

REPORT TO: Health Policy & Performance Board

DATE: 19th June 2018

REPORTING OFFICER: Strategic Director, People

PORTFOLIO: Health & Wellbeing

SUBJECT: NHS Halton CCG Consultation & Engagement Programme for 2018/19

WARD(S) All

1.0 PURPOSE OF THE REPORT

1.1 To inform the board of NHS Halton CCG engagement and consultation requests regarding 3 GP practices to the CCG for the following estates:

Appleton Village Surgery, 2-6 Appleton Village. WA8 6DZ
contractors have requested to relocate to a site off Lanark Gardens, Upton Rocks, Widnes.

Beeches Medical Centre, 20 Ditchfield Road, WA8 8QS has
requested to relocate to Hough Green Health Park, 47-57 Hough
Green Road. WA8 4NJ

Upton Rocks practice WA8 7NU has requested to close their Hale
Village branch site, 6-7 Ivy Farm Court. L24 4AG

2.0 RECOMMENDATION: That:

- a)** A robust programme of consultation and engagement is undertaken with all relevant stakeholders.
- b)** Consideration of concerns to be answered regarding the Appleton Village new build.
- c)** A 12 week consultation is undertaken with Beeches Medical Centre patients to understand any patient concerns and aid the decision making process regarding the proposed relocation.
- d)** A 12 week consultation is undertaken with Upton Rocks Hale Village patients to understand any patient concerns and aid the decision making process regarding the proposed closure of Hale Village branch site.

3.0 **SUPPORTING INFORMATION**

3.1 **Appleton Village Surgery**

3.1.1 Appleton Village Surgery has 10,020 registered patients as at 1 April 2018.

3.1.2 Appleton Village Surgery has had a closed list to new patients since 1 December 2014 as there is not enough accessible space within the current building to enable an increased list size of patients to be seen. The proposed new building would be a modern fit for purpose building with 5 additional clinical rooms.

3.1.3 A business case for the Appleton Village Surgery Development was first submitted in January 2010 to the former NHS Halton and St Helens Primary Care Trust and was approved by the board on 21st September 2010. It detailed that a new build was the only option and provided the rationale for this as being:

- The surgery is not and could never be remodelled to be DDA (Disability Discrimination Act) compliant.
- The surgery is not and probably could never be remodelled to be compliant with other mandatory legislation.
- There is no disabled access
- There is no practice parking
- The surgery has a poor internal layout
- There is a heavy and increasing structural repair bill

3.1.4 When responsibility for premises moved to NHS England the Appleton Village Surgery Development business case was tested through a 2-stage assessment process by NHS England Merseyside Commissioning Directorate and NHS Property Services.

3.1.5 NHS Halton CCG took on the responsibility for delegated commissioning in 2015, including responsibility for decisions regarding primary care estates.

3.1.6 The practice re submitted its proposal to the CCG under the delegation rules. A 6 week consultation was undertaken from 22nd June 2017 to 7th August 2017 run by Midlands and Lancashire CSU on behalf of the CCG and the practice. Every Appleton Village patient aged over 18 was sent a letter that outlined the problems with the existing site, the benefits of the new site and how to get involved. Details of the relocation proposal including a slide deck

presentation were posted on to the surgery website including a link to the online survey. A drop-in event was held at the practice on Saturday 15 July from 10am – 2pm, posters advertising the drop-in event were displayed throughout the surgery. The event was attended by 146 people. The surgery used their automated Patient Text Message Service to contact patients every week during the consultation. They were encouraged to attend the patient event and complete the online survey. 1050 Appleton Village patients and 2 people who are not Appleton Village patients responded to the survey.

- 3.1.7 Respondents were asked to provide demographic profiling data (age, gender, ethnicity etc.). There was representation from all groups. Most respondents (71.77%) were very or fairly supportive of the move to Upton Rocks. Geographically those living in postcodes near to the existing surgery are unsupportive of the move whilst those living near to the new site are very supportive of the move. The reasons for the move and the expected benefits were recognised and supported by respondents.
- 3.1.8 For those who are unsupportive (19.46%) the key issues mentioned focused on transportation, travelling and access. All concerns discussed the time to travel to the site, the cost, modes of transport available for patients and specifically whether there is public transport. Following on from this respondents were concerned about how specific patient groups including the elderly, the disabled and those with long term conditions and other illnesses will be able to access the new site.
- 3.1.9 To mitigate against these concerns practice appointments will be offered to fit in with public transport times, and the option of telephone appointments will continue. Where appropriate the practice will undertake home visits. The practice Patient Participation Group actively engaged with Halton Community Transport who can support the patients with next day transport for those who are eligible for transport. The practice will change the on the day appointments system to enable next day appointments for patients utilising Halton Community Transport. Further engagement work will now be undertaken with groups that the consultation has indicated would have difficulty travelling to the proposed relocated site.

3.2 **Beeches Medical Centre**

- 3.2.1 Beeches Medical Centre has 8272 registered patients as at 1 April 2018.

- 3.2.2 Beeches Medical Centre has requested to relocate from their current building. The practice would like to move to a modern, fit for purpose building with potential for the practice to register more patients and offer more services at the practice site. Relocation would help the practice to maintain an open patient list that is able to accept new patients and improve parking facilities.
- 3.2.3 The practice has requested to locate on a site with another GP practices. The GP forward view highlights benefits for patients and practices of practices working at scale. Co-location with another practice will enable practices to offer a greater range of services on site, and to increase resilience. The nearest possible sites are Hough Green Health Park and the Health Care Resource Centre. The practice feels Hough Green Health Centre would be a better option for their practice. It is 1.1 miles from the Beeches current location.
- 3.2.4 The practice and CCG have engaged with the practice Patient Participation Group (PPG). The PPG felt relocation to Hough Green Health park would benefit patients that drive to the practice as parking at the proposed site would be better than at the current site. For those patients living near Liverpool Road the proposed site is on a direct bus line. The PPG felt patients would want reassurance that the practice is not merging with Hough Green Health Park practice and that patients will continue to be seen by the same staff.
- 3.2.5 The CCG proposes to undertake pre consultation work to understand if there are groups of patients that would be adversely impacted and ensure that there is opportunity to understand this within the consultation.
- 3.2.6 The CCG proposes to undertake a 12 week consultation from 2nd July to 17th September. The consultation will include a robust communications programme to ensure that all stakeholders including every Beeches Medical Centre patient to engage in the consultation. There would also be communications with Hough Green practice patients to reassure them that their GP practice will not be merging with Beeches Medical Centre.

3.3 **Hale Village branch Surgery**

- 3.3.1 Upton Rocks Surgery has 3617 registered patients as at 1 April 2018. Of these 313 patients reside in Hale Village.
- 3.3.2 Hale Village branch site is open for three hours a week (Wednesday 13.00-14.30 and Friday 12.30-14.00) and is located 3.5 miles from the main practice. The branch site is not DDA compliant and has

been classified as “condition C” estate within Halton Strategic Estates Plan 2015-2020 meaning that, “the property is operational but major repairs or replacement will be needed soon, for building and engineering elements.” The practice reports that it is difficult to staff the branch as locums refuse to travel and clinical staff prefer not to work in isolation. The practice also reports that there is under-utilisation of the appointments that are offered at Hale Village branch.

- 3.3.3 In line with the national Primary Medical Services (PMS) redistribution program to ensure equity of funding across practices, higher funded practices PMS funding is being gradually reduced over 4 years starting from 2015 and lower funded PMS practices funding is being increased. As Upton Rocks has historically received higher funding, its PMS funding is being reduced. The practice feel that the branch site is no longer viable and closure of the branch would help the practice to run more efficiently and offer more appointments to their patients at the main site. The practice will continue to offer home visits to appropriate patients.
- 3.3.4 The 8 nearest practices to Hale Village branch site are all located in Liverpool CCG boundary and range from 1.2 to 1.9 miles from the branch site. The nearest Widnes practices which have Hale in their practice boundary are: Hough Green, Newtown and West Bank branch Bevan Group practice and the main Upton Rocks site. All of these are approximately 3 miles from Hale Village branch surgery.
- 3.3.5 The practice and the CCG has engaged with the practice PPG to understand their concerns and issues that will need to be considered within the consultation. For those patients that would drive to both sites there is significantly more parking at Upton Rocks main branch site. The PPG expressed concerns around travel to the main site for those that cannot travel by car. There is a direct 82A Arriva bus from Hale Village to Upton Rocks. It is a 17 minute bus journey to Chestnut Lodge bus stop then a short (0.3 mile) walk from the bus stop to the practice.
- 3.3.6 There is a plan to build 1700 new homes in Halebank, and 94 new homes in Hale. It is likely that not all residents moving into these new homes would want to move from their current GP, or would choose to register at Upton Rocks practice. Hale Village branch is unlikely to be able to provide a single solution to providing a GP practice for the residents as the building would not have capacity to serve all of the additional patients from the proposed new homes.
- 3.3.7 At a meeting of the practice Patient Participation Group on 23rd March 2018 a petition was handed to CCG representatives objecting to the potential closure of the branch. The petition had 588 signatures (some of which were duplicates), of these 111 were Upton Rocks patients.

3.3.8 The CCG is proposing to run a 6 week consultation from 2nd July 2018 to 10th August 2018.

4.0 **POLICY IMPLICATIONS**

4.1 The National GP forward view recognises that GP estate need to be improved to increase the flexibility of facilities to accommodate: multi-disciplinary teams and their training, innovations in care for patients and the increasing use of technology, cater for population growth and enable patient access to a wider range of services. A key goal of the GP forward view is to ensure future sustainability and resilience of general practice.

5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 The proposed relocations and branch closure will impact upon the amount of notional rent paid to the practices by the CCG. The CCG considers that the proposals would be affordable and supports the CCG's commitment to ensure that sustainable and resilient General Practice operates from fit for purpose buildings.

6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 **Children & Young People in Halton**

6.2 **Employment, Learning & Skills in Halton**

It is increasingly difficult nationally for GP practices to recruit GPs and nurses to vacant posts and this situation has been reflected locally. It will be easier to recruit and retain GPs, GP trainees, nurses and administrative staff to work in modern, fit for purpose buildings where staff feel supported and do not work in isolation.

6.3 **A Healthy Halton**

The proposals will enable services to be provided more efficiently and provide greater opportunities for more services to be offered within the community and out of hospital.

6.4 **A Safer Halton**

The proposals to relocate Beeches Medical Centre and Appleton Village Surgery will enable more patients to park in dedicated practice parking and reduce potential parking hazards where there is less on-site parking.

The proposals will ensure that care is provided in fit for purpose Disability Building Regulations (Disability Discrimination Act) compliant buildings.

The proposal to close Hale Village branch surgery will improve safety for staff and patients working in isolation.

6.5 Halton's Urban Renewal

The relocation proposals would be in modern fit for purpose buildings, providing pleasant spaces where patients could access more services in the future, and would fit with the infrastructure development of Halton that residents are proud of.

7.0 RISK ANALYSIS

7.1 The CCG and practice pre engagement and consultation work seeks to identify any risks for patients of the proposals and if proposals are agreed to ensure the identified risks are mitigated.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 Older patients, young families and some disabled patients have been identified as groups that may find a relocated practice more difficult to travel to. Consultation work will include representation from these groups to understand any concerns and ensure mitigations are in place. The midwifery service for pregnant women is not provided at the practice sites and is not affected by the proposed relocations and branch closure.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

9.1 None under the meaning of the Act.