

NORTH YORKSHIRE COUNTY COUNCIL

Scrutiny of Health Committee

21 January 2011

Proposals for GP Surgery Arrangements in the Whitby Area

Purpose of Report

1. The purpose of this report is to provide an opportunity for the Scrutiny of Health Committee to be consulted on changes to GP surgery arrangements in the Whitby area.

Introduction

2. A report from NHS North Yorkshire and York (NHS NY&Y) is attached as ENCLOSURE 1.
3. Lorraine Naylor (Assistant Director for Primary Care, NHS NY&Y) 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.

BRYON HUNTER
Scrutiny Team Leader

County Hall
Northallerton

13 January 2011

Background Documents: None



North Yorkshire and York

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

21st January 2011

**Application by Sandsend and Churchfield Surgeries (Whitby)
to merge practices and close a branch surgery**

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

1. Introduction

- 1.1 This document is to provide a briefing on the engagement process undertaken by the practices (Churchfield and Sandsend) for their merger and subsequent branch surgery closure.
- 1.2 **Proposal to merge Churchfield and Sandsend Surgeries, Whitby**
- 1.2.1 Churchfield and Sandsend Surgeries, both based at Whitby, have submitted an application requesting to merge their practices.
- 1.2.2 The practices currently operate across 3 sites, namely:
 - Churchfield, Iburndale Lane, Sleights, Whitby
 - Sandsend Surgery, East Row, Sandsend, Whitby
 - The Surgery, Coach Road, Sleights, Whitby (branch of Sandsend Surgery).
- 1.2.3 To enable both practices to merge, there is a need to operate on the same IT system.
- 1.2.4 Both practices are in the process of migrating to this software and this process is being run alongside the engagement process, which is already underway.
- 1.2.5 The software package is an upgrade to both surgeries existing IT systems.

- 1.2.6 The PCT is supporting both practices throughout this process by providing project management support to ensure a seamless and timely migration.
- 1.3 **Proposal to close Sandsend branch surgery, Coach Road, Sleights**
- 1.3.1 Once both practices have merged together, Sandsends branch surgery at Coach Road, Sleights will be closed.
- 1.3.2 The surgery at Churchfield, Iburndale Lane, Sleights will become the main surgery, with the Sandsend Surgery at East Row will become their branch.
- 1.3.3 As a practice merger has been investigated over the last few years, staff and other GP practices within the locality are aware and in agreement to the proposals.
- 1.3.4 As part of the engagement process, staff and local GP practices have been informed and offered the opportunity to provide feedback.
- 1.3.5 A map of the location is shown at *Appendix 1*.
- 1.3.6 There are 4 GP partners who will support both sites on a rotational basis.
- 1.3.7 The number of GP appointments that will be available across the 2 sites will at least remain the same as those currently offered, if not increase. However, as Sandsend will become a branch surgery, the number of sessions offered at Sandsend may be reduced as a result of patients having access to the main site at Churchfield.
- 1.3.8 The practice believe a merger, together with concentrating their services over 2 sites rather than 3 would offer the opportunity to provide better continuity of care for patients.

2. Background

- 2.1 There are a total of 3,590 patients registered with Churchfield Surgery.
- 2.2 There are a total of 1,573 patients registered with Sandsend Surgery (including their branch surgery at Coach Road, Sleights).
- 2.3 The practice are hopeful patients who attend all 3 sites will continue to visit the practices. Early indications from the engagement process have shown to be positive and supportive to the proposals.
- 2.4 Churchfield Surgery is 5.4 miles away from Sandsend Surgery, East Row, Sandsend. By private transport, the journey takes approximately 10 minutes. Travelling by public transport would result in 2 bus journeys with travelling time estimated at 30 minutes (see *Appendix 1*).

- 2.5 Churchfield surgery have a car park for staff and patients to the front of the surgery. If and when this is full, on-street car parking is available also.
- 2.6 On-street parking is available at Sandsend Surgery.

3. Staffing

- 3.1 The practices are planning to utilise their existing staff across the 2 remaining sites once the branch surgery has closed.
- 3.2 There are 4 GP partners, along with Nurses and Health Care Assistants who will work across both sites.

4. Medication/Pharmacies

- 4.1 Both the main practices at Churchfield and Sandsend currently dispense to patients. This will continue once the merger takes place to qualifying patients (those living more than 1 mile away from their nearest Pharmacy).
- 4.2 Dispensing services currently provided by the existing branch surgery at Coach Road, Sleights will be offered by Churchfield.
- 4.3 For all non-dispensing patients, there are 4 Pharmacies within the Whitby area where prescriptions can be dispensed.
- 4.4 The contact details of all the nearby Pharmacies have been included within the Question and Answer document and sent to both patients and stakeholders.
- 4.5 Patients are also encouraged to request repeat prescriptions from the practice via the telephone, submitting the repeat prescription slip or online.

5. Alternative Local Provision

- 5.1 There are 3 GP practices within the area where patients could register with if they choose to seek an alternative surgery:
- Whitby Group Practice
 - Egton Surgery
 - Staithes Surgery
- 5.2 Any patients who decided to move practices would be supported in doing so.

6. Engagement

- 6.1 Agreement to the proposal has been given in principle from the PCT and the PCT are supporting the practice to work through the process.
- 6.2 To support the engagement process, a comprehensive Stakeholder Engagement & Communication Plan has been written jointly by Churchfield and Sandsend practices with the PCT (see *Appendix 2*).
- 6.3 Churchfield and Sandsend surgeries have been advised the PCT expects a form of engagement to be undertaken. The process has been clearly identified and outlined (see *Appendix 3*).
- 6.4 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 early February 2011. This will allow the PCT to make a formal decision on granting permission to close the surgery, pending merger.
- 6.5 All staff within the practice have been informed and advised of the plans and are supportive of the move.
- 6.6 Patients 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
- 6.7 A stakeholder letter has been sent to Borough Councils, Parish Councillors, other local stakeholders including GP surgeries, Pharmacies, Whitby Network, the District Nurse Manager, voluntary sector etc, along with comment cards for feedback and a Question & Answer section.
- 6.8 Posters have been placed on notice boards at all 3 sites whilst letters, comments cards and Question & Answer document has been made available for all patients at each of the sites.
- 6.9 The percentage of patient responses has been high, with approximately 100 responses received to date.
- 6.10 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.

7. Timeline

- 7.1 A timeline has been recommended to ensure the comprehensive engagement process is undertaken within due course, as follows:
- An 8 week patient and stakeholder engagement process (completion by 31st January 2011). A caveat to be included as follows:
 - “As the engagement has started close to Christmas, if patients and stakeholders feel they have not had enough time to feedback, the length of engagement to be extended”.
 - The practice are aware and in agreement to these plans and have been advised the anticipated closure date may need to be renegotiated. If this happens, the potential closure date to be set to the end of a quarter date.
 - The practice to then collate and analyse all stakeholder feedback and submit to the PCT for consideration by early February 2011.
 - Analysis of the stakeholder feedback to be reported to the Primary Medical Services Commissioning Group (PMSCG) on 7th February 2011.
 - If the Primary Medical Services Commissioning Group (PMSCG) grant permission to the practice to merge, the practice to write to patients, giving 6 weeks notice of impending closure of the 31st March 2011 (or alternative date if renegotiated).
 - North Yorkshire County Council Health Overview & Scrutiny Committee to be fully informed and updated throughout the engagement process.

8. Branch Surgery Closure Process

- 8.1 The PCT has a clear process for dealing with applications from GP practices who wish to close a branch surgery (*see Appendix 3*).
- 8.2 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.
- 8.3 An Action Plan is being kept to record and document the process followed by the PCT for audit purposes.

Appendix 1

Map 1 shows the location of both the main surgery sites, namely:

Sandsend Surgery, East Row, Sandsend, Whitby YO21 3SU (marker A) and Churchfield Surgery, Iburndale Lane, Sleights, Whitby YO22 5DP (marker B)

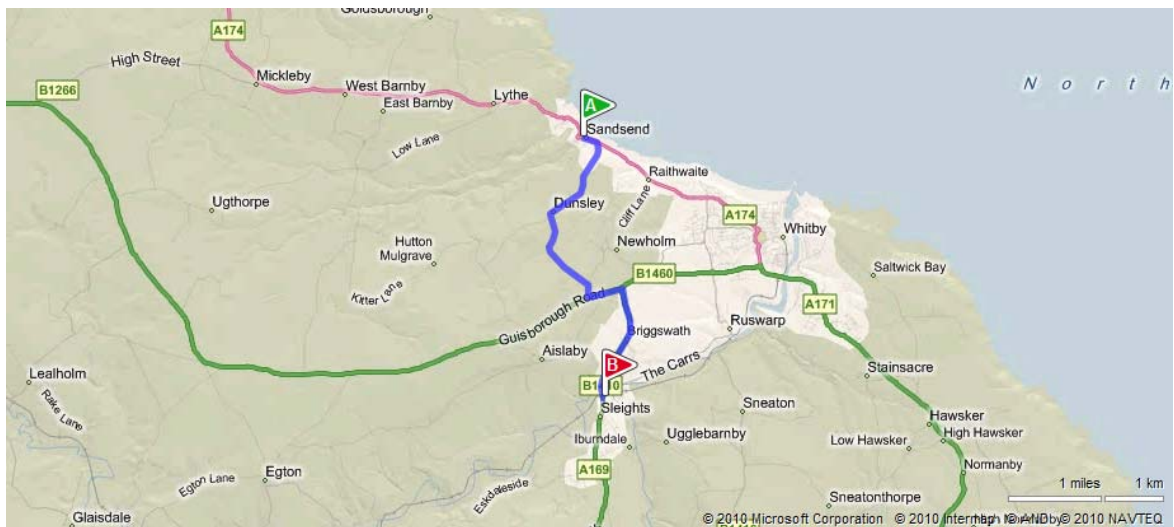
The distance between the 2 main surgeries is 5.4 miles and takes approx 10 minutes travelling by car and approximately 30 minutes travelling by public transport.

Map 1



Map 2

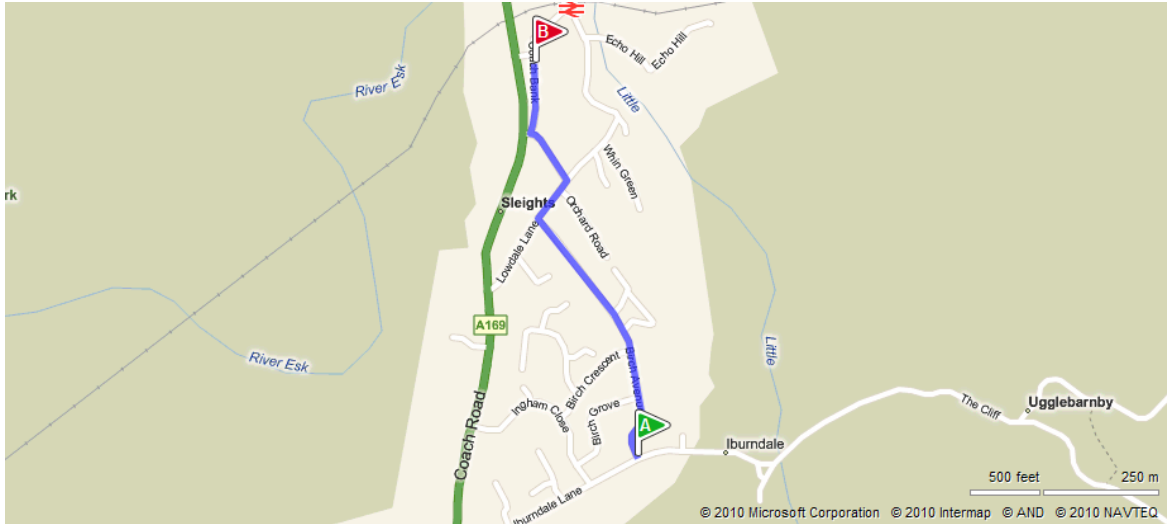
Map 2 shows the location of Sandsend Surgery, East Row YO21 3SU (marker A) and the 4 mile (8 minutes) distance to their branch surgery at Coach Road, Sleights, Whitby YO22 5AA (marker B)



Map 3

Map 3 shows the distance between the Sandsend branch surgery at Coach Road, Sleights, Whitby YO22 5AA and what is hoped to become the new main surgery site at Iburndale Lane, Sleights, Whitby YO22 5DP

The distance between the main surgery at Iburndale Lane and the branch surgery at Coach Road is 0.6 miles and takes approximately 3 minutes travelling by car.



Appendix 2

Stakeholder Communication and Engagement Plan

Churchfield and Sandsend Surgeries - Proposal to merge surgeries and centralise onto two sites then close the branch surgery

Engagement process: began November 2010 (8 week engagement)

Dates for feedback/comments from Stakeholders: w/c Monday 29th November to 31st January 2011

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. Borough Councils, Parish Councillors, other local stakeholders including GP surgeries, Pharmacies, Whitby Network, the District Nurse Manager, voluntary sector etc.	Raise awareness. Opportunity to comment and feedback.

5.	Neighbouring Practices	Raise awareness. Agreement to take on patients who don't wish to move. Opportunity to comment and feedback.
6.	NYY Primary Medical Services Commissioning Group (PMSCG)	Awareness. Provides input. Review evidence. Makes recommendations/decision-makers based on evidence and views expressed.
7.	NHS NYY 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 NYY Primary Care Commissioning and Contracting staff	Provide advice, support with process.
12.	NHS NYY 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.	29 th September 2010	Practice staff	Meeting with practice staff held. All staff invited – as the proposals have been ongoing with previous discussions around merging 3 practices together, all practice were already aware and in support of a merger.	<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
2.	October 2010	NHS NYY	Business Case made to NHS NYY to merge Sandsend and Churchfield Surgeries and consolidate services.		Practice
3.	19 th October 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
4.	21 st October 2010	NHS NYY & Practice	Discussions held with practice manager over progression and moving forward.	<ul style="list-style-type: none"> Identified a practice visit would be appropriate between the PCT, GP partners and both practice managers. Briefly outlined the process and requirements needed: <ul style="list-style-type: none"> Letter to patients Stakeholder letter Q&A Notice to be displayed at all 3 sites Stakeholder Engagement & Communication Plan 	PCT & Practice
5.	2 nd November 2010	NHS NYY & Practice	Practice visit undertaken with Head of Contracting and Commissioning Manager	<ul style="list-style-type: none"> The PCT met with the 4 GP Partners and both practice managers to talk through the proposals and agree a way forward. 	PCT & Practice

6.	8 th November 2010	NHS NYY Primary Medical Services Commissioning Group (PMSCG)	Formal paper presented to the PMSCG	<ul style="list-style-type: none"> Paper to outline practices' application and include update on current engagement process position. 	PCT
6.	17 th November 2010	PCT & Practice	Meeting between PCT and Practice Managers to review the draft documentation prepared.	<ul style="list-style-type: none"> Discussions to agree wording for engagement documentation before implementation. 	Practice
7.	25 th November 2010	PCT	Meeting with Public Engagement Lead to agree length of engagement	<ul style="list-style-type: none"> Discussions were held to review the practices proposals and agree the length of engagement time. 	PCT
8.	On-going	Reception staff	Regular meeting of reception staff	<ul style="list-style-type: none"> Update given and staff requests noted 	Practice Manager
9.	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
10.	w/c Monday 29 th November 2010	Patients	Statement of proposals and reasons to concentrate services at Sandsend and Churchfield made available.	<ul style="list-style-type: none"> Display of statement at all 3 sites Copies made available for patients to take home and read 	Practice

11.	w/c Monday 29 th November 2010	Patients & stakeholders	Letter sent to patients and stakeholders, along with comments cards and a Q&A outlining the reasons behind the proposals and invitation to comment sent out.	<ul style="list-style-type: none"> • Letters posted to all patients, aged 16 years and over. Accepted that some households will receive multiple letters. • To ensure patient confidentiality, it was not appropriate to send a letter out to one person at each address. • Concerns were raised over addressing letters to "The Occupier" as it was felt that letters could be thrown away without being read. • Letters are also available from each reception desk. • Stakeholder letter sent to practice for dissemination to all stakeholders for consideration and comment. • Letters inviting comments to be sent out to all Stakeholders. 	Practice & PCT
12.	6 th December 2010	NHS NYY Primary Medical Services Commissioning Group (PMSCG)	Formal paper presented to the PMSCG	<ul style="list-style-type: none"> • Paper to outline practice application and include update on current engagement process position. 	PCT
13.	21 st January 2011	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 AD of Primary Care 	PCT
14.	29 th January 2011	All patients & 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.	7 th February 2011	PMSCG	Meeting to consider evidence and make formal decision on merger	<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
46.	Mid February 2011	PCT	Write to Practice	<ul style="list-style-type: none"> • Formal letter to be sent to practice outlining decisions made at PMSCG and comments and feedback taken into consideration. • If approval given, practice asked to write to all patients advising of decision and giving formal notice of merger, alternatively giving practice options to appeal against decision. 	PCT
17.	Mid February 2011	All Stakeholders	Feedback results of engagement and decision made to all patients and 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 a Q&A with contact details for both practices and an email address to send comments to as well as the Comments Card
- Comments Card for Patient Feedback
- Letter to external stakeholders with comments card and practice address to write to
- Information available on NHS Choices websites at <http://www.nhs.uk> including information about the practice's proposal, dates, how to comment, and when decision will be made
- Reports to PMSCG and NYCC OSC
- In February 2011, report, summary of feedback, and final decision to be made available

Appendix 3

FLOW CHART PROCESS FOR APPLICATIONS TO CLOSE BRANCH SURGERIES

