

**PPG Minutes**  
**Friday 7<sup>th</sup> February 2020**

Introductions made, Dr Breach informed that it has been a difficult time in general practice, times are changing and HMC have experienced a very difficult period leading up to the move to the new medical centre. The two practices from April 2020 will be working very closely together, with a view to merging in July with a total of approximately 15,000 patients. We are actively recruiting for clinicians at the moment and are retaining the existing team wherever possible.

There has been three ANPs recruited across the two surgeries and will also be recruiting NHS funded posts. Letters will be going out to all patients next week. Until these letters go out, everyone is asked to keep this information confidential. There are no redundancies being made.

Question raised regarding the telephone lines. There will be two telephone numbers to begin with which will merge to one number in time, but with the same amount of incoming lines.

Raised that there are always problems trying to ring through to either surgery. We will have 6 lines coming into the building, we are also trying to push e-consultation and footfall as a way to relieve the pressure on the phones.

JR thought that there was a loss of personal touch with GPs that do not know patients. MJB informed that this is an issue across the country, older GPs are retiring and there has been a very low recruitment in recent years for new GPs. Doctors do not want to be partner GPs anymore, young doctors have been surveyed and they all prefer to go into locum or become salaried GPs. Being a partner means a commitment to the business and the practice and less flexibility.

MJB would welcome partner GPs to join the practice and share the responsibility, but the position needs to be financially attractive as well as stable. The Lyme Grove GPs are not becoming partner GPs, they will be salaried GPs employed by the practice.

MJB informed that we are still working very closely with Dr Rahil's surgery and helping out where we can, we are also closely working with Patterdale Lodge, but there are no plans at the moment for a merge with either of these surgeries.

MJB was asked to summarise the benefits for patients when the merge goes ahead

- Access to GPs, ANPs, PNs, HCAs and non-medical clinicians
- To deliver an excellent service, the ratio of clinicians, should be able to offer a variety of appointment times to cater for all patients (early morning, late evening etc)
- Delivering a well organised service which manages the demand for appointments

AC commented that he had experienced excellent service last week being triaged via the same day appointment system, agreed by AD.

Discussion about how the surgery will look, there will still be two desks with four receptionists at busy times, the wall between the two reception areas will be knocked down, thought that there will be one corridor for GPs, ANPs registrars, and another for nursing, non-clinical staff.

Dr Breach will be the allocated GP for all patients as he is the only partner, the surgery name will be Haydock Medical Centre.

Parking has always been a major issue, discussion around the piece of land between the surgery and the car park on the main road, we are unsure who owns this land.

Agreed that Ken Kilbey will be the chair of this group, frequency of meetings discussed, agreed for the next few months meetings will be monthly during the transition period with pre-planned dates and an agreed agenda.

All members have consented to receiving emails for circulation of information and minutes.

Date of Next Meeting – Tuesday 3<sup>rd</sup> March 2020 at 1pm