

Addingham PPG

Questions and Answers regarding Ilkley Moor / Addingham/Grassington

Attendees:

- Dr Adil Suleman (GP Principal, Addingham)
- Dr Nick Clarke (GP Partner, Ilkley Moor Medical Practice)
- Lizzie Lister (Practice Manager, Addingham)
- Carole Armitage
- Emma Roberts
- Margaret Norris
- Barbara Haigh
- James Bloomer
- Ann Bacon
- Vicki Wells
- Shirley Twigg

Background

Dr Suleman asked if everyone was aware about Addingham Medical Centre and him leaving. He stated that the days of a smaller single handed GP practice were well and truly over and explained that in order for the practice to survive it had to be part of a larger organisation. As such he had approached Ilkley Moor Medical Practice to join the partnership of Addingham Medical Centre. Ilkley Moor already has a large number of patients and they successfully took over Grassington Surgery in August 2015 to become the IG Group. They deliver successful services to the community such as MSK, Minor Surgery, Diabetes, Warfarin Monitoring. Although the paperwork is still going through, Dr Suleman envisages leaving the practice within the next four weeks, when Ilkley Moor Medical Practice will take over. Addingham Medical Centre will still run independently until 31 March 2017 at which time they will formally merge with the IG Group (Ilkley Moor Medical Practice and Grassington Surgery).

Medical Services

Dr Clarke confirmed that as experienced GPs were needed in Addingham, it was likely to be Dr Mark French and Dr Nick Clarke who would work out of Addingham in order to work out what was needed going forward. Their roles in Ilkley would be backfilled by replacement GPs. Although it is still early days in terms of the planning side of things, the hope is that the services provided in Ilkley would be provided in Addingham also. Dr Clarke confirmed that their MSK service (it is a collaborative partnership between several practices, spoke-managed by Ilkley and led by Jonathan Greenwell) is expanding rapidly as they have taken over the service for

the whole area and they are getting over 100 referrals a week. They would look at potentially using Addingham Medical Centre as the base for MSK. They need to continue to grow the MSK service to meet demand.

Dr Clarke is a GP Specialist in Minor Surgery and does low risk skin cancer work in Ilkley. Dr Graeme Summers also does minor surgery in Ilkley. The facilities in Addingham are much better than those in Ilkley so they would probably be looking at moving minor surgery to Addingham but nothing has been finalised as yet. Dr Suleman stopped doing minor surgery about a year ago because he didn't have capacity to continue to do it and referred all his patients who required this service to 'Lumps and Bumps' at the Yorkshire Clinic.

Appointments/Clinics

Margaret Norris stated that feedback she had received was that patients had mostly managed to get an appointment with their GP of choice if you telephoned at 0800 on the actual morning. Patients are concerned if this will still happen and also would there be a different GP in attendance every time they came to the surgery. Addingham patients currently felt very lucky with not having that situation. Dr Clarke confirmed that only himself and Mark French would be coming over from Ilkley and Dr Baker would still be here so things shouldn't change dramatically. Actual dates of which sessions the doctors are in surgery have not yet been finalised but there was no plan to reduce clinical provision. There will be changes going forward but hopefully this will be positive. Dr Clarke confirmed that they currently have 2000 patients living in Addingham who come to Ilkley and going forward they may well need to move more doctors from Ilkley Moor to Addingham to cope with demand. It is difficult to predict what will happen. Dr Clarke acknowledged it does take time for patients to get to know their doctor but they have always had good patient feedback.

Ann Bacon asked what the waiting time was in Ilkley Moor and Grassington. Dr Clarke confirmed it varied depending on whom patients wanted to see – Dr Clarke's routine appointment is two weeks but if someone needs to be seen that day they are seen regardless and all doctors see extras to meet capacity. They never say no if they need to be seen. Ilkley's list size has grown by around 300 patients per year each year.

Ann also asked if they invited patients annually for well man and well woman clinics and chase patients up. Dr Suleman confirmed that most practices no longer do these routinely but we do offer the NHS Health Checks. If a patient wants an overall MOT then surgeries would offer this but the patient needs to request it rather than the other way around. Ann stated that she wanted to know if we would invite patients routinely for the MOTs even if they hadn't requested a check as it might show something up the patient wasn't aware of or had been having symptoms they had been trying to ignore. Dr Suleman confirmed that most practices did

not do this as we don't get paid for it and therefore don't have the capacity to put someone in to do this service. Dr Clarke stated that if the CCG had put an initiative in for this then we would do this and Dr Suleman confirmed that we do the NHS Health Checks for anyone over 40 to test for heart disease, diabetes and blood pressure. Dr Clarke also confirmed that anyone who has a chronic illness is on a recall system so that they are called in and there is a robust system that if they don't come in on three occasions they are contacted again. Patients are reminded too that they also need to take responsibility.

Ann stated that patients are worried about moving from a small practice to a larger practice and Dr Clarke reconfirmed that the only thing that would change immediately would be the doctors working from Addingham, ie Dr Suleman leaving and Drs French and Clarke working from Addingham. There was no plan to change any of the appointment system until it was one practice. Dr Clarke confirmed that practices needed to be on a certain scale in order to carry on going forward. Dr Suleman said things couldn't carry on the way it did with Dr Raubitschek ten years ago. Dr Clarke was at a meeting where the British Medical Association were suggesting that going forward the minimum practice list size would be 15,000 patients and some practices were talking about becoming super practices, ie 30,000-50,000 patients.

Dr Clarke said recruitment is a real challenge in general practice. Many doctors are becoming disillusioned and it is a challenging environment and the best way to give yourself the greatest opportunity is to increase in size and strength, and be able to negotiate with providers.

Dr Suleman said the larger you are, the more patients you have and the more services you can deliver, ie diabetes, MSK, minor surgery, warfarin because you can employ more people, eg Community Matron. Dr Suleman had tried unsuccessfully to set up a diabetes service – he was told the practice was too small.

Margaret asked about employing a dietician and Dr Suleman confirmed they are employed by Airedale Hospital and other NHS Trusts and we therefore refer patients there. Dr Clarke said they had been trying to employ a dietician for a while without success. He confirmed the service doesn't currently exist and the only way it would do is if the CCG commissioned it and then people would apply and practices could host it – you can't set the service up alone. It is ultimately down to what the CCG want to commission.

Ilkley Moor Patients wanting to be seen in Addingham?

Margaret asked that with the Ilkley Moor patients who live in Addingham, if they wanted to be seen in Addingham before 31/3/17, could they be seen in Addingham? Dr Clarke stated that Addingham and Ilkley Moor practices would remain separate until 1/4/17 and that if they wanted to be seen in Addingham prior to

that then they would need to be registered in Addingham. Dr Clarke stated that if there was a huge surge in patients being seen in Addingham after 1/4/17 then they would have to look at putting more GPs into Addingham to cope with the capacity. Ilkley Moor didn't foresee a massive change from the patient perspective.

The future vision is that when the system will be fully integrated, patients who live in Addingham, Ilkley or Grassington can be seen at any of the sites as it will be one big organisation. Grassington has integrated well with Ilkley so by the time Addingham integrates on 1/4/17 all systems should be in place for a smooth transition.

Addingham PPG

Margaret asked about the future of Addingham PPG and should it continue to run separately. Whilst Dr Clarke said he hadn't had that discussion, Lizzie stated that she had had a discussion with Mark Evans, Business Manager, who said it is important to remain with its own identity but every year there would be joint PPG meetings with Grassington and Ilkley.

Staffing

Emma Roberts asked that was happening with the practice nurses. Dr Clarke confirmed there were no plans to change any staffing at all – the medical staff locations could be different but everything else remained as is. Going forward it is going to be a bigger organisation but that they couldn't change people's working conditions without their consent and that the TUPE process would need to be followed. They had no plans to change any staffing. Once the systems were fully integrated patients could be seen at any of the sites. The principle is that you could get the same service wherever you went.

Future of the Medical Centre

Barbara Haigh asked what would happen re the ownership of the building if the doctor moved etc. Dr Suleman confirmed he will remain owner of the building and that part of the agreement with the Parish Council was that the building will always remain as a medical centre.

Timings

Lizzie asked about timings and Dr Suleman said they were in the hands of both solicitors – they were looking at four weeks from now – possibly mid August.

Patient Notification

Vicki Wells acknowledged that a letter had been sent from Addingham Medical Centre to all households. She asked if there would be a further letter from Ilkley introducing themselves and Lizzie stated that was not her understanding . Ilkley Moor had suggested doing a public event in the Memorial Hall and the PPG deemed this to be a good idea. The PPG said they would like to support that event. Discussions would take place around timings (possibly September) and Lizzie will liaise with Mark Evans.

Dr Suleman

Dr Suleman confirmed he would be taking a break and then locuming (possibly Addingham!).

Dr Suleman iterated that he has left Addingham Medical Centre in good hands and that Ilkley Moor will provide excellent care. He has enjoyed his time working in Addingham but it is time for him to move on.

On behalf of the PPG, Margaret thanked Adil for making the Medical Centre what it is today and for all the support he has given the PPG and presented him with a gift and card on behalf of the PPG.

Lizzie Lister

12 July 2017