



**Courtney House Surgery and Orford Lodge Surgery  
PATIENT PARTICIPATION GROUP MEETING  
9<sup>th</sup> of April 2018**

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

**Courtenay House Patient Attendees:**

GS

MP

PN

MR

JW

JC

JS

**Orford Lodge Patient Attendees:**

SR

PD

DG

Apologies: Courtenay House – PJ, PF, BN, RA, AN, DM, TT, MP

Minutes: Jolene Weston,

**WELCOME AND INTRODUCTIONS**

John Cooper welcomed everyone and introduced himself as Chair for Courtney House PPG to the group and explained that due to the upcoming partnership between Courtney House Surgery and Orford Lodge Surgery we were having a joint meeting. He invited each member to introduce themselves and where they were from.

**Agenda Items**

**1. PARTNERSHIP MERGER**

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

- There is so far good progress for the partnership; plans from 30<sup>th</sup> April will be two separate entities under one Medical Partnership. The variation notice will be signed on the 30<sup>th</sup> of April with NHS England and both sites will then operate under the new name of Bancroft Medical Centre.

- Dr Greenish will be a salaried Doctor from the 30<sup>th</sup> of April until his retirement due to contract agreements.
- 21<sup>st</sup> of January 2019 is the aim for date to be completely merged. Prior to that there are a number of tasks that need to be undertaken
  - Firstly ensuring patients are happy and we are meeting service expectations.
  - Secondly is to merge the 2 practice lists and develop how the appointments will be booked, and phone lines directed.
- Currently we are in discussions with both sites landlords over the contracts for leases.
- All staff have now been made aware and the Transfer of Undertakings (Protection of Employment), known as TUPE documents are all out to staff. Both practice managers' report that feedback from the staff is positive.
- All (including clinical) staff will be expected to work across both sites when necessary in particular clinical staff.
- Dr Cox then invited questions from the group

**Do you see the partnership allowing an increase in service?**

Dave Roberts reported that there is already an increased interest with recruitment as a result of the practice advertising as one with negotiations currently happening for Doctors and Nursing Staff. Dr Chandrayan added that with a larger umbrella and more support we should be able to attract the younger generation of Doctors who want more flexibility in working patterns.

**Are there any plans to reduce the staff?**

Dr Cox responded: No, there are definitely no plans to end any staff contracts and that the hope is staffing will increase, with a view to an 8am – 8pm service providing we have the appropriate numbers of staff

**Dr Chandrayan asked if there were any concerns.**

No one expressed any concerns but asked that both surgeries maintain the high standards and caring attitude towards patients that they have come to expect.

**When will the merge go public?**

CH already has signs up informing patients. OL will have in the coming fortnight. All patients will be written to when documents are signed, there is at present a discussion on if NHS England will cover the cost and workload. There are also plans to use local press, hold open days and the Hitchin MP may also become involved.

**Ongoing**

## **2. FACEBOOK**

At a previous PPG meeting with CH there was a request to look at Facebook as a means to provide patients with information. Looked at other surgeries that use this source and has noted that whilst some information that came via the CCG was present however not all items were. There was some discussion between members of group and the staff of the surgeries regarding the appropriateness and ensuring that information in the public forum was correct.

JW suggested that it would be the practice staff that would it be the administrators of the site.

Denise Robson indicated that at previous staff meetings it had been discussed and decided it wouldn't be appropriate due the amount of work it could take.

Questions were also raised regarding website and how often they are used. Denise reported that they are waiting to go live with the new website due to technical issues. Jolene reported that the website at Orford lodge gets a lot of traffic and the level of inappropriate / concerning queries have now gone down.

**Surgery to look into in further detail and assess for appropriate areas for concern**

## **3. Communications**

John Cooper stated that communication from the NHS not the surgery) are not always very efficient and as an example he gets messages from the CCG to filter down to patients that often apply within a short time scale and not enough notice to move on them.

There is a communications group to try to work through solutions to these issues, asked for a nomination from the Orford Lodge PPG to join them and also requested that David Roberts, Practice Manager join.

How do both surgeries communicate to patients, both use websites and Newsletters and in time will they join up? Jolene Weston gave contact details to John to liaise on behalf of Orford Lodge Surgery for this

The Constitution has recently been written by CH, JW asked if it could be sent to her so she could distribute to OL so they can hopefully use it moving forward if all agree.

**Action: DAR**

## **4. Diabetes**

The CCG has not been able to support health talks (Diabetes in particular) and a further initiative during Diabetes Awareness week was hoped for. Mark Edwards has made contact with other CCG members into arranging for alternative time.

## 5. General Data Protection Regulation (GDPR)

New rules coming into force with GDPR, information regarding the changes being given out. Work has been on going in both practices to reflect the changes.

## 6. AOB

**CQC Inspection** - Denise thanked the PPG for speaking to the CQC during the recent inspection and Courtney House was given a GOOD rating.

**Defibrillator training** is being arranged for PPG members. Denise is happy to host this at Courtenay House if the PPG would like to organise a date for this to go ahead. Please advise Denise of the date.

### **Action: PPG Members**

Hospital Navigation Service is a Hospital and Community Navigation Service.

Two upcoming workshops for staff in Primary Care, two spaces are available for patient representatives on 22<sup>ND</sup> AND 25<sup>TH</sup> April a meeting for representatives from PPG / Commissioning and Surgeries to discuss signposting, Hospital admissions, medications etc. Patient representatives for the new Primary Care Commissioning Committee, which the CCG is creating as part of its recent decision to undertake delegated commissioning of Primary care from NHS England. First meeting is on the 12<sup>th</sup> April 9am – 12pm at the Focolare Centre in Welwyn Garden City.

Anyone interested in any of these items above contact mark Edwards, Public Engagement Manager, NHS East and North Herts Clinical Commissioning Group – 01707 685397 – email [mark.edwards@enhertscg.nhs.uk](mailto:mark.edwards@enhertscg.nhs.uk)

**NEXT MEETING: MONDAY 4<sup>th</sup> JUNE 6.30pm at Orford Lodge Surgery**