

**Clarkson Practice - PATIENT CONSULTATION MEETING**  
**Date: 30<sup>TH</sup> January 2019**

**Present:** Alan Ball (Managing Partner Octagon) Dr Susan Barrow (Partner Clarkson) Dr M Othman (Partner Clarkson) Dr Evgenia Clitheroe (Partner Clarkson) Dr Rebecca Smith (Partner Clarkson) Mrs Suzanne Hurst (PM Clarkson) Pete Grantham (Project manager Clarkson)

**34 Patients from the Clarkson Practice**

The Partners welcomed the Patients present and thanked them for attending the meeting

Peter Grantham introduced the Partners, PM and Alan Ball from Octagon and explained the format of the meeting

Alan Ball presented the history of Octagon, the current Practice members and the proposal for the merger of Clarkson with Octagon.

Dr Barrow explained the challenges in the Practice as well as the general concern in Primary Care in the UK and the need for Practices to work together to reduce costs and increase retention and offer a better and sustainable service to Patients.

The floor was opened to questions.

The general consensus of the questions were assembled in three main areas

- 1) Would there be an improvement in Patient ability to get an appointment ? Alan Ball explained that whilst Octagon would not prescribe the way of working, it would be investing in new technology and processes, that would provide Patients with a fast solution for phone answering and Patient triage with a healthcare professional. Increase in GP's across Octagon would lead to more appointments, and the investment in e-consultations, would also provide an alternative appointment solution and create more appointment slots
- 2) Would Patients have to travel to Peterborough hospital still. Alan Ball explained that the referral process was within the instructions of the NHS and if Peterborough was there defined referral hospital then this would not change, Dr Barrow confirmed this point.
- 3) Wisbech was always seen as the poor relation and money from the system never found its way to the town. Alan Ball explained that Octagon was a single Patients list and one family, therefore any funding and resource would be represented across all of its Patient population and where required, would mean an investment in services in Wisbech specifically.

Other questions raised were generally about specific Practice experiences and not Octagon relevant. The general feedback from the Patients was positive and hopeful the service in the Practice would improve

The meeting started at 18:30pm and concluded at 17:40pm