

<b>Title of Meeting:</b>	<b>PCCC</b>	<b>Agenda Item: 6.3a</b>										
<b>Date of Meeting:</b>	<b>24 September 2020</b>	<table border="1"> <thead> <tr> <th colspan="2">Session (Tick)</th> </tr> </thead> <tbody> <tr> <td>Public</td> <td>X</td> </tr> <tr> <td>Private</td> <td></td> </tr> <tr> <td>Development Session</td> <td></td> </tr> </tbody> </table>			Session (Tick)		Public	X	Private		Development Session	
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Private												
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<b>Paper Title:</b>	<b>Prospect Rd Branch Closure Application</b>											
<b>Responsible PCCC Member Lead</b> Wendy Balmain Director of Strategy and Integration		<b>Report Author and Job Title</b> Martin Braidwood, Service Improvement Manager, Primary Care										
<b>Purpose (this paper if for)</b>	<table border="1"> <thead> <tr> <th>Decision</th> <th>Discussion</th> <th>Assurance</th> <th>Information</th> </tr> </thead> <tbody> <tr> <td>X</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Decision	Discussion	Assurance	Information	X			
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X												
<b>Has the report (or variation of it) been presented to another Committee / Meeting?</b> If yes, state the Committee / Meeting: No.												
<b>Executive Summary</b>												
<p>This report is an application from the Central Healthcare to close their branch surgery at Prospect Rd Scarborough.</p> <p>Central Healthcare is a practice located in Scarborough town centre, with a list size of approximately 29k. It formed in 2018 following a merger of 4 town centre practices and retained operational use of the 3 sites of the former practices, located at Lawrence House Medical Centre (LHMC), Peasholm Surgery (PS) and Prospect Road Surgery (PRS).</p> <p>The PRS is approximately 0.7 miles from LHMC.</p> <p>In March 2020 as a result of a CQC inspection, subsequent rating of “inadequate” and an inability to safely staff 3 sites, an urgent decision was made to relocate PRS services to LHMC whilst a review of service delivery was completed.</p> <p>Both the CCG and patients were advised of the urgent need to change service delivery due to the poor condition of PRS, and a need for significant investment to bring the facilities up to a standard that met infection prevention and control standards.</p> <p>The landlord for PRS has also given notice to terminate the lease by end of October 2020 but has asked the practice to expedite this and vacate by 29 September.</p>												
<b>Recommendations</b>												
<p><b>The Primary Care Commissioning Committee is being asked to:</b></p> <ul style="list-style-type: none"> <li>Approve the branch closure, noting the unique circumstances that underpin this situation, from 29 September 2020.</li> <li>Note that there may be public concern regarding lack of formal engagement, but acknowledge and support the practice response, given the circumstances.</li> </ul>												

<b>Monitoring</b>	
An update on the retrospective patient engagement, and progress against the CQC improvement plan, will be provided at a future meeting.	
<b>Any statutory / regulatory / legal / NHS Constitution implications</b>	The Policy Book for Primary Medical Services – Chapter 7.15.7 – 7.15.26 – Branch Closure allow for a contractor to apply to NHS England to close a Branch Surgery  <a href="https://www.england.nhs.uk/publication/primary-medical-care-policy-and-guidance-manual-pgm/">https://www.england.nhs.uk/publication/primary-medical-care-policy-and-guidance-manual-pgm/</a>
<b>Management of Conflicts of Interest</b>	No conflicts of interest have been identified prior to the meeting.
<b>Communication / Public &amp; Patient Engagement</b>	Formal public consultation has not been possible but there is a programme of communications to inform patients of the changes.
<b>Financial / resource implications</b>	Saving to the CCG of c£60 000 in rent reimbursement
<b>Significant Risks to Consider</b>	No significant risks identified
<b>Outcome of Impact Assessments completed</b>	No significant impacts.

## **Purpose of this Report**

The purpose of this report is to consider the application made by the Central Healthcare GP Practice in Scarborough to close its branch surgery at Prospect Rd, Scarborough.

## **Background**

Central Healthcare is a large practice located in central Scarborough with a list size of approximately 29k. It was formed in 2018 following a merger of 4 town centre practices, and had retained operational use of the 3 sites of the former practices, located at Lawrence House Medical Centre (LHMC), Peasholm Surgery (PS) and Prospect Road Surgery (PRS).

In March 2020 as a result of a CQC inspection and a subsequent rating of “inadequate” the practice made the decision to concentrate staff across two sites. This would improve the quality of service as well as staff resilience and support. A decision was made to relocate PRS services to LHMC whilst a review of service delivery was completed.

Both the CCG and patients were advised of the urgent need to change service delivery due to the poor condition of PRS and that it would need for significant investment to bring the facilities up to a standard that met infection prevention and control standards and provided a fit for purpose working environment for staff. The CCG and Local Medical Committee (LMC) were supportive of these measures.

## **Impact of COVID**

Following the relocation to LHMC, the COVID-19 pandemic impacted on general practice and completely changed the way of working, In line with national guidance Central Healthcare continued to offer urgent and routine appointments via telephone, online and when clinically appropriate, face to face appointments. The practice reported that patient attendance at the sites had been minimal during lock down period.

## **Lease Arrangements**

During August, at a time when the practice was reviewing the services that could be offered at PRS and evaluating whether it was safe and sustainable to do so, the landlord gave notice to terminate the lease agreement with 3 months’ notice. This has meant the practice has had to reconsider its longer term strategy and the impact that permanent cessation of services from PRS would have.

Since the original notice was served, the landlord has further asked if this could be expedited to the 29 September. As PRS is closed to patients at present, the decision was made by the practice not to reopen, as to do so would be disruptive to planned operations and confusing to patients. As such, the practice has begun the task of vacating the premises.

This has meant that it has not been possible to undertake patient engagement and consultation on what is a branch closure, as per NHSE guidance. The CCG and NHE are aware of this.

## Recovery and response to CQC rating

The practice has undertaken an enormous amount of work in partnership with the CCG as a result of the CQC inspection to improve leadership and services for patients.

The CQC has since had a follow up review with the practice, August 2020, and found that significant improvements have been made since it visited in February 2020. These improvements have been made in patient safety, staffing, effectiveness governance and leadership. Whilst the CQC cannot re-rate the practice until a full inspection later in the year, the interim report and evidence is positive.

The full report is published on the practice and the CQC website here: <https://api.cqc.org.uk/public/v1/reports/50d4ac5b-bd65-48de-8895-3f09ab27f007>

The CQC reported that “The service is on a trajectory of development and improvement” and that “the risks highlighted in the warning notices had significantly reduced.”

The closure of PRS during this period of time has enabled the practice to focus its efforts of delivering a quality service on a reduced premises footprint.

## Patient engagement and consultation

As noted above, it has not been possible to engage with patients and wider stakeholders around the permanent branch closure of PRS, given the short notice period imposed by the landlord. To mitigate this, the practice has committed to undertake the following:

- Send text messages with a link to the website which will inform patients of the changes and the services offered at Lawrence House and Peasholm Surgery and the reasons for the relocation
- Notify the two closest practices (which are in the same Primary Care Network)
- If appropriate, draft a media release and use social media to communicate key messages
- Inform Central Healthcare’s aligned care homes
- Communicate the permanent changes to service delivery to stakeholders
- Display posters and information at each site
- Notify changes on the practice website, which also has translation services
- Ensure those patients with disabilities are informed in an appropriate way
- Conduct a patient survey to gather views on patient experience during COVID and what improvements they would like to see.

## Impact on patients

The practice has reviewed the impact on patients from moving to a two site delivery model and has provided the information below.

Prospect Road Branch to Peasholm Branch		
By car	0.7 miles	3 minutes
Walking		12 minutes

Prospect Road Branch to Lawrence House		
By car	0.9 miles	4 minutes
Walking		13 minutes

Lawrence House to Peasholm Branch		
By car	0.9 miles	4 minutes
Walking		15 minutes

The travel distances to other branch sites are all within a mile of each site and Lawrence House is on a main bus route to and from the town centre.

The nearest neighbouring practices are:

- Brook Square, 0.4 miles and 7 minutes' walk from Prospect Road
- Castle Health Centre, 0.9 miles and 13 minutes' walk from Prospect Road.

PRS Services have already been relocated to Lawrence House and Peasholm for the last 6 months (March – August) with GP appointments offered at Lawrence House and Nurse appointments offered at Peasholm branch. This approach has aligned with having “hot” and “cold” sites to minimise the risk of spreading COVID infection in accordance with national guidance.

All patients will continue to have access to all routine GP services including ordering repeat prescriptions on line and domiciliary visits and as required. Patients can nominate a chosen community pharmacy so will not need to travel to the surgery to collect prescriptions as these will be sent direct to the pharmacy. A quality improvement plan is also in place to improve the patient experience. This plan will include upgrading the telephone system by end of January 2021, the practice is aware of long waits for call answering.

Discussions are underway with the landlord of Lawrence House to explore a programme of refurbishments and the creation of additional consulting rooms.

### **Recommendation and Next Steps**

It is recommended that NY CCG PCCC approves the closure of the Prospect Road branch surgery as the site is not fit for purpose, the landlord has given notice of termination of the lease and the closure will allow for improvements in services at the remaining two sites.