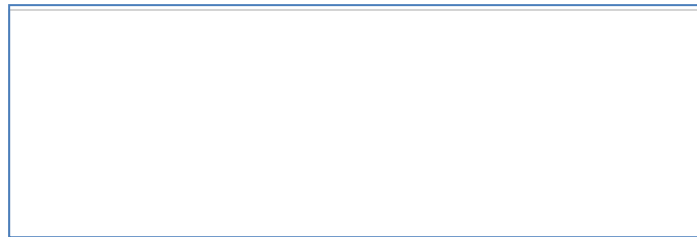


**Application for consideration of a contractual change** (for example sub-contracting arrangements, change to services, change to agreed opening hours, change in level of commitment for Doctors, practice boundary changes, etc)

(Please add additional pages if you have insufficient room to complete fully and depending upon the nature of change requested, not all sections of this form will need to be completed)

Practice stamp



|                         |  |
|-------------------------|--|
| Proposed Change         | <b>Closure of Dunkley Street Surgery</b> |
| Proposed Date of Change | <b>Unknown</b>                           |
| Practice M/Y Codes      | <b>M92009</b>                            |

Provide the Practice rationale for the proposed change:

### **Background Information**

Prestbury Medical Practice encompasses 3 sites. The main site is based at 81 Prestwood Road West, with branch sites at Bushbury Health Centre and Dunkley Street. Dunkley Street surgery was acquired in 2010 when Dr Ghosh@s surgery ceased in Wednesfield due to retirement, and patients from Dr Ghosh were absorbed in the site at Prestwood Road West. Dunkley Street surgery is the smallest of the sites, both in patient list size and accommodation.

### **Recruitment issues and loss of expertise:**

- Retirement of Senior Partner in July 2016. The practice has been unsuccessful in the recruit of a replacement Partner.
- The Practice completed a recruitment exercise in 2016 for salaried GP's; two posts were offered and both candidates declined.
- ANP left in July 2016
- ANP recruited in 2015 to support workload left after a few months
- Nurse left practice in July 2016

### **Premises**

- Premises bid submitted in 2016 to amalgamate 3 sites into one central site was rejected in December 2016.

- Premise requires modernisation and redecoration internally. Building has experienced leaks in the roof during Winter.
- Flooring in 3<sup>rd</sup> clinical room does not comply with Infection Control regulations – this is currently out of use, and as a result, we are unable to offer enhanced services such as minor surgery, additional nursing clinics or community clinics such as counseling, due to restrictions in room availability. Quotations have been obtained for the replacement of flooring.
- Infection control recommends replacement of chairs and carpeted flooring in the reception and patient waiting area. Quotations to complete these works have been obtained.
- Unable to expand the premises in order to offer an increase in services – this is limiting the services we can offer to patients.
- Car parking space is limited and is not dedicated to patient use only. It is shared with several local shops.
- Unable to expand staffing offices and areas to accommodate increase in staff numbers - Dunkley Street accommodates 1 receptionist, 2 x summarisers, 1 x domestic.

### **Cost effectiveness**

- Increasing GP workload as a result of increasing workload and geographical area of practice.

### **Increasing patient size:**

- Prestbury patient list size 14400 – 7 Partners + salaried GP = 5.72 WTE = 2517.48 patients/WTE
- Current list sizes: Dunkley 1449 (10%), Bushbury Health Centre 6038 (42%), Prestwood Road West 6879 (48%)
- List size is increasing by an average 450 patients per annum – increasing GP workload

### **Health and Safety**

- Undesirable location – staff reluctance to work at site due to fears to safety
- Increasing number of significant events – 2 police incidents in 6 month period
- Lone working concerns

### **Rental**

- Private landlord – 3 year contract – 6 months' notice
- Increasing annual rental costs

- Percentage of reimbursement of rental decreasing year on year. Reimbursement in 2010 was 94.7% of rental compared to 70% for 2017. The projected rent reimbursement for 2018 is 67.61%.
- Decrease in rental reimbursement represents an annual £ deficit to the practice. Deficit was £624 in 2010 compared to £5184 in 2017. The projected deficit is £5892 for 2018.

What options have you considered, rejected or implemented to relieve the difficulties you have encountered about your issues/open hours/practice list and, if any were implemented, what was your success in reducing or erasing such difficulties?

- **Partners and locums providing 13-15 hours weekly at Dunkley** – this has increased sessions at Dunkley Street, but has decreased GP availability at Prestwood Road West and Bushbury HC
- **Employed salaried GP** – 4 sessions per week
- **Employing long term locums** – 3 long locums employed has increased session availability for patients at a cost of £850/week
- **Clinical Manager recruited** – started August 2016 and is currently completing ANP course, which is being fully funded by Practice
- **ANP locum** - 2-4 sessions weekly (since 2015)
- **Premises bid submitted in 2016** – rejected. We are in discussion with CCG regarding options for the practice to relocate and share premises with another practice in order to facilitate “hub” working
- **Re-negotiated rental costs with landlord** – this has seen a slight decrease in the rental costs for 2016/17

**Of which CCG are you or propose to be a member?**

Wolverhampton CCG

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If applicable, has the CCG approved your proposal? (Please provide evidence of approval/comments from your local CCG)

Our local CCG were informed of our application to close Dunkley Street and have not opposed this application. Prior to the practice starting this process, we have met with the CCG to discuss the proposal. They have provided advice with respect to the stages of patient engagement, the collection of patient feedback, liaising with local practices to gauge capacity for additional patients and the appropriate timelines for the process.

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Full details of the benefits you feel your registered patients will receive as a result of this proposed change.

Please provide as much detail as possible as to how the current registered patients will continue to access services, including consistent provision across:

- Access to essential services (routine and emergency) including how the Provider will have access to the Patients medical records
- home visits;
- booking routine appointments/requesting blood test results, etc;
- additional and enhanced services;
- opening hours;
- Impact on other parts of the local health economy as a result of the practice proposal (positive/negative)
- extended hours;
- single IT and phone system; and
- Premises facilities

**The closure of Dunkley Street Surgery would benefit the patients in the following ways:**

#### **Increase in surgery opening hours**

Dunkley Street's opening hours are 08.30 to 11.45 and 3.45 to 6.30 pm daily. However, on Thursday's they close at 11.45 and they do not offer a Saturday morning clinic.

In comparison, Prestwood Road West and Bushbury are open from 08.30 am to 6.30 pm daily (Thursday 5.00 pm). This would provide increased access to clinical services, staff services such as IT, administrative, secretarial, prescription and general counter enquiries.

#### **Increase in telephone access**

Dunkley Street's telephone lines are open from 08.30 to 11.45 and 3.45 to 6.30 pm. On Thursday's they close at 11.45. Telephone lines at Prestwood Road and Bushbury are open from 08.00 am until 6.30 daily (Thursday 1.00 pm). This gives patient increased access to clinical services, staff services such as IT, administrative, secretarial, general enquiries and prescription queries. Both centres close for 1.5 hours/week for staff training but the lines are diverted to another centre, ensuring patients have access to the centre.

### **Extended Hours**

The site at Prestwood Road West holds regular Saturday clinics, with a GP, Nurse, Health Care Assistant and Receptionist in attendance. Pre-book appointment slots are available for this clinic, including Dunkley Street patients, who attend, if required.

### **Improved appointment system**

Patients will see an increase in the number of appointments available. A selection of pre-bookable and book-on-day appointments are available for patients at Prestwood Road West and Bushbury, both in the morning and afternoon. Generally, the morning sessions are held between 09.00–12.00 and the afternoon sessions are from 3.00-6.00 pm.

Prestwood Road West and Bushbury have telephone consultation slots available. Reception staff are trained to identify non-urgent or routine enquiries and book these into a telephone consultation slot, which allows GP's to triage patients for routine matters, thus alleviating the need for patients to attend surgery.

Patients from Dunkley Street have access to appointments at Bushbury Health Centre and Prestwood Road West and attend appointments at both of these sites, if required.

### **Improved patient care and access to patient services**

The improved surgery opening times and telephone lines ensures that patients have increased access to GP's, Nursing team and Health Care Assistants as well as staff who service the surgery in non-clinical functions. This includes front facing staff such as receptionists, back of house staff such as IT staff who support registrations, on-line access, secretarial staff who manage referrals, the centralised administration teams offering support for practice functions and the management tier, including the Practice Manager, Clinical Manager and HR. All disciplines of staffing expertise and levels are represented at both Prestwood Road West and Bushbury and are accessible by patients during opening hours.

### **Training Practice**

Prestbury Medical Practice is a training practice. Patients have access to registrar and FY appointments on a daily basis at both Prestwood Road and Bushbury. Appointment slots are longer than GP appointments of 10 minutes; registrars are 20 minutes in duration and 30 minutes for FY Doctors. This gives flexibility and enhances patient choice.

### **Regular Nursing clinics**

Prestwood Road and Bushbury offer regular nurse clinics. These include asthma reviews, chronic disease management, diabetes, dressing and super clinics offering extended appointment times. Patients are identified and called for annual “birthday” reviews. Patients from Dunkley Street have access to nursing clinics at Bushbury Health Centre and Prestwood Road West and attend appointments at both of these sites, if required.

### **Phlebotomy Service**

Phlebotomy services are offered on a weekly basis at both Prestwood Road West and Bushbury. These clinics are walk-in clinics, offering flexibility to patients.

### **Enhanced Services**

Prestbury Medical Practice has a range of enhanced services on offer to patients. These include minor surgery, sexual health and family planning, dementia screening, smoking cessation and learning disability. Patients from Dunkley Street attend Prestwood Road West or Bushbury Health Centre for these services when required, eg minor surgery.

### **Community Clinics**

Prestwood Road West and Bushbury offer weekly midwife and baby clinics (6 week checks and vaccinations).

### **Specialist services**

The practice has a designated drug and alcohol specialist. The Practice also has allocated GP’s for chronic disease areas including, for example, dementia, mental health, cardiovascular disease, rheumatoid arthritis, CKD, diabetes, contraception, heart failure, palliative care, cancer, COPD.

### **Patient medical notes and registration**

If patients wish to remain with the practice and transfer to either Prestwood Road West or Bushbury, they would not be required to re-register. Hard copy medical notes would be transferred to the sites of Prestwood Road West or Bushbury, dependent upon where patients would prefer to be transferred.

Patient records are accessible in EMIS system within Prestbury Medical Practice, which encompasses all 3 sites. No changes would need to be made.

If patients wish to register with an alternative practice, they will be offered support to complete registration forms, if needed. Support workshops or meetings will be arranged for these patients to ease their transition.

**Access to emergency services**

Access to emergency and out of hours service will not change. Patients who call the surgery are diverted to the Bushbury Health Centre answering service, which then transfers the caller to the NHS11 service, if they wish.

***Please attach any documentation/agreement from the external Provider if the practice is intending to sub contract services to another Provider to deliver primary care services (eg. half day closing/opts outs). The Agreement must describe how and what routine services are to be provided including arrangements for accessing patient medical record. A copy of the Service Level Agreement with the sub-contractor must be attached.***

***A copy of the practice current and proposed practice area is required for applications for changes to practice area***

Describe impact of proposed change upon practice boundary (inner and outer):

**N/A**

.....  
.....  
.....

***If applicable***, please provide the outcome of consultation with your patients (PRG) about this proposal and how the Practice will communicate the actual change to patients and ensure patient choice throughout (**provide written evidence (agenda/minutes of meetings, etc to document outcome of patient views with your application)**): ***Depending upon the type of practice application, NHS England/CCG will not be able to consider the Practice application until evidence from patient consultation has been received***

The Practice has arranged a consultation process with the patients of Dunkley Street. This included:

**February 2017- letter sent to Dunkley patients:**

- detailing the reason for the proposed closure
- outlining the feedback options – completing reply slip at the end of the letter and returning to surgery, accessing the website and completing “comments” box or attending Patient Forum meeting
- inviting patients to a Patient Forum on 7<sup>th</sup> March at Newhampton Arts Centre in Dunkley Street
- assuring patients that they will not be asked to leave the practice list

- assuring patients that they can join either Prestwood Road West surgery or Bushbury Health Centre
- assuring patients who cannot access other sites that we will be negotiating with local practices to enquire of capacity for new patients
- informing them of the 6 month processing timeframe

In addition:

- Copies of the above letter were made available for patients in the reception areas and counters of all surgeries: Dunkley Street, Prestwood Road West and Bushbury Health Centre
- Posters outlining proposals (and content of letter) displayed in reception areas, counters, display boards and doors of surgeries, including Prestwood Road West and Bushbury
- Letters (content as above) given to newly registered patients who are in the process of registering, or those attending the surgery to request registration forms, who intend to register
- Practice website was updated with details of proposal, content of which is similar to letter sent to patients
- All staff informed of proposal by letter
- 6 local GP practices within 1 mile of Dunkley Street contacted informing them of proposed closure and to enquire of capacity to register new patients.
- PPG meeting minutes displayed on PPG boards at all centres

### **March 2017**

- Partners and Practice Manager attended Patient Forum Meeting on 7<sup>th</sup> March 2017 at 7.15 pm. A power point presentation was prepared and delivered at the Patient Meeting. This was followed by question and answer session. 100 patient attendees, including 3 representatives from the Patient Participation Group (6.9%). A summary of the questions and responses of the meeting is attached. During the meeting, a patient informed us that they had enquired of re-registering with Leicester Street, but were not satisfied with the waiting time for an appointment.
- Immediately following the patient forum, between 12-15 patients approached the Partners and the Practice Manager to inform us of their intentions to



either stay with the practice or register with an alternative practice. The majority would be staying with the practice and would transfer. 2-3 told us that they may consider registering with Leicester Street, which is within walking distance of Dunkley Street.

- Closure date applied of 21.04.17 for receipt of patient feedback. Letters to patients and posters were updated with the closure date and were re-issued for display in all centres. The Practice website was updated with this information including the closure date.

### **April 2017**

- Closure date for patient feedback was 21.04.17.
- 24.04.17 – Patient feedback outcomes - the Practice has received 58 reply slips from patients and 3 patient comment e-mails via practice website. The majority of the replies have stated that they wish for the surgery to remain open as they rate the service highly.
- Response received following letters sent to 6 local GP practices enquiring of their capacity to take patients – we have received confirmation that Thornley Street, Leicester Street and Owen Road surgeries are open for registration of patients. Response also received from Dr R Cam of Tettenhall who informed us that the team would be relocating to West Park. The Practice Manager has checked NHS Choices website for those surgeries who have not responded to the letters, and these are accepting registrations.

### **Contact with Patient Participation Group**

21.02.17 - Dr J Cox and E McAndrew (Practice Manager) attended PPG meeting and discussed proposed closure of Dunkley. Copies of letters handed out. Agenda and minutes attached.

14.03.17 – Dr J Cox and E McAndrew (Practice Manager) attended PPG meeting to discuss progress and attendance at Patient Forum Meeting. Agenda and minutes attached.

11.04.17 - Dr J Cox and E McAndrew (Practice Manager) attended PPG meeting to discuss progress of closure application. Agenda and minutes attached. Dunkley Street is also included in the agenda for the meeting due to be held on 10<sup>th</sup> May.

Please confirm the following:

|   |                   |
|---|-------------------|
| Practice list size                      | 1449              |
| Current number of appointments per week | 72 GP, 20 Nursing |

Proposed number of appointments per week Same - To be transferred

**What arrangements are to be made in the event of there being a reduction in appointments availability/services (please list)**

- There will be no reduction in the number of slots available as these will be absorbed at Prestwood Road West and Bushbury Health Centre, along with the existing clinical staff
- The practice clinical rota will be altered to include the transferred additional GP/nursing sessions to cater for the expected rise in patient attendance at these sites.
- There will be no reduction in clinical time as this being transferred to Prestwood Road West and Bushbury Health Centre
- Dunkley Street patients have been advised that they will be given the option of transferring to Prestwood Road West or Bushbury Health Centre and that they will not be asked to leave the register. Patients will see an increase/improvement in availability of appointments and services upon transfer.
- The patient list size will be absorbed within the two branch sites and the transfer of clinical and nursing sessions will enable the practice to provide additional services.
- Home visits will continue to be provided.
- Prestwood Road West and Bushbury Health Centre are open for longer periods during the day and telephone lines are also open for longer period, therefore providing flexibility and patient choice

Should the proposal to close Dunkley be approved, patients will be informed by letter and will be supported through this transition. A sample letter to patients is attached.

Current opening hours

| Mon           | Tues          | Wed           | Thurs         | Fri           | Sat    | Sun    |
|---------------|---------------|---------------|---------------|---------------|--------|--------|
| 08.30 – 11.45 | 08.30 – 11.45 | 08.30 – 11.45 | 08.30 – 11.45 | 08.30 – 11.45 | Closed | Closed |
| 3.45 – 6.30   | 3.45 – 6.30   | 3.45 – 6.30   | Closed        | 3.45 – 6.30   | Closed | Closed |

Current opening hours for Prestwood Road West and Bushbury Health Centre

| Mon                             | Tues             | Wed              | Thurs                                      | Fri            | Sat                | Sun    |
|---------------------------------|------------------|------------------|--|----------------|--------------------|--------|
| 08.30* – 18.30                  | 08.30* – 13.30** | 08.30* – 13.30** | 08.30* – 13.00                             | 08.30* – 18.30 | 08:30 - 11:30(PRW) | Closed |
|                                 | 15.00 – 18.30    | 15.00 – 18.30    | OOH service                                |                |                    | Closed |
| * telephone lines open at 08.00 |                  |                  | ** closed for staff training for 1.5 hours |                |                    |        |

Proposed opening hours – same as above.

| Mon                             | Tues             | Wed              | Thurs          | Fri  | Sat                | Sun    |
|---------------------------------|------------------|------------------|----------------|--|--------------------|--------|
| 08.30* – 18.30                  | 08.30* – 13.30** | 08.30* – 13.30** | 08.30* – 13.00 | 08.30* – 18.30                             | 08:30 - 11:30(PRW) | Closed |
|                                 | 15.00 – 18.30    | 15.00 – 18.30    | OOH service    |  |                    | Closed |
| * telephone lines open at 08.00 |                  |                  |                | ** closed for staff training for 1.5 hours |                    |        |

If applicable, identify increase/recruitment of additional workforce (Please list details)

.....N/A.....

If applicable:

Name of joining GP N/A  
 Status of GP (e.g. Partner/Salaried doctor, etc.) -----  
 Level of commitment -----

Enhanced Services

|  |  |
|--|--|
|  |  |
|  |  |
|  |  |

Any other services provided

Baby clinic – Wednesday pm

Antenatal Clinic – Thursday am

Do you have any other information to bring to the attention of NHS England/CCG about this application?

**Location**

The locations of Prestwood Road West (2.6 miles) and Bushbury Health Centre (3 miles) are in close proximity to Dunkley Street and both sites are accessible by bus routes. Both sites have dedicated car parks to accommodate patients and visitors.

**Sub-Contracting: Additional Information** (The Practice may have already provided this information above):

Please list the following: N/A

- (a) the name and address of the proposed sub-contractor;

.....

- (b) the duration of the proposed sub-contract;

.....

- (c) the services to be covered:

.....  
.....  
.....

- (d) the address of any premises to be used for the provision of services.

.....  
.....

To be signed by all parties to the current contract

Signed .....

Print .....

Date .....

Signed .....

Print .....

Date .....

Signed

Print

Date

Signed

Print

Date

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Print

Date

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Date

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Print

Date

Please continue on a separate sheet if necessary

**Note: this application does not impose any obligation on the NHS CB to agree to this request.**

Please return your completed and signed form to:

**By Email:**

[England.gp-contracting@nhs.net](mailto:England.gp-contracting@nhs.net)

Or

**By Post to:**

Primary Care Contracting Team

NHS England (West Midlands)

St Chads Court

213 Hagley Road

Edgbaston

Birmingham

B16 9RG