

# **ENGAGEMENT PLAN**

**Closure of Underwood Surgery**

Background – reasons for the proposed closure;

We propose to close Underwood surgery which is a branch of Jacksdale Medical Centre. Below are the patients the practice serves and opening times. We are hoping to close Underwood from 29<sup>th</sup> February 2016.

#### Reason for closure

We would like to close the surgery due to reduction of dispensing patients/income. Currently we are dispensing to 657 patients, however due to dispensing guidelines this will be reduced to 357 (approx.) This will be financially unviable. We are hoping to close the surgery on 28<sup>th</sup> February 2016. The impact to patients will be limited as the main surgery in Jacksdale will absorb not only the patients but the staff. Jacksdale is situated next door to a Pharmacist therefore the need to access Pharmacy services is not required.

#### Underwood

Underwood is branch surgery to Jacksdale Medical Centre  
Dispensing practice with 1287 patients

0-65                      999 patients

66-75                    178 patients

76+                      110 patients

657 dispensing patients with 300 due to be removed on 1<sup>st</sup> April 2016

The surgery is open as follows:

Monday 8am to 12.30                      1.30 to 6pm

Tuesday as above

Wednesday as above

Thursday 8am to 12.30

Friday 8am to 12.30

Telephones are diverted to Jacksdale when Underwood is closed

#### Staffing

Dr Rajah – Monday, Tuesday and Wednesday am (average patient list 6 per session)

Dr Shah – Wednesday pm (session list 14-16 patients)

Dr Vlok – Friday morning (session list 16-18 patients)

Practice Nurse – Monday, Tuesday, Wednesday and Friday morning and Wednesday evening

Receptionist during opening hours

2 Dispensers – one who facilitates as HCA 2 mornings per week

#### JACKSDALE

Jacksdale capitation is as follows:

2533 patients

0-65	2150
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66-75	252
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76+	131
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The combined list would be as follows if Underwood patients transfer to

Jacksdale

3820 patients

0-65	3149
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66-75	430
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76+	241
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Patients are already registered with Dr K S S Rajah at Jacksdale, therefore we do not envisage losing patients as there will be no requirement for them to re-register with the practice. Location – Jacksdale is approximately 2 miles from Underwood.

Patients can access Jacksdale whilst Underwood is closed as public transport is available at the heart of the village. There will be no capacity issues at Jacksdale. Notice has been given to NHS England late November.

Staff based and working from Underwood surgery will be transferred to provide the services from the main branch (Jacksdale).

Stakeholders – list all stakeholders (including neighbouring practices, Health watch, Health & Wellbeing Board and OSC) who the key contacts are, how the practice plans to communicate with them;

No.	Stakeholder	Type of involvement	Method	Timescale
1	All the Patients registered with Jacksdale Medical Centre	Raise awareness. Give information. Opportunity to comment and feedback. Give information about how to register with alternative practice if plans go ahead. Feedback on results of engagement and decision-making process.	Posters in surgery Practice website NHS Choices website Questionnaire in Surgery  Letter/Questionnaire  Briefing meetings	Responses by 31/01/16  Brief meetings  January patients only.  01/16 patients +other stake holders
2	Neighbouring practices:  Dr B Bassi Selston Surgery	Raise awareness. Give information. Opportunity to comment and feedback. Give information about patients may register with practice if plans go ahead. Feedback on results of engagement and decision-making process.	Posters in surgery Practice website NHS Choices website  Letters asking for comments or concerns to be returned by 31/01/16  Briefing meetings	Responses by 31/1/16  Brief meetings  01/16 Stake holders only  1/16 patients +other stake holders

4.	District Service Midwives	Nursing	Raise awareness. Give information. Opportunity to comment and feedback. Give information about patients may register with alternative practice if plans go ahead. Feedback on results of engagement and decision-making process.	Posters in surgery Practice website NHS Choices website  Letters asking for comments or concerns to be returned by 31/01/16  Briefing meetings	Responses by 31/1/16  Brief meetings 02/16 Stake holders only  02/16 patients +other stake holders
5	Pharmacies		Raise awareness. Give information. Opportunity to comment and feedback. Give information about patients may register with alternative practice if plans go ahead. Feedback on results of engagement and decision-making process.	Posters in surgery Practice website NHS Choices website Letters asking for comments or concerns to be returned by 31/1/16 Briefing meetings	Responses by 31/1/16  Brief meetings 02/16 Stake holders only  02/16 patients +other stake holders
9	Health Visitors		Raise awareness. Give information. Opportunity to comment and feedback. Give information about patients may register with alternative practice if plans go ahead. Feedback on results of engagement and decision-making process.	Practice website NHS Choices website  Letters asking for comments or concerns to be returned by 31/1/16 Briefing meetings	Responses by 31/1/16
11	Practice Staff		Raise awareness. Give information. Opportunity to comment and feedback. Give information about how to guide patients about Engagement process and how to guide patients to register with alternative practice if plans go ahead. Feedback on results of engagement	Posters in surgery Practice website NHS Choices website Questionnaire in Surgery  Letter/Questionnaire Admin meeting , Briefing meetings	Responses by 31/1/16  Brief meetings With senior admin members of the team

		and decision-making process.		
12.	Ashfield and Mansfield CCG	<p>Raise awareness. Give information. Opportunity to comment and feedback.</p> <p>Feedback on results of engagement and decision-making process.</p>	<p>Letter</p> <p>Invite to Briefing meeting</p>	<p>Responses by 12/1/16</p> <p>Brief meetings 12/1/16 Stake holders only</p> <p>12/1/16 patients +other stake holders</p>
13	Borough Councils  Health & Wellbeing Board	<p>Raise awareness. Give information. Opportunity to comment and feedback.</p> <p>Feedback on results of engagement and decision-making process.</p>	<p>Letter</p> <p>Invite to Briefing meeting</p>	<p>Responses by 12/1/16</p> <p>Brief meetings 12/1/16 Stake holders only</p> <p>12/1/16 patients +other stake holders</p>
14.	Local Medical committee	<p>Raise awareness. Give information. Opportunity to comment and feedback.</p> <p>Feedback on results of engagement and decision-making process.</p>	<p>Letter</p> <p>Invite to briefing meeting</p>	<p>Responses by 12/1/16</p> <p>Brief meetings 12/1/16 Stake holders only</p> <p>12/1/16 patients +other stake holders</p>

## Patient Engagement

Jacksdale Medical Centre plans to engage the patients and other stake holders to have their opinion on the closure of Underwood Branch Surgery. This will be done by:

- Putting Information about closure of branch surgery on both sites, Jacksdale/Underwood reception area and providing facility at reception, to comment.
- Putting Information about closure of branch surgery on practice web site and providing an e mail address to comment.
- Giving facility to patients for giving opinion during their visit to Jacksdale Medical Centre.
- Letters to head of household of patients registered with Jacksdale Medical Centre.

(Addresses has already been requested from the concerning department).

- Letter to external stake holders with comment cards.
- Involvement of the Patient Participation Group – Already in touch.
- Patient Consultation – seek patient opinion on closure and address their concerns / propose solutions and holding briefing meetings with patients or other stake holders.
- Information available on NHS Choices websites at <http://www.nhs.uk> including information about the practice's proposal, dates, how to comment.

Equality impact assessment – identifying hard to reach groups;

Practice feels that patients engagement plan is strong enough to give every patient sufficient information about the proposed activity.

If still needed, practice can consider printing information on repeat prescription for patients with age 75 and above, about how the patients can be engaged in closure of branch surgery activity.

Key messages;

Jacksdale Medical Centre aims to provide best possible medical services to its patients. To achieve this goal we want to improve safety of our patients and want to work efficiently from one site i.e Jacksdale , where there is need for good medical services.

Risks – any risk associated with the closure and how they will be managed;

**Risks to patients:** The patients may not be willing to travel to the Jacksdale Medical Centre and may wish to register with other surgeries.

The surgery can consider each patient to identify the reasons and to address them. Obviously it is patients' choice but few problems with possible solutions are as follow:

- The provision of a prescription collection service – via the Pharmacy Delivery service.
- Advice on travelling to Jacksdale Medical Centre – via information on bus routes
- The provision of home visits for the patients who are house bound and can't travel to the surgery. – as currently stands.
- Should patients wish to leave – help and advice on a smooth transition of changing Doctors to other practices based in the Underwood Branch Surgery location.

**Risks to Jacksdale Medical Centre:** The list size may go down. New patient registration at present seems sufficient to make the surgery viable especially if surgery is allowed to working only from one site.

There is a theoretical risk that number of patients may increase and present surgery building may not be able to cope with the increased number of patients. This risk is always present with any surgery and can be addressed in future.

Tactics/activities – how will the practice will Engage / communicate, e.g. letters, website, posters, meetings;

Already discussed: in section **Patient Engagement**

Timescales – when activity starts and ends.



**Time scale for activity.** A possible time scale is devised and has been started, as follow:

Date	Activity
21.12.15	<p>2<sup>nd</sup> Meeting with Patient Participation Group to discuss in details about reasons of closure of Branch Surgery.</p> <p>Done: PPG agreed with the plan.</p>
22.12.15	<p>Reply to Area Team with details of engagement activity.</p>
TBC	<p>Information to be posted on Surgery website.</p> <p>Information to be posted on NHS site.</p> <p>Information to be posted on Surgery Reception.</p> <p>Information to be posted on Main Surgery Reception.</p>
TBC	<p>Letters to be sent to heads of house hold of all patients registered at Practice.</p> <p>Letters to be sent to other Stake holders</p>