

Redcliffe Surgery – Relocation Zoom Meeting Notes 22.6.22

Meeting Participants:

Dr Fiona Butler, Dr Tim Rees, Warwick Young, Jane Bishop, Kate Brady, Joe McGale, Olivia Clymer, Odeta Pakalnyte, Sonia Richardson, Dana Camino, Saidur Rahman, Jane Bishop.

Question and Answers:

If Violet Melchett is fully accessible, what are the benefits of attending the Earl's Court centre for those with mobility problems?

Kate Brady: This is distance related, we will offer the satellite GP service at Earl's Court for patients with mobility problems that are closer to Earl's Court and therefore will find it difficult to travel to Violet Melchett, we want to make sure there is something closer to their home within the escort area.

We want to encourage patients to go to Chelsea Manor St and Violet Melchett because that's where the additional services are that will get the benefit for patients in terms of care.

Is there a disabled bay in Flood Walk?

The disabled bay is outside 15 Flood Street (160 yd, 2min walk)

Will there be a reduction in service during the move between Redcliffe and the new location?

Kate Brady: We have an expert team that is meticulously working on the move plan, and services won't be affected during the move. We will have access to all the facilities in advance of the move and during that time, we will be ensuring that all the systems are fully operational and working so telephone system to computer systems, etc.

The move will take place on a Friday evening after the Redcliffe clinic ends, and will be completed over the weekend. Our service will be fully operational from that Monday morning in the new location.

Have the projected bus route cuts been taken into consideration?

Kate Brady: We are aware of the TFL bus route plan, and we are working on the implications of this and have a good connect to TFL. And we are also looking to engage with stakeholders that will have an interest and support us in ensuring accessibility for healthcare facilities, and in its changing routes. There will be regular updates available on the surgery website.

Dr Rees: I'm aware that some of the routes that propose to be cut back and that there is local objection to this. Many have been signing petitions to try and stop it from going ahead. I am also involved as a local resident in Fulham, but TFL said that we need public support to sign our petition to stop the bus routes being changed.

What other facilities and services are available to patients at Violet Melchett?

Dr Butler: At Violet Melchett flexible use of the space is planned, and service provided 8-8 on weekdays and at weekends. There is a range of Community services such as, community diabetes, tissue viability, incontinence, and community living well Mental health services and we are looking to offer more wellbeing and services to reduce social isolation and promote living well for more

years. We are interested in looking at our garden space to create a pleasant environment. There will be lots of activities not just medically driven for patients to get involved.

Exactly what will be offered is not fixed and we are looking at local gaps in service. Involvement from patients and local people is key in thinking through what the need is at the Centre.

Sonia Richardson PPG: I think there is plenty of scope for services, Patients at Redcliffe have lots of ideas and we really do want to hear them and be able to consider, it's about helping people make their lives better really.

What is the logic of moving to a building where there is already a GP practice? Why not spread the services by being in a different location as you are now?

Kate Brady: The site has major advantages and flexibility for the future. There are already children's services there and we are looking to work closely with them and there may be further opportunity to take further space in the future. Violet Melchett offers something unique in the locality.

Joe MCGale: Over the past five or six years there have been several GP practices that have closed in the South area, so, if you look at a map of our practices at the moment there is a gap in the South area down to the river. Moving a practice of the size of Redcliffe Surgery will help to spread the patch evenly as at Earl's Court already have a great number of practices. The choice is there for patients who would like to register elsewhere. Patients will be written to before the move with all their options.

Would you consider extending the scale of your facilities in Earl's Court in the future, if the demand is there? Also, at what stage will we get a list of other Earl's Court practices that might be able to take new patients if we don't want to make the move to VM?

Dr Butler: We've been focused on looking at how we can provide what will be a limited service in terms of the number of people that we can service there at any one time as we have two consulting rooms. The facilities are for patients with mobility problems; however, we will consider opening to others on basis of convenience if we have capacity.

Kate Brady: There is a wide range of health & wellbeing services at the centre already. Should the demand be there, we would look to further increase the capacity on the site if we can actually identify services to go in.

Will face to face consultations with Doctors be reinstated after the move?

Warwick Young: We've been offering face to face right through as needed but now we are giving patients the choice if they would prefer a face-to-face appointment or a telephone consultation. Also, as our space is expanding, there will be more availability for appointments at VM and Chelsea Manor with more rooms.

Dr Rees: At the moment everyone's queries get a response quickly via the new e-consult system that we have in place. Generally, face to face appointments are prioritised for people that need to be seen. Patients redirected and offered other services and health care professionals helping to free up appointments.

Dr Butler: There will be a patient survey to listen to patients views by views and ideas to inform how we shape and offer our services in the future

Patients are flagging the problems with the Telephony system

Warwick Young: We do acknowledge the frustration that patients have with the phones and the queuing system and unfortunately, we do have an older phone system which doesn't have the

capability to inform patients adequately where they are in the queue. We are coming to the end of our contract with this particular provider and it coincides with the move to Violet Melchett, so we are in the process of looking for new providers to coincide with the move which has better technology in terms of call queuing. We are excited to get a new phone system and it will have lots of good data and information that we can gather in terms of knowing how many people are waiting, analysing call volumes, peak times, etc.

Are there medical processing facilities at Violet Melchett for you and the existing GP, such as blood taking and test processing or other chemical/medical facilities to speed up results in many sorts of testing? Will there be hard medical equipment such as scanning?

Dr Butler: We will carry on offering phlebotomy, extended hours testing will be still offered on the site and over the weekends. No plans for test processing on site as that is done at scale in labs and hard medical equipment such as X-ray is not proposed for Violet Melchett. However

Dr Rees: Warfarin monitoring offered already. Blood test come back within couple hours, same as other important tests we carry out that will tell us if you are ill. We are based in a big city with laboratories within minutes of us, and centres with Xray, CT and MRI scans, and I think duplicating these facilities isn't really feasible.

We will go back to offer Respiratory tests/ Asthma and ECG diagnostics on site at Violet Melchett.

Is there a list out of area patients registered at Redcliffe?

Dr Rees: Yes, offering out of area appointments and registrations to patients in a requirement that came into place 8 or 9 years ago. Government is allowing patients to register to GP's for accessibility if they work near a GP's to have easier access to a Doctor. We don't prioritize people out of area over our own area, it's just that's the way the NHS works now.