

MINUTES OF AN EXTRAORDINARY MEETING OF THE LISTER MEDICAL CENTRE PATIENT SUPPORT GROUP WHICH TOOK PLACE AT THE MAIDMOORE ROOM AT THE GREAT PARNDON COMMUNITY CENTRE ABERCROMBIE WAY HARLOW ON THURSDAY 7TH SEPTEMBER 2017 AT 6.30PM

Present: Officers, Brian Cooper (Chair), Sheila Smith (Fund Raiser and Caterer), Moyna Strowman (Secretary). Members: Evelyn Bailey, Margaret Devine, Mary Donovan, Mary Goddard, Charmaine Izzard, Patricia Robey. Practice representatives: Karen Cakmak (Practice Manager), Theresa Jones (Reception Team Lead), Jan Lamb (Reception). Speakers from Harlow Health Centres Trust: Carol Sizeland (Chief Executive) Dean Noble (Operations Manager).

1. Brian welcomed everyone and thanked them for coming.
2. Apologies: Barbara Foster.
3. Minutes of the meeting on 26th July, 2017 had been circulated before the meeting. As there were no amendments, Brian signed the Minutes as a true record of the proceedings.
4. Brian called on Carol Sizeland to make her presentation. Carol said that I represent the Harlow Health Centres Trust who built 7 of the 9 health centres in Harlow. We are a registered charity and we are developing the new Lister House Health Centre. It is a 7 and a half million development. We have worked very closely with Karen and the GPs in terms of the internal layout. We have a pharmacy going in there, Metwest currently operating from Staple Tye shopping centre. We also have a dental practice which is the one in our old building. We have a space on the first floor for possible future expansion or another tenant as long as it is for health. It could be anything from chiropody to physiotherapy. We are negotiating with several people at the moment. One of them is the Princess Alexandra Hospital Trust.

I have been in this job for twenty-five years so I have overseen all of the new health centres in Harlow and this development has been extremely challenging. You have probably been thinking: "When on earth are they going to build a new one?" I sympathise as I have been there every step of the way. We have been liaising with numerous telephone calls and there have been three challenging applications to the Planning Committee. We have had to do a land swap with the Local Council and that is why the building is sited on Abercrombie Way. We have done this to satisfy the Council's plans for regeneration of the Staple Tye area which on its own has added to the challenge. It is not always easy when dealing with the Council in terms of delay. I am a decisive decision maker and once a decision is made I get things done. However when dealing with the local authority and indeed NHS England, decisions take for ever.

We have finally got over the line and we have the funding. In this context, the Harlow Health Centres Trust is contributing 1.2million pounds from its own capital reserves in order to secure the financial position. I am very proud of where we have got to with the project and as I have said we have worked closely with Karen and the tenants. Now we have started work, my colleague Dean Noble, our operations manager, will be getting heavily involved. We will be providing you with a notice board which we be in the lobby of the new List House. We have a model of the building (a maquette) which shows how the building will look like, unfortunately this has been locked away somewhere so I am sorry I can't show it to you.

Dean is going to produce a monthly news-letter which will go into the entrance at old Lister House, so you can see pictures and how the works are progressing. We are due to complete in September 2018. Hutton Construction is the building contractor. We have worked with them before and they built Keats House and the Leisure Zone sports centre where we have on the first floor a health resource centre. You will appreciate we have a good business relationship with them. Recently they completed the Rugby Club as well and Dean and I went to the opening on Saturday 2nd September and had a chance to look at the finishing of the interior which is pretty spectacular. Our contractors are steaming ahead with the building taking advantage of the good weather to do the ground work and put in the footings. Now they are putting in the base so you will be able to see the building rise rapidly. We will keep you up-to-date month by month.

As to the Practice going in it will have 10 GPs including 8 partners, two salaried doctors along with registrars, trainees and other medical staff. It is a two storey building and I ask you not to compare the super-duper new Lister House with a building that was built in the late 50s and early 60s. There is no comparison. We hope when using the new surgery you will enjoy the experience. It is a splendid building and we are very proud of it. Metwest are not closing their Staple Tye premises which will become a shop and their main pharmacy activities will be in the new building. As to the dental practice it will be on the first floor and there will be a lift. I looked at the possibility of an external lift at the old building but this was not feasible. Installation of a lift in a two storey building is now required to comply with building regulations. When we built Sydenham House we had to put two lifts in as will be the case for Lister which is an NHS requirement. Located on the ground floor will be the pharmacy, doctors will be there and on the first floor. As a potential tenant for the first floor we have spoken with Jays Hospice which cares for children up to 18 years of age. We have funded them for work they did in Chelmsford and they are looking to come into Harlow. Karen knows the position with regard to the letting of the spare space. It has taken 9 years and I can remember talking to the then primary care trust with my chairman, who unfortunately has passed away now, to discuss a location for the new Lister House. (Karen indicated that there will be approximately 93 seats in the waiting area on the ground floor and a small area on the first floor. First floor will be a minor surgery suite). Everything is built to NHS standards. Building regulations determine how many toilets there have to be and fire regulations have to be met. We have to build to comply with BRIAM which determines that the building has to be environmentally friendly.

As to Parking, there will be 130 spaces for patients plus disabled spaces. For staff there will be 60 separate spaces allocated to the staff of the various occupants pro rata. We have to agree as part of the planning consent, to allow visitors to the G.P.C.A. to use the surgery car park from 6.30pm to 6am, and at week-ends as well. I have concerns particularly at the week-ends when football matches are played as the players and spectators will use the surgery car park. We are not looking to charge but if we find there is an abuse of the car park we will be looking, like we do at Keats House, to restrict parking to one hour free of charge but beyond that time there will be a charge. For example if visitors go across the road and buy burgers and so on, then litter is bound to occur. As to the surrounding grounds the architects have done a superb job and we want to keep that environment safe. We take pride in our sites and how they look. We may, or course, have a problem with overnight parking. Mention was made of the indoor car-boot sale on Sundays from October in the Barn which may also cause a problem. There will be a groundsman looking at the site probably twice a week if not three times, and he will notify me of any abuse so that action can be taken immediately.

Our Trust always commissions art-work for installation in our health centres. Nuffield House is an example, where you will see it lit up in the evening. Harlow Art Works have facilitated our art-work for Lister. We interviewed 4 artists and chose Tim Shutter and details of the art-work will appear with the news-letter. A sculpture has been chosen in Portland Stone and it will be located within the site and there will be an unveiling ceremony at some stage. On the subject of a bench to commemorate Stan Batho a member and benefactor of the Friends, a decision has been made to do this for the late Chairman, so it will be necessary to consider an alternative tribute. Brian said he readily understood the position. Carol said in this context that the Friends should contact her to see if the Trust is able to help. The local Council have agreed to provide gas and electricity to the site together with WIFI and BT to make it a service site as was the position at the old site. (Karen said she was pleased with the building and thanked the Trust. Karen was pleased that two members of staff had come to the meeting. Karen is working with the staff so that they are happy facilitating a smooth transition when the time comes. Also, It will be necessary to bring the patients of the practice along with us so that they have a smooth transition to the new practice. It will be quite an exercise to cease work on Friday and then take all the necessary steps to ensure the transfer to the new building so that on Monday morning all will be in place at the new List House with continuity of service ensured.).

Carol and Dean will be on site to facilitate the practice being up and running on Monday morning and arrangements are in place to pack things in advance to be available for transportation on the date including administration equipment. Anything that can be moved on Friday will be transferred. Saturday staff will continue the work. On Sunday staff will continue the work making sure all systems are working and signage has been installed.

Disabled parking will be situated close to the entrance to the building. We have more parking spaces than the local hospital which was not the position at the early stages of planning permission and we worked hard to achieve what we will have now. Grounds at the site are extensive and will be well lit. Part of the planning application was the inclusion of a MUGA (multi -use games area) and it will be on the grass area flanking the existing GPCA car park. It is an open area, marked out for games and illuminated. Negotiations continue with the Harlow Council about this area as it has to be up and running before occupancy of the surgery.

Yes there will be a pedestrian crossing in Abercrombie Way and the entrance to the site is approximately where it is now and currently used as the access to the building works. Also the bus stop signage and time table will be electrically lit as part of the highways enabling works. As to the use of the old site, it is not going to be a walk-in centre. If you have any questions about the re-build, please contact the Trust and we will be able to deal with any rumours that may go round. Currently it is thought that the old site will be used as part of the regeneration plan and will be housing. There being no other questions Brian thanked Carol for coming and for the information she and Dean had provided.

5. Practice Report: Karen Cakmak said that at the next meeting one of the speakers will be Anurita the person at the CCG in charge of pharmacy. We are providing a new service for the CCG. They want us to meet targets relating to prescribing and approach a member of this Group to be the patient prescribing and medicines champion. Most patients take medication as part of their treatment and medical care. You will need to know what is involved. At the moment the idea is in

development as part of the desire to make sure that patients are prescribed properly, take their medications, do not waste them and have full knowledge about what they take, thereby, empowering patients and enabling them to ask questions. It is envisaged that there will be a group of patient champions, one recruited from all the practices. We have Marylyn our repeat prescribing clerk and she is our nominated champion from the practice. We would like one patient member of this group to be a patient champion. Also the CCG are seeking a champion from Metwest and other pharmacies. This will be a comprehensive collection of people all working together as a group. At the moment it is suggested that meetings take place at St. Margaret's Hospital Epping but this may not be practicable for everyone. As has been emphasized at the moment for the CCG this is an idea in progress. For example if medication is changed by a doctor, the objective will be to receive feedback from the patient. Meetings probably will be monthly or possibly less frequent. As Anurita will be at the next meeting, members will be able to ask her questions about the proposal. A major cost for the NHS is medications, and sometimes patients inadvertently order medicines and stock pile them when they are not needed; we want to eliminate this sort of thing. We have a new pharmacist at Metwest and we have met to set up lines of communication and he wants to come to talk to this Group. He can take feedback from the Group and his attendance could be a regular slot on the agenda. Meanwhile, if you have any questions channel them to Brian and I will provide an answer. Someone raised a question on repeat prescribing and Karen gave a possible explanation but would be prepared to deal with the specific incident if contacted or the member could speak to Marylyn. If medication is increased by the Hospital your doctor will verify the communication from the consultant and then notify the pharmacy.

6. Brian said that Flue jab day is on Saturday 23rd September starting at 8am. We will have a table in the waiting room on that day advertising this Group, so if anyone is free on that morning and is willing to take a session, please give me a ring as soon as possible.
7. Our next meeting is Wednesday 11th October 2017 at 12 noon at St. James Church.
8. There being no other business Brian thanked Karen and members for coming and closed the meeting.

Brian Cooper (Chair), telephone 01279 430637.