

SURREY HEARTLANDS CCG

NORTH & WEST GUILDFORD PRIMARY CARE ESTATE DEVELOPMENT PROGRAMME

STAKEHOLDER REFERENCE GROUP

NOTES

Date	Tuesday 23rd November 2021	Time	11am-12noon
Venue	Microsoft Teams Call		

Members/ Attendees

Name	Position	Organisation	Attended (✓) Apologies (A)
Lyn Reynolds (LR)	Programme Director	Surrey Heartlands CCG	✓
Sam McCumiskey (SMc)	Managing Director	GB Partners	✓
Neil Orpwood (NO)	Architect	HLM Architects	✓
Jo Lang (JL)	Deputy Head of Communications	Surrey Heartlands CCG	✓
Jane Williams (JW)	Director of Integrated Delivery	Surrey Heartlands CCG	✓
Jamie Forsyth (JFo)	Commissioning Support Manager	Surrey Heartlands CCG	A
Jane Fielding (JF)	Member	St Catherine's Village Association	✓
Nic Allen (NA)	Exec member	Guildford Society	✓
Julia McShane (JM)	Councillor	Guildford Borough Council	✓
Sam Hutchison (SH)	Head of Community Services	Guildford Borough Council	✓
Nick Markwick (NM)	Co-Chair	Surrey Coalition of Disabled People	A
Yasmin Broome (YB)	Involvement Co-ordinator	Surrey Coalition of Disabled People	A
Robin Forward (RF)	Practice Manager	Guildowns Group Practice	✓
Shahzad Firoz (SF)	Practice Manager	Woodbridge Hill Surgery	✓
Samantha Botsford (SB)	Member	Healthwatch	✓
Nigel Heslop (NH)	PPG Chair	Guildowns Group Practice	✓
Amanda Cool (AC)	PPG Chair	Woodbridge Hill Surgery	A
Phelim Brady (PB)	NG Estates Board Chair	Surrey Heartlands CCG	✓

Laura Symthson (LS)	Head of Wellbeing & Welfare	Surrey University	✓
Ray Briggs (RB)	Local Representative	Onslow Village Residents Association	✓
TBC	Student Union Rep	Surrey University	A

Freedom of Information: Those present at the meeting should be aware that their name will be listed in the agenda and action notes of this meeting, which may be released to members of the public on request under Freedom of Information requirements.

1.	Welcome & Introductions	Action																														
	LR welcomed everyone to the meeting and introductions were made.																															
2.	Declarations of Interest																															
	No declarations were made.																															
3.	Minutes of the last meeting/Action log																															
	<p>The minutes of the last meeting were agreed as an accurate record. The action log was updated:</p> <table border="1"> <thead> <tr> <th colspan="5">NORTH & WEST GUILDFORD SRG ACTION LOG - 2021-22</th> </tr> <tr> <th>No.</th> <th>Date</th> <th>Action</th> <th>Responsible</th> <th>Update</th> </tr> </thead> <tbody> <tr> <td colspan="5"><i>Updated by LR 17.11.21</i></td> </tr> <tr> <td>1</td> <td>19.10.21</td> <td>Amend name/area and page 3 item to include 'consultation' to the ToRs</td> <td>LR</td> <td>17.11.21 - Completed. Close</td> </tr> <tr> <td>2</td> <td>19.10.21</td> <td>Email members the link to Google My Maps</td> <td>LR</td> <td>17.11.21 - Completed. Close</td> </tr> <tr> <td>3</td> <td>19.11.21</td> <td>All members to review/amend/update the stakeholder map list</td> <td>ALL</td> <td>17.11.21 - ongoing/Agenda item - 23.11.21</td> </tr> </tbody> </table>	NORTH & WEST GUILDFORD SRG ACTION LOG - 2021-22					No.	Date	Action	Responsible	Update	<i>Updated by LR 17.11.21</i>					1	19.10.21	Amend name/area and page 3 item to include 'consultation' to the ToRs	LR	17.11.21 - Completed. Close	2	19.10.21	Email members the link to Google My Maps	LR	17.11.21 - Completed. Close	3	19.11.21	All members to review/amend/update the stakeholder map list	ALL	17.11.21 - ongoing/Agenda item - 23.11.21	
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4.	Programme Update																															
	<p>LR presented the latest highlight report which is updated and circulated to the CCG's Primary Care Estate Project Board on a weekly basis.</p> <p>A brief outline of the programme was given. The aim of the group is to:</p> <p><i>The Stakeholder Reference Group will support the co-production of the engagement and communication plan for the programme. This Group should seek to support a dialogue which is at all times inclusive.</i></p> <p>Whilst adhering to the agreed objectives within the terms of reference:</p> <p>The North & West Guildford Primary Care Estates Development Programme Stakeholder Reference Group has the following objectives:</p> <ol style="list-style-type: none"> 1. To ensure that citizen, patient and public involvement is meaningful; 2. To ensure that the Programme adheres to the CCG's duty to involve patients and public in developing and assessing options and proposals; 3. To provide ideas and advice on how best to engage, communicate 																															

	<p>and consult with the people affected by the developing proposals;</p> <p>4. To provide advice and support to ensure that the Programme maintains a dialogue with all communities that will be impacted by the development and outcome of the programme and that the wider public interest is considered at all times.</p> <p>A MOU has been agreed with the Kings College School, which basically is an agreement for both parties to work collaboratively as/if required in the future.</p>	
5.	Practice Perspective	
	<p>RF presented some slides outlining the issues/challenges the Guildowns Group Practice currently face, operating from multiple sites. The population is growing. The practice has 59 seats to accommodate 83 staff. They currently have 700sqm and should have 1200 sqm. Recruitment, retention, and staff morale is very problematic for the practice.</p> <p>Members acknowledged the challenges and issues faced, but concern was raised regarding losing access to a practice south of the A3 and only having access to the north of the A3, which was deemed to be problematic.</p> <p>Concern was expressed regarding overlying strategy for the GP provision across Guildford and its wider impact, work for which is ongoing.</p> <p>Concern was expressed regarding the lack of knowledge the local population has regarding the programme and in addition the wider issues for Guildford primary care. JW outlined that Guildford has 21 independent businesses (GP practices) and therefore some aspects are beyond our control. There is a Primary Care Sustainability strategy available, which outlines the challenges faced for primary care (e.g. GP retirements etc). The Primary Care Networks (PCNs) model continues to develop locally. This model provides a more flexible, collaborative service model amongst groups of practices. This group (SRG) will concentrate on the engagement requirements for this programme, which should address these concerns. Action: LR to circulate information relating to PCNs</p> <p>SF presented some slides outlining the issues/challenges the Woodbridge Hill Surgery face. The practice is not fit for purpose. There is a real shortage of space. The practice currently operates from 390sqm, which should be in the region of 1215sqm. The practice has a 'survival strategy' in place, which includes increased digital/online consultations and shift/part time working. The surgery has been in this situation for a very long time (pre 2019). Action: LR to circulate the practice slides presented today</p>	<p>LR</p> <p>LR</p>
6.	Data/Travel Info/Site Info	
	<p>The data packs have been circulated to members and a summary was available as part of the agenda. The data will be used as factual information/evidence for the service needs/development piece of work and the programme will drill down/focus on the important/priority areas.</p> <p>SMc presented some example slides, which are being developed to outline</p>	

	<p>the travel aspects/impact for any future potential re-location. This work is WIP/ongoing and being further developed, which will be presented to the group in due course.</p> <p>Action: SMC to circulate slides once completed.</p> <p>NO presented the latest Google My Maps and thanked everyone for their input. The programme will look at the services required in parallel to assessing potential viable sites. NA sent a very helpful summary of other potential alternative site options as well as planned housing developments in the South and South West Guildford area, all of which are public owned sites. NO will continue to add to the map.</p> <p>Action: NO to send NA the site assessment criteria</p>	<p>SMc</p> <p>NO</p>
7.	Comms & Engagement	
	<p>JL asked members to assist and help develop the engagement plan. The SRG needs to identify all the relevant stakeholders/existing networks and which channels can be utilized (e.g. local newsletters etc). The group was asked to identify any gaps.</p> <p>JL added that the previous comms plan is being reviewed and a revised version will be in place shortly to reflect developments and current options. Communications and engagement activity will flex throughout in relation to specific points in the programme and when there is a need for feedback and insight from stakeholders.</p> <p>The CCG website is being updated to provide the latest information about this programme.</p> <p>GP boundaries was discussed. If there is any overlap of the GP boundaries, then the other practices will need to be involved/engaged. Dapdune House Surgery has been sent an initial briefing recently and the engagement programme will widen as it progresses.</p> <p>Usually there is a minimum of two practices overlapping their boundaries, so that patients always have a choice.</p> <p>The need to consider how the wider primary care capacity/access issue was raised. This SRG has been established to address the potential re-location for Guilddowns Group and Woodbridge Hill Practices only.</p>	
8.	AOB/Date of Next meeting	
	<p>Members were asked to nominate representatives to attend two forthcoming workshops:</p> <p><u>Weds 1st Dec 16:30-18:30 – Service Model Options:</u> Julia McShane, Nigel Heslop, Sam Hutchison (TBC), Amanda Cool (TBC)</p> <p><u>Weds 15th Dec 16:30-18:30 – Site Options:</u> Nick Allen, Julia McShane, Jane Fielding, Nigel Heslop, Amanda Cool (TBC)</p> <p>Engagement with all ward councilors was requested/suggested.</p> <p>Action: SH to send info/list to JL & LR</p> <p>JM stated to members that she has been a patient at St Lukes for several years and access has not been a problem and wanted to encourage</p>	<p>SH</p>

	<p>members to embrace the north of the A3! Guildford Borough Council has a very good Dial A Ride service available for patients.</p> <p>Date of Next Meeting: Tuesday 21st Dec 10:30-12:00 noon</p> <p>The January meeting will be focused on the comms & engagement plan/requirements.</p>	
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