

## Attachment 14

**Report to:** NEL CCG Joint Co-Commissioning Committee

**Presented by:** Heather Marsh – Head of Localities, NHS England

**Date of Meeting:** 28 April 2016

**Subject:** **Merger of Roxton Practice, Drs Opie, Spalding**

**Status:**  OPEN  CLOSED

Complies with latest CCG Strategy for Primary Medical Services, if not, please give a brief reason why:

### **OBJECT OF REPORT:**

This report is to update the committee on matters pertaining to the merger request from the Roxton Practice and Drs Opie and Spalding.

### **STRATEGY:**

N/A

### **IMPLICATIONS:**

None to report

### **RECOMMENDATIONS (R) AND ACTIONS (A) FOR AGREEMENT:**

To receive and action recommendation made.

		Yes/ No	Comments
	Does the document take account of and meet the requirements of the following:		
i)	Mental Capacity Act	Yes	
ii)	CCG Equality Impact Assessment	Yes	
iii)	Human Rights Act 1998	Yes	
iv)	Health and Safety at Work Act 1974	Yes	
v)	Freedom of Information Act 2000 / Data Protection Act 1998	Yes	
iv)	Does the report have regard of the principles and values of the NHS Constitution? <a href="http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613">www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113613</a>	Yes	

### **Merger request from the Roxton practice and Drs Opie and Spalding at Weelsby View**

NHS England has received a request from the Roxton practice at Immingham and Drs Opie and Spalding at Weelsby View Health Centre to merge their PMS contracts in May 2016. The PMS contract at Weelsby View was previously held by Dr Jethwa; he was joined in partnership by Drs Opie and Spalding(who are also partners at the Roxton Practice) in September 2015 and Dr Jethwa subsequently resigned from the partnership.

The practices has now completed full consultation with their patients and staff; a copy of their report is attached. This will also be submitted to the North East Lincolnshire Overview and Scrutiny Panel.

#### **Recommendation:**

The Joint Committee are asked to note the consultation report and consider the application to merge the practices contracts and approve.

**Report to**

**North East Lincolnshire - Health Scrutiny Panel**

**March 2016**

**Application by**

**The Roxton Practice**

**Report Prepared by:**

**The Roxton Practice**

## **1. Introduction**

1.1 This document is to provide a briefing on the engagement process undertaken by the practices

### **1.2 Proposal to merge**

1.2.1 The Roxton Practice, Immingham and Dr Opie and Spalding (formerly Dr Jethwa) practice, Grimsby have requested to merge their practices.

1.2.2 Both surgeries currently operate across sites, namely:

#### **The Roxton Practice**

Surgeries:

Pilgrim Primary Care Centre, Pelham Road, Immingham

Keelby Health Centre, Pelham Crescent, Keelby

## **Dr Opie & Dr Spalding Practice**

Surgeries:

Weelsby View Health Centre, Ladysmith Road, Grimsby

- 1.2.3 If agreement is given by the NHSE to merge, Dr Opie & Dr Spalding practice will become a branch site to The Roxton practice, Immingham and the combined practices will be known as The Roxton Practice.
- 1.2.4 An engagement exercise has been undertaken to obtain the views of patients and their feedback on the proposals will be taken into consideration by NHSE and North East Lincolnshire CCG within the Joint Co-Commissioning Committee when making the final decision on whether to allow the surgeries to merge.
- 1.2.5 As part of the engagement process, staff across all sites and local GP practices have been informed and offered the opportunity to provide feedback on the proposals.
- 1.2.6 A map showing the locations of the surgeries is shown as *Appendix 1*.

## **2. Background**

- 2.1 The practice demographics are as follows:

	The Roxton Practice	Dr Opie & Dr Spalding Practice
No. of Partner GPs	5	2
No. of Salaried GPs	7	0
No. of sites	2	1
No. of patients	17,442	2723

- 2.2 All GPs will be able to work across all sites to ensure continued service delivery, which will enable better continuity of care to patients.
- 2.3 The practice are hopeful patients who attend all sites will continue to visit the practices and feedback from the engagement exercise has been strongly positive from the perspective of Dr Opie and Spalding (formerly Dr Jethwa's) patients, with 70% of respondents being positive about the merger

and 30% being neutral (no negative comments received). However, from the Roxton Practice patients perspective 54% of respondents felt that this was negative, 31% positive and 15% neutral. Overall, 48% were positive, 30% were negative and 22% were neutral. The full report produced by The Roxton Practice is shown at *Appendix 2*.

- 2.4 Both surgeries have car parks for utilisation by both staff and patients. If and when these are full, on-street car parking is available also. All sites are also easily accessible via public transport.

### **3. Staffing**

- 3.1 The practices are planning to utilise their existing staff across all sites. No redundancies or loss in staffing numbers are planned.

### **4. Medication/Pharmacies**

- 4.1 The Roxton practice dispense to patients at Immingham and Keelby sites. Dr Opie and Spalding practice do not dispense and this will not change.
- 4.2 There are a number of pharmacies covering Immingham and Weelsby View sites where prescriptions can be dispensed to patients.

4.3 The contact details of all the nearby pharmacies have been included within the Question and Answer document published on The Roxton Practice website ([www.theroxtonpractice.nhs.uk](http://www.theroxtonpractice.nhs.uk)).

## **5. Alternative Local Provision**

5.1 There are a number of GP practices within the area where patients could register with if they choose to seek an alternative surgery, namely:

- Dr Chalmers & Meier, Weelsby View Health Centre
- Dr E Amin, Weelsby View Health Centre
- Dr Babu, Weelsby View Health Centre
- Dr Hussain, Weelsby View Health Centre
- Roxton @ Weelsby View (formerly Ashwood), Weelsby View Health Centre
- Dr A Kumar, Stirling Street Medical Centre
- Dr R Mathews, Stirling Street Medical Centre
- Dr J Raghwani, Stirling Street Medical Centre
- Humberview Surgery, Stirling street Medical Centre
- Quayside Open Access Centre , Cleethorpe Road

5.2 It is hoped that all patients will continue to stay with the merged practice; however any patients wishing to move to another practice would be supported in doing so.

## **6. Engagement**

- 6.1 Agreement to the proposal has been given in principle subject to completion of a satisfactory consultation and engagement programme.
- 6.2 To support the engagement process, a comprehensive Stakeholder Engagement & Communication Plan has been written jointly by The Roxton Practice, North East Lincolnshire Clinical Commissioning Group and NHSE (see *Appendix 3*).
- 6.3 Roxton have been advised that NHSE expects a form of engagement to be undertaken. The process has been clearly identified and outlined (see *Appendix 4*). NHSE has supported the practices to ensure the engagement process was followed.
- 6.4 The Stakeholder Engagement & Communication Plan has been implemented by the practices and feedback from patients and stakeholders was submitted to NHSE on 8<sup>th</sup> April 2016. This information will be used to inform NHSE of the views and opinions expressed by patients, the public and stakeholders when making its decision on whether to grant permission to merge the practices.
- 6.5 All staff within the practices have been informed and advised of the plans and are supportive of the proposed merger.
- 6.6 Patients received letters, along with comments cards and a Question & Answer document advising of

the proposal to merge both surgeries. Patients and stakeholders have been asked to feedback comments through the following ways:

- by completing the comments cards attached with the letters and returning to the reception desk at any of the surgeries
  - by returning the comment card to the Practice Manager
  - by email to the practice
  - Intranet staff suggestion area
  - Staff Representation Group Meeting (Appendix 6)
  - PPG Consultation
- 6.7 A stakeholder letter has been sent out to the local Council, Parish Councillors, other local stakeholders including GP surgeries, Pharmacies, the District Nurse Manager, voluntary sector etc, along with comment cards for feedback and a Question & Answer section.
- 6.8 Posters were placed on notice boards at all sites whilst letters, comments cards and a Question & Answer documents were made available for patients at all the sites.
- 6.9 The percentage of positive patient responses has been high, with 11 responses received in total.

## **Timeline**

7.1 A timeline has been recommended to ensure the comprehensive engagement process is undertaken within due course, as follows:

- A 2 month patient and stakeholder engagement exercise (to commence 04/01/2016 and to be completed by 26<sup>th</sup> February 2016).
- The practice collated and analysed all patient and stakeholder feedback and submit a report to the Joint Co-Commissioning Committee for consideration in April 2016.
- If the committee grant permission for the practices to merge, the practice to write to patients, giving notice of impending merger date of the 16<sup>th</sup> May 2016.

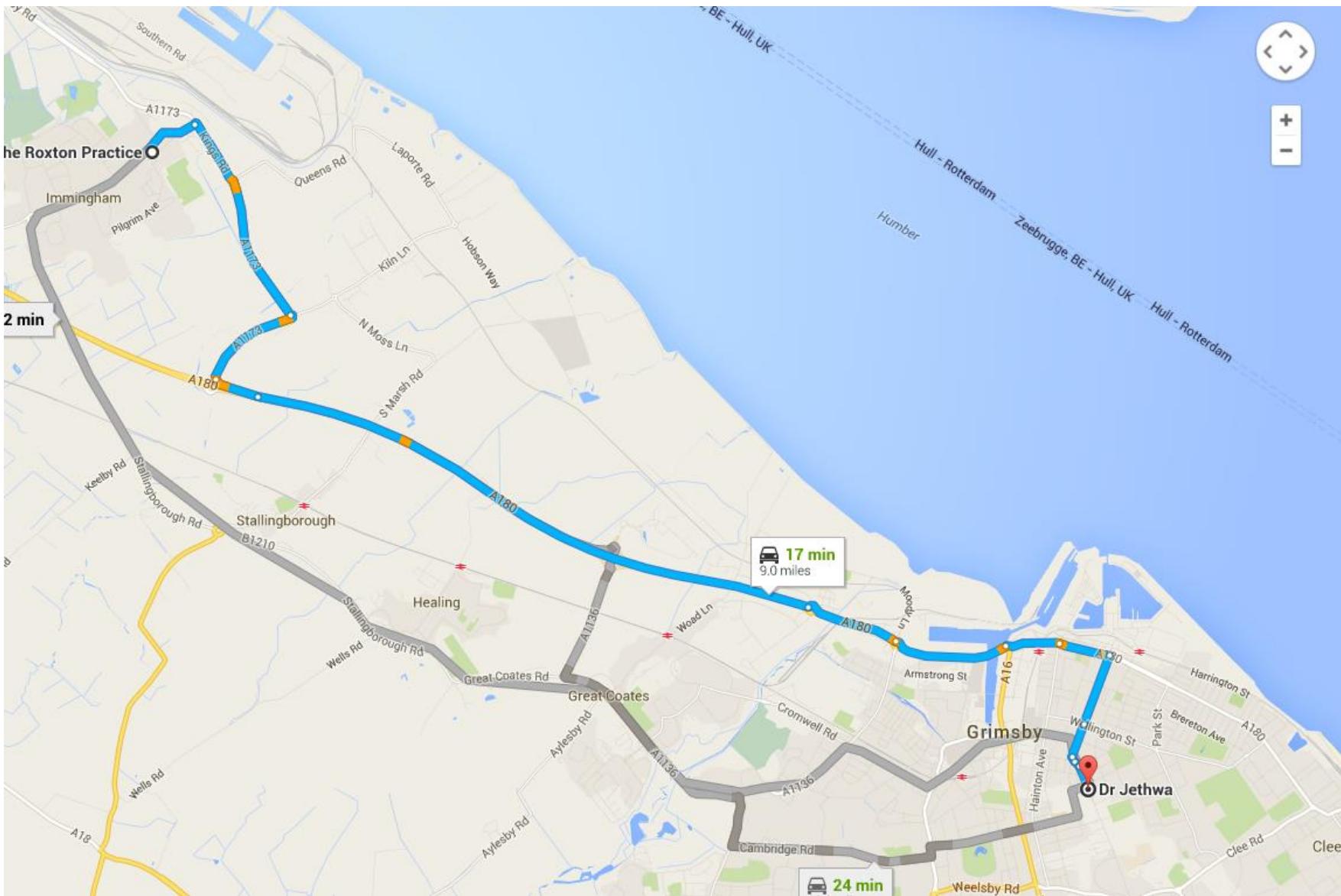
## **8. Practice Merger**

8.1 An initial practice visit was undertaken by Chris Clarke to discuss the process upon receipt of the practices request. The meeting was to ensure the practice were aware of NHS England requirements and the process to follow for engagement prior to consideration of the request to merge.

8.2 A record of the key milestones is shown as *Appendix 5* which outlines the process followed by the practices for audit purposes.

- Appendix 1** Map
- Appendix 2** Practice Engagement with Patient Report
- Appendix 3** Stakeholder Engagement & Communication Plan
- Appendix 4** Process for Engagement
- Appendix 5** Key Milestones
- Appendix 6** Staff Representation Group Minutes

## Appendix 1: Map showing location of both surgeries



## Appendix 2: Practice Engagement with Patient Report

Patient Comments regarding Roxton Jethwa merger		+	-	neutral	+	-	neutral
<b>Jethwa patient comments</b>	Thank you for your letter dated 17/12/2015 regarding the above. I would like to confirm the following: To ensure you meet your objectives and improve patient care I believe the practice and the various other organisations within the building should work together instead of independently. Information should be shared with all departments. Information system to be updated. Department/person(s) to be appointed to ensure the office management side is managed effectively, efficiently and information communicated to all parties including patients promptly. To offer a home service to the elderly who are unable, or find it difficult to go to the practice for appointments. To extend opening times to bring the practice into the current life patterns of the community.			1			
	To have a lady doctor for personal things. To get appointments sooner.	1					
	Very Pleased!	1					
	My wife and I are quite happy with the merging, as long as we continue receiving treatment at Weelsby View Health Centre I have been satisfied with the treatment from doctors, nurses and staff they cannot do enough for you.	1					
	Sounds a good move to me. Hope they can deliver	1					
	My sister and I will be happy with the merger	1					

	Got to be better? Good news	1					
	Since seeing new doctors the service has been improved. Nurses and reception staff very good and helpful.	1					
	I have always felt very fortunate to be Dr Jethwa's patient, I wish you all the very best in your new venture.		1				
	A prime consideration must be an improvement of the telephone service at your Weelsby practice. You provide a rolling display of numbers of patients missing appointments. I would hazard a guess that 50% of these miscreants try to ring in and inform you but find it impossible to contact because of the surgery's one line phone system - the same applies to trying to make appointments. I have been Dr Jethwa's patient for 30 odd years and will miss him. You appear to be starting out with the best of intentions; I will remain in your care and wish you the best of luck. In my book continuity of care is always the overriding factor in a clinical practice.		1				
	<b>Dr Opie and Spalding (formerly Jethwa) Summary</b>	7	0	3	70%	0%	30%
<b>Roxton patient comments</b>	People will be taking our appointments from Dr Jethwa. There will be fewer appointments for us!		1				
	Sounds quite exciting. More GP's available which can only be a good thing. Seems an improvement to what I find to be a very good and helpful practice.	1					
	If not as stated, I agree to the merger.	1					

	I think the wording i.e. proposed merger is not clear but confusing.		<b>1</b>			
	Go for it, anything that improves the quality of service to the patients is a good thing.	<b>1</b>				
	I am a lady of 76years of age, Dr Opie is my doctor to get an appointment with Dr Opie is like trying to get an audience with the Pope. In January I tried to book an appointment was told nothing available in Feb, including keelby practice was told to ring every day at 8am for any cancellations. i went in the Roxton Practice and have finally got booked in for 21st March. So I do not believe the merger would be any good and make matters a lot worse.		<b>1</b>			
	I am quite happy about the proposal.	<b>1</b>				
	I would like to think that earlier appointments (regarding another visit to the same doctor for the same problem) would be more available e.g. a visit to Dr Opie - a further visit for the same problem is a 5 week wait.		<b>1</b>			
	Doctors are thin on the ground at Roxton Practice at the moment, are we going to have to wait longer to see a particular doctor. Is this proposed merger just that - or has it been decided already.		<b>1</b>			
	I feel this would be a big mistake as patients are waiting for specific appointments already and this merger means GP's spreading themselves even more thinly. Rang Thursday for an appointment and was told nothing available until March but to ring each day at 8am on the off chance		<b>1</b>			

	there is a cancellation. This is because only 1 GP does injections.					
	1- Where is the practice? 2- if its not local to Immingham then I would vote against it, 3 - If Drs Opie and Spalding are to be based there that means no continuity because we cannot get appointments now, it's a month's wait at the moment. The surgery is to be more or less closed for training one afternoon a month so that's less access for patients.		1			
	I think this is a poor idea, the reason being is that you have nearly the same number of Doctors for a greater patient load . Also some patients including my wife have certain conditions and are looked after by a certain doctor who knows their condition extremely well and know how to treat it. If my wife has to see another doctor who does not know a lot about her condition she is told to refer herself to her usual doctor. This can be difficult because her usual doctor is having a surgery in Grimsby and she cannot get an appointment for up to 3-4 weeks. We have been at this practice for 35-40 years but have not until recently have we had problems getting an appointment with a doctor of our choice, our usual doctor.		1			
	Please don't spread our senior GP's out to thinly, to the detriment to your local patients.		1			
	<b>The Roxton Practice Summary</b>	4	7	2	31%	54%
	<b>Overall</b>	11	7	5	48%	30%
					22%	

## **Appendix 3**

### **Stakeholder Communication and Engagement Plan**

#### **The Roxton Practice and Dr Jethwa's Practice - Proposal to merge**

**Engagement process: began w/c 4<sup>th</sup> January 2016 (2 month engagement)**

**Dates for feedback/comments from Stakeholders: w/ending 4<sup>th</sup> March 2016**

<b>Stakeholder Engagement Plan</b>		
<b>Patient</b>	Letter and Frequently Asked Questions sent to patients. Letter outlines the consultation period.	<b>Dec-15</b>
	Letter and Frequently Asked Questions posted to the Roxton Practice website, <a href="http://www.theroxtonpractice.nhs.uk">www.theroxtonpractice.nhs.uk</a>	<b>Dec-15</b>
	Posters up at all sites with comment cards	<b>Dec-15</b>
	Social Media - notice of merger consultation posted to The Roxton Practice Facebook account	<b>Jan-16</b>
	The Roxton Practice PPG	<b>Jan-16</b>
	Dr Opie & Spalding PPG	<b>Feb-16</b>

<b>Staff</b>	Consultation notice issued to all staff via S1 notification and practice intranet message board	<b>Dec-15</b>
	Staff consultation meeting (Appendix 6)	<b>Feb-16</b>
	Staff consultation meeting feedback	<b>Mar-16</b>
<b>Weelsby View Health Centre</b>	Practices within WVHC notified of proposed merger	<b>Mar-16</b>
	Other providers notified of proposed merger	<b>Mar-16</b>
<b>Primary Care Services</b>	Inform of proposed merger	<b>Mar-16</b>
<b>Information Technology</b>	Inform of proposed merger	<b>Dec-15</b>
<b>Other Providers</b>	Northern Lincolnshire and Goole Path Lab / Radiology / Diagnostics	<b>Mar-16</b>
	Care Plus	<b>Mar-16</b>
	NAVIGO	<b>Mar-16</b>
	Focus	<b>Mar-16</b>
	360 Care Ultrasound	<b>Mar-16</b>

## **1. Who are our Stakeholders and what level of engagement is required?**

<b>No.</b>	<b>Stakeholders</b>	<b>Type of Involvement</b>
1.	Patients across both sites	Raise awareness. Give information. Opportunity to comment and feedback. Give information about how to register with alternative practice if plans go ahead.  Feedback on results of engagement and decision-making process.
2.	Practice staff at both sites	Raise awareness. Opportunity to comment and feedback. Opportunity to change working arrangements (e.g. reception staff hours). Feedback on results of engagement and decision-making process. Staff representation group minutes (Appendix 6)
3.	Health Overview and Scrutiny Committee	Raise awareness. Opportunity to comment and feedback.
4.	Other public/ community representatives and partners – e.g. local Councils, Parish Councillors, other local stakeholders including GP surgeries, Pharmacies, local Network, the District Nurse	Raise awareness. Opportunity to comment and feedback.

	Manager, voluntary sector etc.	
5.	Neighbouring Practices	Raise awareness. Agreement to take on patients who don't wish to move. Opportunity to comment and feedback.
6.	NHSE	Awareness. Provides input. Review evidence. Makes recommendations/decision-makers based on evidence and views expressed.
7.	LMC	Awareness. Opportunity to comment and feedback.
8.	LPC and LOC	Awareness. Opportunity to comment and feedback.
<b>Support to Practice</b>		
9.	NHSE Primary Care Commissioning and Contracting staff	Provide advice, lead through process.  Provide advice and support with Stakeholder Engagement and Communication Plan.  Awareness and Support.

## **Appendix 4**

### **Process for Engagement**

#### **Information to be available:**

- Letter to Patients including a Q&A with contact details for both practices and an email address to send comments to as well as the Comments Card
- Comments Card for patient feedback
- Letter to external stakeholders with comments card and practice address to write to
- Information available on NHS Choices websites at <http://www.nhs.uk> including information about the practices proposal, dates, how to comment, and when decision will be made
- Report, summary of feedback, and final decision to be made available

## **Appendix 5**

### **Key Milestones and Timetable**

<b>No.</b>	<b>Timeline</b>	<b>Stakeholder</b>	<b>Action</b>	<b>Engagement/Communications activity</b>	<b>Lead responsibility</b>
1.		Practice staff	<p>Advised practice staff at both practices.</p> <p>As the proposals have been on-going with previous discussions around merging the practices together, all practice were already aware and in support of a merger.</p>	<ul style="list-style-type: none"><li>• Staff invited to ask questions at any time</li></ul>	Practice
2.		NHSE	<p>Request made to NHSE to merge both surgeries and consolidate services.</p>		Practice

3.	NHSE & Practice	Discussions held with practice manager over progression and moving forward.	<ul style="list-style-type: none"> <li>• Identified a practice visit would be appropriate between the NHSE, GP partners and practice manager.</li> <li>• Briefly outlined the process and requirements needed:           <ul style="list-style-type: none"> <li>• Patient letter</li> <li>• Stakeholder letter</li> <li>• Q&amp;A</li> <li>• Notice to be displayed at both sites</li> <li>• Stakeholder Engagement &amp; Communication Plan</li> </ul> </li> </ul>	NHSE & Practice
4.	NHSE & Practice	Practice visit undertaken with Commissioning Manager	<ul style="list-style-type: none"> <li>• The NHSE met with both GP Partners and the practice manager to talk through the proposals and agree a way forward.</li> </ul>	NHSE & Practice
5.	CCG	Letter sent to practice from CCG confirming agreement to commence engagement process and confirming support to undertake process.	<ul style="list-style-type: none"> <li>• Letter sent to GP partner, practice manager and both NYY Locality Directors for York.</li> </ul>	CCG

6.		NHSE & Practice	Discussions between PCT and Practice Manager to review the draft documentation prepared.	<ul style="list-style-type: none"> <li>• Discussions to agree wording for engagement documentation before implementation.</li> </ul>	NHSE & Practice
7.	On-going	Reception staff	Regular meeting of reception staff	<ul style="list-style-type: none"> <li>• Update given and staff requests noted</li> </ul>	Practice Manager
8.	On-going	Admin and Nursing Staff	Regular meetings of Admin and Nursing Staff	<ul style="list-style-type: none"> <li>• Updates to be provided and opportunities to comment and raise queries</li> </ul>	Practice Manager
9.		Patients	Statement of proposals and reasons to merge practices made available.	<ul style="list-style-type: none"> <li>• Display of Notices at both sites</li> <li>• Copies of letters made available for patients to take home and read</li> </ul>	Practice

10.	Patients & stakeholders	Letter sent to patients and stakeholders, along with comments cards and a Q&A outlining the reasons behind the proposals and invitation to comment sent out.	<ul style="list-style-type: none"> <li>• Letters posted to all patients, aged 16 years and over. Accepted that some households will receive multiple letters.</li> <li>• To ensure patient confidentiality, it was not appropriate to send a letter out to one person at each address.</li> <li>• Letters are also available from each reception desk.</li> <li>• Stakeholder letter to all stakeholders for consideration and comment.</li> </ul>	Practice & NHSE
11.	All patients & stakeholders	End date for receipt of comments	<ul style="list-style-type: none"> <li>• Collation of comments and feedback</li> <li>• Report to be produced</li> </ul>	Practice with support from NHSE

12.	On-going	NHSE	Update presented to NHSE	<ul style="list-style-type: none"> <li>• Paper to outline practice request and include update on current engagement process position.</li> <li>• Receive all feedback</li> <li>• Consider all evidence, including feedback from Stakeholders and HOSC</li> <li>• Make decision to approve Practice plans, practice to keep open, or practice to appeal refusal notice.</li> </ul>	NHSE
13.		Health Overview and Scrutiny Committee	Paper to be submitted to O&S on proposals	<ul style="list-style-type: none"> <li>• Paper for consideration by the O&amp;S</li> <li>• Inclusion of Stakeholder Communication and Engagement Plan, Key Milestones, and summary of feedback.</li> </ul>	NHSE

14.	NHSE & Practice	Write to Practice	<ul style="list-style-type: none"> <li>• Formal letter to be sent to practice outlining decisions made by NHSE at and comments and feedback taken into consideration.</li> <li>• If approval given, practice asked to write to all patients advising of decision and giving formal notice of merger, alternatively giving practice options to appeal against decision.</li> <li>• Notify Patient Data Services</li> </ul>	NHSE
15.	All Patients & stakeholders	Feedback results of engagement and decision made to all patients and stakeholders	<ul style="list-style-type: none"> <li>• Write to patients advising of decision made</li> <li>• Practice website to include information about decision made and feedback received</li> <li>• Notices available in GP premises</li> <li>• Email to external stakeholders</li> </ul>	Practice & NHSE