

**Bancroft Medical Centre**  
**Formally**  
**Courtenay House Surgery and Orford Lodge Surgery**  
**PATIENT PARTICIPATION GROUP MEETING**  
**04th June 2018**

**Present:** Dr Alka Chandrayan (AC), Senior Partner CH, Dr Jeremy Cox (JC), Partnership Project Manager, David Roberts (DR) Practice Manager OL, Denise Robson (DAR) Practice Manager CH, Jolene Weston (JW), Patient Services Lead OL

**PPG Members**

LS  
MP  
PN  
GS  
JW  
AN  
PJ  
JWDC

**Apologies:** HE, SR, JS, MR, BN, TT

**Minutes:** Jolene Weston,

**WELCOME AND INTRODUCTIONS**

John Cooper welcomed all and thanked them for their time, each member introduced themselves and where they were from.

**Agenda Items**

**1. MATTERS ARISING**

**CORRECTION ON MINUTES:**

- Correction of spelling for Courtenay House on front page.
- Clarification on the Defibrillator Training. JC asked for correction to show that the PPG is asking for the surgery to invite all patients to register interest for the training, and provide the trainer with number and then the trainer can provide dates; DAR responded that she would need to clarify exactly what the training will require. LS also commented that patients should be made aware of what will be required and ensure they are able to undertake the training.
- Constitution was re-written not written.

Action – DAR to talk to trainer and both surgeries to advertise

## 2. PARTNERSHIP MERGER UPDATE

Dr Jeremy Cox, project lead for the partnership was invited to provide an update.

- Continuing with good progress, contract signed on the 30<sup>th</sup> of April with NHS England.
- Dr Greenish is now a salaried Doctor.
- The 2 sites still have separate NHS contracts.
- Joint bank accounts are now paying the Doctors, though there has been a delay moving other staff over due to NHS pensions.
- TUPE (Transfer of Undertaking (Protection of Employment Regulations) is now complete and all staff across both sites have now transferred contracts to the new organisation. All new staff being recruited will be recruited to Bancroft Medical Centre.
- In regards to recruitment and attracting more Doctors, the merge is certainly bringing in more interest from Doctors and we hope to recruit soon. Two new ANP's (Advanced Nurse Practitioner) have been recruited to work at both sites and will be starting at the end of July. Orford Lodge already have one ANP, Rebecca Standard-Vass and she has proved very popular with staff and most importantly patients.
  - Dr AC clarified that moving forward the ANP's will be called Clinical Practitioner's as some patients have found it hard to believe the ANP's can see them for all that is necessary and the title of Clinical Practitioner would inspire more confidence in their abilities. JC queried if there was something the ANP / CP was not comfortable with they could refer to the GP. Dr AC re-assured that yes there is always that availability and that the CP's do have some restriction on the type of patients they can and can't see and those are filtered / triaged at reception before booking.
- Staff will be starting to work across both sites and Dr AC will be leading the joint working and will be seeing patients at Courtenay House Surgery starting next week.
- Extended hours will be shared across both sites and the plan for how this will be submitted with NHS next week.
- The contracts lead from NHS England / CCG have all commented that the merge is going very well.
- Will be looking to bring the full merger forward to November 2018 from the planned date of January 2019. JW queried if there were any issues would delaying the merge back to January be possible, Dr JC re-assured group that yes if there were any issues the time would be taken to make sure it went as smoothly as possible. L S-T asked if the timing in the financial year would make it difficult and cause an issue, Dr JC responded as hopefully not although they would be taking advice from the CCG to ensure it would not jeopardise targets / budgets for both sites
- We are still in discussion on the best way to inform all of the patients about the full merger and current ideas are holding open events, using the websites and local news. There is also a requirement that all of the patients will have to be written to, to inform them of the change. The funding for this has been applied for via NHS England, however if the funding is not approved all of the partners are aware this must be done and are willing to meet the cost. JWDC thanked the partners for their consideration and attitude towards this.

### **3. Communications Meeting**

- JC informed group that unfortunately due to time constraints a meeting between JW, MP, DAR, DR and himself had been unable to go ahead. Will continue trying to arrange the meeting. He added that it is increasingly difficult to find ways to improve communication with patients. JWDC also asked again for more of the Orford Lodge PPG members to attend.
- The main idea for improving communications with Orford Lodge patients was the proposed satisfaction Survey as the next agenda item.
- Facebook – Group agreed that this would be set aside as the practices are unable to support at present due to the workload.

### **4. PPG Satisfaction Survey**

- JC showed the group the Patient Satisfaction Survey that CH put out to patients last year and discussed the contents. JC then asked if OL could also complete a survey and then we could do a shared one together after merge to compare the results. Group decided that the survey should be the same in order to make the comparison. Dr AC agreed that OL would complete and complimented JC on the work he had undertaken in producing the report. JC agreed to produce the report and analyse the statistics for OL, OL to agree who will enter the data and action. JC asked if it could be completed quickly so that the merger announcement would not cloud responses.

### **5. Patient Representative for CCG**

- DAR informed group that the CCG are currently looking for a volunteer to attend meetings and provide a voice for the patients. The meetings are for discussion with the CCG / Doctors surgeries from the East and North Herts Locality and the Patient representative. DAR gave the commitments and venues that the volunteer would be required to attend and those are as follows:
  - ✓ 4 locality meetings at Rosehill lunchtimes - 12.30 - 2.30 pm,
  - ✓ 8 ICDB (was known as Provider Board) at the Hospice on a Wednesday 9 - 11 am
  - ✓ Approx. 4 early evening PRG (Patient Representative Group (CCG) meeting which are currently held in North Herts and Stevenage locality combined so the venue varies.

Dr JC informed group that the patient representative can play a vital role in reminding the group about what is important and that is the patients. Two people expressed a possible interest in the position and Dr JC informed them that if they wished to view a meeting first he was sure that would be appropriate, JW to contact them with next meeting information.

If anyone else would wish to volunteer the contact details are:

Contact: Dr Simon Chatfield - Co-Chair North Herts Locality - East & North Herts CCG -  
Simon.Chatfield@enhertscg.nhs.uk

## 6. AOB

DAR has been contacted regarding AAA and asked if they would like them to give a talk at the PPG, it was decided was too small an audience and would continue with raising awareness on the screens.

JC has suggested a combined newsletter for CH and OL, Dr JC suggested it could be called Bancroft times. JW and DR / DAR to organise.

DAR informed the group that Dr Greenish would be holding open afternoons for any patients who wanted to pop in and say goodbye. The dates and times for these are: Friday 22nd June - 2.30 pm - 4.30 pm, Friday 29th June 2.30 pm - 4.30 pm

Action required	By	Date
Liaise with defib trainer / advertise defib training and register patient interest	Denise / Dave	Next meeting
Arrange communications meeting	John / Denise / Dave / John W	Next Meeting
Request for volunteers for representatives from Orford Lodge PPG Members	Jolene	Next meeting
Patient Satisfaction Survey for Orford Lodge patients	Dr Alka Chandrayan / Dave / Jolene	Two to three weeks
Contact JS / LS-T re Patient Voice meeting	Jolene	1 week
Combine OL and CH Newsletter	Dave / Denise / Jolene	Update Next meeting

**NEXT MEETING: MONDAY 6<sup>th</sup> of August 6.30pm at Courtenay House Surgery**

### **Addendum to minutes**

**Venue will be changed to Courtenay House Surgery for the foreseeable future**

JC also asked that it be added to the minutes after the meeting the status of the Diabetes talks has not changed. He is so far unable to source a provider and the action is now with the CCG.