

Summary of the Weybridge Public Information Meetings

2pm meeting - Panel comprised of:

- North West Surrey Clinical Commissioning Group - Matthew Tait Joint Accountable Officer, Mark Baker, Director of Finance and Giselle Rothwell Head of Communications, supported by Dr Layth Delaimy Thames Medical Locality Lead, Nikki Mallinder Head of Locality Development and Jack Wagstaff Associate Director of Programme Delivery
- NHS Property Services – Simon Seymour-Marsh Senior Property Manager
- Rowan Tree - Dr Khris Jakobowski
- Church Street - Dr Rebecca Brown and Cathy Makepeace Practice Manager

7.30pm meeting - Panel comprised of:

- North West Surrey Clinical Commissioning Group - Matthew Tait Joint Accountable Officer, Dr Charlotte Canniff Clinical Chair and Giselle Rothwell Head of Communications, supported by Dr Asha Pillai Thames Medical Locality Lead and Thames Medical Director, Nikki Mallinder Head of Locality Development and Jack Wagstaff Associate Director of Programme Delivery
- NHS Property Services – Simon Seymour-Marsh Senior Property Manager
- Rowan Tree - Jillian Tallick Practice Manager
- Church Street – Dr Rebecca Brown and Cathy Makepeace Practice Manager

Who's who?

North West Surrey Clinical Commissioning Group – is responsible for commissioning health services, for determining what the right services are for their local population working closely with their partners and engaging their local population.

NHS Property Services – own the Weybridge site (and lots of other NHS properties) and are responsible for the buildings that are on this and other sites. So it has been their responsibility to make the building safe, to arrange for the clearing of the site and now, for securing the necessary accommodation – the physical buildings – moving forward.

CSH Surrey – provide a range of community health services and were one of the other tenants in Weybridge Hospital prior to the fire alongside other tenants including the pharmacy, Ashford and St Peter's Hospitals (antenatal clinics & physiotherapy).

Matthew Tait welcomed everyone to the meeting and the panel introduced themselves.

Matthew explained that this is an opportunity to provide an update on what is happening now and the services that will be returning to the former Weybridge Hospital site, and to have a discussion on how we plan to determine the future options for a permanent healthcare facility on the site. No decisions have yet been made on this and won't be made until we have had the opportunity to consult local people.

In the medium term, with help from NHS Property Services, a number of services are returning to the former Weybridge Hospital site in temporary accommodation. These services will be the two displaced Weybridge GP practices (Rowan Tree and Church Street), treatment room services provided by CSH Surrey and the Lloyds Pharmacy.

Simon Seymour-Marsh described the temporary buildings as pods or portacabins which were delivered to the site last week. They will take a few weeks to be fitted out for services to return to the site. The IT/BT lines (needed for the GP practices to access patient care records) are the only thing that is likely to cause a delay in the services being up and running. The panel weren't able to confirm an exact date but this is likely to be some time during December.

Matthew Tait moved on to discuss the long term provision at the former hospital site. He reiterated that a decision has not been made on what a new facility would look like or include. This has been seen as an opportunity to design exactly what is wanted and needed to meet patients' needs now and in the future.

He continued by describing the context the CCG is working in, how the local NHS sees the future of local health services, particularly in terms of meeting the challenges faced in primary care (GP services).

The National Strategy

The NHS has set out its strategy for the next five years (this is described in the NHS Forward View and the GP Forward View) and how it plans to meet the pressures faced by the NHS and in particular by primary care – particularly in terms of access and the need to expand services to offer longer and extended hours, helping to keep people out of hospital unnecessarily and providing care closer to home wherever possible.

It's our (the local NHS) job to deliver these national priorities at local level, and to take these into account in our local planning.

What we are doing locally?

Nikki Mallinder explained the work that is being done across North West Surrey to improve access to primary care services (GPs and extended nurse practitioners).

General Practice is under pressure with a marked increase in demand. To support this in 2018/19, NHS England will provide additional money to enable CCGs to commission extra appointments.

The GP Forward View places an emphasis on this additional capacity being delivered at scale, with groups of practices working together to deliver additional appointments in a central location, called a 'hub'. These 'hubs' will provide additional appointments to both act as an overflow to local practices, and to provide better access for patients.

Current pilot programmes are demonstrating how collaboration at scale makes it possible to improve access, introduce new members of the workforce and provide innovative care in ways that are simply not possible at the level of a single practice.

The Government's mandate is for patients to be able to access general practice appointments seven days a week. The guidance is to extend weekday provision until 8pm and weekend coverage to be determined by the local population. The appointments on offer in the hub will be pre-bookable with more urgent appointments also being available.

Matthew Tait continued by explaining that this additional money will mean that the CCG will be able to provide additional GP appointments across our whole population. This is part of what we need to consider when scoping out a new facility which we would anticipate including extended services, seven days a week, in line with the national direction. This is our opportunity to build a new facility that provides the best options for the future.

It's important to note that there will also be the opportunity to offer space to other services to improve access for local people, such as hospital outpatient services, other community services – again nothing has been decided or set in stone and we would also need to understand what our partners feel about these as well as local people. This will also form part of our planning.

So how are we planning to go about this?

Giselle Rothwell explained the engagement plan. There is already a working group (which had been set up before the fire occurred) to scope options for urgent care services across the whole of North West Surrey. The group includes the CCG, community services, hospital services, GPs, mental health, social care representatives, and importantly also includes non-executive directors for patient engagement.

Alongside this we plan to set up a patient / resident engagement group where we can share ideas, understand demand and think how we can best respond to that to scope the right services for the future across North West Surrey. This group will also be considering how a new facility at Weybridge fits into our overall strategy as that will form an important element of the wider service offering.

We hope to set up this patient engagement group in November, with regular meetings, to be ready to consult on options in the New Year.

At the same time, we commit to keeping people up to date with how things are progressing, including the opportunity to get involved via regular updates, surveys and so on. As part of any wider consultation, this would include a range of events across North West Surrey and importantly Weybridge, Walton and Hersham.

The commitment for those who want to be a member of this engagement group – which needs to be North West Surrey wide - would be to attend regular meetings, during the day and/or evening (as agreed by the group), at monthly intervals for a period of approx. six months leading up to and including a wider public consultation.

Once we have consulted local people on an overall model for urgent care across North West Surrey we will be in a position to look more closely at exactly what services could be provided from a healthcare facility in Weybridge and will look to set up a more localised engagement group at that point – likely to be in the Spring 2018.

Please let us know if you would be interested in getting involved in either of these groups (we will have to limit numbers of active participants) or wish to be kept informed and engaged more widely. Contact details to register your interest please call: 01372 232463 email: nwsccg.comms@nhs.net or textphone: 07880 091328