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|  | | THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE | |
| Boston Borough Council | East Lindsey District Council | City of Lincoln Council | Lincolnshire County Council |
| North Kesteven District Council | South Holland District Council | South Kesteven District Council | West Lindsey District Council |

Open Report on behalf of David Sharp, Director, NHS England Leicester and Lincolnshire Area Team

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| Report to | Health Scrutiny Committee for Lincolnshire |
| Date: | 23 July 2014 |
| Subject: | Burton Road GP Surgery, Lincoln |

Summary:

The Area Team is considering all available options for the future provision of services at the Burton Road GP Surgery and these include:

- To actively work to see if there is a provider willing to provide the service on an interim caretaking arrangement, which would allow the Area Team more time to listen and fully consider the views of patients;
- To go out to procurement to see if there is a provider willing to provide the service under an APMS [Alternative Provider of Medical Services] contract;
- To work to close the surgery (as indicated in the letter to patients, dated 27 May 2014) and then help patients to choose another GP practice in the area.

Actions Required:

- (1) To consider and comment upon the update on the future arrangements for the Burton Road Surgery and the current state of progress; this is to secure an interim caretaking arrangement from the 1st October 2014.
- (2) To ascertain, in the event of no interim provider for the GP surgery being found, what the future prospects are for patients of Burton Road GP Surgery.

1. Burton Road Surgery Lincoln

Background

Leicestershire and Lincolnshire Area Team commissions primary medical services via a number of Alternative Provider of Medical Services (APMS) contracts, which are fixed term contracts. Services delivered from The Burton Road Surgery are provided under an APMS contract. The future provision of these services has been under consideration by the Area Team and as part of that work there has been a review of the current services delivered by these APMS providers.

Leicestershire and Lincolnshire Area Team first wrote to patients registered at the Burton Road Surgery on the 27 May 2014. In that letter they notified patients that the contract for their GP services was due to end and advised them of the closure of the practice on the 30 September 2014.

However, the Area Team also explained that they were seeking patient views about this change and offered the chance to attend two drop-in sessions (both provided on 3 June) and to complete a patient questionnaire (available on line or from the Burton Road Surgery) by 27 June 2014. The closing date for receipt of completed questionnaires was subsequently extended to 4 July 2014.

At the drop-in sessions the Area Team heard from patients how much they value the current service and the Burton Road practice team. The Area Team also acknowledged that their original letter to patients of the surgery had caused confusion and apologised for this.

The Area Team agreed to send a second letter personally addressed to keep patients updated about their future GP services and this was sent on Friday 20 June 2014. A copy of the letter is attached for reference (Appendix A).

The Area Team Director attended a public meeting on 7 July 2014. The media statement, issued following this meeting, is attached for information (Appendix B).

Current Situation

The Area Team is considering all available options for the future provision of services at the Burton Road GP Surgery and these include:

- To actively work to see if there is a provider willing to provide the service on an interim caretaking arrangement, which would allow the Area Team more time to listen and fully consider the views of patients;
- To go out to procurement to see if there is a provider willing to provide the service under an APMS contract;
- To work to close the surgery (as indicated in the letter to patients, dated 27 May 2014) and then help patients to choose another GP practice in the area.

The Area Team has been keen throughout this process to ensure that patients have had a real opportunity to present their views on the surgery and the proposed future service options. They have asked for expressions of interest from practices that fall within the Burton Road Surgery boundary who may be interested in providing services from the 1 October 2014 on an interim caretaking arrangement. This will enable NHS England to identify the most suitable provider(s) for any short-term caretaking requirement. Interest has been received and the Area Team awaits a formal application for consideration through a 'due diligence' process.

A further patient consultation exercise is planned and the timing of this will be determined once the Area Team knows whether the option to have a caretaker practice is feasible.

However, it is important that the Area Team clearly explains to patients that the option to secure a caretaker practice and the option to procure a new provider may mean that services are delivered from different premises and may impact upon the current practice team.

Once patient consultation has been completed and the Area Team has made a final decision on the outcome of Burton Road Surgery, then they would plan to offer further drop-in sessions for patients.

Capacity

In terms of the capacity of neighbouring practices to accept patients registered with the Burton Road Surgery, there is on-going dialogue with the practices. A meeting was held with all the neighbouring practices on 25 June 2014 and the Area Team will advise practices of any additional support available to them. In addition they are keeping the Lincolnshire Local Medical Committee and the local Clinical Commissioning Group informed of the situation. Patient movements are being regularly monitored by the Area Team in order to understand the impact on neighbouring practices; hence any early indications of any unforeseen problems will be detected. The current practice list size is 2,349 (as at 8 July 2014) and a breakdown of the Burton Road Surgery patient list size is attached at Appendix C. The distribution of Burton Road Surgery patients is attached at Appendix D.

Timeline

The key milestones leading up to the 1st October 2014 are as follows:

- Securing interim caretaking arrangements – an outcome should be known by 1 August 2014;
- Patient consultation on the options for future service provision - due to commence after 1 August for a six week period;
- Informed by the outcome of the patient consultation exercise, a decision on the future provision of services for the surgery's patients will be made by the end of September 2014.

2. Conclusion

The Committee is asked to consider and comment on the update on the future arrangements for the Burton Road Surgery and the current state of progress; this is to secure an interim caretaking arrangement from the 1 October 2014.

3. Consultation

NHS England is in the process of identifying the most suitable provider(s) for any short-term caretaking requirement. A further patient consultation exercise is planned and the timing of this will be determined once the Area Team knows whether the option to have a caretaker practice is feasible.

4. Appendices

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| These are listed below and attached at the back of the report | |
| Appendix A | Letter to Burton Road GP Surgery Patients - 20 June 2014 |
| Appendix B | Media Statement 9 July 2014 |
| Appendix C | Burton Road Surgery - Patient List Size Breakdown By Gender and Age |
| Appendix D | Distribution of Burton Road Surgery Patients |

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Di Pegg, who can be contacted via Di.Pegg@nhs.net

Dear

Re: Burton Road Surgery, 181 Burton Road, Lincoln, LN1 3LT

This letter is an update to the recent letter dated 27th May 2014 about the review being carried out into how GP services will be provided for patients of the Burton Road Surgery in the future.

NHS England has already heard from a number of patients about how much they value the current service and the Burton Road practice team. It has also become clear that our original letter to patients of the surgery has caused some confusion and we want to put that right.

We are currently exploring the options available to us to provide future services. One option is to close the surgery and we would then help patients to choose another practice in the area. Another option is to see if there is a provider willing to provide the service, which may be delivered from different premises and may impact on the current practice team. This would allow NHS England time to listen and fully consider the views of patients before making a final decision on the future provision of services from Burton Road Surgery.

We are keen throughout this process to ensure that patients have had an opportunity to present their views on the surgery and the proposed future service options.

We would like to remind you if you have not already done so you can do so via a questionnaire which is available on line at <https://www.surveymonkey.com/s/VT7VKXJ> or by picking up a copy from the Burton Road surgery itself. There is room at the end of the questionnaire to add comments and we would encourage patients to take this opportunity to share their views with us.

Our priority remains to ensure the best possible solution is found for the provision of services for the surgery's patients. We would like to reassure you that all patients' views will be fully considered before any final decision is taken.

We will be in contact with you again soon so that you know what is happening about future GP services for patients of the Burton Road Surgery.

If you have any questions about the content of this letter, please contact the team on 0116 295 7610 or 0116 295 0829 (Monday to Friday 9am to 5pm) or email your query to england.leiclincsmedical@nhs.net

Yours Sincerely

Judy Patrick
Medical and Pharmacy Lead Lincolnshire

Wednesday 9 July 2014

STATEMENT

Dr David Sharp, Area Director for NHS England (Leicestershire and Lincolnshire) said:

“I appreciated the opportunity to hear directly from patients about their concerns regarding Burton Road at the meeting on Monday evening (7 July).

“As I explained at the meeting, I am concerned to ensure patients understand our plans for primary care services in Lincolnshire. Our priority is to ensure the best possible solution is found for the provision of future services for the surgery’s patients, and I want everyone to be clear about the reasons behind any decisions moving forward.

“Both NHS England and Lincolnshire Community Health Services NHS Trust are committed to working together to make sure that patients are consulted and remain clearly informed about what is happening with the Burton Road Surgery. We will be undertaking a further consultation process with patients after my presentation to the Health and Scrutiny Committee for Lincolnshire on 23 July. ”

ENDS

Notes to editors

NHS England is the body which leads the NHS in England. Its main aim is to improve the health outcomes for people in England, and it will set the overall direction and priorities for the NHS as a whole.

For further information, please e-mail media.hub@nmecomms.nhs.uk or call 07824 463578.

APPENDIX C

Appendix C - Burton Road Surgery Patient List Size Breakdown – By Age and Gender

| Patient List Size Breakdown as at 1 st April 14 | | | | | | | | | | | | | |
|--|--------|---------|-------|-------|-------|-------|-------|-------|-------|-----|-------|--------|-----|
| | | 00-04 | 05-14 | 15-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ | Total | %Total | |
| Burton Rd. | C83615 | Females | 83 | 128 | 168 | 259 | 172 | 171 | 160 | 114 | 110 | 1365 | 49% |
| | | Males | 91 | 149 | 142 | 269 | 192 | 188 | 165 | 111 | 89 | 1396 | 51% |
| | | Total | 174 | 277 | 310 | 528 | 364 | 359 | 325 | 225 | 199 | 2761 | |
| | | | 6% | 10% | 11% | 19% | 13% | 13% | 12% | 8% | 7% | 100% | |

| Patient List Size Breakdown as at 8 th July 14 | | | | | | | | | | | | | |
|---|--------|---------|-------|-------|-------|-------|-------|-------|-------|-----|-------|--------|-----|
| | | 00-04 | 05-14 | 15-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ | Total | %Total | |
| Burton Rd. | C83615 | Females | 72 | 114 | 149 | 234 | 149 | 148 | 123 | 76 | 62 | 1127 | 48% |
| | | Males | 75 | 141 | 136 | 255 | 173 | 164 | 137 | 87 | 54 | 1222 | 52% |
| | | Total | 147 | 255 | 285 | 489 | 322 | 312 | 260 | 163 | 116 | 2349 | |
| | | | 6% | 11% | 12% | 21% | 14% | 13% | 11% | 7% | 5% | 100% | |

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|--|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| Change in Patient List Breakdown between 1st April and 8th July 2014 | Variance | -27 | -22 | -25 | -39 | -42 | -47 | -65 | -62 | -83 | -412 |
| | Percentage | 16% | 8% | 8% | 7% | 12% | 13% | 20% | 28% | 42% | 15% |