

**Report to: Overview and Scrutiny Committee**

**Subject: Colwick Vale Surgery Closure Consultation**

**Date: 22<sup>nd</sup> February 2016**

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## **1. PURPOSE OF THE REPORT**

The Colwick Vale medical practice is run by Trentside Medical Group, whose 5 year contract comes to an end March 31<sup>st</sup> and will not be renewed. As part of the consultation process Nottingham North and East Clinical Commissioning Group has requested the views of the committee on the proposed closure and the consultation process.

## **2. INFORMATION**

Representatives from the Clinical Commissioning Group (CCG) will be attending the meeting to discuss the proposal and take questions from Members. Members have the opportunity to examine the proposal using the information provided by the CCG contained in this report.

Historically Colwick Vale Surgery was an independent medical practice with a population list size of approximately 2500 patients. The surgery reached a point where it was necessary to go to the market to transfer the running of the practice to a new provider. At the time, Trentside Medical Practice was the only practice that emerged as willing run the practice. Hence Trentside Medical practice was contracted to take over the running of this practice 1st April 2011. The contract stipulated that the service had to be provided from the Colwick building for a period of 5 years ending 31st March 2016. During April 2011 the lists of the two practices were amalgamated and Colwick Vale premises was viewed and run as a branch surgery by Trentside Medical Practice. The current amalgamated list size is 11692 patients all of whom are registered with Trentside Medical Group. During the period of the contract it has become apparent that the cost of running the Colwick Vale premises is

unsustainably high and therefore, given the close proximity of the premises to the main premises, Trentside practice is applying to cease to deliver services from the Colwick Vale site.

### **Geographical Context**

The Colwick Vale Surgery is located 1 mile (per Google Maps) from the main practice site at Forester Street in Netherfield. There is a regular bus service (every 10 minutes during the day and 15 minutes early mornings and evenings) which links the two sites with a journey time of 9 minutes. To drive between the two sites takes 4 minutes (no traffic) and to walk takes an average of 19 minutes.

### **Current Registrations**

People living in Colwick are registered at a range of practices. The majority are registered with Trentside Medical Practice, with the rest being registered with neighbouring Nottingham North and East Clinical Commissioning Group (NNE CCG) practices or Nottingham City Clinical Commissioning Group practices. There are 11 practices within 2 miles (as the crow flies) of the Colwick Vale Surgery.

### **Practice Arrangements**

#### **Number of Appointments**

The practice will ensure that all the services that are delivered from Colwick Vale will be transferred to the main practice. They have assured that there will be no reduction in the number of appointments offered and that there is capacity at the main practice to accommodate the transferred appointments.

The additional capacity required at the main practice will be managed by a combination of improved utilisation of current clinic space and extending the times that appointments are offered i.e. early morning, mid-day and evening. By extending the time that appointments are offered it is envisaged that this will improve the choice of times that patients can see a doctor and will also help reduce demand at any one time on the central facilities such as waiting area, toilets and reception.

#### **Booking Appointments**

All appointments will be booked via the Netherfield site. To mitigate the risk of telephone and reception capacity not being able to meet the demand, the practice has already introduced a telephone triage service and will work with their patient group to further reduce demand. This could include promotion of on line booking system, promotion of the use of electronic prescriptions to reduce patients requesting and collecting their prescriptions, use of the electronic self-booking in system. Offering appointments throughout the day should help to alleviate the pressures on access regarding peak time incoming calls.

### **Public and Patient Engagement**

The purpose of the consultation will be to ensure that the impact of this proposed change is fully understood and that mitigating actions can be taken to reduce any identified negative impact.

The practice, NNE CCG and the practice Patient Participation Group (PPG) are involved in the design and delivery of the consultation which includes:

- Creation of a survey and make available via survey monkey, printed copies at Practice and via telephone to the CCG Patient Engagement Team
- Poster campaign local pharmacies, Co-Op, St Georges Centre and Post Offices and the two practice sites.
- Leaflets circulated to be put in dispensed prescriptions for Trentside patients.
- Promotion of consultation via Social media - linking in with the Colwick Community Facebook, Trentside Facebook, Gedling Eye, NNE Facebook, NHS South Notts. Facebook, NNE website, practice website
- Media release after PPG meeting
- Links with and promotion via partners - Gedling Borough Council, Healthwatch etc.
- Visit to community venues with survey and speak to local residents
- Two public events on 2<sup>nd</sup> December 2015 and 21<sup>st</sup> January 2016
- Leaflet drop in areas where people could potentially be worst affected including Candle Meadow, First Avenue, Crosslands and Waterside Way
- Feedback to participants, patients and public
- A review of effectiveness and completeness of public and patient involvement.

The PPG are particularly involved with the delivering the posters and leaflets to local centres and the practices and encouraging patients to complete the survey.

The scope of the consultation will include the registered patients, patients living in the vicinity of the practice, the LMC, local councillors, Healthwatch, and local pharmacies. The Nottingham City CCG and NNE CCG neighbouring practices will also be informed of the changes and are able to input into the consultation if they wish.

The CCG, with the help of the PPG, will co-ordinate and report on the responses to the consultation.

### **CCG Next Steps**

- Collate the responses from the engagement with the public
- consider the impact and ensure that where possible issues and risks identified are mitigated as far as can be
- consider the options taking into account all factors including public feedback and contractual arrangements.

### **3. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- consider and comment on the proposal to close the surgery and the consultation process.