



# Communications and Engagement Report

*New Silksworth Medical Practice:  
New contract information sessions*

*October 2017 – Report*

*Lisa Anderson*



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## Background

Both Colliery Medical Group and Church View Medical Centre provided notice to terminate their contracts. The decision was made by NHS Sunderland CCG to procure one stand-alone Alternative Provider Medical Services (APMS) contract with a combined list from Silksworth Health Centre. Combining the list provides just over 11,000 patients, which would help attract more bidders, gives value for money and the new provider would be able to employ staff from two premises.

From the bids received, a new provider was appointed to provide primary health services from 1 October 2017. This provider was Sunderland GP Alliance.

In June 2017, six information sessions were held with patients from Colliery Medical Group and Church View Medical Centre. The results from which were reported to Sunderland CCG. At these sessions, patients requested a further information session with the new provider. This report summarises the question and answers raised from these additional information sessions.

## Summary of activity

### Patient Information Sessions - overview

Two drop-in information sessions were held on 27 September 2017, between 12:30 – 1:30pm, and between 7:30 – 8:30pm. A letter was sent to all patients inviting them to attend (see Appendix 1). An information sheet was intended to go out with the original letter; however, due to an internal error with the mailing distribution company, the newsletter was sent to every household after the information sessions (see Appendix 2).

### Patient Information Sessions - attendees

In total, 59 people attended the two information sessions, with 38 attending the lunch-time session, and 21 attending the evening session.

### Patient Information Sessions - staff

A range of staff attended the six events. Overall, there was representation from the following organisations:

- NECS
- Sunderland CCG
- NHS England
- Sunderland GP Alliance
- Broadway Medical Practice

- Church View Medical Practice
- Colliery Medical Group

Further details of staff who attended the events can be found in Appendix 3.

## **Summary of question and answer sessions**

Sunderland CCG opened all sessions by providing a brief re-cap on the contract situation, and to introduce the new provider, Sunderland GP Alliance. It was also explained to attendees that there may be three to four weeks disruption with building work, and the CCG apologised in advance for this. Patients were informed that the CCG were working with neighbouring practice to have access to rooms, and to minimise inconvenience for patients. The CCG explained how they were meeting regularly with the new provider, and will continue to do so to monitor how things are working.

Sunderland GP Alliance then provided an introduction to attendees. Patients were told how the GP Alliance is an organisation owned by Sunderland GPs, and that 95% of GPs in Sunderland have stake hold in the organisation. The Alliance is local business made up of GPs, and is a 'Not for profit' organisation, which is not there to make money. The main focus of Sunderland GP Alliance is to offer primary care services for the patients of Sunderland, and looked at the Church View / Colliery contract as they did not want local practices to close.

The Sunderland GP Alliance currently runs GP practices in Sunderland i.e. The Galleries, Barmston, and Pennywell. The Alliance explained how some of these practices were originally dependent on locums, but they now have regular GPs. The GP Alliance also explained how they had focused on updating staff training, investing in phone systems, and invested in practices to ensure services were improved. One of the areas which are managed by GP Alliance is extended access appointments. These are appointments offered in evenings and on weekends in various locations across the city. The Alliance has also recruited 15 career start GPs in the last two years who are placed in practices across the city. They are also focussed on recruiting pharmacies to help take the pressure off GPs

The GP Alliance will be working closely with Broadway Medical Practice to deliver services on the Alliance's behalf for Silksworth. Broadway Medical Practice is a training practice, which means they train new GPs who will hopefully stay in Sunderland. Patients were reassured that all existing doctors will continue to provide medical care at the new practice, but the practice will also have access to additional GPs.

## **Summary of questions asked**

Overall, the sessions were not contentious, with questions largely focussing around access to extended hour appointments, the staff at the new practice, the appointments available, generic questions about the new practice, and online services and systems. See

appendix 4 for more information.

## Appendix 1: Letter inviting patients to information sessions

8 September 2017

Dear Patient

### Contract for GP practice at Silksworth Medical Centre

I am writing with an update about the GP services at both Colliery Medical Group, and Church View Medical Centre, where you are registered as a patient. **Please share this with everyone in your home who uses this practice.**

In July we informed you that your practice would have a new provider - Sunderland GP Alliance ([www.sunderlandgpalliance.co.uk](http://www.sunderlandgpalliance.co.uk)) who will take over the contract for the practices from 1 October 2017.

This is a reminder that you do not need to take any action, and can carry on using the GP service in the normal way. However, if you would prefer to register with a different practice you can find details of other local services by visiting [www.nhs.uk](http://www.nhs.uk) and using the 'find local services' to see which practice is closest to you. Alternatively, for help with registering you can contact the practice directly.

Silksworth Medical Centre is also currently undergoing refurbishment, which is expected to continue over the next two months. Service at the practice will continue as normal during this time, but we would like to apologise for any inconvenience that the building work may cause.

### For further information

We understand that you may have some questions about this change, so we have arranged the following sessions to give you the opportunity to meet with members of the Sunderland GP Alliance to ask any questions you may have.

The drop-in sessions will be held on:

- Wednesday 27 September, 12:30pm – 1:30pm
- Wednesday 27 September, 7:30pm – 8:30pm

Both sessions will be held at Silksworth Youth and Community Centre, Tunstall Village Road, Sunderland, SR3 2BB.



If you would like to attend one of the sessions, you can register online at:

- 12:30 – 1:30pm session - <https://www.eventbrite.com/e/information-session-silksworth-medical-centre-tickets-37451967844>
- 7:30pm – 8:30pm session - <https://www.eventbrite.com/e/gp-practice-at-silksworth-medical-centre-information-session-tickets-37452220600>

You can also register by calling: 0191 217 2803.

Healthwatch Sunderland is the statutory independent champion for users of health and social care services in Sunderland. It listens to, advises and speaks up on behalf of patients. If you have any concerns, or would like to discuss these changes with Healthwatch, please call 0191 514 7145 or visit [www.healthwatchesunderland.com](http://www.healthwatchesunderland.com)

Yours faithfully



**Debbie Burnicle**  
Deputy Chief Officer

## Appendix 2: Newsletter sent to all patients



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NEW SILKSWORTH MEDICAL PRACTICE  
SILKSWORTH HEALTH CENTRE

### To all patients of The New Silksworth Medical Practice

We would like to welcome you to the practice and we are privileged to be able to deliver healthcare to the residents of Silksworth and the nearby surrounding areas.

We are working hard in the background to ensure that the merge of the two practices will be a smooth transition. Our first day of service to you as a patient will be Monday 2<sup>nd</sup> October 2017. We are hoping that the majority of work that is to be carried out in the Health Centre will be complete but there may be a possibility that this work will continue after our start date, if this is the case please bear with us and we will try and keep disruptions to a minimum.

#### Frequently asked questions:

##### Will the practice telephone number change?

The practice telephone number will be 0191 5210252

##### How do I make an appointment to see the Doctor?

You will be able to make an appointment by telephoning the practice, face to face at the reception desk or if you have online access by using the online system.

##### What are the surgery opening times?

Monday to Friday 08:00 – 18:00

##### Will I have access to online services?

Patients that were registered with Colliery Medical Group will be able to use their current on line access log in details. Patients that were previously registered with Church View Medical Centre will need to be issued with new log in details.

WORKING TOGETHER FOR PATIENTS & PRACTICES

SUNDERLAND GP ALLIANCE | North East BIC, Enterprise Park East, Wearfield, Sunderland, SR5 2TA

T | 0191 516 6076 | E | [info@sunderlandgpalliance.co.uk](mailto:info@sunderlandgpalliance.co.uk)

[WWW.SUNDERLANDGPALLIANCE.CO.UK](http://WWW.SUNDERLANDGPALLIANCE.CO.UK)

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### How far in advance can I book an appointment?

For the GP, bookings will be taken 2 weeks ahead and the nursing team will be 4 weeks.

### What clinicians will I have access to?

Appointments will be available with GPs, Advanced Nurse Practitioners, Practice Nurses, Healthcare Assistants and Clinical Pharmacist.

### What will happen to my medical records?

Your medical records will automatically transfer to the new practice.

### Will my patient group still run?

The practice will continue to have a patient group and anyone interested in joining the group is more than welcome. Please give your name to reception staff if you are interested.

### Meet your surgery team:

#### GPs

Dr G Capaldo  
Dr B Cloak  
Dr A Hussain  
Dr F Khalil  
Dr S Malik  
Dr C Mathew  
Dr K Stevenson

#### Nursing Team

Mrs L Cameron, Practice Nurse  
Mrs E Chapman, Practice Nurse  
Mrs A Cowler, Health Care Assistant  
Mrs W Hay, Practice Nurse  
Mrs K Richardson, Practice Nurse  
Mrs A Robins, Practice Nurse  
Ms Machala Young, Health Care Assistant

### Management

Mrs A Laing, Practice Manager      Jane Edwards, Business Manager  
Mrs S Di-Duca, Assistant Practice Manager

**Admin Team** – Elaine Beezer, Michelle Birchall, Shannon Clarke, Lian Godfrey, Mavis Kennedy, Lorraine Laurie, Lynne Laydon, Deborah Marshall, Tracey Moutter, Natalie Orrell, Lindsey Pearson, Laurie Roberts, Melanie Stevens, Terri Warren.

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## Appendix 3: Staff attendees at Information sessions

Name	Job title	Organisation
Jackie Spencer	Commissioning Manager	Sunderland CCG
Suzanne Watson	Locality commissioning Manager – Sunderland West	Sunderland CCG
Anisah Sharmeen	Engagement Officer	Sunderland CCG
Lisa Anderson	Involvement Officer	NECS
Sheena McGeorge	Communications and Engagement Assistant	NECS
Jenna Thompson	Communications and Engagement Support	NECS
Gill Alcock	Primary Care Business Manager	NHS England
Jon Twelves	Chief Executive	Sunderland GP alliance
Dr. Khalil	GP	GP Executive at Sunderland CCG GP at Broadway Medical Practice
Jane Edwards	Practice manager for Broadway General Manager for Silksworth	Broadway Medical Practice New Silksworth Medical Practice
Sandra Di-Duca	Assistant Practice Manager	Church View Medical Practice
Alma Lang	Practice Manager	Colliery Medical Group

## Appendix 4: Overview of questions asked through the two sessions

### Extended hours

**Q: Will extended hours be provided at new building? How does it work?**

A: We don't open every GP Practice late on week days, and on weekends. There are 5 hubs across the city where patients will have access to a GP in the evening and at weekends. This won't necessarily be your practice.

**Q: What number do you call for an extended hour appointment?**

A: You call your own GP practice within normal hours, and they can make you an appointment if it is appropriate for you. Call 111 out of hours.

**Q: Will extended hours be immediate?**

A: Extended hours are already happening. This covers evening and weekend appointments

**Q: Can you book extended hours appointments online?**

A: No, you have to book via your practice so they can direct you to the best appointment for your needs.

**Q: How many extra appointments are available through extended hours?**

A: 600 extra appointments across the City of Sunderland have been created through extended hours

**Q: Where are the five urgent care centres?**

A: These are:

- West – Pallion HC (Within Wearside Medical Practice)
- East – Riverview Health Centre, Hendon
- North – Southwick Health Centre
- Coalfields – Houghton Health Centre
- Washington – The Galleries

<http://www.sunderlandgpalliance.co.uk/sunderland-extended-access-service-information/>

**COMMENT:** Patient used extended hours and it was very good. They had an appointment for 6pm the same day, was diagnosed, and received a prescription, within the same day.

### New practice

**Q: Will it be the same telephone number when everyone moves to Church View?  
What is the new number?**

A: Everyone will be using the Colliery phone number when the practices merge. This is 01915210252. However, there is an automatic divert on the Church View number for three

months (until end December 2017), so if you did call that for now, you call would still be answered

**Q: What are the opening times?**

A: 8am – 6pm. This is standard across Sunderland.

**Q: Will the lack of car parking space be an issue?**

A: We feel the car parking space will not be an issue. If we felt it was becoming an issue, we would speak with Property Services. The Commissioner also took this to property services at the beginning of the process, and will work with them to resolve any problems. They are also looking around the area to see if there is an alternative parking option, so it has been identified as a potential risk.

**Q: How long will the contract be? Can that change if there is a change in Government policy?**

A: The contract is for 9 years, maybe 11 years. Therefore, for the foreseeable future. Anything can change, but it is unlikely

**Q: Will the new practice be able to take sharp boxes? Can you get empty boxes there as well?**

A: We can now take sharp boxes, please take them to the practice reception, and empty boxes are also available.

**Q: What is the new name for the practice?**

A: New Silksworth Medical Practice. We talked to patients and came up with that name.

**Q: Is there going to be a dispensing pharmacy in the new building?**

A: No, there is no room for one

**Q: Will repeat prescriptions still go to the pharmacy?**

A: Yes

**Appointments**

**Q: Will I still be able to get an appointment on the same day?**

A: If you have a need for a same day appointment, you will get one.

**Q: Will there be an open surgery?**

A: We think an appointment system is better than people waiting three or four hours. We have lots of new doctors, so people should be able to access appointments.

**Q: How long will we have to wait for an appointment?**

A: We will have an appointment system. Urgent appointments get seen on the same day. Non urgent appointments may need to wait a couple of weeks.

**Q: Currently, patients do not need appointments for blood tests, will this continue?**

A: Yes, this will continue. But patients will also be offered an appointment for blood tests if they want.

**Q: Will patients still have open access nurse appointments, for ear syringing, for example?**

A: No, this will be done by appointment from now on.

**Q: Will there be a blood appointment in the afternoon?**

A: Yes

**Q: Will telephone appointments still be available?**

A: Yes, but for certain patients only

**Q: Will there be a telephone appointment system?**

A: Yes

**Q: Why can't I book an appointment four weeks in advance like I used to be able to?**

A: Initially, we will be booking appointments two weeks in advance so we can manage the appointments better, and reduce the number of people who do not attend. But we will take this back as feedback

**Q: Will there be a text system reminding patients about appointments?**

A: Yes, this system is already in place. However, some patients do not always update their contact details

**Q: Will there still be an early morning phone calls and open access to the blood clinic?**

A: Yes

## Staff

**Q: Are we losing any staff?**

A: All staff currently employed will automatically transfer over to GP Alliance

**Q: Will you have a nurse practitioner?**

A: We are currently recruiting for a nurse practitioner.

**Q: From 1 October, the two practices will merge, and we will have access to existing GPs and extra GPs – is this right?**

A: Yes – that's right

**Q: But Dr Stephenson is going part-time**

A: Yes, that is his decision

**Q: Will there be locums?**



A: We want permanent GPs, not locums. What we want is permanent, regular GPs

**Q: How many GPs will you have?**

A: We will have five whole-time regular doctors. So there will be more than five doctors as some will be part-time.

**Q: Who is the practice manager?**

A: Both Alma and Sandra will continue working as practice managers

**Q: A lot of the Doctors at Church View are locums, so who have you got?**

A: We're trying to move away from locums. We have two doctors from Broadway who will be providing primary care from Monday.

**Q: Will there be any lady doctors?**

A: Yes

### Online services and systems

**Q: Can I still request appointments and prescriptions online?**

A: Yes. IT are sorting out the systems to transfer patients over

**Q: When will the new practice website be set up?**

A: A new website will be set-up, but the priority is getting the system merged together

**Q: Will both systems go down?**

A: Over the weekend, both systems will go down and will be back up on Monday

**Q: Will patients need to re-register?**

A: We're hoping they won't have to, but if they do, we patients will not have to show their ID again.

**Q: What do people do while there is a gap in the online systems for ordering repeat prescriptions?**

Patients need to come into the surgery, fill in the form, and it will be ready 48 hours later. This will be the temporary solution until everyone is in one system.

### Funding

**Q: Who funds GP Alliance?**

Funding comes from the commissioners (CCG & NHS England)

**Q: When the practices merge, will you have more, less, or the same budget?**

A: The same budget. The budget is set for GP practices based on the number of patients

**Ad hoc**

**Q: Are you involved with the University? Will you get the right people into Sunderland University to become GPs?**

A: Sunderland University will not start training GPs until 2019. It will take five years to train to become a GP. At the moment, our relationship is with Newcastle University. It is up to Sunderland University to decide who they will let into study. That is not an issue we can control.

**Q: What will happen to the Church View building?**

A: The building is privately owned, and it is up to the owner what they decide to do with it.

**Q: Why is this meeting so late?**

A: We're here at the invitation of the commissioners. We have been extensively working with patients and PPGGd to communicate about the new contract.