



PATIENT PARTICIPATION MEETING

MONDAY 9<sup>TH</sup> MAY 2022

VIRTUAL MEETING CONDUCTED VIA TEAMS AT 5.30pm

IN ATTENDANCE:

Jane Laborie (JL) – Practice Manager

Kas Shackelford (KS) – Business & Strategy Manager

Marius Brill (MB) – Operations Manager

Kate Brady (KB) – NWL Estates Projects Consultant

6 Patients

MINUTES:

JL welcomed everyone to the meeting and introduced those in attendance (listed above).

She reassured those in attendance that the practice will not be moving out of the premises but during the refurbishment period the practice clinical rooms would be moving down the corridor and once the refurbishment had taken place the practice would only be moving slightly but with a new entrance on Chelsea Manor Street.

She asked KB to provide further details:

KB thanked the practice patients for their patience over the many years of consultation. She explained that it had taken time to secure the funding from NHSE for the refurbishment of Violet Melchett.

KS displayed the plans showing the move during the refurbishment. Link to plans (on website) or attached.

She explained that the practice clinical rooms would be moving down the corridor to where the previous dental clinic rooms were. The practice will still have access to the same number of clinical rooms during the refurbishment and therefore the patients should not worry as the practice will be providing the same number of appointments and patient care.

The aim is for the practice to be able to move back into the new refurbished area by 11<sup>th</sup> July but noting that the rest of the refurbishment in building is due to be finished by the end of October. Also mentioning that these dates may change if there are any unforeseen delays in the building work.

KS displayed the plans for the finished layout of the practice. Link to plans (on website) or attached.

KB highlighted that the new entrance will be on Chelsea Manor Street and that the plan has since been updated so that the reception desk is on the right as a patient walks in and the waiting area on the left. KS remarked that the new entrance will be completely accessible with automatic doors.

A patient asked what would be in the rest of the building. KB explained that the My Care My Way team, the CLCH team (for example; weight management) and another practice. She said that the refurbishment of the premises meant that overall there were more clinical rooms available and therefore more people could be cared for in the building.

A patient asked whether the Children's Centre is included in the refurbishment. KB confirmed that the centre would stay the same for the moment but had given a small amount of space to the refurbishment. There are discussions about them relocating and their section of the premises could then be converted for more clinical space which could perhaps include a dental area.

KB told the meeting about the vision for the central courtyard to improve the environment and make it welcoming and friendly.

The first floor is dedicated to the office spaces needing to support the clinical rooms. And the second floor house the Community Living Well team from the Mental Health department.

A patient asked where the toilets will be. KB reassured them that there will be 3 toilets in the same location as the present ones.

A patient asked about the GPs and who are working at the practice at the moment. JL listed them and when they are available to see patients:

- Dr Scudder (female) – Monday, Tuesday & Thursday and holding special clinics on Wednesdays
- Dr May (female) – Monday and Tuesday
- Dr Potter (female) – Monday mornings
- Dr Brodie (male) – Wednesday and Thursday

And the practice is recruiting for a new GP on Fridays.

A patient asked via the Teams chat - *When will you be back to normal before Covid i.e. normal appointments face to face, please?* MB explained that the practice monitors very closely the rates of Covid in the area and has been adjusting how the practice operates accordingly. He said that since introducing more telephone appointments some patients have appreciated not having to take so much time out of their day to visit the practice when a telephone call will suffice. Therefore we may never return to the normal we had prior to Covid. But if a patient would like to see the clinical team face to face then they can.

KS said that Dr Scudder and the team very much likes seeing patients face to face but the safety of the vulnerable patients visiting the practice and the staff have to be considered therefore patients are still being asked not to visit the practice if they have cold/flu type symptoms. And patients visiting the practice are still having their temperature taken upon arrival. She went on to explain how the GPs review their list of patients having telephone appointment before they start their clinical

sessions and asks the reception team to call up some patients to tell them to attend the practice. When the GP speaks with the patient on the telephone they may then ask them to attend the practice later that day if they think they need to be seen.

A patient asked via Teams chat - *We need a way of asking questions online. Sometimes I just have one question and I don't want to take an appointment for asking just one question.* MB answered that if it is a non clinical question this can be directed to the reception team's email; [chelsea.reception@nhs.net](mailto:chelsea.reception@nhs.net). And if it's a medical question they can use the eConsult that is available on our website; [www.thechelseapractice.org.uk](http://www.thechelseapractice.org.uk). MB explained that it is the first popup that comes up when you go onto the website. This is then sent to the clinical team to triage and take action.

JL thanked all the patients for their patience during the refurbishment and thanked KB for taking the time to attend our meeting.

KS reassured the meeting that the minutes would be placed on the website and that the plans would be available in the practice to view.

Meeting ended at 18.32