

## **Redcliffe Surgery – Relocation Zoom Meeting Notes 20.6.22**

### **Meeting Participants:**

Dr Fiona Butler, Warwick Young, Kate Brady, Helen Dunford, Joe McGale, Saidur Rahman, Jane Bishop, Dr Elizabeth Portman

### **Question and Answers:**

#### **How many days will the move take? Is there plan in place? What happens if there are issues with IT systems? Will the move affect patient access to care?**

Kate Brady: Detailed plan for relocation. The surgery will be ready for relocation prior to moving date and computer systems will be tested prior to the move. Move will be planned Friday evening and completed by Sunday evening with patients being seen Monday AM at VM. Everything will be moved in this time period. Cannot guarantee there will not be hiccups but IT teams and estates teams will be present on both sites. All online services will still be accessible during the time of the move.

#### **Registration – Can patients re-register with another local practice if they wish?**

Joe McGale: Advised can re-register. Advised to find a practice within your catchment area, contact them via phone or in person and can re-register.

Dr Butler: Local practices within the PCN are aware of the relocation and aware they may be approached to take patients. The CCG will write out to patients later in summer to let them know options of other local practices registering. The move is 1.1 miles away so is a significant distance and happy to work with patients with discussions regarding how best to meet their needs.

#### **Who will you choose to be seen at Earls Court Medical Centre?**

Dr Butler: Advised would like patient and PPG engagement on this. Options include doing a search on the older age groups, who would be more likely to have mobility issues and doing a survey to gauge interest based on need. The main priority will be those with mobility difficulties or those at higher need for their medical care to be closer to them. We will also look at if it is possible to open up to patients with no mobility issues but on basis of convenience.

#### **What will happen to the surgery if there is another large covid vaccination programme which uses the whole Violet Melchett premises?**

Helen Dunford: Advised that if we need to do further mass vaccination at pace we may need to find a new covid vaccination site or potentially downgrade some services at VM to aid with covid vaccination.

Dr Butler: Feels the new VM site will be flexible and open on evenings and weekends so hopefully can use the space more flexibly and accommodate some vaccinating at times when the VM rooms are not in use.

#### **Continued use of e-consult**

Joe McGale: Advised that the CCG has completed a procurement process for a new online consult system called Patches. This will now be used instead of e-consult from July, and be put in in the next few months/ Advised that it has less questions than e-consult and is more patient user friendly.

Dr Butler: Noted comments in chat about difficulty getting a GP appointment and difficulty booking an appointment.

Warwick Young: Discussed that we have since covid moved to a total triage system to try and improve efficiency. A survey is planned in summer to review this further to inform how we alter and improve our services and access going forward. Noted that less requests for GP appointments have been coming through via e-consults in last few months.

Advised we are coming to the end of our contract for the phone system and an updated phone system will be put in place for the move to VM.

#### **What will happen to the previous Redcliffe site?**

Kate Brady: Not disabled access compliant, rooms are too small, stairs are difficult and not up-to-date for a modern health care building.

Dr Butler: Advised building is owned by private individuals and some do not work in the NHS. The building will be sold, and processes outlined by council will be followed to determine future use of the building. The area is generally well served by general practices and there is no plan to continue to run Redcliffe GP Service there

#### **Access to complementary therapies at VM:**

Helen Dunford: Unsure currently but engaging with the rest of the community and rest of PPGs to determine services to be delivered, so there is potential to have a wider range of services and facilities to support the needs of the local community.

Dr Butler: Reflexology and massage available via MCMW.

#### **Travel and change of bus route**

Kate Brady: Close working relationships with TFL. Will be discussing with them regarding transport links and keen to ensure good access to the health and wellbeing centre.

#### **Booking online appointments**

Warwick Young: Advised in the next few weeks plans to patient bookable online appointments although they will be limited in number.