

Note of a meeting of the Healthwatch Swindon [patient participation group forum](#) held at Sanford House on 19 November 2018

Present and apologies

See list at end of notes

Action

1 Introductions and welcome

Jo Osorio welcomed everyone including, in particular, those attending for the first time. A list of attendees/apologies had been circulated. He confirmed that the agenda was to focus on the presentation by Nigel Sweeney of Integral Medical Holdings Ltd about the work of five GP practices within its group - and the implications for patients in the remaining practices in Swindon for GP practices working at scale.

2 Presentation about IMH

1. Nigel Sweeney spoke to the slides which are attached to these notes and also circulated. He then responded to questions and comments.
2. He explained the establishment of Integral Medical Holdings seven or eight years ago by two GPs and about its ownership. He confirmed that the group was based in Manchester, was responsible for about 48 practices in different parts of the country and that it had financial backers in order to undertake its work. He confirmed that the five GP practices in Swindon with which IMH was working were still separate partnerships but that IMH doctors had joined each as additional partners.
3. Sue Carvell of NHS Swindon clinical commissioning group confirmed this to be the case.
4. Acknowledging that communication with patients had been limited to date, he confirmed that IMH intended to send out a newsletter to patients by all means available before Christmas. This would not include surface mail for financial reasons.
5. Asked what influence existing GP partners had, he explained that all had attended (or had the opportunity to attend) at least three meetings with IMH. He confirmed that the initial approach to IMH had been from Abbey Meads Medical Group followed by the other four Swindon practice partners. He referred to all five practices as previously in danger of “failing” (but was challenged by one person about the use of the term), and explained further that at least one had been considering giving up its contract and others were in potential difficulties.

6. He confirmed how any surplus/profit generated from cost savings by working at scale would be reinvested into additional clinical and other front line staff.
7. A speaker referred to the desire by many to see the same doctor/clinician who would know a patient's history. Would IMH allow time for unfamiliar doctors to read patient records before seeing them. He confirmed that GP appointments had been extended to 12½ minutes.
8. Asked why, if IMH had been operating for 7-8 years, the introduction of the new telephone system in Swindon had been so unsatisfactory, he explained that the contact centre in Swindon was unlike any of the other arrangements IMH had put in place elsewhere. He said that the Care Quality Commission had had first to satisfy themselves the exact nature of the proposed arrangement and had then expected IMH to introduce the new system in one go for all five surgeries (rather than, as IMH had wanted, in phases).
9. When asked how call handlers would determine who patients would see at their appointment he explained that, where required, a clinician would call a patient back and make the decision about the most appropriate person to see.
10. It was confirmed that Eldene PPG had met IMH early on in the process and that for contractual and confidentiality reasons it had not been possible for the PPG to be made aware of every single detail of arrangements. Nigel Sweeney acknowledged that there were still some particular issues at Eldene Surgery.
11. Sue Carvell (NHS Swindon) confirmed the clinical commissioning group had been working very closely with IMH to deal with the issues that had arisen about the telephone system. Nigel Sweeney explained how the system had been changed and messages etc. altered over the period since September in order to improve the process which, he acknowledged, had been unsatisfactory. He assured those present, however, that he was now able to monitor in extreme detail, how many calls were made, how long people had to wait, how many people gave up waiting and so on. By monitoring the telephone numbers of those calling, IMH could, if thought necessary, call back people who gave up waiting.
12. Nigel Sweeney was thanked for his presentation and for answering questions.
13. In subsequent discussion it was confirmed that the Care Quality Commission had inspected Moredon Medical Centre within the previous ten days and their report was awaited. It was suggested that Patrick Ismond, the inspector, should be invited to the next or a subsequent PPG forum. It was confirmed that NHS Swindon was responsible for monitoring

GP contracts but that the CQC could also take action where required.

14. It was explained that a GP has to be on the Performers List and it was because they were on that list that IMH GPs were able to be invited to join Swindon practices as partners.

15. There was a brief discussion about the nature of the proposed group sessions for people with long term conditions like diabetes and around issues of confidentiality. It was confirmed that it would be up to patients to decide if they wished to participate.

All those attending were urged to continue to feedback experience to Healthwatch Swindon and encourage others to do so as well.

3 Next and future forums.

The next forum will be held on Monday 14 January 2019. Speakers from Public Health England will be discussing ways in which PPG members could work with practices to encourage take-up of immunisation generally (for all ages) and health screening - and explaining to people what is on offer, where take-up is lower than desirable and so on.

Jo to send invites and reminders

There is serious statistical information on the subject which I think people would be interested to see. It points out where Swindon is not doing as well as it might (and where we do well).

Many PPG members will have had experience of the flu jab situation this year; and many will also have local contacts and younger family members. So we'll be looking at the broadest immunisation and screening picture possible - and seeing where PPGs could support and encourage take-up.

Attendees

Sue Cotton	Ashington House Surgery
Moya Pinson	Ashington House Surgery & Healthwatch Swindon volunteer
Norma Thompson	Eldene Surgery (IMH) & Healthwatch Swindon volunteer
Cathy Lyons	Eldene Surgery (IMH)
Liz Strange	Eldene Surgery (IMH)
Eileen Haller	Eldene Surgery (IMH)
David Margetts	Eldene Surgery (IMH)
Diane Watson	Eldene Surgery (IMH)
Patricia Giles	Hawthorn Medical Centre
Jo Bell	Hawthorn Medical Centre
Jo Osorio	Healthwatch Swindon staff/Ashington House PPG
Paul Greensmith	Healthwatch Swindon volunteer (may be a little late)
Sian James	Hermitage Surgery (part of Westrop Medical Practice)

Paul Warwick	Hermitage Surgery (part of Westrop Medical Practice)
Margaret Williams	Hermitage Surgery (part of Westrop Medical Practice)
Mike Bowen	Homeground/North Swindon Practice
Carol Brownlee	Kingswood Surgery
Alan Bunn	Merchiston Surgery
Sue Carvell	NHS Swindon Clinical Commissioning Group
Shaun Dix	NHS Swindon Clinical Commissioning Group
Lisa Sidaway	Nurse student on placement with NHS Swindon
Chris Ockwell	Old Town Surgery
Alison Towill	Phoenix Surgery, Toothill (IMH)
Susan Camburn	Phoenix Surgery, Toothill (IMH)
Ian Underwood	Priory Road Medical Centre
Sylvia Kopijka	Priory Road Medical Centre
Rosemarie Phillips	Priory Road Medical Centre
Maureen Evans	Priory Road Medical Centre
Kelly Evers	Sparcells Surgery (staff) (part of Carfax Health Enterprise)
Bazil Solomon	Victoria Cross/Eldene Health Centre
Viv Riley	Victoria Cross/Eldene Surgery (staff)
Colin Hayes	Wanborough Surgery (Ramsbury)
Ian James	Westrop Surgery, Highworth
Nigel Sweeney	Integral Medical Holdings (IMH)

Apologies

Steve Macmahon	Eldene Surgery
Srini Madhavan	Elm Tree Surgery (Shrivenham)
Lynn Waters	Great Western Surgery
Michelle Howard	Healthwatch Swindon volunteer
Sonia de Blaquiére	Healthwatch Swindon volunteer (Headway Swindon)
Judith Hawkins	Hermitage Surgery
Laura Heath	Kingswood Surgery (staff)
Krystyna Tworek	Old Town Surgery
Phil Baker	Westrop Surgery, Highworth

Jo Osorio/19 November/PPG/PPG forum/notes draft 19/11/2018