**Joint South Street and Parsonage PPG Meeting Notes – 15.01.19**

**A joint PPG meeting took place with South Street Surgery staff & patients on Tuesday 15th January - 7pm at Bishops Park Surgery (near to Tesco's).**

**All Parsonage Surgery patients were welcomed,** and encouraged to attend to share thoughts / comment on the proposed plans with the CCG representative and have an input on shaping the vision for health care provision in the Bishops Stortford area.

**Present** – Sue Fogden, Sarah Dixon, Jag Takhar, Michelle Ford, Karen Thomson and members of Parsonage and South Street Surgery PPG’s

Following on from Sarah’s presentation, the following questions/discussions/comments took place :

1. PPG can see benefit of consolidating on one site eg shared clinics. Will there be a full merger of the three practices ? SD said not at this stage, though it has been considered
2. Concerns about transport links to H&E
3. Concerns about patient flows with the waiting rooms being next to each other
4. Projected growth of Parsonage – are plans based on current or future projections ? SF stated the plans had been drawn up to allow for expected growth over 15 years. The additional rooms allocated to Parsonage should be sufficient, and there is additional space potentially available at H&E
5. Concerns about overall town population growth and overall plans for primary care across the town. SF – the practices would like to include a town centre presence of some kind – there is a town planning meeting next week. South Street and Church Street are looking to develop sites in the North and South of town
6. Concerns re parking/use of public transport if South Street move out of town centre. SF – the plan is for H&E to be a hub, but it is only part of the overall town plan
7. This plan doesn’t appear to solve the problems of future population growth. SF – there are discussions underway regarding other sites, the North and South developments. There have been meetings with town councillors and town planners to discuss requirements
8. What will happen to existing tenants in Kitwood Unit ? SF – they are all on temporary agreements. Meeting is planned next week to look at other locations for them
9. “Presence” in the North – what does that mean ? SD explained at the moment this is Bishops Park centre, but that we are looking at alternative accommodation in the North side of town
10. When will the “wider context” plan be available ? Concerns re West Essex patients registered at Parsonage, and new developments in West Essex. SD – we need to have a clear plan before we can share this with patients – we are working on this
11. Parking at H&E. SF explained that NHS Property Services run the building and are responsible for the car parks. They have been asked to conduct a traffic and parking survey, but we haven’t received that yet. We would need to look at activity levels during the day, and possibly co-ordinate clinic times with other users in the H&E building. Parking is cheaper at H&E than elsewhere in town. Local authority has also been asked to look at transport provision. Do need to stop non-hospital users from using the car park
12. SF raised the point that we have the funding available now, and that it is clear that if we don’t use it, we may not be able to obtain funding in future, so this project should go ahead
13. Reception/Waiting area – concerns over ability to have private discussions. SF – there will be an interview room built as part of the plans, and generally the acoustics will be better than in existing surgeries
14. Surgery opening times – will they stay the same ? SD – we are contracted to be open between 8am and 6.30pm. Extended hours will probably stay the same. JT – Extended Access hours may change, at the moment availability is limited by staffing
15. Is there scope to change the proposed floor plan ? SF – not really. There are set guidelines for clinical rooms and other specific guidance. The plans have been drawn up by a specialist building surveyor
16. Will having the two waiting areas next to each other lead to confusion ? SF – all new builds in the past 10 years have been for surgeries sharing premises. To date SF has not received any complaints. Patients are usually happy to have properly designed surgeries with modern facilities which are more accessible. JT mentioned that patients may want to switch from one surgery to another, and there may be confusion over each surgeries identity. SF stated that we need to carefully manage the change, and that although patients may be confused on their first visit, that shouldn’t be an on-going problem. Patients have the right to choose which surgery they register with. The plans do allow for some flexibility in future regarding room allocation between surgeries.
17. Is this a done deal ? SF – the money has been allocated, so broadly speaking, yes
18. Disabled access toilets and baby change/feed facilities ? SF the plans are drawn up to the appropriate standards. There is no law that there must be separate baby feed/change facilities from disabled toilets. Separate staff toilets are included
19. JT – we will take away PPG comments and discuss further
20. Isn’t this a 2 year plan, rather than a 10 year plan ? SD agreed, H&E is not going to fulfil long term needs, but we are looking at a longer term plan and will share once we are able to. SF stressed the need to remember we should use this money while we have it available. It is a complicated project and we need to move forward with it
21. Plans are not clear ? Can we have clearer plans ? SF – more detailed plans will be drawn up as the project progresses.
22. There is a locality PPG meeting in Feb – at what stage will this be in the public domain ? SD said the general plans about H&E are already common knowledge. Other plans regarding the wider town will follow once this is possible