

## Nottingham North and East Clinical Commissioning Group

# GP Services in Carlton

### Joint Health Scrutiny Committee: 18 April 2017

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Nottingham North and East Clinical Commissioning Group*

## 1) Purpose of the Report

This update has been requested following our last attendance at the Joint Overview and Scrutiny Committee on 11<sup>th</sup> October 2016 to discuss the closure of the Willows Medical Centre, whereby it was requested that we provide you with an update on the overall provision of Primary Care Services within the Carlton area.

For the purpose of this report we have continued to base the information on the practices that were most significantly impacted by the closure of the Willows Medical Centre on 10<sup>th</sup> June 2016 following a Care Quality Commission (CQC) inspection.

This paper will summarise:

- Primary care provision in Carlton
- Patient feedback / complaints
- Next steps

## 2) Primary Care Provision in Carlton

The following practices are located within the Carlton area:

Practice Name	Address	Partners
Park House Medical Centre	61 Burton Road, Carlton, Nottingham NG4 3DQ	Dr Campbell Dr L Louca Dr K Bratt Dr E Pooley Dr A Harrison
Westdale Lane Surgery	20-22 Westdale Lane, Gedling, Nottingham NG4 3JA	Dr Khaliq Dr A Malik Dr H Ahmed
Trentside Medical Group	2a Forester Street, Netherfield, Nottingham NG4 2NJ	Dr C Kennedy Dr H Pathy Dr J Murray
Peacock Practice	428 Carlton Hill, Carlton, Nottingham NG4 1HQ	Dr P Oliver Dr A Subramanian & Dr Zawadzka (both salaried)

Unity Surgery	318 Westdale Lane, Mapperley, Nottingham NG3 6EU	Dr Khan Dr T Coleman & Dr M Jacob (both salaried)
West Oak Surgery	319 Westdale Lane, Mapperley, Nottingham NG3 6EW	Dr M Karpha Dr S Adams & Dr K Bratt (both salaried)
Plains View Surgery	57 Plains Road, Mapperley, Nottingham NG3 5LB	Dr Pillai Dr E Roberts Dr U Ahmad Dr S Adams

The Willows Medical Practice was located on Church Street, Carlton. This practice was suspended on 10<sup>th</sup> June 2016, following an unannounced inspection by the Care Quality Commission and never re-opened. The Willows Medical Centre was a small practice with a list size of around 3,512 patients, however, following its initial suspension the list size dropped to 2332 patients. The majority of patients have now registered with a new practice (principally the above practices), although 496 patients are yet to register with an alternative practice.

### Current Practice List Sizes

Below are the list sizes of the practices up to 1<sup>st</sup> January 2017, you will see how the list sizes for practices increased as a result of the closure of the Willows Medical Centre.

	01.04.2016	01.07.2016	01.10.2016	01.01.2017
Practice Name	Raw List	Raw List	Raw List	Raw List
Trentside Medical Centre	11652	11703	11724	11727
Westdale Lane Surgery	7693	7824	7881	7947
Plains View Surgery	6069	6155	6257	6313
Peacock Practice	5237	5800	5939	5909
Unity Surgery	3773	3780	3751	3729
West Oak Surgery	5406	5482	5526	5563
Park House Medical Centre	7759	8712	9189	9432

Whilst the increase in patient numbers has increased workload for practices, the majority of practices (Trentside Medical Centre, Westdale Lane Surgery, Plains View Surgery, Unity Surgery, West Oak Surgery and Park House Medical Centre) have absorbed this increase and all continue to register new patients. The Peacock Practice was supported to close its patient list with effect from 31<sup>st</sup> March 2017; the request by the Peacock Practice to close its list was not solely related to the impact of the closure of the Willows Medical Centre.

### 3) Patient Feedback

The CCG commenced a survey about primary care services in Carlton on 14<sup>th</sup> September 2016. The results below were extracted 1st February 2017 (the survey has been left open during the period following the closure of the Willows Medical Centre but there has been no direct promotion of the survey since October 2016).

The survey was promoted via:

- a questionnaire on survey monkey
- advertising, printed surveys and collection boxes in each GP Practice -
- posters and leaflets were distributed around shops, gyms etc.. around the area, including printed surveys and collection boxes dropped off at Carlton Forum and Richard Herrod
- advertising in Gedling Eye (online publication)
- CCG internet pages
- social media, including paid Facebook adverts targeted at people living in and around Carlton.
- E-mail communication to PPG reps and patient database

The CCG has received 38 responses to the survey:

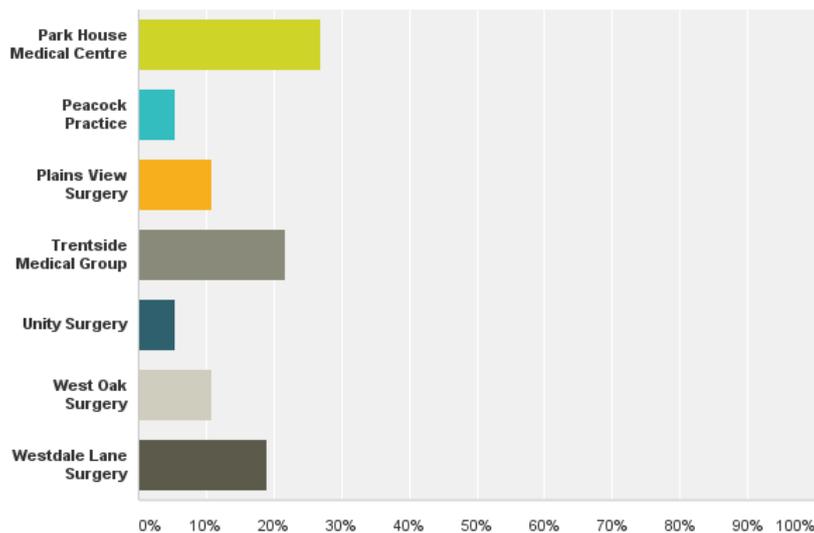
- 26 web responses
- 11 paper responses from surgeries

A summary of the survey results is provided below:



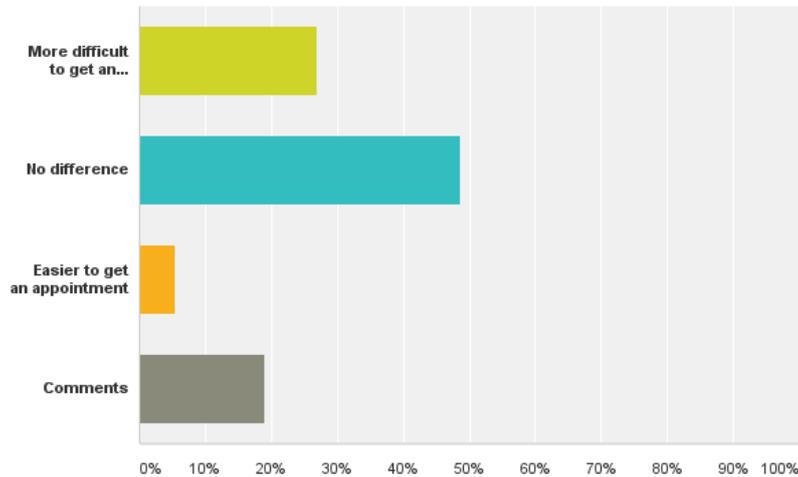
### Q3 Which GP surgery do you usually attend (please state the practice you are currently registered with including that which is temporary)

Answered: 37 Skipped: 1



**Q5 Since the temporary closure of The Willows Medical Practice, how has that affected access at your practice**

Answered: 37 Skipped: 1



The majority of respondents believed the ease of getting an appointment was no different or had improved following the closure of the Willows Medical Centre. Some of the comments were:

- My new doctors is closer and I prefer it generally
- I have not noticed a significant difference
- I was a patient at The Willows, and have only used my new surgery to get repeat prescriptions (this was done through the Pharmacy service)
- I couldn't get an appointment at the Willows it was usually an online consultation with a prescription being sent to the chemist. However this meant I was overdue my diabetes check-up by 6 months. I have found out since seeing someone at Park clinic I that met firming wasn't working so well and I am now on slow release metformin. I had three new lots of medication and has resulted in having nerve neuropathy in my feet which is very uncomfortable. I was told at the Willows that nothing could be done! This is untrue! Another new medication

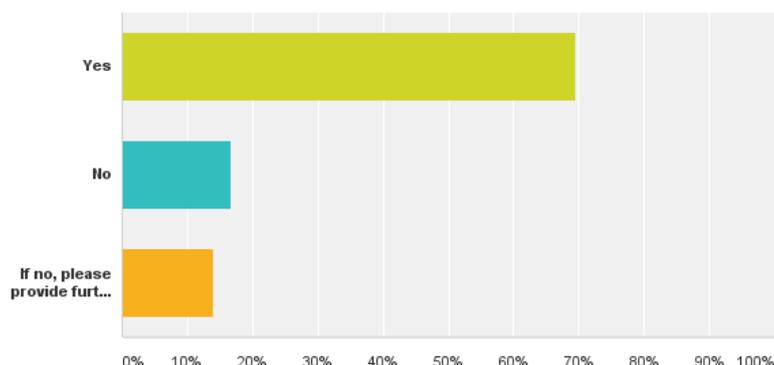
In response to a question about whether they felt that their GP Practice was accessible, thirty out of thirty four respondents felt their practice was accessible. The four who didn't commented:

- Parking is a nightmare (Park House)
- Not easy for elderly patients who need to go by car (Peacock)
- Long waits for appointments and slots are not long enough - having to book separate appointments for each complaint or complex complaint (West Oak)
- It is getting more difficult (Park House)

People were also asked if they were happy with the current level of access at their GP practice, the majority of respondents (69.4%) said they were:

### Q14 Are you happy with the current level of access at your practice

Answered: 36 Skipped: 2



The other comments that the CCG received around access are below:

- The emergency walk in service is very good
- Since joining Plains View, now realise how unprofessional the Willows were
- Very happy with Plains View
- Are you going to use the Internet/ Skype consultations?
- Will be good if a female GP is appointed at some stage. And when told to call at 8am better answering system so not engaged all the time when trying to get through for urgent appointments or home visits or telephone conversations
- I have been with this practice since the Willows closed and:
  1. Everyone here treats me as an individual and by my first name.
  2. Staff are friendly, polite and caring at all times.
  3. Would very much promote this practice to friends, relatives and the people of Carlton.
  4. Very relaxed always, no music being played - which is important to relax yourself
  5. Values my choice
- Quicker access to appointments for mental health support / concerns as these are often urgent
- Always a pleasant experience at Trentside Medical Group in Netherfield. Never any issues getting to see a GP or health professional. Keep up the good work of the NHS, we're lucky to have you!
- Receptionists now asks why you wanted to see a doctor / nurse and it feels a bit uncomfortable answering that question as it should be private. Also there are some occasions that I've seen the nurse and then I had to go to the doctor afterwards. It seems that receptionist decide who you can see - doctor or nurse.
- Surgery runs drop in session from 8am so can always access urgent care when needed.
- I feel that the surgery is currently under resourced and needs at least one more nurse and GP.
- Drop in service from 8-10.30 is fantastic. I use it all the time
- If the Colwick Surgery was not closed things maybe slightly easier, we have an empty building that could be used.
- Good service

In summary, there was a low response to the survey which, in itself may be an indication that there are not widespread concerns or issues following the closure of the Willows Medical Centre. As at 1<sup>st</sup> February 2017, the CCG had received no complaints or concerns about the practices most impacted by the closure of the Willows Medical Centre.

A significant minority of the patients that did respond to the survey felt that it had become harder to make an appointment following the closure of the Willows Medical Centre and around 30% of patients were not happy with the current level of access to their GP practice or wished to make a comment. To provide some context to these figures, the most recent results from the national GP Patient Survey found that around 25% of patients were not satisfied with their GP surgery opening hours and around 30% said it was not easy to get through to their GP surgery on the phone.

The majority of patients have not noticed a significant impact from the Willows Medical Centre closure, concern about access to GP surgeries appears to be at a similar level as is the case nationally and all bar one of the GP practices that have been most impacted by the closure of the Willows Medical Centre continue to register new patients.

Whilst the survey provides assurance that there has not been a significant impact on patients in Carlton's experience of primary care following the closure of the Willows Medical Centre, the CCG intends to re-run the survey again this autumn.

#### **4) Additional Access - Supporting Winter Pressures**

The CCG received additional funds in December to provide patients with increased access to support winter pressures. The practices in the Carlton area put in requests for these funds and the practices below were successful:

- West Oak Surgery
- Peacock Practice
- Westdale Lane
- Trentside Medical Practice

Initial data from practices confirmed that there were an additional 1,321 appointments available for patients during December and January. These appointments were a mixture of GP and Nurse Practitioner appointments.

#### **5) Next Steps**

The CCG is in the process of commissioning a Care and Quality in General Practice local enhanced service which provides investment to help GP practices to improve access to primary care across a range of indicators, including: telephone access during core hours, physical access to premises during core hours, same day appointments for urgent needs, making progress towards routine appointments within 3 working days and use of technology to book and provide appointments.

In responding to the GP Forward View, the CCG has updated its primary care strategy and action plan and will be working with all of our GP practices to address the issues that they are facing and improve the service they are able to offer to our patients.