for you.

There is a new service available locally offering appointments to patients with Merton GPs when their own GP practice does not have capacity. The Access Hubs are based at Wide Way Medical Centre and the Nelson Medical Practice and are open Monday – Friday 5pm-8pm, Saturday and Sunday 8am-8pm. Appointments are arranged via the GP surgery or NHS111. More information is available on:

our website http://www.rowansurgery.co.uk/practice-news-list/practice-news-article/news/merton-gp-access-hubs/?tx_news_pi1%5Bcontroller%5D=News&tx_news_pi1%5Baction%5D=detail&cHash=6ab51cd0570c7e28d2c09efc3f575eb9 .

CCG website: <http://www.mertonccg.nhs.uk/Local-Services/improved-access-to-gp-services/Pages/Two-GP-hubs-make-it-easier-to-see-a-GP-in-Merton.aspx>

We do not offer a minor operations service at our practice. The CCG have commissioned a local service where you can be referred via the GP.

There was some confusion about whether patients can use services across the Rowans Surgery site and the Streatham Common site. To clarify, the 2 practices will remain completely separate. In terms of commissioning we are located in 2 different areas with different funding streams. Therefore patients registered at The Rowans Surgery will continue to receive GP services from this site only.

The complaints procedure remains the same. Complaints can be raised in person, via email, fax or post. We would like to resolve complaints as soon as they occur so if please ask to speak to the Practice Manager to discuss your concern. If she is not immediately available she will arrange to speak to you at the earliest convenience. Your feedback is important to the development of a patient centred service. We welcome feedback, whether positive or constructive. We collect Friends and Family feedback via text message and report cards. Please speak to a member of the team for more details.

A patient addressed the representatives from NHSE to enquire about the development of the new site, however new developments are not within their remit and they suggest patients direct their queries to Merton Council.

We were surprised to hear that the majority of patients had not received a letter from NHSE to inform them of the contract changes. They will look in to this and report back to the practice.

We hope to continue to develop the Patient Participation Group. Jenny from Streatham Common's PPG will be on hand to lend support to the group. We are looking at ways to reach patients who do not regularly participate in patient events or meetings including a virtual group and varying our meeting times to suit all patients. Some patients have raised concerns that events are not well publicised. We can only apologise you felt we had not promoted the events more widely. We have taken your feedback on board and will be making use of the text message service, practice website, emails, patient call board, repeat prescriptions, local pharmacies and community notice boards to advertise events in future.

To mark the start of the new contract the practice will be holding an Open Day on Saturday 7th October from 9am-1pm. All patients are welcome to attend. It will be a great opportunity to meet the new Partners and find out more about the services on offer.

