

<b>Title of Meeting:</b>	PCCC		<b>Agenda Item: 6.3b</b>									
<b>Date of Meeting:</b>	24 September 2020		<table border="1"> <tr> <th colspan="2">Session (Tick)</th> </tr> <tr> <td>Public</td> <td>X</td> </tr> <tr> <td>Private</td> <td></td> </tr> <tr> <td>Development Session</td> <td></td> </tr> </table>		Session (Tick)		Public	X	Private		Development Session	
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Development Session												
<b>Paper Title:</b>	Hampsthwaite Branch Closure Application											
<b>Responsible PCCC Member Lead</b> Wendy Balmain Director of Strategy and Integration		<b>Report Author and Job Title</b> Andrew Dangerfield Head of Primary Care Transformation										
<b>Purpose (this paper if for)</b>	<b>Decision</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Information</b>								
	X											
<b>Has the report (or variation of it) been presented to another Committee / Meeting?</b> <b>If yes, state the Committee / Meeting:</b> Yes. NY CCG Directors meeting 14 September 2020												
<p><b>Executive Summary</b> This report is an application from the Church Avenue Medical Group practice in Harrogate to close their branch surgery in Hampsthwaite village.</p> <p>The branch surgery is no longer fit for purpose and has limited possible use. Approximately 800 patients are registered as using the branch but the majority of these patients also use the main site at Church Avenue.</p> <p>The practice is not asking patients to re-register with another practice and will accommodate all clinical capacity provided in Hampsthwaite within the Church Avenue site so there is no loss of service delivery.</p> <p>The closure is within a rural area however there are alternative practices within 1.8 miles of Hampsthwaite and these practices can accommodate new patients if required.</p> <p>The practice has undertaken a period of patient consultation and considered the feedback as part of this application.</p>												
<p><b>Recommendations</b> <b>The Primary Care Commissioning Committee is being asking to:</b> Approve this application.</p>												
<p><b>Monitoring</b> Monitoring is through the Director of Strategy and Integration.</p>												
<b>Any statutory / regulatory / legal / NHS Constitution implications</b>	No											
<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>	N/A											
<b>Financial / resource implications</b>	A small saving of c£6000 to the CCG with a reduction in rent reimbursement.											
<b>Significant Risks to Consider</b>	None.											
<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 Church Avenue Medical Group, Harrogate to close its branch surgery, Winksey Cottage, Hampsthwaite.

### **Background**

Church Avenue Medical Group (B82059) is seeking permission to close the branch surgery at Winksey Cottage, Hampsthwaite, Harrogate.

Church Avenue Medical Group has a patient list size of approx. 10,800 patients and currently operates from two sites – the main site being to the north of Harrogate centre and a branch site located in Hampsthwaite, a small village to the north-west of Harrogate. Patients registered with the practice are able to access appointments and services from both sites. The practice's dispensary is located at the Hampsthwaite site – Winksey Cottage.

Church Avenue Medical Group has provided General Medical Services including dispensing medicines in Hampsthwaite for many years. The current practice team and predecessors have enjoyed delivering the highest quality service possible to the rural population. However, in recognition of changes estates requirements for patients the practices is applying to close the Hampsthwaite premises. At the same time the practice list remains open with no plans to change boundaries and the practice welcomes people resident in Hampsthwaite and surrounding areas to remain registered, or to newly register.

The practice has previously submitted proposals to a developer for the development of a new Hampsthwaite premises to coincide with the building of a new housing estate, however this application was unsuccessful.

The practice is confident that it will be able to continue to meet the needs of their rural population and are committed to working with their Primary Care Network partners to improve local services. They have planned rotas at Church Avenue to accommodate the extra work. The current surgeries at Hampsthwaite (detailed below) can easily be accommodated at Church Avenue.

There have been numerous changes to the main Church Avenue site to increase clinical capacity at the expense of administration and office space.

The practice is planning to cancel its dispensing contract as part of the closure. The dispensing list has reduced significantly over the last few years, mainly due to the reduced list size in Hampsthwaite, longer opening times and convenience of community pharmacy and electronic prescribing. These falling numbers mean that the dispensary is no longer profitable due to increased medication costs and buying power due to low usage.

The Hampsthwaite branch site has been closed for over 4 months, since the onset of Covid19. The practice has indicated that there are currently no plans to open Hampsthwaite in the future due to its limited space and inability to provide a Covid safe clinical or staff workspace. There have been no patient complaints since the branch closed temporarily.

### **Alternative Provision of Primary Care**

As the practice is not requesting patients to register elsewhere and GPs will still provide home-visits to patients living within the Hampsthwaite area, the practice does not expect many patients will wish to register with alternative primary care providers in the locality.

Nidderdale Group Practice has a branch in Birstwith, Spring Gables Surgery, 1.8 miles from Hampsthwaite, which is a rural dispensing site like Hampsthwaite. Church Avenue Medical Group has liaised with the Nidderdale Group Practice and they are aware of the application to close the

branch. Nidderdale have restricted their lists with regards to town centre patients, but Hampsthwaite falls within their catchment area. There are also practice sites at Killinghall (2.4miles) and Jennyfield (2.8 miles) both operated by Dr Moss and Partners. Dr Moss and Partners are also aware of the application to close the Hampsthwaite site.

### **Reasons for the practice wanting to close the branch**

Scoping work within the practice regarding the feasibility of the branch site has been ongoing for over four years.

Winksey Cottage is a small building with many structural confinements that hamper good use of the building. Whilst the practice has taken many steps, from a decorative perspective, to enhance the surgery (new flooring, blinds, external signage etc.) the structural limitations detailed below prevent any further expenditure being productive.

- There is only one entry point at the front of the property which has limited access for wheelchairs, pushchairs or other disabled transportation. This hinders patients accessing the building for same day urgent care
- There is no parking available for patients
- There is limited clinical / office space throughout the building with, on the ground floor:
  - One consulting room – no sound proofing so confidentiality is a known issue
  - Very small reception and waiting area – as above, with no sound proofing so confidentiality is an issue
  - A small dispensary
  - A small kitchen
  - One toilet, for use by both male and female patients and staff upstairs
- The first floor is accessed by a very narrow staircase meaning that any rooms upstairs can only be used for office / storage space. There is no possibility of altering this stairway.

Along with the cosmetic alterations outlined above, the practice has also:

- Increased opening times by 2 sessions a week
- Employed a Practice Pharmacist with managerial responsibility for quality assurance and improvement of dispensary
- Added a Nurse and Phlebotomy clinic

None of the changes implemented have had any impact on helping to increase patient numbers, although the village continues to grow with housing developments.

There are services that are not available at Winksey Cottage currently (they are provided at Church Avenue site:

- Extended Hours
- Minor Ops
- Midwife appointments
- INR appointments
- Stop Smoking appointments
- Drop-in Phlebotomy clinics
- Same day Duty Doctor appointments

There is only one session per week of nurse appointments so these are very restricted. Nurse appointments include ECG, ear syringing, compound wound dressings, smear tests.

### **Utilisation of the branch**

810 patients (out of a total list size of 10800) make use of premises currently.

There is a decreasing number of dispensing patients – 200 patients per month with a maximum of 350 prescriptions being generated.

There is only one consulting room at Hampsthwaite. Hampsthwaite current opening hours are surgeries morning and afternoon on Monday, Tuesday and Wednesday and morning sessions only on a Thursday and Friday.

Hampsthwaite surgery offer pre-booked routine appointments for GP's. They also offer 50 face to face (pre-Covid), 20 telephone appointments and 10 emergency telephone appointments per week. They also offer 13 routine Nurse appointments and 1 emergency appointment reserved for dressings.

This clinics and appointments will be re-provided at the Church Avenue site.

### **Financial Impact of Potential Closure**

Closure of Winksey Cottage would result in a more secure financial position for the practice and a very small decrease in rent costs for the CCG (approx. £6k). It is also acknowledged by the practice that there will be some resource requirement on their behalf to move services onto a single site.

The practice would no longer receive notional rent, rates or reimbursement for clinical waste which are funded via the CCG through the GMS contract, for the branch site.

There would be no impact on staffing as all staff currently work across both sites and duties would be absorbed back to the main site practice.

All staff would work at Church Avenue site, the duties that our Hampsthwaite site staff do are not exclusive to Hampsthwaite patients, so they are already trained to deal with aspects of the surgery work.

If a significant number of patients were to re-register with another practice, this would impact on practice payments which are based on registered patients. The practice is aware of this and does not expect this to have an adverse financial impact.

### **Patient and Stakeholder engagement**

The engagement process has been led and owned by the practice with support from North Yorkshire CCG.

The practice has actively sought views from the 800 patients registered to the branch, on the proposed closure and the issue has been discussed with the practice Patient Participation Group. A patient survey was launched in February and 90 responses have been received. The survey was widely promoted through social media, a text to all patients and with paper copies in the practice.

A full copy of the survey results is attached at *Annex 1*. The response from patients to the proposal was mixed, with some fully supporting the closure and others raising issues around transport and access. The practice plans to mitigate the impact of the proposal by ensuring prescription services remain available in the short term and supporting people in transitioning to the alternative sources (e.g. online services). There are also plans in place to continue providing support for vulnerable patients in the medium term including home visits for patients who are housebound and continued visits to care homes.

Two face-to-face public engagement sessions were anticipated but cancelled due to the Covid-19 pandemic. However the practice has been assessing the impact and response to the recent closure

of the branch due to Covid-19 and that learning has informed this application and planned transition and mitigations for the future.

The Branch has been closed since mid-March 2020 with no comments from patients. Medication deliveries are still being carried out for housebound patients.

As stated above there has been a mixed response from patients with regards to the proposed closure – details of which can be seen in the survey results. There has not been any other opposition received by letter or personal contact.

The practice have noted the concerns from patients and state that:

“Whilst there isn’t a regular bus service from Hampsthwaite to the town centre and this might cause some problems for some patients, as part of the closure plan we will not ask any patient to re-register as Hampsthwaite will stay within our catchment area. Our GP’s will continue to visit housebound and vulnerable patients as part of their daily visiting lists, along with our wider team of Practice Nurses, HCA’s, Social Prescribers, Pharmacists where necessary. There are limited services within Hampsthwaite village now, with the post office closing, very small convenience shop with limited supplies and no bank so the population do have to travel for other services, however the local community pharmacies do deliver to the village and we will work with patients and community pharmacies to ensure their medications are supplied by alternative providers. There is also another local GP Practice which is dispensary which patients, if they wish, could re-register with although we hope that this is not their preferred option”.

The CCG has consulted with North Yorkshire County Council Health Overview and Scrutiny Committee. Concerns about access for patients without their own transport were raised but the patient survey shows that the majority of patients already access services at both Hampsthwaite and Church Avenue and do not use public transport.

### **QIA and EIA**

The impact on the quality of service provision was considered through a Quality Impact Assessment (QIA) and an Equality Impact Assessment (EIA).

Key themes to emerge were mainly in relation to:

- Patient transport and travel times. Patients living in deprived areas will have to travel further and might not have access to their own transport.
- The lack of access for patients at Hampsthwaite also means that it would lead to inequalities in employment if a disabled person applied for a job at Hampsthwaite, or became disabled whilst working for the practice. Disabled members of staff cannot work at the site, leading to inequality.
- Choice of where appointments will be held
- Hampsthwaite patients no longer being able to access dispensing services and patients will have to choose a pharmacy

### **Conclusion**

North Yorkshire CCG has followed the national process for dealing with requests for branch closures as directed in NHS England’s Primary Care Policy Book (2016).

By concentrating all services at the main Church Avenue site, the practice feels it is able to provide:-

- A wider range of clinical expertise and better continuity of care on one site
- Increased access to same day urgent care for all patients
- Enhanced patient safety and confidentiality
- Better facilities, better disabled access and child friendly compliance

- More car parking spaces for visiting patients – there is no patient parking available at Winksey Cottage
- Reduced clinical risk at the Church Avenue site due to the ability to conduct all necessary tests with a Nurse, Health Care Assistant, Phlebotomist and GP being on one site together

### **Recommendation and Next Steps**

It is recommended that NY CCG Primary Care Commissioning Committee approves the closure of Hampsthwaite Branch due to the structural restrictions that make this site unfit for clinical use.