

# Stackyard consultation event, Croxton Kerrial Village Hall

## 22<sup>nd</sup> August 2017

Present: Dr Wooding, Sue Timberlake, Rachael Ashworth, Simon Hopkinson (Optum), Diane Hansen (SWL CCG) plus members of the Stackyard and Woolsthorpe staff.

Patients: 14

### 1. Appointments

- Catchment area – worried that if the catchment area extends that this will put more pressure on the surgeries, especially with new developments in Grantham.  
*Response: The catchment area for the two areas is defined (a printout was available to view). The surgeries do have room for growth.*
- Open surgery “is a gem!”
- With Woolsthorpe offering walk-in and Croxton offering on day appointments – is there going to be queues for the walk-in appointments now that patients can choose which site to go to? – do not want to lose or overburden the walk-in  
*Response: We will continue to audit and monitor appointment demand and patient flow during the first 6 months post-merger; having the contingency of a larger pool of clinicians to access, should demand change.*
- Have never been able to get an appointment on the same day
- Is there anyway of notifying patients if rota has changed? – as patients want to see a specific doctor who knows them  
*Response: We can place a poster in the Waiting Room to inform patients which clinician is on duty on that particular day.*
- Woolsthorpe – dedicated Doctor’s time
  - Rang doctor and wasn’t there as covering at Clawson and we had to see a locum – will this happen more? Continuity of care is very important  
*Response: As a general rule – Clawson has more locums than the other sites.*

### 2. Services

- GP specialities – we don’t know what the specialities of the GPs  
*Response: Currently at the moment we have an informal arrangement where we can recommend an appointment with a speciality GP within the Group; patients will have access to a larger pool of knowledge. Agreed to publish GP specialities on website.*

### 3. Transport

- How do patients that don’t drive access different sites, as public transport isn’t great?  
*Response: Some of the questions in the patient consultation document are about transport, this will help the group gauge how patients access the surgeries. Following on from questions raised at Woolsthorpe we will look at current schemes within the area and publish these on the website.*

### 4. IT

- Currently book appointments online
- Can order repeat prescriptions online
- Patients can also see allergies / adverse reactions etc
- Patients will need to request details from the surgery so they can register



## 5. Other

- What will be the official name and postal address?

*Response: If merger proposal agreed then we will be known as Stackyard and Woolsthorpe Surgeries; the postal address will be the same for each site.*

- Heard rumours that housing is going to be built on the car park at Stackyard

*Response: In the event that this happens the surgery will consult with the estates to discuss alternate sites.*

- What is the main reason for the merger?

*Response: Resilience and sustainability – streamlining the back office processes.*

- Waiting room – the information on the screens can be a little bit depressing.

*Response: Agreed to look at the sequencing of the information on the screens.*

- Grantham A&E – temporary closure

- Because the A&E is closed overnight – is the surgery able to offer emergency appointments?

*Response: Ring NHS111 and they will be able to offer the nearest out of hours appointment – still being run out of Grantham Hospital*

*SWLCCG response: The CCG is working very hard with ULHT to provide 24 hours access again at Grantham Hospital.*