

Briefing paper to the Health and Social Wellbeing Overview and Scrutiny Commission
Wards: All

15th November 2018

**MODALITY PARTNERSHIP
UPDATE ON RELOCATION AND CONSOLIDATION OF GP SERVICES AND
PROPOSED ENGAGEMENT APPROACHES**

1 PURPOSE

The purpose of this report is to provide an update on the consolidation and relocation of services within GP practices within the Modality Partnership in Hull and to outline the proposed approach to engagement.

2 BACKGROUND

The Hull Strategic Commissioning Plan for Primary Care (Primary Care Blueprint) recognised that robust and resilient primary care services are key to the delivery of quality health services closer to home. It committed the NHS Hull CCG to finding innovative solutions for primary care and to working in partnership with partners to improve the effectiveness and efficiency of the entire health system and to establish a more sustainable way of delivering health care. The strategy addressed a number of issues including the primary care workforce and ensuring that primary care medical services are delivered from premises that are fit for the 21st century.

The Modality Partnership currently provides services across five GP practice sites in the city as follows:

- Diadem Medical Practice
- Faith House Surgery
- Newland Group Medical Practice
- New Hall Surgery
- Springhead Medical Practice

The Modality Partnership has been working with NHS Hull CCG and other partners to review how to provide the best possible primary care services for

the people of the Hull area within the available resources, such as workforce, financial resources and estate.

3 SPRINGHEAD MEDICAL CENTRE / WEST HULL HEALTH HUB

Previous updates have been given to the Overview and Scrutiny Committee regarding the plans for the relocation of the Springhead Medical Centre to a site on Calvert Lane. The current premises are not fit for purpose and planning permission for the identified site was granted in July 2018.

Extensive engagement has already place, both with patients at the practice over the past couple of years, and also with residents in the vicinity of new site. The local area committee has also been kept informed of the development plans. The Modality Partnership intends to continue to keep patients updated on the progress of the build and timescales for the transfer of services to the new location. Information will be on display within the practice and on their website and proactively shared via social media and newsletters. As the build commences and progresses, the developer Citycare will ensure that residents are kept informed via regular newsletters.

4 FAITH HOUSE / NEWLAND GROUP / NEW HALL SURGERY

In order to improve patient access to services and support resilience in the workforce, the CCG Primary Care Blueprint identified the need to work at scale and, where appropriate, consolidate service provision.

A review of service delivery has been undertaken at three of the Modality Partnership practices: Faith House on Beverley Road, Newland Group Practice within Alexandra Health Centre on Alexandra Road and New Hall Surgery on Cottingham Road. The review has looked at the current estate from which services are provided and the workforce that is available to deliver the services, and as such has identified that the consolidation of services across two sites offers an opportunity to deliver significant benefits to patients as follows:

- Access to a broader range of clinical skills and staff appropriate to deal with varied patient needs e.g. Clinical Pharmacist, Nurse Practitioners, Physician Associates
- Access to a wider range of services e.g. NHS Health Checks, Long Acting Reversible Contraception (LARC) Services
- Service provision in modern, purpose built premises that are fully accessible and that offer facilities for service development in the future
- Wider choice of access; all patients will initially be able to make appointments at New Hall and Newland, and ultimately at Springhead and Diadem Medical Practices as well.

The Modality Partnership is therefore proposing to consolidate primary care medical services onto two of these three sites.

Faith House Surgery occupies a converted Victorian townhouse and has been identified as potentially the least suitable due to its deteriorating condition and limited ability for redevelopment and expansion. This assessment of unsuitability for long term future provision of primary medical care services has been confirmed by estate review work undertaken on behalf of the CCG by Citycare.

A small amount of remodelling of clinical space will be undertaken at Alexandra Health Centre to maximise clinical capacity and reduce the duplication of reception and back office space. The preferred option would be for the re-provision of services from Faith House Surgery to be split across both Alexandra Health Centre and New Hall and patients given the option to access services from either site.

5 PROPOSED ENGAGEMENT APPROACH

It is recognised that proactive involvement and engagement is required throughout this process and the Modality Partnership will lead on the development and execution of the engagement plan, with advice and support from the CCG Communications and Engagement Team. Best practice advice has been sought via the Consultation Institute, and it is felt that that an open and transparent dialogue with staff, stakeholders and patients was an appropriate approach.

It is proposed that a detailed case for change document will be developed setting out the local context including the key challenges for delivery of primary care and in particular those facing the three practices in the scope of these proposed estate changes. This document will support robust discussion and wider debate with public, patients and staff about the proposed changes.

The first stage will be to ensure that staff and key stakeholders are briefed and then the case for change will be shared through a variety of existing engagement networks, including Patient Participation Groups in the three practices, via local Healthwatch and other voluntary and community sector partners.

A number of local engagement meetings /drop in sessions will be convened to allow people to come and find out what the possible changes mean and give them a chance to share their views. These will be run in a deliberative style to allow people to contribute their comments and so the views of those affected individuals can be collected and heard. The engagement events will be held at a range of times within the GP practices. The sessions will be advertised to patients through a number of channels such as posters, text messages and in the local media.

Alongside the case for change document a short survey will be produced so that patients who may not be able to attend the events, or prefer not to attend events, can have their views heard. The survey will enable them to respond to the challenges set out in the case for change with their ideas, issues and

concerns. Any equalities considerations are captured and any proposed solution will need to demonstrate how these have been addressed

The survey will be promoted via social media, internal communications and via existing patient groups and in practices and through stakeholder networks including local Healthwatch.

The results of the engagement exercise will be collated and information used to inform the plan for the consolidation of services over two sites. The outcome report and any recommendations will be presented to the CCG's Primary Care Commissioning Committee in February 2019 for approval. An update report will be presented to the Overview and Scrutiny Commission in March 2019.

6 RECOMMENDATIONS

It is recommended that the Overview and Scrutiny Commission:

- a) Note the content of this report and endorse the engagement approaches outlined.
- b) Receive an update report to its March 2019 meeting.

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Officer Interests: None