



**Report to the Overview and Scrutiny Committee,
NHS England (North Yorkshire and the Humber)**

17 January 2014

**Merger of the Claremont Practice with the Peasholm Surgery
Scarborough**

1. Overview

1.1 Introduction and Background

The Report provides an overview on the following:

- the merger of the Peasholm and Claremont Surgeries, and
- the engagement process (within the Communication and Consultation Plan) undertaken by both practices. The Plan was developed to support the merger in terms of ensuring patient involvement and awareness of the plans.

Discussions between both Practices commenced directly and formally in September 2013 following the withdrawal of Claremont from the proposed merger with the Trafalgar Medical Practice.

The initial plans and interest in merging with another practice was facilitated largely in response to the increasing difficulty the Claremont practice was experiencing in replacing GPs and clinical staff that had left the practice over the previous year.

The merger of the practices is seen as a long term solution. However the merger ensures, in the more immediate term, that services to patients are maintained and remove the risk of a reduction or breakdown of patient services. The merger provides the basis for the development of a sustainable service model able to support both service development and improvement for patients going forward.

1.2 The Practices and the Variation to Service

The Practices operated from 2 sites:

Claremont Surgery
Castle Road
Scarborough

Peasholm Surgery
Tennyson Avenue
Scarborough

The merger commenced with the Practices operating under a single contract with the NHS with effect from the 2nd January 2014.

The Claremont Surgery closed on Monday 6th January 2014. All services transferred to (and are now provided) from the Peasholm Surgery with effect from the 7th January 2014.

The surgeries are located within a mile from each other.

Dr F Beardsley relocated and continues to practise from the Peasholm Surgery. This assures a high degree of service continuity for the Claremont patients.

The Practices are retaining and utilising their existing staff. There have been no redundancies or loss of staff.

The Practices do not dispense to patients. The Peasholm Surgery is close to a number of pharmacies and details of the nearest pharmacies to the surgery will be included in all documents issued and circulated to patients.

There are a number of GP practices within the immediate locality and across that town that are all able to register patients if they choose to find an alternative practice. The Practices are:

Practice	Address	Distance from Peasholme	Distance from Claremont
Norwood House	Belle Vue Street	1.2km	1.2km
Scarborough Med Group	Scalby Road/South Cliffe Esplanade Road	2km/2km	2.5km/1.7km
Castle Health Centre	York Place	1.1km	1km
Falsgrave Surgery	Lawrence House Medical Centre, Belgrave Crescent	1.4km	1.4km
Trafalgar Medical Practice	Trafalgar House, Trafalgar St West,	0.75km	1km
Prospect Road Surgery	174 Prospect Road	0.9km	1.3km
Belgrave Surgery	Lawrence House Medical Centre Belgrave Crescent	1.4km	1.4km
Hackness Road Surgery	Hackness Road, Scarborough	2.4km	2.6km

The Practices aimed to ensure all the patients register with the Claremont Surgery are happy to transfer across with the merger. Any patients wishing to move to an alternative practice have been supported in this process.

A map showing the location of the two surgeries (Claremont and Peasholm) together with the adjacent practices in the area is attached at - *App. 1*.

1.3 Benefits

Despite significant effort, it was not possible for the Claremont Practice to secure and retain appropriate levels of clinical capacity to maintain and deliver services to their patients. The risk of compromise to practice systems, services and ultimately the safety of patients and practice staff was seen as a significant issue by Dr Beardsley together with both NHS England and the CCG.

The merger is seen by the key stakeholders as presenting the most viable and practicable solution. The merger and new practice secures the primary medical care services for the Claremont group patients.

The new practice ensures a stable environment. This in turn supports the development of a broader range of service for the patients and access to high quality services.

The alternative option available would have involved closing the Claremont Practice and dispersing the patient list across other practices in the town. This was not considered an acceptable option for patients or for the local practices as well as the supporting health and social care services. The dispersal of a practice would have had significant implications for workload for local practices and supporting services. The nature of a dispersal of patients would not have supported the ability of either the practices or supported services to gauge the potential demand and restructure their services to ensure appropriate access together with the efficient deployment and use of resources.

The changes include additional and enhanced services that provide patients with increased surgery hours across the week. This covers Mon to Fri and includes surgeries from 8am to 8pm. The Practice is looking to enhance the care to their most vulnerable patient groups and residents in care homes through the development of a community based service led by an advance nurse practitioner. The service maintains patients in their home environment.

1.4 Results of Communication and Consultation Strategy

A communication and consultation strategy was designed in September 2013 and duly implemented to ascertain whether staff, patients and key stakeholders would support this business development plan.

Section 3 of this report describes the steps involved in that communication and consultation strategy and the results.

1.5 Update

The GP at Claremont surgery was taken ill and unable to maintain services to patients through locums at short notice. Consequently it was decided to transfer services to the Peasholm Surgery from Friday 13th December to maintain access to a GP for the Claremont patients.

2 Surgery Information

2.1 Contact Details

Peasholm Surgery
98 Tennyson Avenue
Scarborough
YO12 7RE

Tel. 01723 361268

www.peasholmsurgery.co.uk

Partner:
Dr Dougy Moederle-Lumb

Practice Manager:
Julianne Haigh

Claremont Surgery
56 – 60 Castle Road
Scarborough
YO11 1XE

Tel. 01723 375050

www.claremontsurgeryscarborough.co.uk

Partner:
Dr Fiona Beardsley

Practice Manager:
Vacant position

2.2 Patient List Size

Patient List	Peasholm Surgery	Claremont Surgery
As at 4 th October 2013	4046	5090
As at 4 th December 2013	4033	4921

2.3 Number of Employees

Number of Partners and Employees	Peasholm Surgery	Claremont Surgery
GP Partners	1 / 3 sessions	1 / 10 sessions
Salaried GP	3 / 16 sessions	1 / 02 sessions
Nurse Practitioner	2 / 75hours	1 / 23 hours
Practice Nurse	2 / 42 hours	0
Treatment Nurse	1 / 37.5 hours	0
Health Care Assistant	1 / 30 hours	1 / 30 hours
Practice Manager	1 / 32 hours	0
Finance Manager	1 / 8 hours	0
Personal Assistant	1 / 24 hours	0
Medical Receptionists	5 / 156 hours	5 / 93 hours
Admin / Secretarial Team	4 / 113 hours	5 / 114.5 hours
Cleaning Staff	2 / 22.5 hours	2 / 28 hours

3 Communication and Consultation Strategy

3.1 Introduction

In liaison NHS England North Yorkshire and the Humber Area Team in September 2013, an initial strategy was developed to ascertain the views of staff, patients and local stakeholders about the proposed merger. Subject to the result of this, a further contingency strategy was discussed regarding writing to all patients if the initial response showed that patients objected to the proposal.

A variety of communication methods were utilised to maximise opportunities for all patients and stakeholders to hear about the proposed merger and to be able to provide early feedback to both practices.

3.2 Staff Consultation

On 2nd October 2013 staff were notified about the proposal at separate meetings held simultaneously at both practices. This gave staff an early opportunity to provide feedback and raise any concerns that they had.

The staff at Claremont Surgery were also notified that TUPE regulations would apply to them and the election of employee representatives was subsequently carried out.

The staff at both practices continued to be kept informed of progress throughout the consultation exercises via emails, letters and opportunities to meet in person with partners and managers from both practices. A joint meeting was arranged on 24th October 2013 at Peasholm Surgery and was well attended by staff from both practices. Staff at Claremont Surgery had individual meetings with a management consultant brought in to assist Dr Beardsley with the TUPE requirements, and these staff also had individual meetings arranged with Dr Moederle-Lumb and Julianne Haigh on 6th December 2013. A further group meeting for staff from both practices took place on 11th December 2013 at Claremont Surgery.

3.3 Patient Consultation (Claremont Surgery)

The consultation with Claremont Surgery patients lasted for a period of six weeks from 4th October 2013 until 15th November 2013.

3.3.1 On Site

A poster was displayed throughout Claremont Surgery from 4th October 2013. This information was also available as a hard copy hand-out for patients visiting the practice together with a Patient Information Sheet.

A Patient View Form was also made available so that patients could easily provide feedback on whether they supported the proposal or not and their reasons for this.

On 22nd November 2013 further posters were displayed at Claremont Surgery that provided an update for patients on the outcome of the consultation and what would happen next.

3.3.2 Website:

The poster and Patient Information Sheet provided at Claremont Surgery on 4th October 2013 was also included on the home page of the Claremont Surgery website from 4th October 2013 together with the Patient View Form, and details of the dedicated email address set up for patients to provide feedback about the proposal directly to Claremont Surgery.

The poster providing an update for patients on the outcome of the consultation and what would happen next was also included on the home page of the Claremont Surgery website from 22nd November 2013.

3.3.3 Patient Representative Group (PRG)

On 19th November 2013, both Julianne Haigh and Dr Fiona Beardsley met with 11 members of the Peasholm Surgery PRG to discuss the proposal and future plans of PS in depth.

Important Note: There was no PRG at the Claremont Surgery.

3.4 Stakeholder Consultation

During the week commencing the 7th October 2013, emails and letters were sent out by CS to over 100 local and regional stakeholders that both practices thought should know about the proposal. A dedicated email address was set up for stakeholders to send their feedback to and this was monitored daily.

3.5 Local Press

On 8th October 2013, a press release for the Scarborough Evening News was published to ensure that information about the proposal was given wide coverage within the public domain.

4 Results of Communication and Consultation Strategy

4.1 Staff

Throughout the staff consultation process, both practices were impressed with the very positive response from both sets of staff and their enthusiasm for the proposal.

No transferring staff raised any objections to the proposal.

4.2 Patients

4.2.1. Summary

337 Patient View Forms were completed and returned to Claremont Surgery and showed overwhelming support (88%) from patients for the proposal.

The main reason given by those patients at Claremont Surgery who did not agree with the proposal was the lack of a bus stop close to PS and / or the distance the surgery was from their home.

A single complaint from a patient at Claremont Surgery was logged via the Patient Advice and Liaison Service (PALS) with Scarborough and Ryedale CCG, NHS England (North Yorkshire and the Humber) and Claremont Surgery. Both practices provided a joint response.

The Peasholm Surgery Patient Representative Group also gave overwhelming support for the proposal. However, a few patients at that surgery raised concerns about its capacity to cope with a sudden increase of patients and the impact this might have on their ability to get an appointment. These patients were reassured by news of PS's internal building plans; plans to extend opening hours and also acquire staff from CS too in order to provide the same high standards of patient care.

Three comments were posted on the Scarborough Evening Website following the release of news about the proposed merger. It is not possible to verify that these comments were from people who are registered as patients at either Peasholm Surgery or Claremont Surgery. However, for completeness, these comments have been included in the appendices.

4.2.2 Analysis of Patient View Forms

For the purposes of analysis, the Patient View Forms were categorised as follows:

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|-----------|---|
| Group A1: | Those who provided their name, ticked to say they agreed but no comment provided |
| Group A2: | Those who provided their name, ticked to say they agreed and also provided a comment |
| Group B1: | Those who provided their name, said they were not in support of the proposal but no comment provided |
| Group B2: | Those who provided their name and ticked to say they did not agree and also provided a comment |
| Group C1: | Those who provided their name but did not tick either of the 'I agree' or 'I disagree' boxes but provided a comment |

Group	Number of Responses	Percentage of Total
Group A1	241	
Group A2	56	
Total in Agreement	297	88%
Group B1	10	
Group B2	29	
Complaint	1	
Total not in Agreement	40	
Total Usable Responses Received	337	12%
<i>Group C1</i>	5	
<i>Total Unusable Responses</i>	5	-

Important Note: Although the original forms are not included in the appendices to this report, all Comment Forms are available for inspection on request.

4.3 Stakeholders

Despite over 100 emails / letters being sent out to local and regional stakeholders, as at 15th November 2013 no comments had been received at all. This was very disappointing to both practices but has been interpreted as local stakeholders not objecting to the proposal.

5 Recommendations

Members of the Scrutiny of Health Committee are asked to note the comprehensive engagement and consultation process that took place on the merger of the Claremont and Peasholm Practices and how there has been overwhelming support for the merger.

NHS Scarborough And Ryedale CCG (03M)

Main Surgeries

<i>Practice Code</i>	<i>Practice Name</i>	<i>Partnership Name</i>	<i>Premises Name</i>	<i>UTLA Name</i>
B82001	Dr Oldroyd & Ptnrs	Dr Oldroyd DA & Partners	Falsgrave Surgery	Scarborough
B82011	Sherburn Surgery	Dr Carrie DR & Partners	St Hildas Surgery	Ryedale
B82024	Eastfield Medical Centre	Dr Noble EP & Partners	Eastfield Medical Centre	Scarborough
B82025	Derwent Practice	Dr Lynch M & Partners	Derwent Surgery	Ryedale
B82037	Filey Surgery	Dr Nunn BR & Partners	The Filey Surgery	Scarborough
B82038	Prospect Road Surgery	Dr Dawes JA & Partners	Prospect Road Surgery	Scarborough
B82054	Scarborough Medical Group	Dr Whelan NH & Partners	Danes Dyke Surgery	Scarborough
B82056	Claremont Surgery	Dr Claremont Surgery PL	56-60 Castle Road	Scarborough
B82058	Norwood House Surgery	Dr Norwood House AT & Partners	Norwood House Surgery	Scarborough
B82063	Dr P J Robinson & Partners	Dr Robinson PJ & Partners	The Surgery	Scarborough
B82088	Trafalgar Medical Practice	Dr Hamp IR & Partners	Trafalgar Medical Practice	Scarborough
B82092	Belgrave Surgery	Dr Fraser NC & Partner	Lawrence House Medical Centre	Scarborough
B82106	Hackness Road Surgery	Dr Jones PC & Partner	19 Hackness Road	Scarborough
B82609	Ampleforth Surgery	Dr Mechie K & Partner	Back Lane	Ryedale
B82611	Peasholm Surgery	Dr Moederle-Lumb DA	Peasholme Surgery	Scarborough
B82628	Dr Penfold & Partners	Dr Penfold JJ & Partner	Hunmanby Surgery	Scarborough
Y02669	Castle Health Centre	Dr Castle Health Centre PL	3-4 York Place	Scarborough

Branch Surgeries

<i>Practice Code</i>	<i>Practice Name</i>	<i>Partnership Name</i>	<i>Premises Name</i>	<i>UTLA Name</i>
B82011	Sherburn Surgery	Dr Carrie DR & Partners	The Poplars Surgery	Ryedale
B82011	Sherburn Surgery	Dr Carrie DR & Partners	Village Hall	Ryedale
B82024	Eastfield Medical Centre	Dr Noble EP & Partners	Cayton Methodist Chapel	Scarborough
B82054	Scarborough Medical Group	Dr Whelan NH & Partners	1 Station Lane	Scarborough
B82054	Scarborough Medical Group	Dr Whelan NH & Partners	South Cliff Surgery	Scarborough
B82063	Dr P J Robinson & Partners	Dr Robinson PJ & Partners	The Surgery	Ryedale
B82063	Dr P J Robinson & Partners	Dr Robinson PJ & Partners	The Surgery	Scarborough
B82063	Dr P J Robinson & Partners	Dr Robinson PJ & Partners	The Surgery	Scarborough
B82106	Hackness Road Surgery	Dr Jones PC & Partner	1 Station Lane	Scarborough
B82609	Ampleforth Surgery	Dr Mechie K & Partner	Ampleforth College Jnr School	Ryedale
B82609	Ampleforth Surgery	Dr Mechie K & Partner	The Surgery	Ryedale
B82609	Ampleforth Surgery	Dr Mechie K & Partner	The Infirmary	Ryedale