

Report to Overview and Scrutiny Committee (OSC) - 16 April 2012**Primary care overview in Stapleford and Kirkby-in-Ashfield following closure of the two 'Walk-in-Centres' in June 2011.****1. Introduction**

This report is to provide reassurance to the OSC regarding the availability and quality of primary care following the closure of the Walk-in-Centres in September 2011. The report highlights findings from a recent survey of practices, offers feedback from patients and examines the impact of closure on the A and E departments at King's Mill Hospital and Queens Medical Centre.

The review of these data lead to the conclusion that ***GP practices in Stapleford and Kirkby-in-Ashfield have successfully mobilised to meet the primary healthcare needs of local people following the closure of the Walk-in-Centres.***

1. Access to primary care in Stapleford and Kirkby - *Improvements have been achieved*

Residents of both Kirkby and Stapleford benefit from a good choice of GP practices with whom to register. Some practices offer extended opening times and there are no 'closed' lists. When the walk-in-centres were scheduled to close, practices in these communities made a commitment that they would take necessary steps to accommodate any increase in expressed demand from patients, such as running longer clinics and running additional nurse-led clinics.

A recent survey of practices has highlighted the following:

- All practices that responded indicated that they had received no complaints about the closure of the walk in centre. Nor had they received complaints about access to a GP in their own practice. Practices reported running longer clinical sessions and seeing patients on the same day where patients indicated that a same-day appointment was necessary.
- Practices had not observed an increase in requests for urgent appointments and stated that they were managing demand well. Practices re-iterated that urgent patients were seen on the same day by extending the running time of clinic sessions. The Saxon Cross practice has secured additional nursing and doctor time to be able to meet additional demand, which has arisen as a result of additional patient registrations.
- Saxon Cross, the Linden Medical Practice and the Kirkby Community Primary Care Centre have all seen an increase in patient registrations. The change in patient registrations can be seen in the table below:

Practice Name	List size as of 31/03/10	List size as of 31/12/11	Difference in list size
Mansfield & Ashfield CCG			
Ashfield House	6368	6174	-194
Dr Oza	4456	4188	-268
Dr Siddiqui	3655	3542	-113
Dr White	5771	5646	-125
KCPCC	3231	4673	1442
Dr Aye	3760	3582	-178
Nottingham West CCG			
Hickings Lane	3617	3890	273
Linden Medical Practice	12711	11868	-843
Saxon Cross Surgery	6423	6992	569

2. Patient Experience – *Patient satisfaction is generally high*

The annual survey of patient experience is published in June. The survey published in June 2011 will not highlight any issues relating to the closure of the walk-in-centres, since the survey was undertaken before the closure happened. However, Nottinghamshire practices typically perform very well in these annual surveys with satisfaction usually being at or above the national average. The next annual survey is published in June 2012 and will cover the period since the walk-in-centres have been closed.

Current levels of patient satisfaction are shown on NHS Choices – a range of questions are asked. However, the most meaningful indicator of speedy access is identified in a question relating to availability of same day access or access to a GP within 48 hours. **Generally patients are showing high levels of satisfaction with their ability to see a GP quickly (either the same day or within 48 hours).**

Percentage of patients who are satisfied with access to a GP within 48 hours

(Source: NHS Choices, 28 March 2012)

Kirkby community primary care centre	92%
The Surgery	90%
Health Care Complex	90%
Health Centre	97%
Diamond Avenue (Ashfield House)	66%
Family Medical Centre	95%
Saxon Cross	94%
Linden	60%
Hicking's Lane	91%

Another key insight into patient experience is through the Complaints teams. **There have been no complaints received** regarding access to primary care in either Stapleford or Kirkby.

A further insight is through the Patient Advice and Liaison Service (PALS) - a service for patients who wish to express a concern or ask a question, without making a complaint. **This**

service has also recorded no concerns or queries about access to primary care in either Stapleford or Kirkby.

3. Primary care streaming – *investment has been made to better integrate services*

Primary care streaming services are now fully operational at the ‘front door’ of the A and E departments of King’s Mill Hospital and Queen’s Medical Centre. Sometimes, patients present at A and E with a complaint that is capable of being dealt with by a primary care practitioner. These patients are now streamed to a co-located primary care service that provides a better patient experience and shorter waiting times.

4. Impact on A and E departments – *Patients are not defaulting to the A and E department*

An analysis has been undertaken of the usage of A and E by patients who are registered with the Stapleford practices and the Kirkby practices. This has examined whether these patients have demonstrated any changed behaviour in their usage of A and E since the walk-in-centres have been closed.

At the Stapleford practices, activity at Queen’s Medical Centre shows that the trend in activity has remained broadly static – with 506 patients from these practices attending in January 2011 compared to 490 patients in January 2012. However, when the same assessment is made in relation to patients attending A and E for minor treatment, 187 patients attended in January 2011 compared to 134 patients in 2012 – **a significant reduction.**

At the Kirkby practices, activity at King’s Mill Hospital shows that the trend in activity has remained broadly static – with 691 patients from these practices attending in January 2011 compared to 709 patients in January 2012. When the same assessment is made in relation to patients attending A and E for minor treatment, 255 patients attended in January 2011 compared to 244 patients in 2012 – again a **broadly static trend** indicating that patients are not attending A and E as a result of the closure of the walk-in-centres.

5. Findings and Conclusions

The walk-in-centres provided a service to only a small minority of the PCT’s population living in close proximity to the walk-in centres themselves. At the time of closure, the PCT held that primary care could mobilise to meet the expressed urgent care needs of this group of patients and that the investment in the walk-in-centres could be better used in the development of an integrated primary care service alongside A and E departments.

Patient satisfaction surveys, other patient insight such as PALS and the complaints service, have shown that primary care has been successful in mobilising to meet patient need. The exceptions to this are the branch surgery in Diamond Avenue in Kirkby and the Linden Practice in Stapleford. The PCT will ask that contract levers be exerted, where possible, to improve patient satisfaction and to work with patients to advertise practices where good access times are available. There remains a good range of alternative GP providers in both communities.

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