

**Affinity Event 5 Year Forward View Presentation for Cowgill Surgery and The Willows Medical Centre – Held in Clayton Village Hall on 6.11.18**

**Present:**

Julie Winterbottom managing partner for Affinity Care

Dr Rawal Dr Tahir Dr Ike Dr Poutney GP partners from The Willows and Cowgill Surgery

Dr Lyles salaried GP from The Willows

E Barnes pharmacist

Cathy Gribble Julie Hollingsworth Patient Service Managers for Willows and Cowgill

Joyce Thackwray Chairman Cowgill Support Group and Ray Baxter Vice Chairman Cowgill Support Group Cowgill Surgery

Joyce and Ray opened the event by introducing themselves and then asked Dr Tahir to inform the group about the evening.

1. Dr Tahir introduced our vision and model of care for Affinity to patients for them to understand what Affinity Care is and what that means. He presented a power point presentation to show the pressures on general practice and secondary care with statistics locally and nationally and the fact that the way patients access our services is changing and is about to change even more going forward.
2. Julie Winterbottom then informed all present that Cowgill and The Willows plan to be 1 clinical team across 2 sites. She explained why we have a hub reception and how we plan to create an urgent care team, implement more tele-consults and online consult, have more variety in our teams ie Paramedics, physiotherapist, MSK folk and how we want to get the patient to the right health professional the first time so the role of the receptionist is changing to that of a sign-poster. Concerns were expressed about whether receptionists are qualified to do this and the level of training they would require.
3. That continuity of care does not mean seeing the same person every time and that we use our most scarce resource ie GP, for only what they can do so more handing to others in a wider team.
4. Footfall our new website was introduced, this will enable patients to have access to a lot more of our services other than booking appointments and ordering prescriptions. Julie also emphasized that this would evolve over time.
5. Concerns were expressed about patients who were not IT savvy, Julie said that some sessions would be set up to help those patients manage the new website, but for those patients who did not want to do this then nothing would change for them, they can continue in the 'old way'
6. Patients will be able to ask a health care professional for advice, order sick notes or ask for travel advice along with many more.
7. We introduced the Evergreen App which allows patients to access appointments, prescriptions and their medical record like they can when using SystmOnline. On the app, you can also create

your own personal health record. You can store documents or keep notes about your conditions. These are not shared with the practice and only the patient can see them (unless they share their health record). Joyce said if anyone wished to find out more to speak to her later as she is an Evergreen Ambassador.

8. A couple of questions were raised which caused concerns a). Why can't patients attending the morning walk in surgery queue inside rather than outside and b). Doctors were not starting on time. These concerns were noted and it was explained that due to a number of good reasons, it was not possible for the surgery to open before 8am and that the question of doctors arriving/ starting late would be monitored.

9. Dr. Rawal explained that the new extension has taken 3 years to get to where they are now and apologized for the disruption it is causing. It will take 6 months to complete and there will be an extra 2 car parking spaces when finished.

10. The meeting split into smaller groups and had table top discussions with one member of staff coordinating the discussions on each table.

Q1. How do you feel about the surgeries becoming one over the two sites?

Q2. Your views on signposting?

Q3. How can we communicate better with patients?

11. Julie collected all the questions and there was a general discussion of the points made.

12. Julie informed the group that Affinity Care would like to set up 2 Focus groups 1). The Hub and Footfall. She said that if anyone was interested in joining one of these groups to let one of us know. There would be a maximum of 20 people required.

13. Julie closed the meeting by thanking everyone for attending and thanked Joyce and Ray for organizing the event and thanked them and Sheila for serving refreshments.

### **Summary of Table Top Questions**

**Q1.** Concerns of having one list, GP's rotating across sites, loss of continuity of care. Patients would be prepared to travel to another site to secure a sooner doctor/nurse appointment. The follow up plan is that within the next 2 weeks' partners and managers are meeting to discuss a joint model of working.

**Q2** Ensure staff are sufficiently trained. Happy to disclose to receptionist what the appointment is for. Concerns over privacy at Cowgill, this is currently being looked into.

**Q3** Facebook – Quarterly Affinity Care Newsletter – Focus Groups – Further patient Events.

The follow up plan is that within the next 2 weeks' partners and managers are meeting to discuss a joint model of working. Privacy at the reception desk to be addressed. Future event to be held in the New Year.

