

Meeting papers

Primary Care Commissioning Committee (PCCC): Exceptional Meeting

Date: Thursday 16th August 2018 at 14:00

Venue: Board Room, Pierre Simonet Building, SN25 4DL

Primary Care Commissioning Committee (PCCC)

Exceptional Meeting

AGENDA

Meeting to be held on Thursday 16th August 2018 at 14:00

Venue: Board Room, Pierre Simonet Building, SN25 4DL

| Standing Items | PCCC Actions |
|----------------|--------------|
|----------------|--------------|

- | | |
|---|----------------|
| 1. Chairman's welcome and apologies for absence (Ian James) | Verbal to note |
| 2. Declarations of interests (Ian James) | Verbal to note |

Chair reminded Primary Care Commissioning Committee members of their obligation to declare any interest they may have on any issues arising at the meeting which might conflict with the business of Clinical Commissioning Group NHS Swindon.

Declarations declared by members of the Primary Care Commissioning Committee are listed in the CCG's Register of Interests. The Register is available either via the Secretary to the Governing Body or the CCG website at the following link:

<http://www.swindonccg.nhs.uk/index.php/about-us/governance-and-compliance>

| Commissioning Updates |
|-----------------------|
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- | | | |
|---|----------------|------------|
| 3. Ridge Green Medical Centre: Branch site opening hours (Kate Liddington) | Paper attached | To approve |
|---|----------------|------------|

| Standing Items |
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| 4. Any other business (Ian James) | To note |
|---|---------|

As notified to the Chairman in advance of the meeting

- | | |
|---|---------|
| 5. Date and venue of next meeting (Ian James) | To note |
|---|---------|

Wednesday 10 October 2018 at 9.30am, CCG HQ, Pierre Simonet Building

Membership of the Primary Care Commissioning Committee

| <u>Name</u> | <u>Position</u> | <u>Status</u> |
|--|---|---------------|
| Voting Members | | |
| Ian James | Lay Member, NHS Swindon CCG Governing Body (Chair) | Attending |
| Nicki Millin | Accountable Officer, Swindon CCG | Attending |
| Peter Mack | Clinical Chair, NHS Swindon CCG | Attending |
| Paul Vater | Chief Operating Officer, NHS Swindon CCG | Attending |
| Caroline Gregory | Chief Finance Officer, NHS Swindon CCG | Attending |
| Non-Voting Members | | |
| Kate Liddington | Associate Director for Primary Care, NHS Swindon CCG | Attending |
| In Attendance | | |
| Jason Lindsey | Company Secretary (Minute Taker), NHS Swindon CCG | Attending |
| Apologies | | |
| Paul Byrnes | Lay Member, NHS Swindon CCG Governing Body | Apologies |
| Sarah Bruen | Locality GP representative, NHS Swindon CCG | Apologies |
| Sarah Francome | Practice Manager representative, NHS Swindon CCG | Apologies |
| Gill May | Executive Nurse, NHS Swindon CCG | Apologies |
| Dr Gareth Bryant | Wiltshire & Swindon LMC Executive Representative | Apologies |
| Cherry Jones | Director of Public Health, Swindon Borough Council & Health and Well Being Representative | Apologies |
| Jo Osorio | Interim representative for Team Manager Healthwatch | Apologies |
| To receive papers for information | | |
| Debra Elliott | Director of Commissioning, NHS England | |
| Nikki Holmes | Head of Primary Care, NHS England | |

Opportunity for The Primary Care Commissioning Committee (PCCC) to consider and respond to questions received from the Public: Swindon Clinical Commissioning Group remains committed to increasing its accountability to the public and to promoting active citizenship. Up to fifteen minutes will be allocated at the start of the PCCC meetings for the Committee to consider and respond to questions received from the Public. In order to be considered, questions received from the public must be submitted three working days before the date of the meeting to communications@swindonccg.nhs.uk. In order to be considered by the PCCC, questions must be relevant to the operational scope and remit of the CCG and be presented in a clear and concise format as questions and not as an opportunity to make speeches or statements. Questions not meeting these criteria will, at the discretion of the Chair, be either, not considered or referred to a more appropriate body and the reason for non-consideration or onward referral will be communicated to the originator of the question (if known).

The representatives of the press and other members of the public, be excluded from the remainder of the meeting having regard to the confidential nature of the business to be transacted, publicity of which would be prejudicial to the public interest, Section 1(2), Public Bodies (Admissions to Meetings) Act 1960.

Part 2: private session:

The PCCC may resolve to exclude the public from a meeting that is open to the public (whether during the whole or part of the proceedings) whenever publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted or for other special reasons stated in the resolution and arising from the nature of that business or of the proceedings or for any other reason permitted by the Public Bodies (Admission to Meetings) Act 1960 as amended or succeeded from time to time.

Application to Extend the Reduced Hours at Freshbrook Branch Surgery

Primary Care Commissioning Committee Date: 16th August 2018

Name of Author: Sue Carvell, Primary Care Manager
 Sponsoring Director and/or Clinician: Paul Vater, Chief Operating Officer
 Locality Affected: All
 Practices Affected: All

1. Executive Summary

- 1.1 An application has been received from Ridge Green Medical Centre (RGMC) to extend the reduction of opening hours at their Branch Surgery in Freshbrook for a further twelve months from 21 August 2018. The original reduction in opening hours from five days per week to three, closing on Tuesdays and Thursdays took place in June 2014.
- 1.2 The application has been made as the Practice believe that they continue to experience workforce pressures and the lead GP Partner is not currently at work.
- 1.3 Previous applications have been approved on the basis of the current position at the practice, this position has not materially changed, although it is understood that the GP Partner situation will be resolved by the end of 2018. Therefore, a closure for six months is recommended to be approved.
- 1.4 Decision required: Yes

2. Recommendation(s)

2.1 The Primary Care Commissioning Committee is recommended:

To approve the application for an extension of the reduction in hours at the Branch Site (Freshbrook Surgery) for a further six months, see 1.3 above.

3. Governance

- 3.1 To be considered at exceptional meeting of Primary Care Commissioning Committee (PCCC). The outcome will be reported to PCCC and PCOG.

4. Conflicts of Interest

- 4.1 GP Practice partners and staff, including committee members, may have conflict of interest in funding or commissioning decisions related to their practices or localities. There are no known conflict from PCCC members relating to this application.

5. Alternative Options

Application to Extend the Reduced Hours at Freshbrook Branch Surgery

Primary Care Commissioning Committee Date: 16th August 2018

5.1 Do not approve continued reduction in opening hours at Freshbrook Surgery (Branch) or approve continued reduction in opening hours at Freshbrook Surgery (Branch).

6. Implications, Equality & Diversity Assessment and Risk Management:

6.1 Patient Benefits

The Practice have implemented several initiatives to ensure patients who use the Branch Surgery have access to full Primary Care Services on days when it is closed.

6.2 Safety and Quality Impact

The CCG Quality team attend GP Locality meeting to pick up safety and quality issues and feedback on concerns raised. There is clear reporting between practices and the CCG via the GP Reporting Log.

6.3 Financial and Procurement Implications

The CCG has delegated responsibility for primary care budgets.

6.4 Legal and Human Rights Implications

None highlighted at present, if they arise they will be shared with the appropriate CCG Committees.

6.5 All other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

None highlighted at present, if they arise they will be shared with the appropriate CCG Committees.

6.6 Equality & Diversity Impact Assessment

Patients who regularly use the Freshbrook Branch Surgery have been working with reduced opening since 2014; they have full access to the Main site at Ridge Green Surgery when the Branch site is closed.

6.7 Risk Management

Risks will be identified through the CCG risk register and are part of the Board Assurance Framework.

7. Appendices

7.1 Ridge Green Medical Centre: Commissioning paper.

7.2 Ridge Green Medical Centre: Application to Extend Reduced Opening Hours at branch site.

Application to Extend the Reduced Hours at Freshbrook Branch Surgery

Primary Care Commissioning Committee Date: 16th August 2018

8. **Link to CCG Strategic Objectives**
- To increase the life expectancy of people living in Swindon and Shrivenham
 - To increase self-reliance and support self-care
 - To increase the support we offer to those with long terms conditions
 - To reduce emergency admissions and make the shift from unplanned to planned care
 - To promote the use of new technology
 - To improve the efficiency and productivity of local health services
 - To improve the patient's experience of local health services
 - To work with NHS England to improve the quality of primary care
 - To reduce inequalities in health and healthcare for people in Swindon and Shrivenham

Exceptional Primary Care Commissioning Committee

Thursday 16 August 2018

Ridge Green Medical Centre Application to extend reduction in opening hours at Branch site (Freshbrook Surgery)

Prepared by: Sue Carvell, Primary Care Manager

Lead Director: Paul Vater, Chief Operating Officer

Ridge Green Medical Centre – Application to extend the reduction in hours at Branch Site (Freshbrook Surgery)

Purpose of Paper

The purpose of this paper is for the Primary Care Commissioning Committee (PCCC) to consider an application by Ridge Green Medical Centre (RGMC) to extend the reduced opening hours at their Branch Site at Freshbrook Surgery for a further 12 months from 21 August 2018.

If granted, the Practice will continue to provide essential and other GP services five days a week at the main Surgery, Ridge Green Medical Centre. Patients who normally attend Freshbrook also have access to services at the main Surgery.

The original reduction in opening hours from five days per week to three, closing on Tuesdays and Thursdays took place in June 2014.

Actions Required

Swindon PCCC is asked to consider whether the application should be approved, and if so, the nature of any conditions that may apply.

Background

As a result of a shortage of GP capacity and inability to recruit to their GP Partner vacancy RGMC have made the following applications in relation to reduced opening hours at their Branch Surgery in Freshbrook.

Timeline

| Date: | Application/Outcome: |
|----------------|--|
| June 2014 | RGMC's first application to reduce opening hours at Branch site (Freshbrook) from five days to three days. Application to reduce opening hours by closing on Tuesday and Thursday was approved for six months. |
| December 2014 | Second application received to extend reduced opening hours. Application was approved for four months. |
| April 2015 | Third application received to permanently reduce opening hours. Temporary extension for six months was approved to allow for consultation with patients to ascertain whether a permanent reduction would be supported. |
| September 2015 | NHS England permitted a further 12 month extension of the reduced opening hours with an expected return to five day working on 1 September 2016. |

RGMC once again applied to permanently reduce opening hours from 5 days to 3 days at their Branch site.

The application to reduce opening hours permanently was refused, however permission was given to extend the temporary closure for a further 12 months from 22 August 2016 to 21 August 2017

A further application was made to extend the temporary reduced opening hours at the Branch site.

The application was approved for a further 12 months up to 20 August 2018.

Current application

The Practice provides services from:

- Main Surgery: Ridge Green Medical Centre is located at Ramleaze Drive, Shaw, Swindon, SN5 5PX
- Branch Surgery: Freshbrook Surgery is located at Worsley Road, Freshbrook, Swindon, SN5 8LY

The distance between the two premises is 1.6 miles (car) or 1.5 miles (walk/cycle). There is a frequent bus service in both directions.

Matters for Consideration:

The Practice has made every effort to maximise their medical cover. The Practice have liaised with the LMC to ensure the wording and format of the advertisements placed was appropriate. They have been successful in making GP job offers following recruitment campaigns however for various reasons the successful applications have not joined/were not able to work long term due to health issues.

The Practice have also had a GP who was under GMC review resign, a Salaried GP has left the Practice for another position and the Senior Partner continues to be on long term leave.

As a result of this situation the Practice rely heavily on locum cover, fortunately they have several GPs who are committed to working at the Practice as locums on a long-term basis.

The Practice have considered the addition of a Nurse Prescriber to the Clinical Team, however due to the limited applicants and difficulty in meeting even the most minimum of supervision needs this has been rejected.

The Practice carried out the following consultation with both patients and local Practices:

1. At their meeting on 13 July 2018 the PPG supported their application to extend the reduced opening hours for a further 12 months effective 21 August 2018.
2. Friends and Family Test data shows 89% of respondents would recommend the Practice with no reference to the reduced opening hours made via the free text element available.
3. Their application was raised at a Locality meeting on 10 July 2018; no adverse comments were received.
4. A Patient Survey was conducted during July 2018, the responses reflected a desire for the Branch Surgery to be open five days a week, however there was complete understanding and support of the decision to provide reduced opening hours.

List Size

RGMC has a list size of 10,818 as at 1 July 2018 which has increased by 272 since 31 March 2017.

GP Capacity at Ridge Green Medical Centre (RG) / Freshbrook (FB)

| Name: | Site: | Sessions per week: | Title: |
|--|----------|--------------------|----------------------------------|
| Dr D Matthews | RG FB | 2 6 | Long Term Locum |
| Dr T Bell | RG FB | 2 2 | Long Term Locum |
| Dr B Krischan | RG | 3 | Salaried RG |
| Dr A Stanley-Ngada | RG | 8 | Long Term Locum RG |
| Dr S Salman | RG | 4 | Locum |
| Dr K Mills | RG | 4 | Long Term Locum RG |
| Dr P Woothipoom | FB | 2 | Long Term Locum FB |
| | | | |
| Total Sessions RG | | 23 | |
| Total Sessions FB | | 10 | |
| | | | |
| Dr A Dwivedi | - | - | Senior Partner – Long Term Leave |
| GP Vacancy x 2 | RG/FB | 16 | Salaried |
| | | | |
| Whole Time Equivalent (WTE) 3.7 = 2,892 patients per WTE GP | | | |

| Nurse Capacity (WTE): | | | |
|---|--|--|--|
| Nurse Practitioner | 1 WTE | | Permanent |
| Nurse Practitioner | 0.8 WTE | | Permanent |
| Practice Nurse | 0.8 WTE | | Permanent |
| Practice Nurse | 0.7 | | Permanent |
| Practice Nurse | 0.5 | | Permanent |
| Total | 3.8 WTE = 2816 patients per WTE Nurse | | |
| Number of NHS consulting/treatment within the surgery | | | GP = 8 (FB:3) Nurse = 8 (FB:2) Other = 2 (FB:1) |
| Number of non-NHS consulting rooms used | | | None |

It should be noted that since the last application both the GP and Practice Nurse WTE have increased:

| | | | | |
|-----------|--------------|---------------|-----------------|---------------|
| July 2017 | GP WTE = 3.3 | 3,164 pts/WTE | Nurse WTE = 3.0 | 3,515 pts/WTE |
| July 2018 | GP WTE = 3.7 | 2,892 pts/WTE | Nurse WTE = 3.8 | 2,816 pts/WTE |

As part of the process of considering this application Swindon CCG consulted with the Practices listed below and Wessex LMC.

| Practice Name: | List Size |
|--|------------------|
| Phoenix Surgery | 4,582 |
| Moredon Medical Centre | 11,938 |
| Ashington House Surgery | 10,633 |
| Whalebridge Surgery | 11,062 |
| Sparcells Surgery | 4,288 |
| Abbey Meads Medical Practice | 17,233 |
| North Swindon Practice | 14,870 |
| Taw Hill Medical Practice | 12,564 |
| Data for comparison: Ridge Green Medical Centre | 10,818 |

Consultation responses:

LMC response – Happy to support the application providing it does not adversely impact other local Practices.

North Swindon Practice – Shared an email confirming they have no comment on this application, other than to wish them well.

Ashington House Surgery raised an objection based on:

Significant increase to their list size:

| | |
|------------|--------|
| July 2017 | 10,352 |
| March 2018 | 10,562 |
| July 2018 | 10,628 |

No significant development growth in the area which would suggest patients are moving across from other Practices.

Practice are also experiencing a shortage of GP capacity as they have not been successful in recruiting Partners/Salaried GPs.

The remaining six Practices have not shared any comments.

Recommendation

That the application for an extension of the reduction in hours at their Branch Site (Freshbrook Surgery) is recommended to be approved for a further six months. It is noted that by the end of the six months period the long-term absence of the Senior Partner should have been resolved.

Further consultation will be required between the Practice and the CCG once the outcome of the long term absence is known.

Practice Application Form Reduction in Hours to the Branch Surgery for Primary Medical Services

Please complete this form as fully as possible as the CCG team may request further clarification if questions are not answered:

| Name and address of Practice: Ridge Green Medical Centre Ramleaze Drive Swindon SN5 5PX BRANCH: FRESHBROOK SURGERY, Freshbrook village centre, Freshbrook. Name of Lead GP Partner: Dr Amitabh Dwivedi | | Practice Code J83064 Name of person completing this form: A Dwivedi | |
|--|--|--|--|
| Name of GP. Include vacancies --- --- (Enter in cell below) | No. sessions per week. (A session = 4 hours 10 min) | State if on Mat/Pat/Sick leave, sabbatical etc. | State whether Partner, Salaried Employee, Locum (state replacement for whom), Registrar, Retainee, or if other please state. (Enter below) |
| Dr D Matthews | 8 (FB+RG) | | Long term locum at Freshbrook (6 at FB and 2 at RG) |
| Dr T Bell | 4 (FB+RG) | | Long term locum (2 at FB and 2 at RG) |
| Dr B Krischan | 3 (RG) | | Salaried at RG |
| Dr A Stanley-Ngada | 8 (RG) | | Long term locum (RG) |
| Dr A Dwivedi | (long term leave) | | Senior Partner, Long term leave. |
| Dr S Salman | 4 (RG) | | Locum |
| Dr K Mills | 4 (RG) | | Long term locum (RG) |
| Dr P Woothipoom | 2 (FB) | | Long term locum (FB) |
| Salaried GP vacancy x2 | (16) | | |
| Total Number of Sessions | 10 (FB) 23 (RG) | Practice List Size: 10700 | |
| Total Number of Sessions divided by 9 (9 sessions = Full time) = 3.7 WTE | | | |
| Practice List Size divided by WTE = 2892 No of Patients per WTE GP | | | |
| 1 session = 4 hrs 10 mins. 9 sessions = 37.5 hrs =1 WTE (Full time) | | | |
| Nurses by titles. State if vacancy | WTE (1WTE = 37.5hrs) | State if on Mat/Pat/Sick leave, etc | State if agency, temporary contract, replacement for which post. |
| Nurse Practitioner | 1 | | Permanent |

| | | | |
|--|------|--|--|
| Nurse Practitioner | 0.8 | | Permanent |
| Practice Nurse | 0.8 | | Permanent |
| Practice Nurse | 0.7 | | Permanent |
| Practice Nurse | 0.5 | | Permanent |
| Total Nurse WTE = | 3.8 | | |
| List size divided by WTE Nurse = | 2816 | | |
| Number of GMS consulting/treatment rooms within surgery: | | | GP = 3 Nurse = 2 Other = 1 |
| Number of consulting rooms used for non-GMS purposes. State purpose: | | | None |
| Patient List Size at date of application: | | | 10700 |
| Dispensing Practice - Yes/No: | | | No |
| How long do you wish your reduced opening hours to continue? Minimum = 3 months and maximum = 12 months | | | 12 months |
| Date Reduced Opening Hours was first implemented | | | Rolling from previous year's application |

How does this application link to the strategic business plan for the Practice?

This application was initially requested as a result of difficulty in providing medical sessions at Freshbrook Surgery. That application was a result of consultation with NHS England, the CCG and the LMC as well as patient representatives, Freshbrook patients and our own PPG. We initially requested permanent reduction in opening hours after an initial trial periods as there was no national or Swindon wide local solution to the crisis in recruitment. However as a result of an annual review request we hereby submit this reapplication to maintain branch surgery part opening hours in keeping with our original business plan.

Nursing/Residential Care Homes/ Residential/Sheltered/Sheltered accommodation in practice area

| Names of the homes | Postcode | Number of patients from the home who are registered at your practice | | |
|----------------------|----------|--|------------------|-------------------------|
| | | Nursing care | Residential care | Sheltered Accommodation |
| Elsie Hazel Court | SN5 8LY | 0 | 0 | √ |
| Windmill Court | SN5 8RT | 0 | 0 | √ |
| Prince Rupert Court | SN5 8QQ | 0 | 0 | √ |
| Gainsborough | SN5 8RD | 0 | 0 | √ |
| George Tweed Gardens | SN5 5XE | 0 | √ | 0 |
| 12 Angus Close | SN5 5PS | 0 | √ | 0 |
| 13 Angus Close | SN5 5PS | 0 | √ | 0 |
| 14 Angus Close | SN5 5PS | 0 | √ | 0 |
| 7 Eworth Close | SN5 6JG | 0 | √ | 0 |

Enhanced Services

In this financial year the Practice provides the following Directed Enhanced Services:

| | |
|--|-----|
| Minor Surgery | Yes |
| Learning Disabilities | Yes |
| Extended Hours | No |
| Choice of GP Practice (In Hours Care) | No |
| Special Allocation Scheme (Violent Patients) | No |

In this financial year the Practice provides the following Vaccinations and Immunisation Services.

| |
|--|
| MMR (aged 16 and over) |
| Hepatitis B (newborn babies) |
| HPV |
| Rotavirus |
| Men ACWY Freshers |
| Meningococcal ACWY |
| Meningococcal B (MenB) Infant |
| Pertussis (pregnant women) |
| Shingles (routine aged 70) |
| Shingles (catch up aged 78) |
| Seasonal Flu Service 2018/19 |
| Childhood Seasonal Influenza Vaccination Programme (two-three year olds) 2017/18 |
| Pneumococcal polysaccharide |
| Pneumococcal PCV |
| |

CCG Locally Commissioned Services

In this financial year the Practice provides the following Locally Commissioned Services

| |
|--|
| Creation of Register for patients at risk of becoming Diabetic |
| Diabetes care |
| Implants & subcutaneous Injections |
| IUD Insertion/Removal |
| Leg Ulcer/Wound Care for non-housebound patients |
| Near Patient Testing |
| Post-Operative Wound Care & Suture Removal |
| Practice Commissioning |
| Pre-operative MRSA Screening (Orthopaedic) |
| Prescribing Incentive Scheme |
| Safeguarding |
| Secondary Care Phlebotomy |

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Public Health (Local Authority) Locally Commissioned Services

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|--|--|
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In this financial year the Practice provides the following Locally Commissioned Services

Please give details of any new housing developments that have an impact on your application. Local Authority planning departments and websites can provide details.

| Name of development | Approximate location | Number of dwellings planned | Approximate start date of development |
|---------------------|----------------------|-----------------------------|---------------------------------------|
| None | | | |
| | | | |
| | | | |
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Briefly describe your main reasons for applying to continue the reduction in your Branch Surgery opening hours:

We have previously applied for and had accepted a proposal to open 3 days per week at Freshbrook on grounds of clinical availability of doctors across the 2 sites. We have managed to maintain good nurse led triage and appointment availability at the Main surgery to support 3 day opening. On this basis we would like to reapply for maintaining closure for the next 3 years or more at the discretion of the panel. Our reasons are reiterated below with an update of our workforce position.

We have GP vacancies including partner vacancies open for over 5 years. We have had running campaigns in various publications, websites and organisations with wording checked by LMC. We have had 2 partnership applications one of whom subsequently went on long term sick leave and resigned from medicine and the second could not join due to clauses in his previous contract. 1 Successful applicant is a new salaried GP has joined us maintaining key roles including leadership and safeguarding. However even with this GP who 3 sessions per week it remains difficult to run both sites at full capacity. In addition further stress has been added to the number of sessions that we can offer as a further GP who was under GMC review has since resigned and has left medicine. A second salaried GP has also now left the practice for a job elsewhere. Dr Dwivedi is on long term leave. Even when Dr Dwivedi was able to provide sessions it was difficult to open 5 days per week at Freshbrook.

We continue to be able to maintain cover at 3 days per week at the branch surgery with patients easily accessing reception, admin and clinical care at main surgery Ridge Green. Furthermore we have implemented and maintained patient access technologies online access to appointments, repeat prescribing, ETP scripts and integrated phone systems to support access for patients. This offers a suitable service for this branch surgery whilst fully utilising the resources we have.

Describe the options you have considered, rejected or implemented?

Complete branch closure has been rejected due to likely significant impact to local users and some skeleton services are best maintained to provide continuity of service to local patients.

Recruitment of partner or salaried GPs would reduce need to close however a full time partner is needed in order to maintain supervision at Freshbrook.

A Nurse Prescriber may help but this was rejected due to limited applicants in previous recruitment rounds and difficulty in meeting even the most minimum of supervision needs.

Amalgamating working practices at main and branch surgery, cross cover and phone cover / triage cover had been implemented successfully some years ago. **This remains to be a successful solution with equal access available to Freshbrook patients at Ridge Green on the days that Freshbrook branch is closed.**

If any were implemented, what was your success in reducing or erasing such difficulties?

Amalgamating many backroom functions and cross cover helped to manage to maintain 3 day opening, but with further reduction in staffing levels (doctors) will only make matters harder to maintain at 3 days, therefore we feel we have explored all the main options with advice from NHS England and the LMC at round table meetings.

However in this last year we have had a couple of weeks where providing a doctor on all 3 days at Freshbrook was not possible. On Friday especially we are very short staffed and on 2 Fridays out of the year needed to provide clinics from Ridge Green only. This is entirely due to the reduced availability of clinical locum cover on Fridays which is out of favour by locums in general.

Have you consulted with your registered patients about your difficulties maintaining the current hours?

Yes – we have consulted patients in the following ways:

1. General service: friends and family test through text feedback, written forms and ipad entries, website access.
2. Targeted opening hour surveys : - letter to all patients in the past asking for comments, patient involvement meeting at the outset.
3. This year an ongoing patient survey in written format held at the clinic for patients to write their comments.

If so, please summarise your discussions and the attached consultation document which is part of this process. Please see attached minutes and summaries.

If you have not consulted with them, please complete one of the following:

Consultation will was held or to be held on: PPG meeting will be held this year in 13th July 2018. Results of patient survey will be available by 16th July once the results are discussed and minuted in the PPG meeting.

Have you consulted with your PPG
(point)

Yes (recurring annual meeting agenda)

If so, please summarise your discussions including whether the PPG thought your Branch Surgery opening hours should or should not continue to be reduced.

The PPG group are due to meet again on the 13th July 2018 to review this point. To date the PPG feel, having reviewed the reasons, that the branch should reduce its opening hours in order to maintain services.

The PPG has been broadly supportive along with patients that we have had face to face contact with. The changes have been supported on reflection of the underlying issues and the excellent availability of services and the proximity and flexibility of options available to our patients in Swindon including urgent care/success and nurse triage at Ridge Green. There is understanding of the wide spread problem of lack of recruitment to medical partnership despite (approved) adverts, which we are not alone in facing and that many practices in Swindon continue to have unfilled vacancies for doctors. Patients understand this down turn in recruitment and have had such information communicated to them regarding the reasons and need for change in working practices to reflect workforce availability.

The feedback from local stakeholders is one of understanding. There were initially concerns regarding the care of older less mobile patients and how they would get to Ridge Green. However due to proximity it has been straightforward matter of organising a home visit for the occasion when they cannot get to us. Along with access to telephone consultation and nurse Triage (open twice a day every day), ring fenced same day appointments and clinical advice available through the day, this approach has been well received with no complaints or feedback to suggest a reduced service. We have received praise repeatedly for the service we have been offering from individuals noting that despite being open only 3 days per week that they have continued to receive excellent care. This feedback has been through our **mJOG text** service feedback and written comments. We have 4 warden controlled sheltered accommodation attached and we have had no adverse events or problems noted from them regarding the arrangements in place.

We have also been in touch with local MPs, councillors, GPs and practice managers in the past who had been understanding of the pressures. Their feedback is that this is a necessary step and not out of line with other branch

surgery opening times. Feedback from the health and wellbeing board has also been broadly supportive understanding the challenges general practices face today. No suggestions for adjustments were made to the proposals.

Recruitment: We have made every effort to recruit to maximise our medical cover. In particular we have advertised for a partnership position in accordance with NHS England advice and LMC approval of wording and format for the adverts. Sadly this has been unfruitful as it has been with many practices in Swindon. We have engaged with any schemes that look to widen the scope of recruiting including Swindon CCG scheme to advertise Swindon positions nationally and registration of interest in overseas/European recruiting schemes. Sadly, we have not had any applicants through these schemes either.

If you have not consulted with them, please complete one of the following

Consultation will begin on:

Consultation is not required because:

Which are the other GP surgeries that overlap your boundary area and will be affected by your continued reduction in opening hours at your Branch Surgery?

| |
|-----------------|
| Ashington House |
| Phoenix |
| |
| |
| |
| |
| |
| |

Have you recently consulted with those contractors that overlap your practice area about the continued reduction in opening hours? No

If so, please summarise your discussions including whether those GP contractors thought your opening hours should or should not continue to be reduced.

Locality meetings attended by representatives of local surgeries including Ashington and Phoenix surgeries. They were previously asked for comments on these proposals which have been in action for several years. No complaints or objections have been raised in that time.

If you have not consulted with them, please complete one of the following

Consultation will begin on:

Consultation is not required because: Previously consulted with them in last 3 years (26/6/2015) and no change in circumstances or application is proposed.

Have you discussed your proposed request with NHS England/ CCG and what have you put in place since these discussions

These proposals had been extensively discussed at the outset with NHS England and the LMC in 2014. A presentation of the steps taken, alternatives and impact of proposals were discussed with the practice manager and senior partner. Follow up post implementation was managed by NHS England with meetings and 6 month then 12 month applications. We are happy to review the proposals with NHS England at their discretion however the key problem of lack of qualified medically trained GPs in the Swindon area remains unchanged. All other opportunities to minimise the impact of this with efficiencies, nurse practitioners, locums, cross working, success utilisation, telephony upgrades and access have all been considered and implemented to optimise remediation. No further remedial actions are available to us having consulted and discussed the shortfalls at length with appropriate parties.

What reasonable support do you consider the CCG would be able to offer, which would enable you to avoid the continued reduction of opening hours at your Branch Surgery?

We need GP partner/ salaried GP support and it is unlikely that NHS England will be able to provide this. Some patients feel that the 1.6 mile distance between Freshbrook branch and Ridge Green branch is a problem. If NHS England would consider a taxi service or negotiate a bus service directly from Freshbrook to Ramleaze drive for patients requesting access to Ridge Green on the days Freshbrook is closed that may help. However we understand that the means of transport to primary care services do not fall under commissioning powers. At present the Success clinic in Moredon is around 4.1 miles away and therefore Ridge Green offers much greater convenience (and same day appointments) for our Freshbrook patients than the CCG commissioned service replacement at present.

Describe the steps you have taken to alleviate the difficulties you previously experienced/are experiencing in maintaining your Branch Surgery opening hours.

Recruitment: We have running adverts in the Swindon Education Website and on the LMC website. We have also advertised in the wider Swindon GP recruitment campaign led by the CCG and registered our interest in any schemes to recruit GPs from the EU. We have recruited 1 salaried GP (3 sessions per week) however have lost 2 salaried GPs in the last 18 months (1 through retirement from General practice, the other moved to another surgery).

The senior partner Dr Dwivedi remains on long term leave and is unable to return to practice at the present time.

The main surgery is 1.6 miles from Freshbrook branch and can be accessed by a number of buses including number 1 and 1A. The main surgery is much easier to get to than the nearest success clinic at Moredon Surgery (4.1 miles away). A volunteer patient transport service also runs in the area providing access for patients. Availability of home visits is supported by local "success" home visiting service and the onsite day to day doctors. There is disabled access at the main site.

Significant work had been done to integrate work processes, prescribing, telephones, clinical working routines, communication and transparency of access across the two sites so that a seamless service will be presented to patients on accessing healthcare at either site. This service has been in place for over 2 years and has proved to be very successful with no negative feedback from patients and quite a lot of positive reports of ease of access to appointments and the excellent nurse triage service (PPG members report and individual patient comments online and through our survey).

- capacity at main surgery site;
There is substantially **better capacity at the main site** with a larger physical presence, more consulting rooms and good clinical supervision and support.
- booking appointments;
All phone services are automatically diverted to Ridge Green for seamless service. **Telephone triage** has been centralised to a single easy number advertised to all patients by letter. This is a **clinician advise line** which operates twice a day and has the capacity to book ring fenced appointments with nurses and doctors, give advice or help. This service has already received considerable praise over the last 10 years it has been in place and is fully supported by onsite doctors.

Patients wishing to be seen at Freshbrook due to difficulty with catching a bus can still book appointments at Freshbrook for the next day including an urgent appointment. The only difficulty they may face with maintaining the proposed closure is access to an urgent appointment on Tuesdays or Thursdays by having to travel 1.6 miles to Ridge Green. However looking at Swindon commissioned services this is no more onerous than asking patients to access Success appointments at Moredon (4.1 miles away) or Hermitage which are further away (4.1 miles to Moredon vs 1.6 miles to RidgeGreen). We do use and routinely offer success appointments but we repeatedly find patients prefer to be seen by their own practice and at a more convenient location at Ridge Green than to have to travel to Moredon.

Do you have any other information to bring to the attention of the CCG about this application?

We have had no objections, complaints or problems with the closure/reduced hours to date. We have maintained the nurse triage and same day appointment service and offer routine appointments with a maximum of 1 week wait for routine at present. This is being offered at CONSIDERABLE financial expense to the surgery with locum cover backfilling absences and inability to fill partner positions.

We continue to work hard to maintain these services and your assistance in making this solution work for the future of the two surgeries is greatly appreciated.

Your application will be considered by the Primary Care Commissioning Committee.

If there is any sensitive or commercial information relevant to this application, please provide on separate paper.

Please note that this application does not impose any obligation on Swindon CCG to agree to this request.

To be signed by all parties to the contract (where this is reasonably achievable):

Signed:

.....
Print: Amit Dwivedi

.....
Date: 25/6/18

Signed:

.....
Print: Amrita Dwivedi

.....
Date: 25/6/18

Return this form to the Primary Care Team at Sue Carvell, Primary Care Manager at Swindon CCG via swiccg.primarycare@nhs.net

Please note that this document will be shared unedited for consultation as part of the process completed by Swindon with other interested parties.

By submitting this application, you are allowing this to be shared as part of the consultation process.