



Patient Engagement Plan

Priory Fields &
Clarkson

January 2019

Introduction

Following a working at scale meeting in September 2017, 5 practices decided that they would work towards a merger to become a larger practice. Along the way, other practices have joined the process. The name Octagon Medical Practice was chosen from staff entries to name the new merged entity. The following engagement plan has been developed to inform patients of the proposal and to gauge feedback.

Background

For several years, the forward plan within the NHS, has been to support the merger of primary care practices to enable long term secure care for Patients. The practices within Octagon share a vision of being part of a larger service. This proposed merger will strengthen the Patient care choice and service available within its Patient population and allow for investment in new technology and ways of working.

Proposal

Octagon now has a single location and 11 branches, the approved merger for Clarkson and Priory Fields would make 13 branches. The merger is intended to complete in May 2019.

Benefits of a Merger

The benefits of a merger of the practices are;

- More staff resources meaning staff can focus more on individual tasks.
- No duplication of clinics that are currently being run separately at each site. This will free up clinical staff to provide alternative appointments and improve access.
- A larger practice can negotiate and commission additional services for patients in-house rather than sending them elsewhere.
- A larger team of clinical staff mean doctors and nurses can focus on specialist areas instead of having to refer patients to secondary care.
- Costs associated with running a practice such as insurances are shared.
- Bigger practices are more attractive to new staff both clinical and non-clinical.
- A larger team of clinical staff means the practice can offer better training prospects for clinical staff, including medical students, trainee GP's and nurses.
- Patients will have a choice of location. This will improve access for all patients who may live or work nearer to an alternative Octagon Practice.
- Properties across Octagon can be better utilised, and this will allow Octagon to adapt and create more clinical space.
- Patient access through technology can be adopted without disrupting existing Patient choice.
- The demographics of the practices are similar meaning that very little change needs to be made to allow access for all existing patients in the merged practice.

Engagement Process

Staff

Staff were informed in November 2018 of the proposed merge. They were assured that there would be no redundancies. Staff have been informed at every stage of the merger process and are involved in preparing for the engagement period.

Patient Participation Groups

Clarkson at this date does not have a PPG, Octagon is keen to ensure Clarkson sets a PPG up and will be supporting management and Partners to set up a PPG ASAP. Priory fields has an active PPG and I am meeting with the PPG for the first meeting on Tuesday 15th January 2019.

Timeline of events and future events

January 2019 – Priory Fields PPG meet with Octagon Partner to discuss Octagon

January 2019 – Posters placed in the Practice and leaflets distributed (copies attached)

January 2019 – First Patient open evening for Patient engagement and Q&Q with both Clarkson and Priory Fields and Octagon Partners

Feb 2019 – Second Octagon Patient meeting with Patients for both Priory Fields and Clarkson

Engagement Activities

Stakeholder Meetings

As well as the Patient Participation Group meetings, we have met with Healthwatch, Nursing Homes who are part of the Practice Patient population as part of the engagement, as well as support organisations in the Community and Charitable organisations.

Posters/Leaflets/Publications

We are creating various summarised and more detailed publications and distributing these in various ways such as making them available for patients to pick up in practice and sending them out with letters to patients. These will be printed for distribution once approval has been given to merge.

Social Media

We are creating a public profile through appropriate Social Media and use this to keep Patients informed.

Surgery Advertisement

We have placed a large display in all Practice reception areas to draw attention to the publications available about the merger.

Local Media

We have identified a list of local media and will make contact about the proposed merger and will provide a statement to the local press.

Text Messages

We will send out SMS messages to all the patients who had consented to receive these from the surgeries. The message will remind Patients about the open evening that is being held.

Open Evening

As noted in our action plan, we will be holding an open evening in Jan 2019 and Feb 2019. The open evening will be heavily publicised. GP's and practice staff from both surgeries will be available throughout the evening for patients to ask questions and give feedback. PPG members will be present and help engage patients. We will also use this opportunity to invite local community and support groups to attend and promote their services and engage with the patients.

Website & Email Address

We have secured a website address for Octagon and are creating a dedicated website. This website will allow for information on the merger to be disseminated and link directly to the merger Practices. The website will be later developed to include all Practices onto a single website platform.

There will also a dedicated email address that will publicised for patients to use to give any feedback about the proposed merger; enquiries@octagonmedicalpractice.co.uk

Equality Impact Assessment

We have completed the Equality Impact Assessment but believe that as there will be no staff changes or redundancies, there would be no material impact on patients.

Q&A

We will compile further Q&A's from the engagement meetings and open evening, we have however, completed several Q&A's from questions we expect and, feedback already received from Patients or staff. The Q&A will be sent as part of our communication plans and added to once meetings are held.

Q&A

We will be compiling a list of Q&A's taken from our dedicated email address, Patient Participation Group meetings and open evening. Below are some statements which we have collated for Patients to assist you in answering any initial questions you may have

Access

Appointment availability	Patients will see no change to the way in which they make appointments when we go live in July. As the Practices work together, we will be introducing best practice, and this will mean that Patients have more choice in how appointments can be made.
More GPs	A larger practice is more attractive to GPs when they are looking for a practice. The merged practices will also be able to provide more training facilities allowing more future GP's to train with and hopefully remain with the practice
Extended Access	The merged practices will be working with Patients and our Commissioners to see how extended access can be offered to Patients. Being part of a larger Practice will allow us to better stagger shifts for staff and offer extended access.
Contacting the surgery	Patients will contact their surgery in the same way, you will see no change. Investment in the future will allow us to look at telephone systems and improve where we can, surgery contact.

Staffing

Staff Levels	The staff levels will remain the same and the level of clinical staff will increase over time. Administration and Reception staff levels will remain the same.
Practice Managers	Each Practice will continue to have a day to day support within the surgery. Patients will receive support and you will have the ability to escalate any concerns you might have to a member of the Octagon management team
Redundancies	There will be no redundancies made as part of the merger process.

Building

Existing Building	All Practices will remain in place, there are no plans to close any building. Octagon, like any Surgery, must ensure its local population can be cared for and our Practices are well distributed across our Patient population. As Peterborough continues to grow, we will need to ensure our Practices can care for the increased Patient population.
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Continuity of Care

Name GP	Patients will still retain their Named GP but this does not mean that you can only see that GP. Patients are still able to book an appointment with any GP.
Personal Touch/Same GP	<p>It is important that Patients who have built a relationship with their GP can still access that GP when an appointment is needed. All Practices will continue to offer an appointment with a named GP where possible.</p> <p>All staff are remaining within each practice and all will continue to offer the personal touch that you have received. We shall continue to listen to Patient views and will take the opportunity to offer best practice should that be seen as a benefit to Patients.</p>

Services Available

New Services	We cannot say which new services will be available from the merged practices, but the plan is that there will be more GP availability and more specialist clinics can be provided such as Asthma and Diabetes and other clinics that require specialist equipment and knowledge.
Specialist GPs	Many of our GP's have specialist knowledge and skills in a particular field. The merger is expected to free up clinical time so that GP's with specialist skills can offer clinics and appointments to Patients.
Existing 3rd Parties in the building	There are no plans to remove any of the 3 rd parties that use any of the Practices. This includes and third party Chemists that are on site.