

NORTH YORKSHIRE COUNTY COUNCIL

Scrutiny of Health Committee

27 January 2012

Proposals for GP Branch Surgery Arrangements in Staithes/Hinderwell, Whitby

Purpose of Report

1. The purpose of this report is to provide an opportunity for Members to comment on the proposed closure of the Hinderwell branch of the Staithes Surgery (Whitby).

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) together with a GP representative from the 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/13 January 2012

Background Documents: None



North Yorkshire and York

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

27th January 2012

**Application by Staithes Surgery (Whitby)
to close their branch surgery at Hinderwell, Saltburn**

**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 Staithes Surgery in support of their application to close their branch surgery at Hinderwell, Saltburn.
- 1.2 **Proposal to close Staithes branch surgery at Hinderwell, Saltburn**
- 1.2.1 The partners from Staithes Surgery have submitted an application to NHS North Yorkshire & York requesting to close their branch surgery at Hinderwell, Saltburn, North Yorkshire TS13 5ET.
- 1.2.2 The practice wish to relocate from their branch surgery at Hinderwell, Saltburn and concentrate those services at their main site, namely Staithes Surgery, Seaton Crescent, Staithes, Saltburn TS13 5AY.
- 1.2.3 The Hinderwell site is rarely used by patients and there are limited procedures that can be performed at the surgery. The practice has the capacity and space to accommodate all patients within the surgery at Staithes. This is a more appropriate option than securing premises elsewhere as the Hinderwell site is just over one mile from the main surgery at Staithes.
- 1.2.4 The practice feel they would be able to offer better continuity of care at their main surgery in Staithes rather than across two sites and the IT links at

Hinderwell are also a contributing factor to the practices application. As the IT links are poor, it is often not possible to view patients records at the time of the patients appointment or view hospital records. The GP has to look up records once they return to the main surgery at Staithes.

- 1.2.5 Staithes Surgery currently operates across the following 2 premises:

Please see Appendix 1 for a map of the location.

Staithes Surgery (main surgery)	Hinderwell Surgery (branch surgery)
Seaton Crescent	57 High Street
Staithes	Hinderwell
Saltburn	Saltburn
TS13 5AY	TS13 5ET

- 1.2.6 There are 3 GPs working within the practice, currently supporting each of the 2 sites.
- 1.2.7 A Premises Inspection Report commissioned by the PCT in 2009 identified that the Hinderwell Surgery was unfit for purpose.

2. Background

- 2.1 There are a total of 2,647 patients registered with Staithes Surgery.
- 2.2 Due to the condition of the premises and IT links at the Hinderwell site, the practice feel they are not able to offer patients the same level of service as they can from their Staithes surgery. Due to the condition of the premises, there are limited procedures that can be performed, such as blood sampling. It is not possible to provide ECGs or Minor surgical procedures at this site. There are also concerns over confidentiality as people in the waiting area/corridor can overhear discussions taking place in the examination room.
- 2.3 The branch surgery is only used on a needs basis when a patient specifically requests an appointment at that site. For those patients who may be unable to attend the main surgery if the branch closed, a home visit appointment will be offered.
- 2.4 The practice are hopeful patients who attend both sites will continue to visit the main surgery. Early indications from the engagement process have shown to be positive and supportive to the proposals. For patients unable to visit the main surgery because of health reasons will be offered a home visit and will not be disadvantaged.

3. Staffing

- 3.1 The practice are planning to utilise their existing staff at their main surgery once the branch surgery has closed.

4. Medication/Pharmacies

- 4.1 Staithes surgery will continue to dispense medication to qualifying dispensing patients (those living more than one mile from their nearest pharmacy).
- 4.2 For all non-dispensing patients, there are 6 Pharmacies within the Whitby and Cleveland area where prescriptions can be dispensed. The contact details of all the nearby Pharmacies has been included within the Frequently Asked Questions document and sent to both patients and stakeholders for information.
- 4.3 Patients are also encouraged to request repeat prescriptions from the practice.

5. Alternative Local Provision

- 5.1 There are 3 GP practices within the area where patients can register with if they choose to seek an alternative surgery, namely:
 - Woodside Surgery, Cleveland
 - Churchfield Surgery, Sleights, Whitby
 - Whitby Group Practice, Whitby
- 5.2 Any patients who wished to move practices would be supported in doing so and the contact information for the nearby surgeries has again been included within the Frequently Asked Questions document and sent to patients and stakeholders.

6. Transport

- 6.1 Hinderwell Surgery is 1.4 miles away from Staithes Surgery, Seaton Crescent, Saltburn. By car, the journey takes approximately 3 minutes. Public transport is available and is also free to the elderly. Maps detailing the route from Scarborough to Middlesbrough (which pass through Whitby and the surrounding area) has been outlined at *Appendix 1* along with a timetable for Arrive transport.
- 6.2 Staithes Surgery has a car park for staff and patients to the side of the building. If and when this is full, on-street car parking is available also.
- 6.3 On-street parking is available at the Hinderwell Surgery.

7. Engagement

- 7.1 Agreement to the proposal has been given in principle from NHS North Yorkshire & York and the PCT are supporting the practice to work through the process.
- 7.2 To support the engagement process, a comprehensive Stakeholder Engagement & Communication Plan has been written with the PCT (*Appendix 2*).
- 7.3 Staithes surgery have been advised the PCT expects a form of engagement to be undertaken and the process has been clearly identified and outlined (*see Appendix 3*).
- 7.4 The Stakeholder Engagement & Communication Plan is currently being implemented by the practice and feedback from stakeholders has been submitted to the PCT. The PCT will consider the engagement feedback and any comments raised at NYCC Health Overview & Scrutiny Committee when making its final decision in February 2012.
- 7.5 All staff within the practice have been informed and advised of the plans and are supportive of the move.
- 7.6 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.
- 7.7 Patients have also received letters, along with comment cards and a Frequently Asked Questions document informing them of the proposals to close the branch surgery. Both patients and stakeholders have been asked to feedback comments in the following ways:
- By completing the comments cards and returning to the reception desk at either of the surgeries
 - By returning the comment card to the Practice Manager
 - Through the PALs team at NHS North Yorkshire & York
- 7.8 Posters have been placed on notice boards at both sites whilst letters, comment cards and the Frequently Asked Questions document has been made available for all patients at both sites.
- 7.9 The percentage of patient responses has been encouraging and patients are supportive of the plans, with approximately 43 responses received to date. The only concern has been over patients who do not have access to private transport. Patients have been advised that public transport is available which is also free to elderly patients and where appropriate, home visits will be provided. **A verbal update will be provided to the O&S Committee as the engagement process was ongoing at the time of disseminating this paper.**

- 7.10 As Staithes Surgery is close to the border for Teesside, the neighbouring Primary Care Trust were informed, along with their PALS department to support patients residing in the Teesside/Cleveland area and to advise them as a courtesy.

8. Timeline

- 8.1 A timeline has been recommended to ensure the comprehensive engagement process is undertaken within due course, as follows:
- A 6 month patient and stakeholder engagement process (completion by 15th January 2012).
 - The practice to collate all patient and stakeholder feedback and submit to the PCT for consideration by the end of January 2012.
 - Analysis of the stakeholder feedback to be reported to the Primary Medical Services Commissioning Group (PMSCG) on 7th February 2012.
 - If the Primary Medical Services Commissioning Group (PMSCG) grants permission to close the practice branch surgery, the practice to write to patients, giving 6 weeks notice of impending closure date of the 31st March 2012 (or alternative date if renegotiated).
 - North Yorkshire County Council Health Overview & Scrutiny Committee to be fully informed and updated of the engagement process for informational purposes.

9. Branch Surgery Closure Process

- 9.1 The PCT has a clear process for dealing with applications from GP practices who wish to close a branch surgery (*see Appendix 3*).
- 9.2 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 to their application to be given.
- 9.3 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, namely:

Staithes Surgery, Seaton Crescent, Staithes, Saltburn TS13 5AY (**marker A**), and
Hinderwell Surgery, 57 High Street, Hinderwell, Saltburn TS13 5ET (**marker B**)

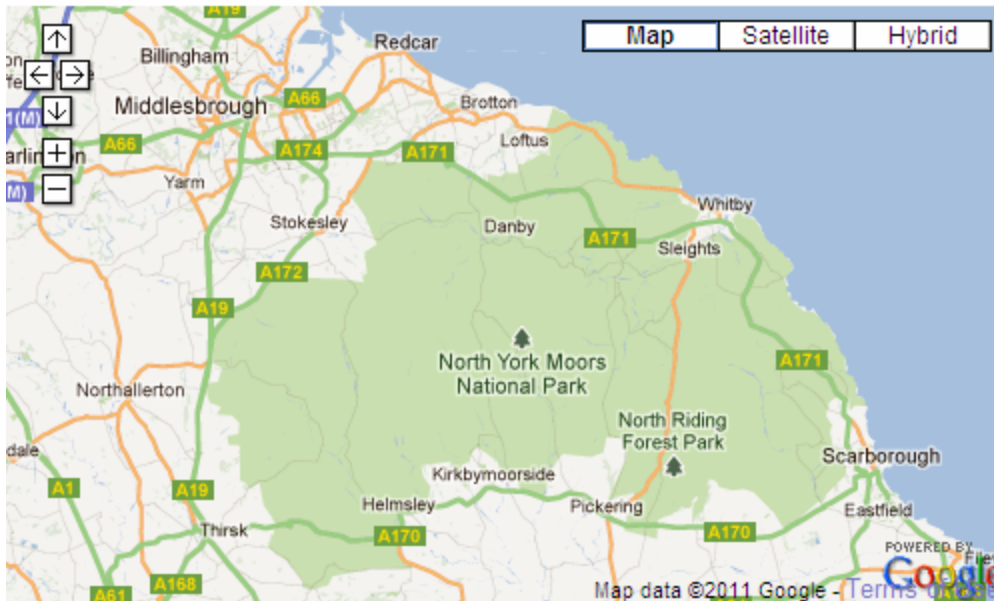
The distance between the two surgeries is 1.4 miles and takes approx 3 minutes travelling by car.
Public transport is available and is also free of charge to elderly patients (see Map 2 and Map 3).

Map 1



Map 2 below shows the journey between Scarborough to Middlesbrough

Map 2



Map 3 below details the route provided by Arriva Transport from Scarborough to Middlesbrough, which travels through Whitby and the surrounding area. More service options are available from the Arriva website at: <http://www.arrivabus.co.uk/>.

Map 3



Bus Timetable

The bus timetable for Scarborough to Middlesbrough has been included at Table 1.

Table 1

Monday to Saturday							
Scarborough - Whitby - Middlesbrough (starts 30 October 2011)							
Service No:	93	93	93	93	93	93	93
Scarborough, Rail Stn.	----	07:30	08:10	09:20	10:40	11:40	12:40
Scarborough Hospital Ent.	----	07:35	08:16	09:26	10:46	11:46	12:46
Cloughton, Cober Hill	----	07:46	08:27	09:37	10:57	11:57	12:57
Flask Inn	----	07:56	08:37	09:47	11:07	12:07	13:07
Fylingthorpe, Old School	----	08:07	08:48	09:58	11:18	12:18	13:18
Robin Hoods Bay	----	08:10	08:51	10:01	11:21	12:21	13:21
Hawsker Village	----	08:17	08:58	10:08	11:28	12:28	13:28
Whitby, Bus Station	----	08:29	09:10	10:20	11:40	12:40	13:40
Whitby, Bus Station	07:00	08:35	09:15	10:25	11:45	12:45	13:45
Aislaby, War Memorial	07:09	08:44	09:24	10:34	11:54	12:54	13:54
Scaling Dam	07:23	08:58	09:38	10:48	12:08	13:08	14:08
Moorsholm Village	07:32	----	----	----	----	----	----
Birk Brow, Top	07:37	09:06	09:46	10:56	12:16	13:16	14:16
Guisborough, Market Pl	07:47	09:16	09:56	11:06	12:26	13:26	14:26
Ormesby Crossroads	08:00	09:29	10:09	11:19	12:39	13:39	14:39
Middlesbrough Bus Station	08:12	09:41	10:21	11:31	12:51	13:51	14:51

Scarborough - Whitby - Middlesbrough (starts 30 October 2011)							
Service No:	93	93	93	93	93	93	93
Scarborough, Rail Stn.	13:40	14:40	15:40	16:40	17:40	18:20	18:45
Scarborough Hospital Ent.	13:46	14:46	15:46	16:46	17:46	18:25	18:50
Cloughton, Cober Hill	13:57	14:57	15:57	16:57	17:57	18:27	19:01
Flask Inn	14:07	15:07	16:07	17:07	18:07	18:36	19:11
Fylingthorpe, Old School	14:18	15:18	16:18	17:18	18:18	18:46	19:22
Robin Hoods Bay	14:21	15:21	16:21	17:21	18:21	18:57	19:25
Hawsker Village	14:28	15:28	16:28	17:28	18:28	19:07	19:32
Whitby, Bus Station	14:40	15:40	16:40	17:40	18:40	19:19	19:44
Whitby, Bus Station	14:45	15:45	16:45	17:45	18:45	----	----
Aislaby, War Memorial	14:54	15:54	16:54	17:54	18:54	----	----
Scaling Dam	15:08	16:08	17:08	18:08	19:08	----	----
Moorsholm Village	----	----	----	----	----	----	----
Birk Brow, Top	15:16	16:16	17:16	18:16	19:16	----	----
Guisborough, Market Pl	15:26	16:26	17:26	18:26	19:26	----	----
Ormesby Crossroads	15:39	16:39	17:39	18:39	19:39	----	----
Middlesbrough Bus Station	15:51	16:51	17:51	18:51	19:51	----	----

The timetable for Middlesbrough to Scarborough has been included as Table 2.

Table 2

Monday to Saturday							
Middlesbrough - Whitby - Scarborough (starts 30 October 2011)							
Service No:	93	93	93	93	93	93	93
Middlesbrough Bus Station	----	----	----	08:20	09:20	10:20	11:20
Ormesby Crossroads	----	----	----	08:32	09:32	10:32	11:32
Guisborough, Market Pl	----	----	----	08:45	09:45	10:45	11:45
Birk Brow, Top	----	----	----	08:53	09:53	10:53	11:53
Moorsholm Village	----	----	----	----	----	----	----
Scaling Dam	----	----	----	09:03	10:03	11:03	12:03
Aislaby, War Memorial	----	----	----	09:17	10:17	11:17	12:17
Whitby, Bus Station	----	----	----	09:26	10:26	11:26	12:26
Whitby, Bus Station	06:25	07:05	07:45	09:30	10:30	11:30	12:30
Hawsker Village	06:37	07:17	07:57	09:42	10:42	11:42	12:42
Robin Hoods Bay	06:44	07:24	08:04	09:49	10:49	11:49	12:49
Fylingthorpe, Old School	06:47	07:27	08:07	09:52	10:52	11:52	12:52
Flask Inn	06:58	07:38	08:18	10:03	11:03	12:03	13:03
Cloughton, Cober Hill	07:08	07:48	08:28	10:13	11:13	12:13	13:13
Scarborough Hospital Ent.	07:19	07:59	08:39	10:24	11:24	12:24	13:24
Scarborough, Rail Stn.	07:24	08:05	08:45	10:30	11:30	12:30	13:30

Middlesbrough - Whitby - Scarborough (starts 30 October 2011)							
Service No:	93	93	93	93	93	93	93
Middlesbrough Bus Station	12:20	13:20	14:20	15:20	16:05	----	----
Ormesby Crossroads	12:32	13:32	14:32	15:32	16:17	----	----
Guisborough, Market Pl	12:45	13:45	14:45	15:45	16:30	----	----
Birk Brow, Top	12:53	13:53	14:53	15:53	16:38	----	----
Moorsholm Village	----	----	----	15:58	----	----	----
Scaling Dam	13:03	14:03	15:03	16:07	16:48	----	----
Aislaby, War Memorial	13:17	14:17	15:17	16:20	17:02	----	----
Whitby, Bus Station	13:26	14:26	15:26	16:30	17:11	----	----
Whitby, Bus Station	13:30	14:30	15:30	16:34	----	17:15	17:40
Hawsker Village	13:42	14:42	15:42	16:46	----	17:27	17:52
Robin Hoods Bay	13:49	14:49	15:49	16:53	----	17:34	17:59
Fylingthorpe, Old School	13:52	14:52	15:52	16:56	----	17:37	18:02
Flask Inn	14:03	15:03	16:03	17:07	----	17:48	18:13
Cloughton, Cober Hill	14:13	15:13	16:13	17:17	----	17:58	18:23
Scarborough Hospital Ent.	14:24	15:24	16:24	17:28	----	18:09	18:34
Scarborough, Rail Stn.	14:30	15:30	16:30	17:33	----	18:14	18:39

Table 2 continued

Middlesbrough - Whitby - Scarborough (starts 30 October 2011)					
Service No:	93	93	93	93	
Middlesbrough Bus Station	17:20	18:20	19:00	20:00	
Ormesby Crossroads	17:32	18:32	19:12	20:12	
Guisborough, Market Pl	17:45	18:45	19:25	20:25	
Birk Brow, Top	17:53	18:53	19:33	20:33	
Moorsholm Village	17:58	---	---	---	
Scaling Dam	18:07	19:03	19:43	20:43	
Aislaby, War Memorial	18:21	19:17	19:57	20:57	
Whitby, Bus Station	18:30	19:26	20:06	21:06	
Whitby, Bus Station	18:34	---	---	---	
Hawsker Village	18:46	---	---	---	
Robin Hoods Bay	18:53	---	---	---	
Fylingthorpe, Old School	18:56	---	---	---	
Flask Inn	19:07	---	---	---	
Cloughton, Cober Hill	19:17	---	---	---	
Scarborough Hospital Ent.	19:28	---	---	---	
Scarborough, Rail Stn.	19:33	---	---	---	

Sundays & Bank Holidays

Ticket availability:-

Our Arriva Day and Weekly tickets are valid throughout the 93 route and offer excellent value.

The Arriva Teesside and East Cleveland ticket and All Zone Easyrider tickets are valid only between Middlesbrough and Scaling Dam.

Explorer North East tickets are fully valid on route 93.

Please ask your driver to suggest the best value option to suit your travel needs.

Council support:-

Certain journeys morning and evening are supported by Tees Valley Unlimited and/or North Yorkshire County Council.

Stopping points:-

Service 93 runs limited stop between Middlesbrough and Stanghow Lane Ends, serving only the points shown on the accompanying route map, then serves all stops en route through to Scarborough.

Alternative services:-

Additional journeys run between Middlesbrough and Whitby on services 5/5a/X5 please see L55 or our website for details.

Appendix 2

Stakeholder Communication and Engagement Plan

Staithes Surgery, Seaton Crescent, Staithes, Saltburn by the Sea - Proposal to close the branch surgery

Engagement process: began 18th July 2011 (6 month engagement)

Dates for feedback/comments from Stakeholders to be received by: Sunday 15th January 2012

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

No.	Stakeholders	Type of Involvement
1.	Patients at both 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 both 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 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, Whitby Network, the	Raise awareness. Opportunity to comment and feedback.

	District Nurse Manager, Voluntary Sector etc.	
5.	Neighbouring Practices	Raise awareness. Agreement to take on patients who don't wish to move. Opportunity to comment and feedback.
6.	Neighbouring PCT	Raise awareness as a small percentage of patients who reside in the Teesside & Cleveland area may be affected.
7.	NYY Primary Medical Services Commissioning Group (PMSCG)	Awareness. Provides input. Review evidence. Makes recommendations/decision-makers based on evidence and views expressed.
8.	NHS NYY Board/Directors	Awareness. Decision-makers if appropriate.
9.	NY LMC	Awareness. Opportunity to comment and feedback.
10.	NY LPC and NY LOC	Awareness. Opportunity to comment and feedback.
11.	SHA	Awareness.
Support to Practice		
12.	NHS NYY Primary Care Commissioning and Contracting staff	Provide advice, support with process.
13.	NHS NYY Engagement and Communication Teams	Provide advice and support with Stakeholder Communication and Engagement Plan and process.
14.	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	Application made to NHS NYY to close Staithes branch surgery at Hinderwell.	<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.	June 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.	June 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 partners and practice manager. Briefly outlined the process and requirements needed: <ul style="list-style-type: none"> Letter to patients Stakeholder letter FAQ Notice to be displayed at both sites Stakeholder Engagement & Communication Plan 	PCT & Practice
4.	June 2011	NHS NYY & Practice	Practice visit undertaken by Commissioning Manager	<ul style="list-style-type: none"> The PCT met with 2 GP Partners and practice manager to talk through the proposals and agree a way forward. 	PCT & Practice
5.	June 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.	4 th July 2011	NHS NYY Primary Medical Services Commissioning Group (PMSCG)	Presentation to the PMSCG	<ul style="list-style-type: none"> Outlined practices application and include 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 18 th June 2011	Patients & stakeholders	Letter sent to patients and stakeholders, along with comments cards and an 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. 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 the reception desk. 	Practice & PCT
10.	July 2011 Monthly updates thereafter	NHS NYY Primary Medical Services Commissioning Group (PMSCG)	Presentation to the PMSCG Board	<ul style="list-style-type: none"> Outlined practice application and included update on current engagement position. 	PCT
11.	15 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
12.	27 th January 2012	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 Stakeholder Communication and Engagement Plan, progress and summary of feedback received to date Presentation/questions to be taken by AD of Primary Care 	PCT

13.	7 th February 2012	PMSCG Board	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.	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 and advise patients/stakeholders accordingly. 	PCT
15.	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 • Notices available in GP premises • Email to external stakeholders 	Practice & PCT

3. Information to be available:

- Letter to Patients including an FAQ with contact details of the practice and Comment Cards for responses/feedback.
- Comments Card for patient feedback
- Letter to external stakeholders with comment cards and practice address to write to
- Information available on NHS Choices websites at <http://www.nhs.uk> including information about the practices proposal, dates, how to comment, and when decision will be made
- Reports to PMSCG and NYCC Health O&S
- In February 2012, summary of feedback, and final decision to be made available

Appendix 3

FLOW CHART PROCESS FOR APPLICATIONS TO CLOSE BRANCH SURGERIES

