**Minutes of the joint Queens Avenue Surgery and Ruthland House Surgery Patient Participant Groups Open Meeting - April 15th 2021**

**NOTE: FOR COMPLETENESS THE QUESTIONS FROM THE CHAT ARE INCLUDED IN THE MINUTES. Q AND As TOGETHER WITH FAREWELL MESSAGES TO DOCTORS WILL BE POSTED ON RUTLAND HOUSE’S PPG PAGE BY 3 MAY**

**Present:** Rose Echlin (Host) chair Queens Avenue (QA) PPG

Tanya Murat (Facilitator) - Healthwatch Haringey

Queens Avenue doctors - Dr B Friedmann, Dr J Demades,

Rutland House doctors - Dr R Hatjiosif, Dr P Nayar, Dr S Davis,

Practice managers - Eve Hanley (Queens Avenue) and Rakib Hossain (Rutland House)

Paul Mackney - Former acting chair Rutland House PPG

Yvonne Chakraborty, Queens Avenue PPG (Minutes)

PPG members and patients from both practices, 194 participants were in the room at one point so it is estimated that in total there were around 200 attendees. An early poll indicated that a majority of participants in attendance were from Queens Avenue Surgery.

1. **Welcome**

Rose Echlin (RE) Welcomed participants and explained that the meeting provided a chance for patients to ask questions about the merger of the two practices which officially merge on May 1st 2021 to form Rutland House Surgery and to meet partners who will be taking over the new practice.

**2. Thanks to retiring doctors Dr Batia Friedmann and Dr Rebecca Hatjiosif**

Yvonne Chakraborty said thanks to Dr Friedmann on behalf of Queens Ave PPG and patients for her 30 year exemplary service to her patients and community, with specific words of gratitude from patients at the practice read out. YC’s words were echoed by many in the chat, which had many messages of personal thanks to Dr Friedman.

Paul Mackney (PM), said thanks to Dr Hatjiosif on behalf of patients and PPG at Rutland House noting his personal debt to her care and her exceptional service, ranging from recent personal actions to encourage vaccine uptake to working tirelessly during the merger process. His thanks were also echoed through the chat by many attendees.

**3 Latest merger news and welcome to Rutland House Practice with Dr Priti Nayar, Dr Shoshana Davis, and Dr John Demades.**

Dr Nayar. introduced herself, and talked about her 20yrs practice as a GP, having been trained locally and being mentored by Dr. Hatjiosif. She talked about her intention to ensure continuity of care and the ethos of the two practices once they merge. She talked about the overall strategy of modernising primary care in Muswell Hill The new surgery will be a training practice providing more services and keen to work with the new PPG to tailor services to local patients’ needs.

Dr Demades, introduced himself, and talked about the joint decision taken with Dr Hatjiosif in Feb 2020 to merge the two practices in order to maintain the service and culture of the two practices. He is very happy that the merger is progressing but expressed his sadness that Dr Friedmann is retiring and described a very successful happy working relationship over 30 years. He explained his intention to stay on at the practice for about a year to give reassurance and continuity to his patients during this time of transition.

Dr Davis introduced herself and talked about her 15 years at Rutland House Surgery. She described her intention to build on the legacy of the two practices and gave thanks to Dr Hatjiosif and Friedmann.

**4. Questions from the floor**

A number of questions were asked by attendees regarding the merger process and how the new practice will operate. It was noted that a Frequently Asked Questions document is available on the websites of both practices - link below

<https://www.rutlandhouse.nhs.uk/cms_uploads/FAQ%20-%20UPDATED%20-%20FINAL.pdf>

Questions included:

* Availability of female doctors - Dr PN said that there is good availability.
* Allocation of doctors - Dr. JD, allocation to a specific doctor is less common nowadays. Appointments will be on patient request from the pool of doctors.
* Availability of appointments - RE, should be easier to get, see commitments in service commitment document on the homepage of each practice’s website.
* Will Dr Werth be returning? - Dr. JD, Dr. Werth is currently on sabbatical, returning later this year.
* Timings of physical merger - Dr PN, currently both surgeries practising in tandem, should both decant into Queens Ave towards the end of 2021 depending on building work commencing at Colney Hatch Lane.
* How long will building works take - Dr PN, work is planned to start at the end of 2021 when the merged practice will operate from the Queens Avenue site. The new building should be ready by the end of 2022.
* How will the new build be funded: Dr PN, building work is being funded privately by Rutland House Enterprises
* How many doctors will be at the new practice - Dr PN, 3 GP partners and 5 salaried GPs.

5. **Service commitment - Paul Mackney (PM), Former Acting Chair Rutland House PPG**

It was highlighted that most of the questions being asked were answered by the Rutland Medical Practice Service Commitment, link below -

<https://www.rutlandhouse.nhs.uk/cms_uploads/RUTLAND%20MEDICAL%20PRACTICE%20SERVICE%20COMMITMENT%20-%20Final.pdf>

The document was shared by its main author PM, who then took the participants through it, explaining particular points. He highlighted a number of areas, notably regarding the intention to ensure a culture of not ‘skimping’ on doctors at the new practice, extended opening hours, more available appointments, an expected ratio of 50:50 face to face vs telephone / online appointments (less anticipated online appointments than at comparable practices) and support available for those who might have difficulty with remote consultations. He talked about the rigorous attention to avoiding a corporate/ anonymous medical culture and in maintaining the personal, small family atmosphere and culture of the existing practice. The doctors have already confirmed that there is no intention that the practice would be sold to a private, corporate operator.

With regards to the new joint PPG he explained that it would likely have three meetings per year, one of which would be an open meeting. Further meetings could be added if necessary. PM explained he was standing down and that a diverse new committee should be formed with elections for that committee to be held at the next meeting on May 13th. Training will be available to support new members via Healthwatch Haringey. A number of people in the chat expressed their interest in participating in the new PPG.

He gave thanks to Tanya Murat and the retiring doctors.

RE thanked PM for his work on the service commitment and for his 9 years of service to the Rutland House PPG.

6. **Further questions were taken from the floor,**

These included:

* Will any staff other than doctors lose their jobs as a result of the merger - Dr PN, nobody will be made redundant.
* Access to interim emergency appointments, could patients be assigned to either practice at the moment - Dr JD, existing arrangements hold.
* Will there be any discrimination towards morbidly obese patients - Dr PN and Dr SD both emphasised that no patients will be discriminated against.

Participants whose questions could not be addressed due to time constraints were invited to send them either to Healthwatch Haringey at. <https://www.surveymonkey.co.uk/r/3SQYQZH>, or via the PPG email [rutlandhouseppg096@gmail.com](mailto:rutlandhouseppg096@gmail.com) to be addressed by the chair in the week ahead. Those included in the chat were:

* Ingrid Collins: Due to the pandemic, what resources can the merged practice offer for people in need of emotional support?
* gt: Hi, realise we're losing a couple of doctors through retirement. However please could you confirm how would that impact the number of patients to a doctor ratio? Will it improve? Just want to make sure the lead time to see a doctor is not compromised. Thanks
* HS: Telephone answering service at Queens Ave is excellent and very rarely engaged, it does not take ages to get through to talk with a receptionist. Will the same approach be adopted after the merger. Also will Eve, the Queens Ave practice manager, continue? Eve is a very efficient and knowledgable point of contact and it would be great to know she will be part of the new merger.
* Jill Pack: With the recent sale of the Laurels surgery on St Ann's Road, and others in North London, to the US company Operose/Centene I am concerned about how the Rutland House Surgery will be protected from a sale like this in the future.
* Mark: Who will decide when a face-to-face appointment is necessary or appropriate?
* Angie Buzzacott: read jill pack comments 47 practices have now been sold in this way , PPG needs to watch this carefully,
* Angie Buzzacott: 2 practices , 2 separate budgets, all being said about new RH medical hub will New budget reflect this
* Debbie Mylonas: Yes the telephone service at Queens avenue has always been good so hope this will continue to be the case. Also emailing the Drs at the surgery has always been a great option when raising health concerns so hope this will be an option
* Alastair & Sue McKay: The FAQs give an inconsistent answer to the question of the name of the practice: will it be 'Rutland House Surgery', or ‘Rutland Medical Practice’?
* Angie Buzzacott: will Dr Cooke still be with RH
* SWard: I am concerned how (in the short term) 11,500 patients will be accommodated at a surgery that currently only has 4,500 patients. It feels like it will be a difficult 18 months for the patients!
* benjaminnathan: (Pamela Nathan) How many male Doctors will be in the merged Practice?
* David Gilbert: What is the ratio of Patients to Doctors (FTE - full time equivalent) for the two existing practices and for the merged practice?
* SWard: How do we access a copy of the Terms of reference????
* Paul Beever: Can you please save and send us the chat on email plese?
* Margaret Sumner: Surely the TRs would be agreed at first new PPG meeting. This would give time for people to actually reflect on them and comment / feed into the first meeting?
* David Gilbert: What is the difference between an appointment and a consultation?
* Ingrid Collins: As a Member of the Parliamentary Group for Integrated Healthcare, I’m interested to know what provisions for access to complementary practitioners are envisioned to address diverse needs of the patients’ community?
* Katherine F: Can we have a text message too

Via email post-meeting:

* Liz Hanley- I had a question which was mainly around access to Rutland House. It is in quite an inaccessible place so driving is not possible as no parking nearby, bus stops are not that close so just wondering what steps, if any, are being considered to address this, especially in light of older patients.
* Angie Buzzacott - 2 practices  , 2budgets, Merger - 1 budget  I hope budget will reflect that  .? when going live with 11.000 patients  .in what will be post Covid and strap for cash times .!  In light of The Laurels at ST Anne's Road being sold off to Operose;  a  subsidiary of the multi million dollar American medical company CENTENE. AND THE SELL OFF , of 47 more across London  8 in Croydon,  post codes N1, N4, Nw1 NW3, NW5 and now Palmers Green have all been affected . Please can the PPG  lobby the CCG and give assurance that this will not happen to the New hub.very little Transparency or Acceptability was used when the laurel were sold .We must not let OUR NHS BE SOLD OFF .Also wanted to know if Dr Cooke would be stay on at RH.

**7. Terms of Reference for the new Rutland House PPG - discussion and approval**

New terms of reference for the new PPG were discussed by RE, details of the existing PPGS can be found through this link <https://www.rutlandhouse.nhs.uk/ppg.htm>

A survey regarding the current meeting and the option to express interest in becoming involved in the new PPG is held here

<https://www.surveymonkey.co.uk/r/3SQYQZH>

. Prospective members need to register interest before the next meeting on May 13th. Three PPG officers will need to be elected at the next meeting - Chair, Vice Chair and Secretary. RE informed the meeting she will be resigning as Chair and said she is happy to discuss the role with anyone interested in replacing her. She also talked about the role of Vice-Chair which would ideally be filled by someone with an interest in moving on to the role of chair. Terms will be for two years and there are options for PPG members to contribute in other ways such as working groups. Participants were asked if anyone objected to the terms being agreed to indicate that in the chat, no objections were received, so the terms were agreed.

PM thanked RE for her years of service to the PPG and merger process.

Rakib Hossain and Dr Hatjiosif, thanked PM for all his service to the PPG especially with his help through the merger process. Dr Hatjiosif said how much she appreciated his tribute to her earlier in the meeting

Tanya Murat said she will send all participants a follow up email regarding the meeting survey, next meeting and a networking meeting for PPGs to be held on May 10th which she encouraged any prospective new PPG members to consider attending.

**8. Inaugural meeting of Rutland House PPG**

May13th 2021 - 5pm.

**9. Meeting closed**

RE expressed her thanks to participants and closed the meeting.