

## 108 Rawling Raod and Oxford Terrace and Rawling Road Medical Group

### Overview and Scrutiny Committee 10<sup>th</sup> December 2019

Full consultation has not been completed at the time of submission of OSC report. Information outlined below include response to consolation from 6<sup>th</sup> September 2019 to 22<sup>nd</sup> November 2019

<b>When did the engagement period start and end?</b>	Consolation period started 6 <sup>th</sup> September Ended 29 <sup>th</sup> November 2019
<b>Patient Letters</b>	
How many patients did the practice send letters to?	10.000 OTRR-MG and 3000 108 RR
How many responses did the practice receive?	5
How many responses in support of the merger did the practice receive?	There was one very positive tweet, no formal comments were received
How many responses were not in favour or raised concern of the merger?	4 patients from across both practices raised concerns about access to appointments. We were able to reassure them that a broader range of appointment times and access to 13 GPs and a range of other multi-disciplinary clinicians that were not currently available at 108 RR would be accessible to patients following merger, including GPs with special interest, 7 male and 5 female gps providing evening and weekend appointments
How many responses were in support of the closure of a premises site? If applicable	No responses were received
How many responses were not in favour or raised concern to the closure of a premises site? If applicable	No responses were received
How many responses were in support of the dispensing stopping? If applicable	This is not a dispensing practice
How many responses were not in favour or raised concern of dispensing stopping? If applicable	This is not a dispensing practice
<b>Other forms of engagement</b>	
What other forms of engagement has the practice done? e.g. drop-in sessions, poster, website, newsletters	
Drop in sessions at the ORR site on Rawling Road and at Dr Krishnan's practice.	
<ul style="list-style-type: none"> <li>• 1 Rawling Road site Tuesday 24 September - 10a.m. – 11:30a.m.</li> </ul>	

- 108 RR site Tuesday 24 September - 11:45a.m. – 12:45 p.m.

FAQs and information was included on both websites and discussed at patient forums and with practice health champions at OTRR-MG

**How many patients attended the drop-in sessions?**

A total of 25 people attended both sessions. GPs from both practices and practice manager were in attendance to answer questions.

**How many patients were in support of the merger, premises closure and or stopping dispensing services? Respond as applicable**

20 of the patients that attended were from 108 Rawling Road and 5 were from OTRR. Patients from 108 Rawling Road were understandably very sad that Dr Krishnan is retiring after so many years. The question that most patients had was around access. They are used to getting seen on the day if they are ill at present and were worried that they would wait far longer. We gave an overview of our appointment system and the variety of clinicians that will be available after the merger. One of our Receptionists is our Health & Wellbeing Coordinator and manages the PPG and Patient Champions and she was there to give out information and answer questions about appointments. We invited those attending to join our PPG so that they can engage with us and give feedback after the merger. Some of the patients had questions around access for patients that live out of the area. We advised that we would look into this further and get back to them and we are currently exploring whether patients can register as out of area patients. Some of the patients responded positively to the information given, ie “it will be nice to have a female GP available” and some stated that they felt happier about the impending merger after getting information at the drop in.

There have been no formal responses – other than one tweet in favour of the merger.

The merger was discussed as both patient and public involvement groups and we had a positive response.

**How many patients raised concern on the merger, premises closure and or stopping dispensing services? Respond as applicable**

There was only one formal concern about the merger, but we received 4 other enquiries about access to appointments. These were dealt with and had a positive outcome.

**General**

**What issues did the patients raise in support of the merger, premises closure and or stopping dispensing services? Respond as applicable**

As mentioned above.

**What issues did the patients raise in concern of the merger, premises closure and or stopping dispensing services? Respond as applicable**

There we no concerns raised about the merger

**What has the practice done or plans to do to address the concerns raised?**

<p>We have responded to patients that sent in email enquiries/letters. We have a plan in place to ensure that we have adequate staffing levels to meet demand and we also have a plan in place to monitor demand so that we can respond if it increases.</p> <p>We are currently working with the NHSE Time for Care team on managing demand and redesigning our workforce to meet population need though our primary care network. It is envisaged PCN funding will follow patients and with this funding we will be able to employ additional pharmacy and link worker time to provide proactive care to all patients in our PCN including those that transfer from 108 Rawling Road,</p>
<p>How has the practice feedback to patients on the actions it plans to do in response to concerns raised?</p>
<p>One meeting with a patient. In writing and verbally in drop in sessions.</p>
<p>If approved, how does the practice intend to engage with patients to inform them of the outcome?</p>
<p>Will be in newsletters, patient forums, social media and practice website.</p>

### Stakeholder Engagement outcome

Please confirm that stakeholder briefing has been attached to the application	Yes
Who has the practice engaged with?	Patients, practices in Gateshead, CCG, Healthwatch, LMC, OSC, Local Authority, Public Health, Ian Mearns, CCG, Gateshead health watch
How many responses did the practice receive and from who?	5 from patients
How many responses in support of the merger did the practice receive?	1 tweet
How many responses were not in favour or raised concern of the merger?	5 but 4 of the concerns were answered and the patients were happy with the responses given.
Please confirm the practice has attached copy of the responses from Overview and Scrutiny Committee	We have been communicating with John Costello and Angela Frisbey
Please confirm the practice has attached copy of the responses back from Health and Wellbeing board	No
Please confirm the practice has attached copy of the responses back from Healthwatch	There have been no responses from Gateshead Health Watch

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What issues did stakeholders raise in support of the merger, premises closure and or stopping dispensing services? Respond as applicable	
Stakeholders are generally in support of the merger but no formal notification of this.	
What issues did stakeholders raise in concern of the merger, premises closure and or stopping dispensing services? Respond as applicable	
See above	
What has the practice done or plans to do to address the concerns raised?	
We have offered meetings and where appropriate responded verbally and via email. Please see above	
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See above	
If approved, how does the practice intend to engage with stakeholders to inform them of the outcome?	

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Via newsletter, social media, posters in practice, verbally on attendance at appointments, on both practice websites, on both practice telephone messages, flyer in letters to patients, where appropriate letters and emails	