

NORTH YORKSHIRE COUNTY COUNCIL

Scrutiny of Health Committee

19 November 2010

Developments in GP Services in North West Harrogate

Purpose of Report

1. The purpose of this report is to provide Members with the background to the improved GP services at The Surgery, 54 Church Avenue, Harrogate and to the proposal to close the branch surgery at The Health Centre, 80 Knaresborough Road, Harrogate.

Introduction

2. A report from NHS North Yorkshire and York is attached as ENCLOSURE 1.
3. Lorraine Naylor (Assistant Director for Primary Care, NHS NY&Y) together with Jennifer Joyce (Practice Manager) will be attending the meeting to summarise comments received to date from patients and to respond to Members' questions.

Recommendations

4. That Members consider the proposals and offer comment to NHS NY&Y and to the practice manager.

Hugh Williamson
Head of Scrutiny and Corporate Performance

County Hall
Northallerton
BH/11 November 2010

Background Documents: None



North Yorkshire and York

**Report to
North Yorkshire County Council Overview & Scrutiny Committee**

19th November 2010

**Application by Dr Bannatyne & Partners Surgery to close their
branch surgery premises at
The Health Centre, 80 Knaresborough Road, Harrogate**

**Report From: Lorraine Naylor, Assistant Director of Primary Care
NHS North Yorkshire & York**

1. Introduction

- 1.1 Dr Bannatyne and Partners Surgery have submitted an application requesting the closure of one of their two branch surgeries, namely The Medical Centre, 80 Knaresborough Road, Harrogate.

The practice are looking to streamline and rationalise their services across 2 sites. The practice are hopeful patients will relocate and travel the short distance (1.5 miles) to the main site at 54 Church Avenue. To ensure patients are accommodated, the practice have used Deanery funding, which is linked to GP Registrar training, to remodel their main surgery at 54 Church Avenue. The expansion work will include a further 3 treatment rooms and waiting area to the first floor and a lift will be installed to support patients with mobility issues. The remodelling work will be completed by January 2011.

The practice does not own the premises at The Health Centre, 80 Knaresborough Road. The facilities are owned by the PCT and there would be limited improvements or updates that could be made due to funding pressures.

The practice is mindful the surgery at 80 Knaresborough Road is a shared building and Eastgate Medical Centre also run one of their branch surgeries from the same premises. Eastgate Medical Centre are aware of Dr Bannatynes' plans and have given consideration to the fact patients may wish to register with themselves rather than relocate to Church Avenue.

A map of the location is shown at *Appendix 1*.

- 1.2 Dr Bannatyne and Partners practice currently operate across the following 3 premises:
 - 54 Church Avenue (main surgery)
 - Winksey Cottage, High Street, Hampsthwaite (branch surgery)
 - The Medical Centre, 80 Knaresborough Road (branch surgery)
- 1.3 There are 5 partners and 3 salaried GPs working within the practice and supporting each of the 3 sites.
- 1.4 The practice believe they would be able to offer better continuity of care by concentrating their services across their main surgery at 54 Church Avenue and their branch surgery at Hampthwaite.
- 1.5 An expansion to the building at Church Avenue will accommodate their clinical needs.
- 1.6 As local Pharmacists offer a delivery service to patients, patients dispensing needs would continue to be met.
- 1.7 There are no plans to alter the current arrangements for the practice based at Winksey Cottage, High Street, Hampsthwaite.

2. Premises

- 2.1 By expanding the premises at Church Avenue, the practice believe this will enable them to offer better continuity of care to patients. Staff will not have to work across 3 sites, which often results in patients having to either wait for appointments in a specific location, or travel to another site if they wish to see a certain GP.
- 2.2 With the expansion of building works, this will allow the practice to offer GP services to more patients within the North West of Harrogate.
- 2.3 Dr Bannatyne is a training GP and with the expansion of the Church Avenue site, the practice would be able to accommodate 2 Registrars.
- 2.4 The practice have stated from their consultation, there was no opposition from the local community to the development plans and support was given to remodelling of the main surgery at 54 Church Avenue.
- 2.5 The building work commenced on Monday 27th September 2010 and will be completed by the end of January 2011.

2.6 There is currently no parking provision for patients at 54 Church Avenue. On-street parking is available, the main streets patients use are to the front of the surgery on Church Avenue, the side of the surgery on Bilton Grove Avenue or on Albert Road, which is 3 streets away.

3. Background

3.1 There are a total of 12,796 patients registered with the main surgery.

3.2 The practice are hopeful the 4,500 patients who attend The Medical Centre will travel the 1.5 miles to 54 Church Avenue for care.

3.3 The Medical Centre, 80 Knaresborough Road is 1.5 miles away from the Church Avenue practice. Patients who use public transport would need to take 2 bus journeys to get through the town centre.

4. Staffing

4.1 It is planned that staff will move to the main surgery at 54 Church Avenue to support the patients previously treated at The Medical Centre. The practice have given consideration to contingency plans if patients opt to register elsewhere. Assurances have been given the practice will not be destabilised if patients choose to register with another practice.

5. Alternative Local Provision

5.1 There are several GP practices within the area:

- Eastgate Medical Centre
- Kingswood Surgery, Wetherby Road
- There are 3 GP practices in Knaresborough
- In 2009, 4 GP surgeries co-located to the Mowbray Square Medical Centre.

5.2 Eastgate Medical Centre run their branch surgery from the same building alongside Dr Bannatyne & Partners within The Medical Centre at 80 Knaresborough Road.

5.3 Any patients who decided to move practices would have the opportunity of registering with other local practices and would be supported in doing so.

6. Eastgate Medical Practice

- 6.1 Eastgate Medical Centre have been informed and updated on the plans from Dr Bannatyne.
- 6.2 The PCT undertook a practice visit with Eastgate on the 9th August 2010. The meeting was attended by 3 of their practice partners and practice manager. The process that the PCT expects Dr Bannatyne & Partners practice to undertake was outlined to them. Eastgate Medical Centre were offered support from the PCT such as with communication, should they need to field any enquiries made to themselves or if patients chose to register at their practice.
- 6.3 The possible implications the proposed application from Dr Bannatyne might have on Eastgate Surgery eg increase in demand, premises arrangements to accommodate any increase in patients etc were discussed at the meeting, and again the PCT confirmed its support to the practice.

7. Recent Developments to the Area

- 7.1 In 2009, 4 practices within the area moved into the same building which became Mowbray Square Medical Centre, based at Harrogate, HG1 5AR. Mowbray Square Medical Centre is less than 1 mile away from the 80 Knaresborough Road site. The 4 practices that co-located were:
- East Parade Surgery
 - St Luke's Medical Practice
 - Park Parade Surgery
 - Spa Practice

8. Medication/Pharmacies

- 8.1 There is a local Pharmacy which offers a delivery service to patients for their medication.
- 8.2 All the local pharmacies offer to collect prescriptions from the surgery and deliver to the patients' home.
- 8.3 Patients are encouraged to request repeat prescriptions from the practice via the internet to avoid a visit to the surgery.

9. Enquiries

- 9.1 To date, 2 enquiries have been made by the public through NHS North Yorkshire & Yorkshire PALS (Patient Advice and Liaison Service) team.
- 9.2 The nature of the enquiries made were seeking clarification on when and how patients could express their opinions. The patients were informed of the ways in which they could make their views known. Both enquiries were responded to by outlining the engagement process which is currently being followed.

10. Engagement

- 10.1 Agreement to the proposal has been given in principle from the PCT and is supporting the practice to work through the process.
- 10.2 To support the engagement process, a comprehensive Stakeholder Engagement & Communication Plan has been written jointly by Dr Bannatynes' practice and the PCT (*see Appendix 2*).
- 10.3 Dr Bannatyne & Partners have been advised the PCT expects a form of engagement to be undertaken. The process has been clearly identified and outlined (*see Appendix 3*).
- 10.4 The Stakeholder Engagement & Communication Plan is currently being implemented by the practice and feedback from stakeholders will be submitted in a report to the PCT in December 2010. This will allow the PCT to make a formal decision on granting permission to close the surgery. The report will also be published on the practices website.
- 10.5 All staff within the practice have been informed and advised of the plans and are supportive of the move.
- 10.6 Patients who attend The Medical Centre have now received letters, along with comments cards and a Question & Answer section informing patients of the proposals to relocate and of the building expansion work at the main surgery. Patients and stakeholders have been asked to feedback comments through the following ways:
- By completing the comments cards attached with the letters and returning to the reception desk at any of the practices
 - By returning the comment card to the Practice Manager
 - Through the PALs team at NHS North Yorkshire & York

- 10.7 A stakeholder letter has been sent to Borough Councils, Parish Councillors, other local stakeholders including LINKs, voluntary sector etc, along with comment cards for feedback and a Question & Answer section.
- 10.8 Posters have been placed on notice boards at all 3 sites whilst letters, comments cards and Question & Answers have been made available for all patients at each of the sites.
- 10.9 As the engagement process is still ongoing at this time, a verbal update will be given to the NYCC O&S with a theme of patient and stakeholder comments presented.

11. Timeline

- 11.1 A timeline has been recommended to ensure the comprehensive engagement process is undertaken within due course, as follows:
- A 2 month stakeholder engagement process (completion by 1st December 2010).
 - The practice to then collate and analyse all stakeholder feedback and submit to the PCT for consideration by January 2011.
 - Analysis of the stakeholder feedback to be reported to the Primary Medical Services Commissioning Group (PMSCG) in February 2011.
 - If the Primary Medical Services Commissioning Group (PMSCG) grant permission for the practice to relocate, the practice to write to patients, giving 6 weeks notice of impending closure of the 31st March 2011.
 - North Yorkshire County Council Health Overview & Scrutiny Committee to be fully informed and updated throughout the engagement process.

12. Branch Surgery Closure Process

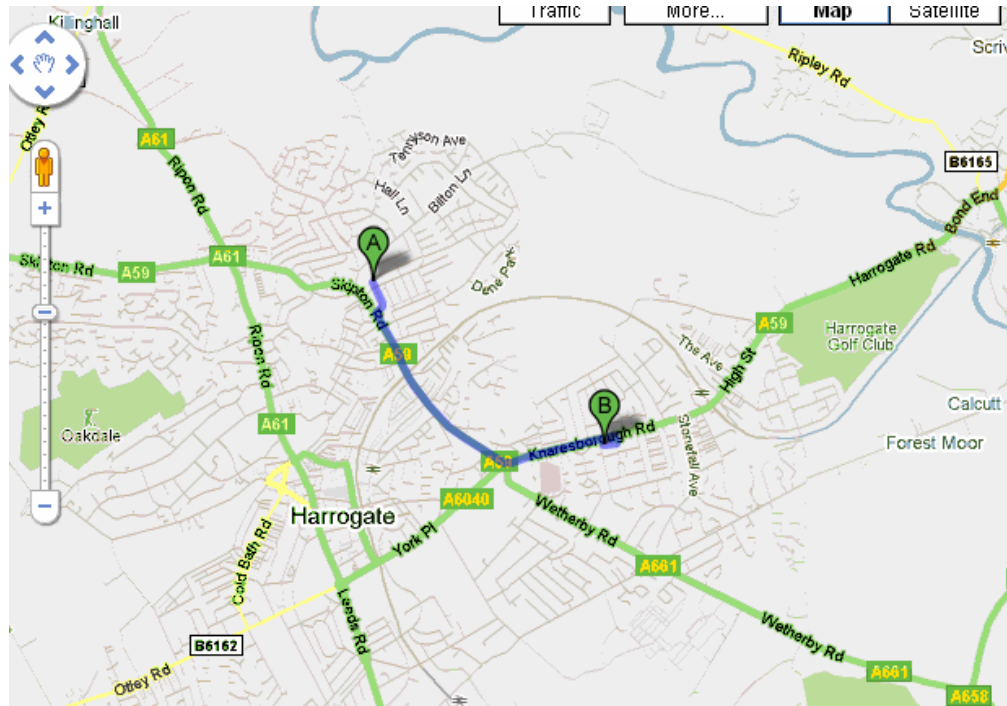
- 12.1 The PCT has a clear process for dealing with applications from GP practices who wish to close a branch surgery (*see Appendix 3*).
- 12.2 An initial practice visit was undertaken by the PCT to discuss the process upon receipt of the practices application. The meeting was to ensure the practice were aware of the Trust's requirements and process to follow for engagement for consideration of their application to be given.

- 12.3 An Action Plan has been kept to record and document the process followed by the PCT for audit purposes.

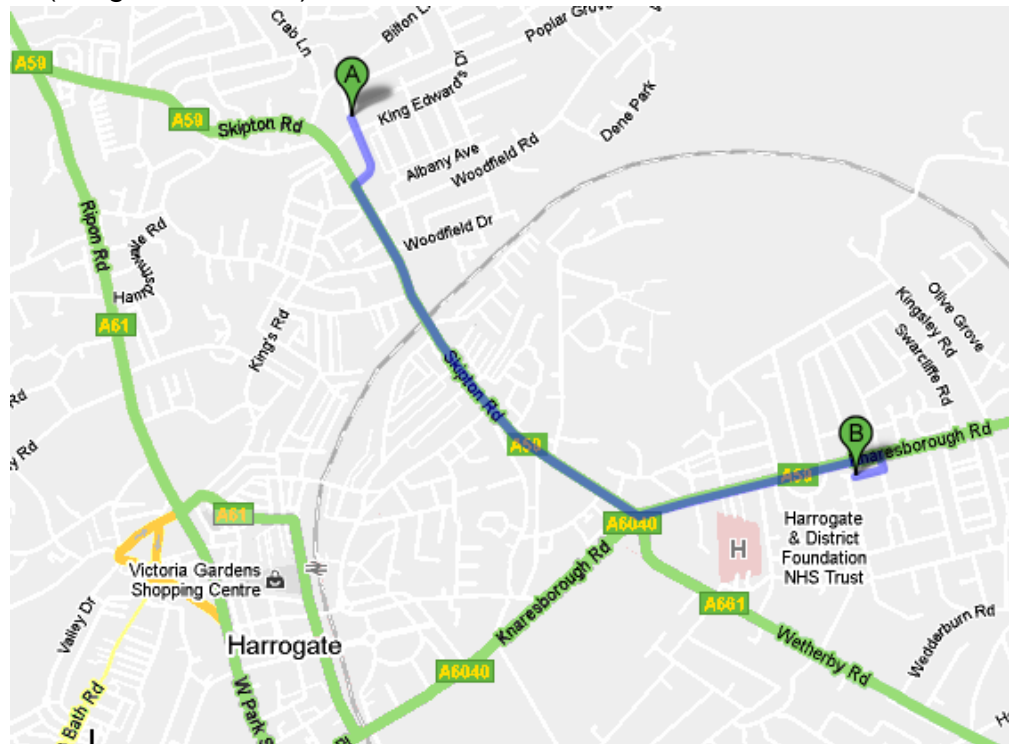
Appendix 1

Maps to show location of main site surgery at 54 Church Avenue (marker A) and location of the surgery's branch surgery site at 80 Knaresborough Road, Harrogate (marker B).

Map 1



Map 2 (image zoomed in)



Appendix 2

Stakeholder Communication and Engagement Plan

Dr Bannatyne & Partners Medical Practice - Proposal to close branch surgery and centralise onto two sites

Engagement process: began June 2010

Dates for feedback/comments from Stakeholders: Friday 1 October to Wednesday 1 December 2010

1. Who are our Stakeholders and what level of engagement is required?

No.	Stakeholders	Type of Involvement
1.	Patients at all 3 sites	Raise awareness. Give information. Opportunity to comment and feedback. Give information about how to register with alternative practice if plans go ahead. Feedback on results of engagement and decision-making process.
2.	Practice staff at all 3 sites	Raise awareness. Opportunity to comment and feedback. Opportunity to change working arrangements (e.g. reception staff hours). Feedback on results of engagement and decision-making process.
3.	North Yorkshire Overview and Scrutiny Committee	Raise awareness. Opportunity to comment and feedback. Agree stakeholder engagement and communication process.
4.	Other public/ community representatives and partners – e.g. NY LINK, Harrogate CVS and voluntary sector, Borough and Parish Councils	Raise awareness. Opportunity to comment and feedback.
5.	Neighbouring Practices – Eastgate Practice based at The Health Centre, and Kingswood Practice, at Wetherby Road	Raise awareness. Agreement to take on patients who don't wish to move. Opportunity to comment and feedback.

6.	NY Y Primary Medical Services Commissioning Group	Awareness. Provides input. Review evidence. Makes recommendations/decision-makers based on evidence and views expressed.
7.	NHS NY Y Board/Directors	Awareness. Decision-makers if appropriate.
8.	NY LMC	Awareness. Opportunity to comment and feedback.
9.	NY LPC and NY LOC	Awareness. Opportunity to comment and feedback.
10.	SHA	Awareness.
Support to Practice		
11.	NHS NY Y Primary Care Commissioning and Contracting staff	Provide advice, support with paperwork and input.
12.	NHS NY Y Engagement and Communication Teams	Provide advice and support with Stakeholder Communication and Engagement Plan and process.
13.	Locality Director	Awareness and support.

2. Overview of Key Milestones and Timetable

No.	Timeline	Stakeholder	Action	Engagement/Communications activity	Lead responsibility
1.	June 2010	NHS NYY	Business Case and Application made to NHS NYY to close branch surgery at The Health Centre, Knaresborough Rd, and consolidate services at 54 Church Avenue.	N/A	Practice
2.	16/07 & 6/08/10	Eastgate Surgery	Discussion about proposals. Agreement that Eastgate Practice would register patients who feel they cannot travel to Church Avenue	<ul style="list-style-type: none"> • Open discussions between Practices on The Health Centre site • Confirmation and assurance given to the PCT 	Practice and PCT
3.	20/07/10	Practice staff	Meeting with practice staff held. All staff invited.	<ul style="list-style-type: none"> • Minutes from meeting emailed to all staff including those who did not attend • Staff invited to ask questions at any time 	Practice

4.	6/08/10	Patients	Statement of proposals and reasons to concentrate services at Church Avenue and Hampsthwaite made available.	<ul style="list-style-type: none"> • Display of statement at all 3 sites • A plan of proposed improvements to Church Avenue displayed at all 3 sites • Copies made available for patients to take home and read 	Practice
5.	6/08/10	Kingswood Surgery	Made aware of proposals	<ul style="list-style-type: none"> • Copy of information to patients given to practice 	Practice
6.	August 2010	NHS NYY – support	Discussions with PCT	<ul style="list-style-type: none"> • Discussion about engagement process, papers to be produced and support available from PCT 	PCT
7.	25/8/10 and On-going	Reception staff	Regular meeting of reception staff	<ul style="list-style-type: none"> • Update given and staff requests noted 	Practice Manager
8.	On-going	Admin and Nursing Staff	Regular meetings of Admin and Nursing Staff	<ul style="list-style-type: none"> • Updates to be provided and opportunities to comment and raise queries 	Practice Manager

9.	September	Patients	So far = Letter drafted by Practice	<ul style="list-style-type: none"> • Letters being given out to patients of the Health Centre – either attached to prescriptions, attached to letters from the practice, given to patients with appointments at The Health Centre, or to pick up from reception. • Proposal for letters to be posted to those who do not have one • Second draft sent to Practice Manager along with Comments Card • Practice to agree draft letter and Comment Card 	Practice
	22/09/10	Patients	Second letter & Comments Card drafted by PCT Comms and Engagement Teams – suggestion to Practice to send out to all patients		PCT
10.	22/09/10	Other external stakeholders	Stakeholder letter and invitation to comment drafted by PCT Engagement and Comms team.	<ul style="list-style-type: none"> • Draft of letter to external stakeholders sent to Practice • List of email addresses/mail merge list of stakeholders sent to practice for dissemination. 	PCT Comms & Engagement Practice

11.	29 September 2010	All Stakeholders	Letters/emails to Stakeholders to be sent out with start date for comments from 1 October to 1 December. Website to include facility or link to collect comments.	<ul style="list-style-type: none"> • Letters and Comments Cards to be sent out to all patients • Letters inviting comments to be sent out to all other Stakeholders • Website address included for comments to be logged on-line on practices own website. Patients & stakeholders can also feedback comments through the NHS Choices website and the practice are able to send an organisational response. The practice monitors both sites and ensures feedback is provided. 	Practice Practice
12.	8/11/10	NHS NYY Primary Medical Services Commissioning Group (PMSCG)	Formal paper presented to the PMSCG	<ul style="list-style-type: none"> • Paper to include Business Case, etc Stakeholder Communication and Engagement Plan, and a summary of feedback/comments gained to date. 	PCT

13.	19/11/10	North Yorkshire Overview and Scrutiny Committee	Paper to be submitted and presentation to OSC on proposals	<ul style="list-style-type: none"> • Paper for consideration by the OSC • Inclusion of Stakeholder Communication and Engagement Plan, actions to date, and summary of feedback received to date • Presentation/questions to be taken by Locality Director or AD of Primary Care 	PCT
14.	1/12/10	All Stakeholders	End date for receipt of comments	<ul style="list-style-type: none"> • Collation of comments and feedback • Report to be produced 	Practice with support from PCT
15.	December 2010	PMSCG	Meeting to consider evidence and decide action	<ul style="list-style-type: none"> • Receive all feedback • Consider all evidence, including feedback from Stakeholders and OSC • Make decision to approve Practice plans, practice to keep open, or practice to appeal refusal notice. 	PCT
16.	December 2010	All Stakeholders	Feedback results of engagement and decision made to all Stakeholders	<ul style="list-style-type: none"> • Practice website to include information • PCT website to also include information about decision made and feedback received • Notices available in GP premises • Email to external stakeholders 	Practice & PCT

3. Information to be available:

- Letter to Patients including website and email address to send comments to on-line as well as the Comments Card
- Comments Card for Patient Feedback
- Letter to external stakeholders with link to website for comment and Practice address to write to
- Information available on Dr Bannatyne and Partners website <http://www.drbanatyneandpartners.co.uk/> including about the Practice's proposal, dates, how to comment, and when decision will be made
- Information available on PCT public website with a link to the Practice website
- Reports to PMSCG and NY OSC
- In December, report, summary of feedback, and decision made available on the practice and PCT website

Appendix 3

FLOW CHART PROCESS FOR APPLICATIONS TO CLOSE BRANCH SURGERIES

