

Proposals for the future of the Rowans Surgery

Public listening event - September 2022



Agenda

Time	Item
6.10pm	Welcome and introductions
6.20pm	Presentation about the proposals
6.40pm	Feedback and questions
7.20pm	Closing remarks

Our panel

- Mark Creelman – Merton Executive Director, NHS SWL
- Dr Sayanthan Ganesaratnam – NHS SWL Merton GP lead and GP at Wide Way Medical Centre
- Dr Karen Worthington – NHS SWL Merton GP lead and GP at Central Medical Centre

Introduction – why are we here today?

- We need to make an urgent decision about the future of the Rowans surgery
- There are longstanding problems with the building and staffing - the GP partners do not wish to renew their contract, ending 31 October 2022
- GP practices need a daily on-site clinical lead – and the only GP at the practice recently gave notice of his resignation
- If services continue to be provided from the Rowans, we are concerned about patient safety and the quality of care
- We want to hear your views on our proposals for the way forward

The proposal – list dispersal

We are proposing to close the Rowans Surgery and ask patients to register with another practice of their choosing.

We believe this is the only viable option to ensure patients receive high quality care.

Support will be available to help people re-register, especially the most vulnerable.

Why is it a proposal not a decision?

- We want to hear people's views so we can respond
- What do you think are the impacts of the proposed changes?
- What extra support could be offered to help people with the change?
- We're also open to alternative solutions which we might not have considered

Key points

- These proposals are not about saving any money
- We have explored every option to keep the practice open - but this is about improving services and making sure they are safe
- We've put extra funding into the Rowans over many years to address the longstanding issues, but the building is just not fit for purpose – 4 providers over 5 years
- We are committed to building new GP premises – the new health centre at Rowan Park is 2-3 years away

New Rowan Park development

- We are committed to developing a new health facility as part of the Rowan Park development, which will offer dedicated GP-led services and community services and is estimated to be 2-3 years away.
- We will work with the site developers and our partners to expedite this in any way possible.
- We've engaged over the years on this development – this feedback will not be lost. We'll be continuing these conversations over the coming months to ensure the planned building will meet the needs of local people.

What are the problems at the Rowan's surgery?

- Longstanding problems with the building and staffing
- Patient safety – patients have already needed to be seen at other local practices to ensure there is clinical oversight. Smaller practices find it harder to deliver high quality care
- Continuity of care – working in this way means patients aren't receiving the benefits of one consistent clinical team
- Access to services – because of the arrangements fewer appointments are able to be offered



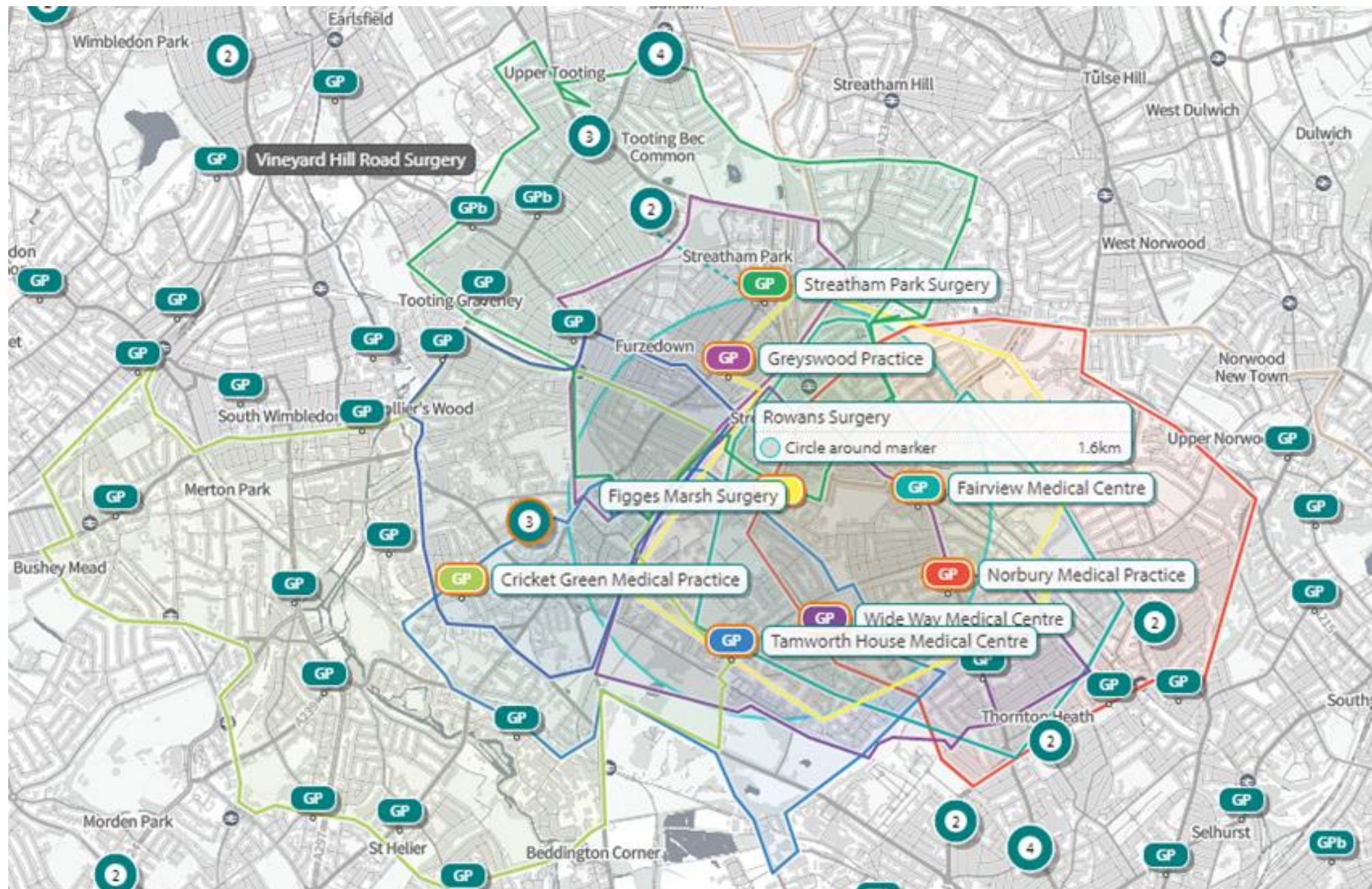
Will other practices be able to cope with the extra demand?

- The closest surgeries in East Merton have said they're willing and able to take on extra patients.
- These practices are Wide Way Medical Centre (0.8 miles from the Rowans); Tamworth House Medical Centre (1.0 mile) and Figges Marsh Surgery (1.3 miles).
- In Merton, there is an average of 1 Full Time Equivalent GP to 1783 patients. In East Merton, there is a better ratio, with 1 FTE to 1352 patients*. The national average is 1 FTE GP to 2222 patients.

East Merton
1 GP: 1352 patients

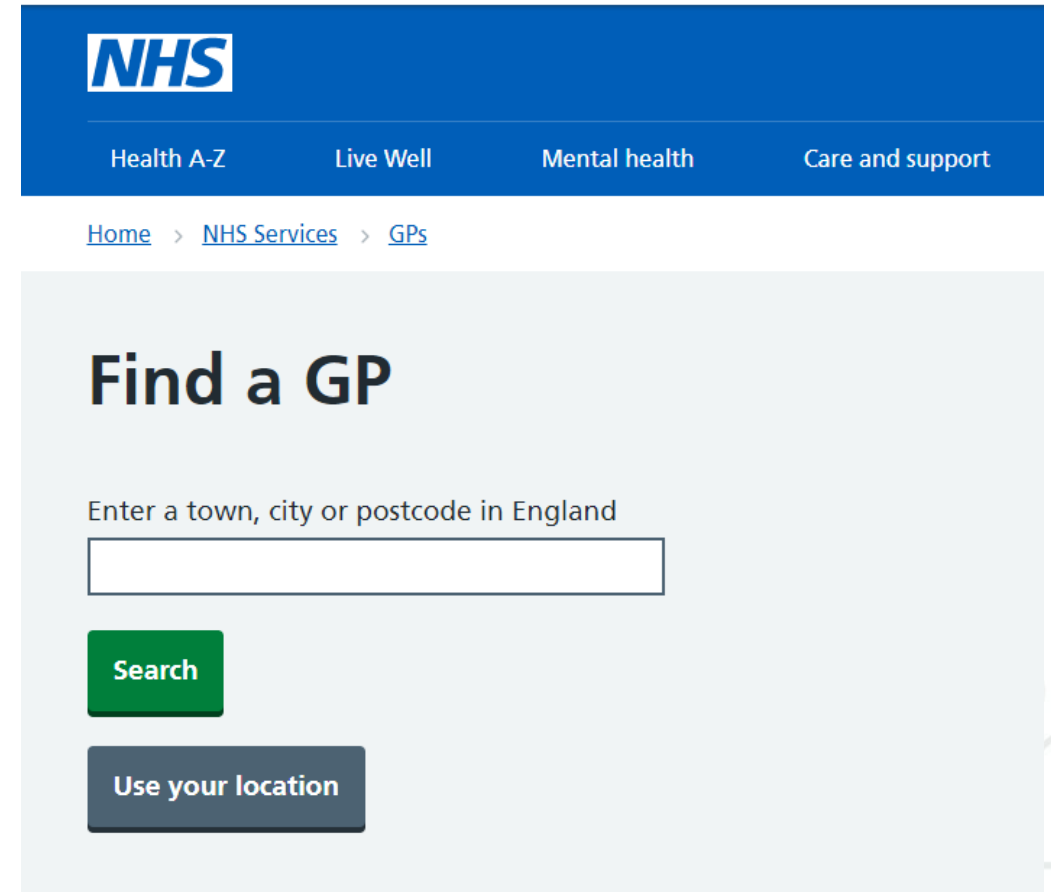
National average
1 GP: 2222 patients

Is there capacity at local practices?



How would people be supported?

- All patients would receive letters informing them of the decision.
- The letters would provide information about local practices, contact details and how to re-register.
- Patients would be able to re-register online as well as in person.
- Information and advice around routes to alternative primary care settings and services such as dial a ride would be collated and shared with patients.



The screenshot shows the NHS website's 'Find a GP' page. At the top is the NHS logo. Below it is a navigation bar with links for 'Health A-Z', 'Live Well', 'Mental health', and 'Care and support'. A breadcrumb trail reads 'Home > NHS Services > GPs'. The main heading is 'Find a GP'. Below this is a text input field with the placeholder 'Enter a town, city or postcode in England'. There are two buttons: a green 'Search' button and a grey 'Use your location' button.

Extra support for those who need it

- Support will be offered to help people with the re-registration process.
- Partners at the Rowans Surgery have committed to mobilising a team of care co-ordinators to assist vulnerable patients with the registration process.
- This may include filling forms or help identifying their most local practice.
- Patients will be able to contact this team via the usual Rowans contact lines, using translation services if needed.
- Housebound patients will continue to have home visits
- Access to local community services will continue as normal



Services at the new development

The New Rowans will form a branch site of the practices in East Merton Primary Care Network (EMPCN), offering GP Led Primary Care services to patients across East Merton. A dedicated, GP led team will operate from the site, delivering a range of services. These will include:

1. **Same day access** – so that patients can be given an appointment on the day where medically necessary
2. **Complex Care** – delivered by a multi-disciplinary team including care coordinators, mental health practitioners, health and well-being coaches and link workers.
4. **Planned care** – pre-planned services including immunisations, cervical screening clinics and long term condition clinics.
5. **Community Engagement Sessions e.g.** group consultations
6. **A Care Co-ordination Team** for frail and vulnerable people

What's being done to address GP shortages?

- National workforce challenges
- A national campaign to recruit more GPs is underway
- A range of local schemes are being funded, aimed at attracting and retaining the primary care workforce
- South West London currently has the largest number of new roles in GP practices - like paramedics, pharmacists and social prescribing link workers , with 477 WTE and 52 of these are in Merton



What happens next?

- We'll continue to talk to local people about the proposal over the coming days.
- We'll be considering feedback and any other solutions put forward, including what additional support might need to be put in place for vulnerable residents.
- The decision will be made by NHS South West London at the end of September.
- Patients registered at the practice have already received a letter about the proposed changes and will receive a further letter once the final decision has been made.
- If the patient list is dispersed, we would share information about how patients can register at other local practices and vulnerable patients would be supported.

We want to hear from you

- What do you think are the impacts of the proposed changes?
- What extra support could be offered to help people with the change?
- We're also open to alternative solutions which we might not have considered

Please tell us your views