

News letter for patients

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Contact Us

For further information and assistance please contact Penny Hynds at
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An Introduction to Pier Health Group Ltd

Hello!

My name is Dr. John Heather and I have been a GP for 26 years now, working locally in New Court Surgery for the last 14 years. Alongside this, I am also the Chair of Pier Health Group Limited (PHGL), a company that was set up by myself with two more local GPs, Dr. Mike Pimm and Dr. Kevin Haggerty, to help support struggling practices in Weston, starting with the Horizon Practice on the Bournville estate back in October 2018. Between us we have over 80 years' experience of running GP practices, so we know that we can give the service the leadership it requires.



We took over the running of Graham Road Surgery and Clarence Park Surgery on 17th June at very short notice, when the previous providers for GP primary care services were unable to continue. I recognise that it has been a distressing and unsettling period for patients and staff and we are trying our utmost to improve the situation and are committed to keeping you informed of what is happening and this is the first of a number of regular newsletters.

Over the last six weeks, much work has been done by the team we have put in place who are supporting the current GPs, nurses and administrative staff to make your services safe. However, as I am sure you can appreciate, there is still much work to be done and it will not be an overnight fix to get our services up to the level we aspire to for you.

As you can appreciate, the last few months have been very difficult for the dedicated and superb staff who work out of Graham Road and Clarence Park and we would like to ask for patience as we work through the issues that are coming to light, in particular when you interact with our receptionist team, as none of these problems are their fault and not everything will be sorted immediately.

I am confident that the surgery has a bright future and we have brought in a team of experts from across the country to assist us by working with the current staff to make the practice thrive and we will introduce some of them to you in this newsletter.

The other "hot topic" we face is regarding current and future premises. We will outline our understanding of the next steps around locations and new premises developments later on in this newsletter.

Kind Regards,

Dr. John Heather

Who's who in the Transformation Team



Sharon Moss

Director of Delivery and Transformation

Sharon is a highly experienced Managing Partner with an excellent track record of delivering transformation and improving the sustainability of practices around the country.

She has over 15 years in managing, facilitating and guiding teams to grow within a General Practice setting.



Nigel Grinstead

Chief Executive Officer, Pier Health Group Limited

Nigel is widely acknowledged as being one of the leading experts in Primary Care and his understanding of the sector is unrivalled. Nigel has formed and then held the reins of several Primary Care organisations including GP Provider Companies and super partnerships. He was also a Director of Commissioning and still works with many Clinical Commissioning Groups (CCGs) and Local Medical Committees (LMCs) around the country supporting Primary Care.



Penny Hynds

Patient and Public Participation Specialist

Penny is a senior NHS Manager and Leader with over 30 years' experience delivering change programmes at an operational and strategic level. Penny is passionate about patient and public involvement and has worked across the country supporting programmes of change to ensure true public involvement the most recent being with BNSSG CCG around the planned new integrated frailty service in Weston and Worle.

What is happening about premises?

- 1) **Is Clarence Park Surgery closing?** – the landlords are intending to sell the Clarence Park Surgery premises and we will be required to leave when the sale completes. We are not clear when this will be but to ensure a managed process and minimal disruption to patients, we are currently working towards the end of September/early October.
- 2) **What about the £3.2 million that was awarded by government to provide new Primary Care premises in the centre of Weston?** The Clinical Commissioning Group were successful in bidding for this national fund and are currently working on options to inform a business case that they will need to submit to the NHS England Regional team to draw down the funding to build the new Primary Care centre. There are a number of possible sites being looked at in the centre of Weston, although it is recognised that there is not much free land available to accommodate a new build so some of the options are around refurbishment of the current estate.

This work is ongoing and the CCG have committed to sharing viable site options in September 2019.

- 3) **Is there any other funding available for buildings?** Yes, another source of funding has been identified and the CCG was successful in getting an additional £1.4 million. It is hoped that this money will be available to start the building of a new GP centre which will be the replacement for the practices, with the £3.2 million being used to add on to provide a much wider health facility in the centre of Weston. However, the process will still take some time and the best estimate currently is that new premises for the long-term will be ready in Winter 2020/21
- 4) **What is the proposed timescale for the new premises in Centre of Weston?** Below is the best estimate of time for each stage for the developments – but this may alter due to circumstances beyond the CCG or our control.

Central of Weston Primary Care Estate Development Timeline



- 5) **How can we all fit into Graham Road Surgery in the meantime?** – there has been work within Graham Road to expand the clinical space recently which does mean that it is possible to provide safe services to all the patients registered at Clarence Park Surgery as well as those from the Graham Road Surgery. However, it will be crowded. There are some significant concerns we have heard regarding the following issues:
- a) **Parking and Access** – we acknowledge that the parking and access is very poor. We are looking at alternative parking solutions to free up the parking space at the front of the building;
 - b) **Waiting area is small** – again, this is true but as part of the solution we are looking to introduce new ways of patients' receiving advice, whether this is by text, phone, or email to reduce the requirement to come to the surgery. Many of you may have heard of the highly regarded **AskmyGP** system which many practices have already introduced which has been well received by patients as they get quicker advice, a better customer experience and see the appropriate team member more swiftly. We will be introducing this in the near future. Visit <http://askmygp/uk/> for more details
 - c) **Elderly patients** - many of the patients who are registered at Clarence Park are elderly and do not have transport. We recognise this and one of our first priorities is to look at introducing different ways of providing care for the frailer patients, whether they live independently at home or a care home. This may

involve more regular visits and use of technology to help them maintain their independence and to prevent deterioration in their conditions. We will of course be working with wider health team to develop our approach.

What services are being provided where?

Currently, the GPs are all working out of Graham Road and there is not a GP at Clarence Park. Clarence Park has receptionists and other clinicians, including nurses and Advanced Nurse Practitioners. Clarence Park Surgery is open between 8.00 a.m.-6.30 p.m. every week day and is staffed with a receptionist and has nursing clinics and Advance Nurse Practitioner (ANP) clinics. If the nurse or an ANP sees you and feel that you need to see a GP, they will arrange for you to be seen as soon as possible at Graham Road.

It should be noted that for many illnesses, a GP is not required but other clinicians from the Primary Care health team are actually better qualified to meet your needs, and so this is in no way a second class service.

Graham Road Surgery is open between 8.00 a.m.-6.30 p.m. every week day with GP clinics, nurse clinics and other health professionals as previously.

Please note that the receptionists and staff at Graham Road can access Clarence Park Surgery records so your care will **not** be different if you are seen there. Feel free to pop in to Graham Road if it is more convenient even if you are a Clarence Park patient

Patient Participation Group (PPG):



A few words from Laurie Fineman, Chair: We have an active Patient Participation Group of ordinary patients of all ages and backgrounds who meet most months to hear news, openly discuss issues and contribute to proposals for service changes from the practice and challenge where necessary. Last year patients from Graham Road and Clarence Park surgeries joined together and we are now keen to invite patients from the Horizon surgery to join us. Do visit the [PPG website](http://www.wsm-ppg.uk/) at <http://www.wsm-ppg.uk/> for information of our activities and plans. My contact is laurence@sterwick.co.uk and I would be happy to hear from you and we invite all patients to our next meeting on **Monday 9th September at 6.30 pm at New Court Surgery, 168 Locking Road, BS23 3HQ.**

In the next issue:

We will be outlining the future interim management arrangements across the three practices, Graham Road, Clarence Park and Horizon Health and give you an update on new services we will be offering – including the frailty service.