

NORTH YORKSHIRE COUNTY COUNCIL

Scrutiny of Health Committee

18 November 2011

Application by Stillington Surgery (York) to cease using Sheriff Hutton village hall for patient consultations

Purpose of Report

1. The purpose of this report is to provide an opportunity for Members to comment to NHS North Yorkshire and York on the proposal by Stillington Surgery to cease using Sheriff Hutton Village Hall for patient consultations.

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 Gail Martin (Practice Manager for Stillington Surgery) 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
BH/08 November 2011

Background Documents: None



North Yorkshire and York

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

18th November 2011

**Application by Stillington Surgery (York)
to cease utilisation of providing patient consultations in a Village Hall**

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

1. Introduction

1.1 This document is to advise of the engagement process undertaken by Stillington Surgery in support of their application to cease utilisation of providing patient consultations within a Village Hall at Sheriff Hutton, York, YO60 6RG.

1.2 **Proposal**

1.2.1 The partners from Stillington Surgery have asked NHS North Yorkshire & York to allow the GPs to cease providing consultations to patients at Sheriff Hutton Village Hall, North Yorkshire.

1.2.2 Stillington Surgery currently operates across the following 2 premises:

Please see Appendix 1 for a map of the location and distance between the sites.

Stillington Surgery (main surgery)
Drs Jones & McPherson
North Back Lane
Stillington
York
YO61 1LL

Sheriff Hutton Village Hall (used as a branch surgery)
Sheriff Hutton
York
YO60 6RG

- 1.2.3 There are 3 GPs working within the practice, supporting both sites.
- 1.2.4 The practice wish to relocate from the Village Hall and concentrate their services at their main site, namely Stillington Surgery/Drs Jones & McPherson, North Back Lane, Stillington, York, YO61 1LL.
- 1.2.5 As the site used is a room within the Village Hall, there is little that can be done to improve upon the conditions and due to the limited usage at the Village Hall, it would be uneconomical to do so.
- 1.2.6 The Village Hall sessions run on Mondays and Fridays at 12.00 for approximately an hour on a drop in basis. No appointments are necessary and only approximately 20 patients per month are seen.
- 1.2.7 The practice has the capacity and space to accommodate patients who use the Village Hall within the main surgery at Stillington.
- 1.2.8 The practice feel they would be able to offer better continuity of care at their main surgery in Stillington rather than across two sites. There are no IT links at the Village Hall which means patient records are required to be taken by the GP from the main surgery. If the patient has not pre-booked their appointment, the GP will not have any records for that patient and will then need to review the patients records when returning to the main surgery.
- 1.2.9 The GPs feel that the Village Hall premises would not meet the Care Quality Commission 16 standards which include infection control and health and safety standards.
- 1.2.10 The practice feel they are not able to offer patients the same level of service as they can from their main surgery at Stillington and wish to cease providing consultations within the Village Hall at Sheriff Hutton.

2. Background

- 2.1 There are a total of 3,300 patients registered with Stillington Surgery.
- 2.2 The practice are hopeful patients who attend the Village Hall will visit the main surgery. A total of 37 comments (of 418 that are in the catchment area for Sheriff Hutton) have been received throughout the engagement exercise. The feedback has been supportive of the plans, however one family have confirmed they wish to register with another surgery due to the condition of the roads in winter. A 'Frequently Asked Questions' document was included with all patient letters and outlined the process to move to another surgery and confirmed support would be provided to do this.
- 2.3 Sheriff Hutton Village Hall is 5.1 miles away from the main surgery at Stillington and takes approximately 11 minutes by car. A driver service has been set up for patients to assist them in attending the Stillington surgery and

this has received positive feedback with patients using this service to attend both the GP surgery and the Hospital.

2.4 There is a car park to the front of the Stillington surgery and on-street parking is available if and when this is full.

2.5 There is a designated car park at the Sheriff Hutton Village Hall.

3. Staffing

3.1 No administration staff work from the Village Hall, only the GP travels to the Village Hall at designated appointment schedules.

4. Medication/Pharmacies

4.1 Stillington Surgery will continue to dispense medication to qualifying dispensing patients (those living more than one mile from their nearest pharmacy).

4.2 Medication will still be available for collection locally.

4.3 Patients are also encouraged to request repeat prescriptions from the practice.

5. Alternative Local Provision

5.1 There are 2 GP practices within the area where patients could register with if they choose to seek an alternative surgery, namely:

- Strensall Medical Practice
- Terrington Surgery

5.2 Any patients who wished to move practices would be supported in doing so and surgery information has again been included within the 'Frequently Asked Questions' document which was sent to patients.

6. Engagement

6.1 Agreement to the proposal has been given in principle from NHS North Yorkshire & York and the PCT has supported the practice to work through the process.

- 6.2 The surgery were advised the PCT expects a form of engagement to be undertaken and the process has been clearly identified and outlined (see *Appendix 2 & 3*).
- 6.3 To support the engagement process, a comprehensive Stakeholder Engagement & Communication Plan was written and implemented with the PCT (see *Appendix 2*).
- 6.4 All staff within the practice have been informed and are supportive of the plans.
- 6.5 Patients have received letters, along with comments cards and a 'Frequently Asked Questions' section informing them of the proposals to stop offering consultations at the Village Hall. Patients and stakeholders have been asked to feedback comments through the following ways:
- By completing the comments cards and returning to the reception desk at the surgery
 - By returning the comment card to the Practice Manager
 - Through the PALs team at NHS North Yorkshire & York
- 6.6 A stakeholder letter has been sent to Borough Councils, Parish Councillors, other local stakeholders including GP surgeries, Pharmacies, voluntary sector etc, along with comment cards for feedback and a 'Frequently Asked Questions' document.
- 6.7 Posters have been placed on the notice boards at the main surgery and Village Hall, whilst letters, comments cards and the Frequently Asked Questions document has been made available for all patients at both sites.
- 6.8 Feedback from the Stakeholder Engagement & Communication Plan has been mainly positive with a total of 37 replies received. One family have confirmed they will move to another surgery due to the condition of the roads in the winter months. Comments received have confirmed that whilst patients may be disappointed, they understand the reasons why it is no longer feasible to offer consultations at the Village Hall. This feedback will allow the PCT to make a formal decision on whether to grant permission to cease providing consultations from the Village Hall.

7. Timeline

- 7.1 A timeline has been recommended to ensure the comprehensive engagement process is undertaken within due course, as follows:
- A 3 month patient and stakeholder engagement process (completion by 31st October 2011).

- The practice to collate all patient and stakeholder feedback and submit to the PCT for consideration by early November 2011.
- Analysis of the stakeholder feedback to be reported to the Primary Medical Services Commissioning Group (PMSCG) in November and December 2011.
- If the Primary Medical Services Commissioning Group (PMSCG) grants permission to cease utilisation of the Village Hall premises, the practice to inform patients, giving a notice period of the impending closure date of the 31st December 2011 (or alternative date if renegotiated). Alternatively, the practice has the right to appeal if the PCT rejects their application in its final decision.
- North Yorkshire County Council Health Overview & Scrutiny Committee to be fully informed and updated of the surgery's request and process undertaken.

8. Branch Surgery Closure Process

- 8.1 The surgery see patients at the village hall, however the hall is not technically classed as a branch surgery, however the practice wish to follow the procedure of branch surgery closures, which the PCT are happy to support.
- 8.2 An initial practice visit was undertaken by the PCT to discuss the process upon receipt of the practices request. The meeting was to ensure the practice were aware of the Trust's requirements and process to follow for engagement for consideration of their request.
- 8.3 The Stakeholder Engagement & Communication Plan will record and document the process followed by the PCT for audit purposes.

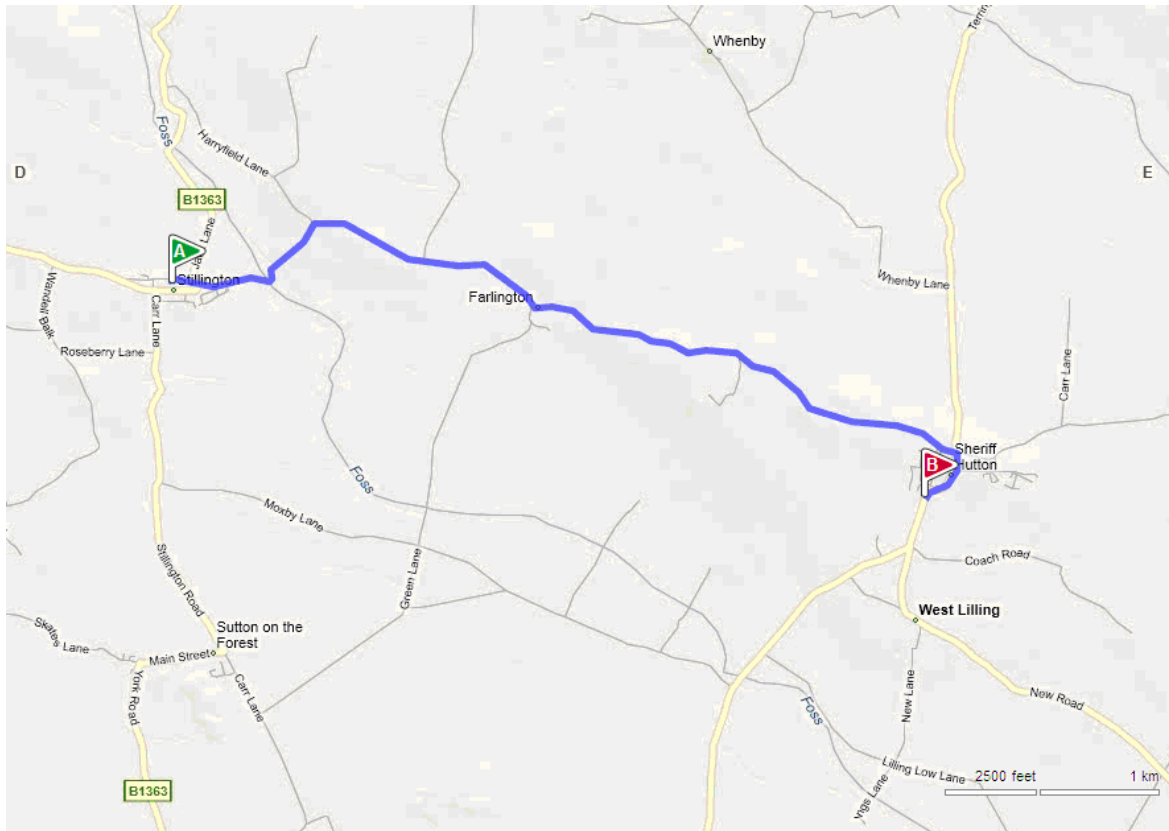
Appendix 1

Map 1 shows the location of both the main Surgery site at Stillington and Village Hall:

Stillington Surgery, North Back Lane, Stillington, York, YO61 1LL (**marker A**), and Sheriff Hutton Village Hall, Sheriff Hutton, York, YO60 6RG (**marker B**)

The distance between the 2 sites is approximately 5.1 miles and takes approx 11 minutes travelling by car. A driver service has been set up for patients.

Map 1



Appendix 2

Stakeholder Communication and Engagement Plan

**Stillington Surgery/Drs Jones & McPherson, North Back Lane, Stillington, York, YO61 1LL
- Proposal to cease utilisation of the Village Hall, Sheriff Hutton, York, YO60 6RG**

Engagement process: began 1st August 2011 (3 month engagement)

Dates for feedback/comments from Stakeholders to be received by: Monday 31st October 2011

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

No.	Stakeholders	Type of Involvement
1.	Patients at Sheriff Hutton	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	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 Health 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, 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.	July 2011	NHS NYY	Request made to NHS NYY to cease using Sheriff Hutton Village Hall for patient consultations.	<ul style="list-style-type: none"> Conversations held to discuss application and outline the process the PCT expects to be undertaken by the surgery. 	Practice & PCT
2.	July 2011	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
3.	July 2011	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 partner and practice manager. Briefly outlined the process and requirements: <ul style="list-style-type: none"> Letter to patients Stakeholder letter Comment card Q&A Notice to be displayed at both sites Stakeholder Engagement & Communication Plan 	PCT & Practice
4.	July 2011	NHS NYY & Practice	Practice visit undertaken by Commissioning Manager	<ul style="list-style-type: none"> The PCT met with the GP Partner and Practice Manager to talk through the proposals and agree a way forward. 	PCT & Practice
5.	July 2011	PCT & Practice	Conversations between PCT and Practice Manager to review the draft documentation prepared.	<ul style="list-style-type: none"> Discussions to agree wording for engagement documentation before implementation. 	Practice
6.	August 2011	NHS NYY Primary Medical Services Commissioning Group (PMSCG)	PMSCG informed of plans and progression to date.	<ul style="list-style-type: none"> Outlined practices request and update on current engagement process position. 	PCT

7.	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.	w/c 1 st August 2011	Patients & stakeholders	Letter sent to patients and stakeholders, along with comments cards and a FAQ 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. Understood some households will receive multiple letters. To ensure patient confidentiality, it was not appropriate to send a letter out to each 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
10.	August 2011 Monthly updates thereafter	NHS NYY Primary Medical Services Commissioning Group (PMSCG)	PMSCG updated on progress and current position	<ul style="list-style-type: none"> Outlined practice application and included update on current engagement position. 	PCT
11.	31 st October 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 and fed back to PCT 	Practice with support from PCT

12.	7 th November 2011	North Yorkshire Overview and Scrutiny Committee	Paper to be submitted and presentation to O&S on proposals	<ul style="list-style-type: none"> • Paper for consideration by the O&S • Inclusion of feedback from patients and stakeholders and actions to date • Presentation/questions to be taken by AD of Primary Care 	PCT
13.	6 th December 2011	PMSCG	Meeting to consider evidence, recommendations by NYCC O&S and make formal decision on branch closure	<ul style="list-style-type: none"> • Receive all feedback • Consider all evidence, including feedback from Stakeholders and O&S • Make decision to approve Practice plans, practice to keep open, or practice to appeal refusal notice. 	PCT
14.	6 th December 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 from O&S. • If approval given, practice asked to write to all patients advising of decision and giving formal notice of revised services, alternatively giving practice options to appeal against decision. 	PCT
15.	After 6 th December 2011	All patients & stakeholders	Feedback results of engagement and decision made to all patients and stakeholders	<ul style="list-style-type: none"> • Practice website to include information • Notices available in GP premises • Email to external stakeholders 	Practice & PCT
16.	31 st December 2011	Pending final decision	Cease providing patient consultations	<ul style="list-style-type: none"> • Patient consultations no longer available from Sheriff Hutton Village Hall or practice have right to appeal against decision, if decision taken to remain using these services. 	Practice

3. Information to be available:

- Letter to patients including a Q&A with contact details of the practice and Comments Card for responses/feedback.
- 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
- In December 2011, summary of feedback, and final decision to be made available

Appendix 3

FLOW CHART PROCESS FOR APPLICATIONS TO CLOSE BRANCH SURGERIES

