

Partners: Dr C E Ash, Dr A Gopee

Associates: Dr R Cowling, Dr M McGowan,
Dr K Broad, Dr N Bigwood

85 Sykes Lane, Saxilby, Lincoln, LN1 2NU
Telephone: 01522 305298 Fax: 01522 706918 Email: saxilby.glebe@nhs.net

Dear Household,

Proposed Closure of Skellingthorpe Surgery

I am writing to advise you that after several months of discussion with NHS England and Lincolnshire West Clinical Commissioning Group, Dr Gopee and I are proposing to undertake a consultation process to close the branch surgery at Skellingthorpe.

We remain committed to keeping all that is best and most valued about General Practice whilst maximising the benefits to patients offered by delivering the services from one site. The proposed closure will provide patients with improved access to a wider range of services. We will continue to provide personalised care to meet the particular needs of the local community. This will help to sustain the future viability of the Practice within the changing NHS landscape.

All current clinical and reception staff will continue and be based at the main surgery at Saxilby. There are no plans for any cuts to existing staffing, indeed we hope, that as we develop services we will be able to employ additional clinical staff to better meet the needs of the patient population.

The views and thoughts of our patients are very important to help make these changes as seamless as possible before we proceed with the proposed closure we would welcome your feedback and the opportunity to answer any concerns you may have. You can provide feedback by either:

- Completing the questionnaire online <https://www.surveymonkey.co.uk/r/K7ML52V>
- Drop off the completed form at either surgery and place in the box provided
- Attending one of our 'drop in' sessions which will be held at either the Skellingthorpe Community Centre or the Church Hall at Saxilby, where representatives of the Practice and Lincolnshire West Clinical Commissioning Group will be happy to discuss the proposal and answer any questions that you may have. Dates for these meetings are as follows:
 - Monday 24th June 6pm – 8pm – Skellingthorpe Community Centre



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- Thursday 27th June 12pm – 2pm Saxilby Church Hall
- Friday 28th June 10am -12pm Skellingthorpe Community Centre
- Monday 1st July 2pm – 4pm Skellingthorpe Community Centre
- Wednesday 3rd July 6pm – 8pm Saxilby Church Hall

Alternatively, you can also speak with the Practice manager, Shirley Maddison, directly at the surgery or write to her with any questions or comments that you may have. We have also included with this letter information with regards frequently asked questions, we hope that find this useful.

We would be grateful if you could provide your feedback by no later than 2nd August 2019 so that we can consider the proposed closure further. The final decision regarding the proposal will be made by the Lincolnshire West Primary Care Commissioning Committee and will be published in due course.

Yours Sincerely,

UNSIGNED FOR SPEED DELIVERY

Dr Catherine Ash
Senior Partner

Enclosed:

Questionnaire

Frequently Asked Questions

Proposed Closure of Skellingthorpe Branch Surgery - Patient Frequently Asked Questions (FAQ)

The GP partners of The Glebe Practice have sought approval from NHS England and NHS Lincolnshire West CCG to undertake patient consultation on the proposal to close Skellingthorpe Branch Surgery.

Listed below are a number of FAQs that are provided to answer any potential queries patients may have. Any further queries should be directed to surgery staff.

- 1. Why have you proposed to close Skellingthorpe?** Until recently, the practice had five GP partners, however three left the practice to pursue other roles, and despite our best efforts we have been unable to be replaced. This is a countrywide long term problem of GP shortages. This has had a significant impact on the working life of the two remaining partners, Dr Ash and Dr Gopee.

Providing services across two sites has also become increasingly difficult with challenges such as appropriate staffing and lone working. The impact of this has already required a reduction in the opening times of the Skellingthorpe Branch Surgery.

Having all staff based in Saxilby would help us to provide patients with improved access to appointments, clinical staff, and the potential to provide a wider range of services. This would also help to secure the long term future of the practice within the changing NHS landscape.

- 2. Would the Glebe Surgery opening times remain as they are currently?** Yes, our opening times would remain the same.
- 3. How would I make appointments?** We would continue to provide a full GP service from the Saxilby main surgery, providing daily appointments to see Doctors, Advanced Nurse Practitioners, Pharmacist, Nurses and Health Care Assistants. Indeed, we are hoping to be able to add to our current clinical team to include access to see other healthcare professionals. E.g. Physiotherapists, expanding family planning clinics and introduce Minor Surgery Clinics.
- 4. Would I still be able to see my usual doctor or nurse?** Yes you would. All staff and partners (whether clinical or not) would be based at the main site at Saxilby. Just as you are able to come to Saxilby already, this would continue.
- 5. Would the same number of appointments be available?** Yes, we would increase the number of appointments at the main site at Saxilby to cover those that were previously available at Skellingthorpe.
- 6. What would happen to vulnerable patients?** All our patients currently registered with the practice will have the option of being able to stay on our practice list, whilst living at their existing address. The doctors would continue to provide home visits to our housebound patients as we currently do. Many vulnerable patients already attend the main site at Saxilby. We also work closely with our neighbourhood team lead who meets regularly with district and

community nurses, social workers, and therapists to discuss the ongoing needs our frail and vulnerable patients.

7. **Would the practice boundaries change?** No - we would continue to register and provide services for patients that fall into the catchment area.
8. **Would the services currently offered at the Skellingthorpe surgery be offered at Saxilby?** Yes - all services that we currently offer would be transferred to the main surgery. In fact we offer a wider range of services at Saxilby due to it being a purpose built building with the capacity to expand.
9. **Would any new services be introduced?** We certainly hope so. One of the main reasons for the proposed closure is for us to be able to grow and expand the services that we are able to provide locally from within the practice. We are still in the early stages of investigating what additional services could be delivered locally and are committed to working with local commissioners to provide access to additional services as and when they become available. We are pleased to now be able to offer ear syringing, 24hr BP checks and ECG's at our site in Saxilby, which means that all patients will be able to be seen much sooner than at the local hospitals. We would also look into offering new online video consultations if there was a demand for this.
10. **How would the closure benefit the medical staff at the practice?** Medical staff would have a wider pool of clinical knowledge and experience to draw upon and would have more opportunities to specialise; Annual and sick leave would be better covered leading to improved consistency of care that you receive. Doctors would be able to share the administrative work load required of them; working within a multi-disciplinary team makes clinicians work safer and more productivity to improve patient care and access.
11. **Would there be changes to the way I book appointments?** No - you would continue to be able to book appointments as you do now, either online or by the telephone or by attending the surgery personally. We would continue to recall those patients that require scheduled vaccinations, chronic disease reviews or for participation in routine screening programmes (smears, diabetic eye checks etc.)
12. **Would there be any changes to how I access the GP out of hour's service?** No, in order to access a GP when the practice is closed, you will still need to telephone the NHS 111 service and they will either signpost you to the most appropriate service or arrange for you to access a GP.
13. **Would I need to re-register to remain on the Practice list? Would my health records be transferred?** No, all patients would remain registered with The Glebe Practice and your health records will remain there. The only way your registration will change, will be if you choose to register yourself at a different practice.

14. Would this affect any treatment or medication I am currently receiving either at the GP practice or any Hospital? No – any patient's current treatments, medications or any investigations that they are receiving from any hospital or other healthcare provider would be unaffected, by the closure.

15. Will the surgery/CCG be providing transport, i.e. taxis/minibuses for these patients?

The practice intends to work with the local parish council with the aim of establishing a Voluntary car service for the village to encourage non-drivers to stay registered with the practice. However the surgery/CCG is not obliged to provide transport for patients to attend appointments.

16. Who owns the Skellingthorpe building?

The building is owned by Dr Ash and Dr Gopee.

17. How many patients registered live in Skellingthorpe?

The practice list size is 8,157 of which 2304 live in Skellingthorpe village. The patient demographics are listed below:

- 0-59 -1532
- 60-79 - 605
- 80+ - 167

18. Why can't you invest more money in the surgery in Skellingthorpe to improve it?

The building in Skellingthorpe requires a lot of improvements making to it. Given the availability of funding from local housing development, the partners feel it would be wiser to invest this money into improving the surgery in Saxilby, including building additional clinical rooms so more appointments can be made available to patients.

19. Why can't another GP practice run services from Skellingthorpe?

Other GP practices are facing similar challenges and would be reluctant to provide services across multiple sites.

20. Why can't you recruit more staff?

Shortage of GPs is a national issue and not just isolated to Lincolnshire. The GP partners are also looking to recruit additional staff, including a physiotherapist and paramedic.

21. What will happen to staff who currently work at Skellingthorpe?

Staff currently working at Skellingthorpe will be relocated to the surgery in Saxilby.

22. What are the timescales for the decision of whether to close Skellingthorpe? Following the consultation (ends 2nd August 2019) the feedback will be analysed and included in a report, for the CCG Primary Care Commissioning Committee to make an informed decision.

PROPOSED CLOSURE OF SKELLINGTHORPE BRANCH SURGERY

Consultation Survey

This survey is also available to complete online – please go to
<https://www.surveymonkey.co.uk/r/K7ML52V>

Section 1:

1. What are the first 4 digits of your post code? (i.e. LN6 0)

2. Which of the following best describes you: (tick one only)

- Patient at The Glebe Practice
 Relative/friend/carer of a patient at The Glebe Practice
 Healthcare staff
 Other (please specify) _____

If you are a patient or responding on behalf of a patient at The Glebe Practice, please move onto Section 2, otherwise please skip to Section 3.

Section 2:

3. Where do you normally go for appointments? (tick one only)

- Saxilby Skellingthorpe Both

4. How do you access appointments? (tick all that apply)

- Walk Cycle Car Public Transport
 Taxi Home visit Other (please specify) _____

5. When did you last visit the practice? (tick one only)

- In the last month 1-3 months ago 3-6 months ago
 6-12 months ago More than 12 months

6. Thinking about the last 12 months, how often have you visited the practice? (tick one only)

- Not visited 1-3 times 3-6 times
 6-12 times More than 12 times

7. Would you consider having either of the following consultations with a GP or other practice-based health professional? (tick one only)

- Telephone Online Both Neither

PROPOSED CLOSURE OF SKELLINGTHORPE BRANCH SURGERY

Consultation Survey

8. In the event of Skellingthorpe Branch Surgery closing, how do you think you would access GP services? (tick one only)

- Travel to Saxilby Register with another practice
 Not sure

Section 3:

9. Do you understand the practice's reason for the proposed closure of the branch surgery at Skellingthorpe? (tick one only)

- Yes No Not sure

10. We would welcome any other comments you may have:

- On the proposed closure
- What you like about services provided by The Glebe Practice
- What could be improved

PROPOSED CLOSURE OF SKELLINGTHORPE BRANCH SURGERY

Consultation Survey

Section 4:

These questions are optional, but help us ensure we reach a good cross-section of the local population. We would be very grateful if you could complete them.

11. Are you: (tick one only)

Male Female

12. Your age range is: (tick one only)

Under 18 18 – 25 26 – 35 36 – 45
 46 – 55 56 – 65 66 – 75 Over 75

13. Overall, how would you rate your health during the last 4 weeks? (tick one only)

Excellent Very Good Good
 Fair Poor Very Poor

14. Do you consider yourself to have any of the following disabilities? (tick all that apply)

Visual impairment Hearing impairment Physical disability
 Mental health problem Learning disability Long term condition

15. Do you look after, or give special help to anyone who is sick, has a disability, or is an older person, other than in a professional capacity? (tick one only)

No, I don't care for another person Yes, I care for a person in my household
 Yes, I care for a person in another household

16. To which ethnic group would you say you belong? (tick one only)

White Mixed Asian Black Chinese
 Other (please specify) _____

Thank you for taking the time to complete this survey.

Please return to:

The Practice Manager, The Glebe Surgery, 85 Sykes Lane, Saxilby LN1 2NU
by 5pm on Friday 2nd August 2019.