

The Redcliffe Surgery Relocation

Zoom meeting 20/6/22

Welcome and Protocol for the call

The panel leading the meeting today are:

Dr Fiona Butler, GP Partner (Chair); Warwick Young (Practice Manager); Kate Brady (CCG Estates); Helen Dunford (GP Fed VM lead); Joe McGale (CCG borough team)

Moderators; Mr Saidur Rahman (IT lead), Jane Bishop (Reception lead), Dr Elizabeth Portman (GP Registrar)

- ▶ All participants will be muted upon entry. This is to moderate the high volume of attendees.
- ▶ Participants can choose to have their cameras on, but will not be able to unmute themselves
- ▶ As advised in the link SMS we are recording this meeting so we can reach more patients
- ▶ The meeting will last for up to one hour
- ▶ Frequent questions received to date will be answered in the presentation and **you are invited to submit further questions in the chat**
- ▶ We will group the questions and answer themes
- ▶ Please remember all questions and feedback should be focused on the relocation. There will be an opportunity to complete a general survey soon on general Redcliffe services
- ▶ And lastly... we hope this information is helpful and you find the meeting informative

Background to date

- ▶ In 2018 we informed patients the clinical commissioning Group (CCG) was developing Violet Melchett into a centre providing access to a range of health and wellbeing services alongside General Practice care.
- ▶ Redcliffe pre-engaged with patients over a potential move, and our application was also accepted by the CCG, and funding for the Health and Wellbeing centre offering improved services for patients was secured by the CCG
- ▶ We then had two years of Covid and Violet Melchett has been used fully as a vaccination site
- ▶ The Redcliffe Surgery relocation to the Violet Melchett Centre and 1A Chelsea Manor Street was delayed and will now happen in October 2022.
- ▶ Many of our patients will be familiar with Violet Melchett Centre as the location they attended for their Covid vaccination.
- ▶ Following pre-engagement in 2018, we listened to patients' concerns regarding the additional travel. In response we are offering patients with reduced mobility a satellite Redcliffe GP service based at Earl's Court Health & Wellbeing Centre.

New Facilities



Violet Melchett
SW3 5RR



1a Chelsea Manor Street
SW3 5RP

Engagement - we want to hear your views

- ▶ Before the planned move, we are engaging with our patients to get your views and thoughts so that we can work together and benefit from a smooth transition.
- ▶ Our engagement plan has been discussed with and approved by the patient participation group and the clinical commissioning group.
- ▶ To date Letters, texts and emails were sent to all our patients with information and an invite to complete an anonymous Relocation Survey. If you haven't completed the survey yet, please feel free to do so at <https://bit.ly/3OcgNMS>
- ▶ Zoom and face-to-face meetings offered to patients to provide thoughts & views.
- ▶ The Relocation Survey is accessible to everyone:
 - Electronically: Google Form, or feedback by email redcliffe.relocation@nhs.net
 - Written feedback can be handed in to the surgery
 - Verbal feedback can be taken over the phone
- ▶ All the feedback received is processed within the same week by the Relocation Team, identifying your needs and concerns and individual e-mails and communication are responded to personally as needed
- ▶ Questions and Answers are added to a FAQ which is updated to the practice website and available at reception and on request by e-mail
- ▶ We have engaged with local Councillors , Pharmacies, Health visiting team, District Nurses, My Care My Way, Community Living Well, Health Watch, and local Primary Care Networks, to update them on our Relocation plan.

Relocation Survey - Highlights

- ▶ Over 1,000 patients have come back to us within days, and we continue to receive 100's of feedback forms per day
- ▶ Our Zoom calls are fully booked and we are looking to add some additional sessions over the next few weeks
- ▶ Over 90 % of the patients who submitted the survey wish to stay registered with us
- ▶ Most patients will have a slightly longer journey to the practice and a change to their travel routes
- ▶ The extra facilities that will be available are welcomed
- ▶ Some of your suggestions for new name for Redcliffe :

Violet Melchett Practice, Chelsea Surgery, Redcliffe II, The Victor Medical Practice, Flood Walk Surgery, Radiant Health Surgery, South Chelsea Medics, Chelsea Manor Surgery

What we have heard to date - FAQs

▶ Are the Doctors and the Reception Team moving with you?

All our Doctors, Nurses, Pharmacists, Health Care Assistants, Reception and Admin team will be moving with us.

▶ Will the telephone number be the same? Will the queueing system be improved?

We will keep the same telephone number when relocated to the new premises. We will be updating our phone system to improve the call waiting system and to keep patients fully informed as to where they are in the queue.

▶ With the new centre being much bigger, how will you maintain the level of service? Are you merging with the other GP surgery in the building?

Although the new Centre is larger and offers other services, we will continue to provide a high level of personalised care, with all our current team based in the new premises. Our patients will also have the benefit of the use of co-located services.

We are not merging with the existing GP practice that is in the building. Both surgeries will be based in the new Health and Wellbeing Centre, we will maintain our own patient registrations.

▶ Is there any parking available at the new location?

Like Redcliffe Violet Melchett and Chelsea Manor St have no parking facilities; however, there is PAY-BY-PHONE and Private Parking in the area and there is a disabled bay outside the building entrance

▶ I have mobility problems and cannot get to the new location

We will offer a satellite GP facility at Earls Court Health and Wellbeing Centre, located in 2b Hogarth Rd, London SW5 OPT. This facility will be primarily for patients with mobility problems. The operational model is being worked through, including the possibility of offering the location to a wider group of our patients

Some positive feedback...

“I think the new facilities in a such beautiful building will be an asset for all. Please keep the quirky beauty of the building!”

“I am very happy with the proposal. Violet Melchett was my surgery when I lived at my previous address. The facilities are very good.”

“It will be just as easy as the current location(...) We are lucky to have such a good practice, with all the staff involved in our great care.”

“No stairs, great to have improved and modern health care facilities”

“Good idea for you to have more space to offer a greater variety of services”

“(…)I am pleased at the advances that are proposed in health care that will be possible at the new location”

“I am looking forward to it, as I have been with the surgery for 30 years”

“I approve as more space for wheelchair user like me”

Next steps

- ▶ The engagement process will continue for another 4 weeks
- ▶ All feedback channels will remain open for this time to ensure as many patients as possible can make their views heard.
- ▶ We will listen and act on what we hear in order to make the move as smooth as possible for patients; we will be providing frequent updates as the move dates approaches
- ▶ The NWL Clinical Commissioning Group will sign off the engagement to ensure views are heard and acted on adequately and they will inform patients formally by letter of the exact arrangements , including offering a list alternative local practices if they do wish to re-register.
- ▶ All patients will remain registered with us unless they choose otherwise

Questions for the panel?

- ▶ Attendees can send their questions to the chat
- ▶ We will group them to themes and the panel will then answer
- ▶ Please keep questions to the relocation which is the purpose of this call
- ▶ Attendees will need to remain muted due to large number of participants
- ▶ Slides will be put on Website along with the FAQs