

Adult Social Care and Health Overview and Scrutiny Committee

Date Of Meeting : 6th July 2017

Report of: Tracy Parker-Priest, Executive Director Of Transformation and Commissioning

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with application form completed by Greenmoss Medical Centre

Subject Title : Proposed Closure of Rode Heath Branch Surgery, 130 Heath Avenue, Rode Heath, Stoke On Trent, ST7 3TH (Branch Surgery to Greenmoss Medical Centre)

1. Purpose of the paper

- 1.1. The purpose of this paper is to present to the Adult Social Care Overview and Scrutiny Committee the Consultation process which was undertaken by Greenmoss Medical Centre, Portland Drive, Scholar Green, Stoke On Trent, ST7 3BT in support of their application to close their branch surgery at Rode Heath. The aims and objectives of the report are to ensure that the Committee are able to **review** the process of the patient consultation and to **feedback** to the body that will make the final decision on the closure South Cheshire Clinical Commissioning Group's Primary Care (General Practice) Commissioning Committee. The feedback from the Overview and Scrutiny Committee will form part of the final deliberation process by the CCG Committee.
- 1.2. Attached with this paper is the application form from the Practice to close the branch surgery which gives details in relation to the process undertaken in respect of the Patient Consultation within the relevant Appendices.

2. Background – CCGs duties in respect of Branch Surgery Closures

- 2.1. South Cheshire Clinical Commissioning Group holds Delegated responsibility for the management of Primary Care (General Practice) Contracts across South Cheshire CCG. The CCG acts under Delegated arrangements from NHS England in this respect.
- 2.2. Branch closures form part of the NHS England Policy Book for Primary Medical Services which CCGs are obliged to follow under their Delegation Agreement with NHS England. The decision process is laid down within this policy. Practices wishing to close their branch surgery must apply to the CCG using an application template (attached with this application) – The CCG must consider the application alongside the evidence of a patient consultation process, the outcomes of which should be evident within the paper.
- 2.3. The CCG Committee that makes decisions on major contractual changes such as this is the Primary Care (General Practice) Commissioning Committee. This Committee will make the final decision on the branch surgery closure, in accordance with the aforementioned Policy Book.

2.4. NHS South Cheshire Clinical Commissioning Group also undertook an Equality Impact and Risk Assessment which is attached. A Quality Impact Assessment has also been undertaken. The Equality Impact Assessment is attached with this paper.

2.5. Consultation with the Overview and Scrutiny Committee is part of this process.

3. Recommendations

3.1 The Committee are asked to note the Consultation process and results outlined in the paper and accompanying Application.

3.2 The Committee are asked to note the information in particular in relation to ;

- The consultation process undertaken by the Practice
- The results of the Consultation
- The response(s) from the Surgery to the concerns raised
- Information in relation to the facilities and services available at both sites

3.3 The Committee is asked to comment on the above to inform the decision to be made by the Primary Care (General Practice) Commissioning Committee on the 28th July 2017 including any additional actions or assurance required prior to the CCG Committee making their decision.

4. Background

4.1. Greenmoss Medical Centre, Scholar Green, currently operates a main surgery at Scholar Green and a Branch Surgery at Rode Heath.

4.2. The total registered population for the surgery is 4822 patients. The practice has a GMS (General Medical Services) contract and is also a Dispensing Practice at both sites. The practice will still continue to dispense from the main site to the dispensing list patients if the closure is approved.

4.3. According to Practice figures the location can be broken down in respect of the following which the Practice have used to demonstrate potential usage of both sites and therefore any impact on residents close the branch or the main;

Resident Area 1.2.2016-7.2.2017	Rode Heath & Alsager	Scholar Green, Mow Cop etc	Total
Registered patients	1483 (31%)	3339 (69%)	4822

*Taken from the Practice Application

4.4. Greenmoss Medical Centre is located in a purpose built medical facility opened in 2013. The premises are fully compliant and accessible with a carpark. Rode Heath Branch Surgery is located in a detached chalet house on a housing estate. There is limited on the road parking. The building is over two floors and was recently inspected by CQC which resulted in the building receiving a 'requires improvement' notification within the overall report for the Branch Surgery. The CQC inspection report for the main and branch surgery are public documents.

- 4.5. In addition clinical and non-clinical staff are working on two sites and as a result the surgery has been reducing sessions at the Branch as servicing this has become more challenging for the practice, who are currently carrying a partnership vacancy.
- 4.6. For this and the reasons outlined in the application the surgery have applied to close their Branch surgery in accordance with the process. Further background information relating to the Practice can be found in the application.
- 4.7. It is important to note that all registered patients who use the Rode Heath Branch Surgery will still remain registered with the Practice if the closure is approved. However Patients still retain the right to register with an alternative local practice if they wish.
- 4.8. Distances from Rode Heath Branch Surgery to Greenmoss Surgery = 2.8 miles.
Distance from Rode Heath to Alsager Health Centre (2 Practices – Mere Park Medical Centre & Cedars Medical Centre) = 2.5 miles

5.0 Consultation Process

- 5.1 Following an initial meeting with the CCG in February and subsequent letter of intent, the Practice were asked to commence a Consultation Process with patients which would be included as part of the application to close the surgery and is a requirement of the process.
- 5.2 The Consultation process should be appropriate and proportionate to the individual circumstances of the branch closure.
- 5.3 The Practice began their process with by meeting with their Patient Participation Group in early March to discuss and agree the Consultation and, as part of this, the Patient survey.
- 5.4 The Patient survey was developed with the input of the Patient Participation Group and took the form of a letter and survey to every registered household regardless of whether patients were regular users of the branch surgery or not. Included with the survey was a letter and both are included with this paper. The survey ran from 15th March to 24th April 2017.
- 5.5 The survey was also available on line and if requested was available in other formats. A Frequently Asked Questions list which was updated once questions from the patients started to come into the Practice was made available on-line and in both Practices in hard copy format. All staff were trained and aware of the process to be able to answer questions and concerns.
- 5.6 Due to NHS Guidance regarding Purdah in relation to the General Election, the original dates of the patient feedback results were amended resulting in further time between the close of the survey and the sharing of the results.
- 5.7 Following the close of the survey further meetings were held with the Patient Participation Group on 5th June and 12th June to examine the results of the patient survey and allow the group to make their own comments.
- 5.8 A patient information meeting was held on the 13th June 2017 to which all patients were invited to inform patients of the outcomes of the survey and to answer any further questions and concerns raised (around 30 patients attended).

- 5.9 The results were made available to patients via the surgery website along with the questions and answers from the meeting held on the 13th June 2017. The results and responses to concerns are also displayed within the Practice. For those patients who could not attend the meeting there was the option on the questionnaire for them to request the outcome of the engagement process to be sent to them by email or their home address
- 5.10 The Practice received advice and support from the CCG in respect of the Consultation process required for these changes.
- 5.11 A Press release was issued in relation to this.

6.0 Survey Results and Concerns

- 6.1 The Practice have provided a summary of the Consultation as part of the application
- 6.2 The Committee should note that the CCG Committee will consider the concerns raised and the Practice response to them as part of the decision making process.
- 6.3 From the survey /Consultation letter that went to every household, 582 patients responded. Within households, responses could include numerous individual responses or patients could individually respond on-line.
- 6.4 Only 1% of those respondents used public transport to travel to their Surgery site of choice.
- 6.5 The majority of those who responded had not used the branch surgery more than once a month, with the highest proportion only using the branch surgery once or twice a year.
- 6.6 According to the survey results the vast majority of patients use the main surgery (Greenmoss). 25% only use the branch surgery (Rode Heath) with 20% using either.
- 6.7 Respondents who supported the plan in principle to close the surgery and provide services from Greenmoss surgery (the main site) was 72%.
- 6.8 One of the main concerns raised during the Consultation was Public Transport and further information is provided below to assist the Committee in considering the impact of this with additional information contained within the Application ;
- I. The survey results did show that the vast majority of respondents did not travel by public transport. Additional work undertaken by the Practice contained within the application indicated that within a year there were 162 patients living in the Rode Heath area who solely attended Rode Heath Surgery only for appointments as opposed to the main surgery only or either the main or the branch.
 - II. The Practice advised that there is extremely little public transport either way between the sites and this is historic. This doesn't apply just to Rode Heath but also applies to surrounding areas.
 - III. In view of this the Practice have signposted patients to the current Consultation process underway in relation to public transport by Cheshire East Council (Page 5 of the Cheshire East Council Supported Bus Service Review refers).

- IV. Patients who are vulnerable and housebound who are unable to get to the surgery and assessed as requiring a home visit would still receive one.
- V. The Practice are able to flag patients who may be reliant on family/carer members and work with them to find a mutually convenient time for appointments.
- VI. The Practice have advised of their willingness to work with partners and other stakeholders, to look at the issue further and to act on any further feedback from the Overview and Scrutiny Committee.

6.9 Other concerns raised and the Practice responses are detailed in the attached Appendices. These additional concerns related to areas such as home visits, recruitment of additional GPs and the survey being posted to households rather than individual patients during the Consultation process.

The CCG Primary Care (General Practice) Commissioning Committee may also make further comments and recommendations in this respect, as part of the decision making process.

- Appendix 1 – Practice Application to Close the Branch Surgery, completed by the Practice, which will be considered by the Primary Care (General Practice) Commissioning Committee. **The Committee should note the CCG has the signed original of this application.**

With this Application are the following documents ;

- Appendix 2 - Letter sent to households
- Appendix 3 : Patient Survey
- Appendix 4 : FAQs
- Appendix 5 : Press release
- Appendix 6 : Summary of Patient Information Evening
- Appendix 7 : Survey results
- Appendix 8 : Survey comments (to be followed up by the Practice)
- Appendix 9 : Cheshire East Council Public Transport Consultation

In addition Appendix 10 - the CCG's Equality Impact Assessment is attached with the application(Stage 1 embedded within Stage 2 which is attached)