

## **Notes from an Open Meeting held at Hlland Ward Millennium Village Hall on Monday 4 July 2022 at 7 pm to discuss the future operation of Hlland Ward & Brailsford Medical Centres**

**Present:** Parish Council Chair and Parish Councillors, Cllr Dermot Murphy (DCC), Dr Penny Blackwell and Dr Sarah-Jane Lowe representing Brailsford & Hlland Ward Medical Centres and approximately 100 people.

Dr Blackwell introduced herself to the meeting. Four practices in the South Dales working together as part of a national agenda. In May 21 the Care Quality Commission (CQC) was invited to come because the practice was in difficulty. Brailsford & Hlland Ward Medical Centres put in special measures as the practice was considered inadequate, suggested patients dispersed to outlying practices. The Doctors have tried to work with CQC to keep the practice afloat, it had been very challenging for many reasons. Brailsford & Hlland Ward Medical Centres were 1 of 7 in Derbyshire considered inadequate, however this has now been lifted out of that, but will take 18 months to get back to where it needs to be, Dr Blackwell acknowledged that the practice was not where people wanted it to be, recruitment of staff had been difficult, but the current staff are very committed and there was a lot of hope for the future. Dr Sarah-Jane Lowe was introduced to the meeting. With regard to future plans the Hlland Ward practice, this has had to stay shut, as we are currently unable to staff the practice 46,000 hours needs to be done to make it CQC compliant. The practice is having dialogue with CQC about progress and this is an ongoing conversation, we don't intend to keep it shut. The practice has already spent £250,000 on keeping the practices going. Care Quality Commission – like Ofsted for the health service.

We have very committed staff who really want to make it work, we are nurturing staff to try and make it a good practice again. Needs to be developed. A lot going on already; pharmacist joining shortly. Still a huge amount to do, won't happen overnight. Hope we can get it back to a good practice again.

### **Questions from the floor:**

*Q – answering phones, waiting hours to get through?*

A - Unfortunately leadership team tidied the practice into a service which will take lots of money to get out of the contract, they have tried to negotiate, but a way cannot be found to get out of the contract. Matter will be discussed by the Patient Participation Group meeting on 12<sup>th</sup>, to look for a way forward and will be looked at again.

*Q – prescriptions have to be collected from Brailsford or Ashbourne?*

A - Problem due to staff shortage which is a national issue. Temporary staff helping out, using text messaging to help out. Staff coming in on Saturday 16<sup>th</sup> to help catch up. Trying to catch up and hopefully can then stay on top of the situation. 2 systems for GPs to communicate EMIS difficult system to use. New system to be introduced in October which will improve the situation.

*Q – Hulland resident, postal system for prescriptions anyone can choose to use this type of system?*

A - The Brailsford & Hulland Ward Practice is not registered for this, digital system, will be available from October.

*Q – What does care for average patient what does it look like?*

A - Depends on need, bars to hit in different categories, safe, well led, caring, 5 different criteria. How different will it be? Relevant to population, responsive to patients, offer appointments when needed, hours, out of hours, weekends. Offering different services, see doctor/nurse/pharmacist when needed.

*Q - Hulland resident - had text looking at offering services out of hours, weekends, evenings can you explain?*

A - Always had services 7-8 hours so many days per week, that will be getting back on track. Where possible we will try to offer extended hours. What does weekend mean? Depends on staffing, haven't worked it through yet.

*Q – pre- pandemic, can't book appointments?*

A - Need to look at this.

*Q – HW resident – number of elderly people in Hulland Ward need prescription, issue at Brailsford with parking, substantial queue for prescriptions, can Hulland Ward surgery offer prescriptions?*

A - We just can't open at the moment, not allowed due to CQC regulations due to state of building. But don't have staff.

*Q - Can we have tent/caravan to do this work?*

A - Won't meet CQC standards. Different way of working at Hannage, using voluntary drivers.

**Q – how many permanent doctors do you have?**

A - 3 doctors and 1 regular locum supplementing, plus regular paramedic, difficult to recruit. Dr Lowe is a really experienced doctor, also teacher and trainer. 75 of 114 practices across Derbyshire are trying to recruit staff.

*Q – Know national shortage of GPs, what about nurse practitioners? Have you considered using these,*

A - Yes we are looking at doing this and there is funding available.

*Q – Answering of telephones?*

A - Will continue to try to sort out the issue. Patient Group did have meeting with telephone company, previous management did take legal advice, there was no way out of the contract.

*Q – Neighbour taken ill on Sunday, Doctor should have contacted within 1 hour, but didn't happen, GP contacted next day, had no way of getting to collect prescription, no bus service to Brailsford.*

A - Ideally we would have pharmacy with van driver.

*Q – Hognaston resident – can't receive text messages, surgery has email address.*

A - Should be able to email rather than text. Need to check that patient's email is on the system.

*Q – £250,000 what has it been spend on?*

A - Locums and trying to keep the practice running. Blood pressure monitor back in surgery. If medication requires BP check, then advised to buy their own BP monitor

*Q – Hulland Ward - number of people travel to surgery, where do you wait for the next bus? Can patients wait in waiting room?*

*Q – Why are all appointments in the morning doesn't suit working person, can't get time off in the morning, afternoons would suit people better.*

A - Plans to have appointments very early and very late. Dispensary is limited to queries. Once we have staff available we will extend hours. Collection times have recently improved.

*Q – Hulland Surgery - what may have failed could we have some fund raising?*

A -Refrigeration, air conditioning and flooring are issues.

*Q - Can we fund raise?*

A - Don't see why not.

*Q – John Dick from the Ashbourne 50+ Forum – there will be representatives from the Health Service at the next meeting they will explain what the Integrated Care Board is. Meeting on Friday 15 July 10-12.30 pm at the Elim Church, Waterside, Ashbourne*

*Q – Schedule of works, if all put right, could you staff it?*

A - Not at the moment. Not our intent to close the service.

*Q – Prescription ordered a month ago not received text message, do I go in tomorrow to collect or wait for text?*

A - Prescription should be ready.

*Q - On long term medication, perhaps prescribe 2 months at a time?*

A - Can be safety issue, but we are looking into this possibility.

*Q – Is it possible to reinstate ear syringing service.*

A - NHS no longer remunerate GPs to do it, but we do have to pay nurses, we are trying to bring it back where it is causing a problem for people.

**To summarise – as regards the centre, hope that at some stage the centre can be opened and staffed. We have not written off Hulland Ward. 3 Doctors now and hoping to recruit 1 more. New prescription service from October, we hope before then that more people will be able to get their prescriptions from Brailsford.**