

Primary Care Services

Relocation of Quayside Practice
(Y02684) to the Premises of Open
Door (Y01948)

March

2018

Consultation Findings Paper

Document Reference:	KN/LR
Report Author:	Kirsty Newson, General Manager for Primary Care Services
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Introduction

Care Plus Group Primary Care Ltd currently provides two GP surgeries - Quayside Medical Centre which is currently located at 76b Cleethorpe Road, Grimsby, North East Lincolnshire, DN31 3EF and Open Door located at Albion Street, Grimsby, North East Lincolnshire, DN32 7DL.

Care Plus Group Primary Care would like to propose to relocate Quayside Medical Centre into the Open Door premises. The rationale being, to improve services and experience to patients and to provide efficient use of allocated resource including estates. Open Door is located within the same neighbourhood, therefore serves the same community and is located 0.5 miles from Quayside Medical Centre (see map detailed below). We are now seeking to gain final approval from NHS England to move forward with this proposal following a detailed consultation period with patients and other stakeholders. This proposal is not to merge the two practices or contracts it is specifically to co-locate the two practices given the improvements for patients that we believe can be achieved through this.

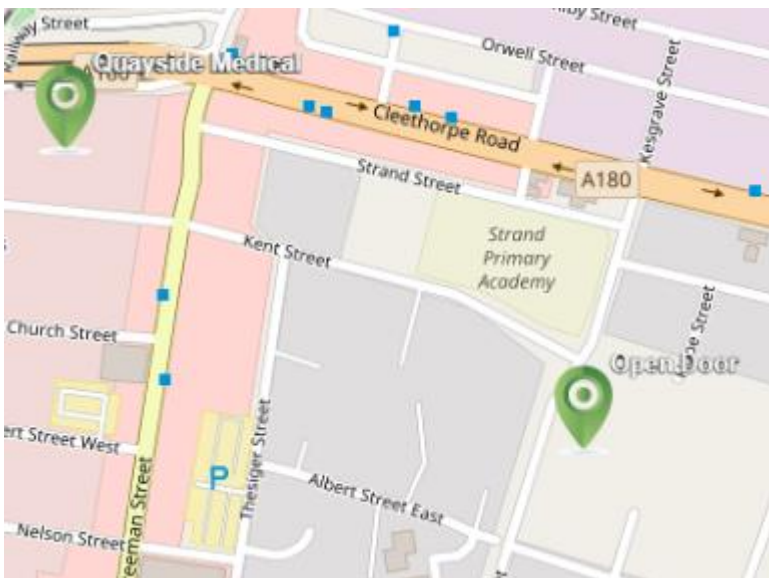
Background

Care Plus Group Primary Care Ltd took ownership of Open Door in December 2015 and Quayside Medical Centre contract in August 2016, prior to this both of these practices were under the management of different providers. Work has been carried out in both practices since inception to improve the service provision and enhance both the clinical and management team these are now consistent across both practices. Working with clinical staff has been key to ensure consistency of quality of care and service provision across both sites.

Open Door is a modern purpose built building, specifically designed for the delivery of health and social care services, its meets standards around disability access and health and safety. Its current provision does not fully utilise the space and therefore has the capacity to accommodate Quayside operations as well as continuing to develop its own services further. The property is held within a Community Interest Company established for the sole purpose of the delivery of health and care services at the facility and guarantees that the use of the building is maintained, for the benefit of the community.

Quayside on the other hand is an old building which is not fit for purpose as a modern health facility. The reception is cramped and poses a risk around confidentiality and unlike Open Door does not afford the space to easily deal with people who are threatening or aggressive which results in incidents of risk to fellow patients, staff and members of the public. The design of the building hinders access for wheelchairs and those less able. The building is on 2 floors and so provides a risk to lone working. In addition the clinical rooms upstairs are not able to be utilised due to the access for patients and safety to staff so that a good deal of the building is not utilised.

A key reason for the proposed relocation is due to the current premises being extremely small. The patient list size at Quayside is growing so extra space is required. There are a number of existing health and safety issues (e.g. location is under the flyover on the A180 and in winter with dark nights the area around the surgery is not friendly and can feel quite threatening for people walking to the surgery and parking in the vicinity is very limited). Access for wheelchairs is poor and patients do struggle to get into the building and the surgery is not on a transport route. These issues would be eliminated by moving to the Open Door premises. By having both surgeries under one roof clinical skills and resilience would be enhanced. Open Door has the capacity to be able to host Quayside Medical Centre and only slight adjustments to the premises will need to be made to clinical rooms and waiting area.



What is the proposal?

Below is further information in relation to both practices.
This proposal will impact on the patients registered at Quayside and Open Door.

Practice Name	Number of Partners	Contract Type	Registered Population
Quayside Medical Centre	0	AMPS	2729
Open Door	0	AMPS	1362

Practice Premises and Opening Hours – No changes to the below will be made		
Premises	Address	Opening Hours
Quayside Medical Centre	76b Cleethorpe Road, Grimsby, North East Lincolnshire, DN31 3EF	Monday 8.00 am – 6.30 pm Tuesday 8.00 am – 6.30 pm Wednesday 8.00 am – 7.30 pm

		Thursday 8.00 am – 6.30 pm Friday 8.00 am – 6.30 pm
Open Door	Albion Street, Grimsby, North East Lincolnshire, DN32 7DL	Monday 8.00 am – 6.30 pm Tuesday 8.00 am – 6.30 pm Wednesday 8.00 am – 6.30 pm Thursday 8.00 am – 7.00 pm Friday 8.00 am – 6.30 pm

What do the proposals aim to improve?

The rationale for this proposal

The proposal aims to improve the following:

- Patient care. This will be through the shared provision of a range of differing skilled clinicians on site. Enhanced clinical skills under one roof.
- Contingency access to clinicians in times of sickness and annual leave again ensuring appropriate access to care, plus improved patient experience through reduction of cancelled appointments due to clinical sickness.
- Combining equipment on one site, this will provide efficient use of resource by sharing expensive equipment therefore reducing cost, and maximising equitable services, this also ensures a contingency plan should equipment not be accessible due to maintenance or breakage.
- All medical equipment and vaccinations will be in one place and will stop the need for transferring as necessary to each site as required
- Centralised stock – providing cost efficiency.
- Better Staff Management as all staff will be located in one place and therefore more accessible for clinical discussions and better access for management support. More staff on site to support will also reduce any concerns over lone working in light of operating extended hours / flexible services.
- Reduction on utility, clinical bills.
- Centralised administration team following the same pathways and consistency of approach and providing again contingency and better resource to support patient experience.
- Open Door has other agencies such as Long Hurst and Havelock, Children’s safeguarding, Open Minds and social care operating from the premises, providing a holistic offer and it would be beneficial for Quayside patients to be able to easily access this same multi agency level of support.
- Larger premises are required due to the current premises at Quayside being extremely small whilst the patient list size is growing.

- A variety of Health and Safety issues present at Quayside as described above such as lone working, security issues.
- Wheelchair access is limited at Quayside, however at Open Door the building is designed for Wheelchair access.
- Quayside is not on a transport route for staff and patients however Open Door is on a public transport route. The plan is also to extend the availability of car parking adjacent to Open Door which is something that is not possible within the area around Quayside.
- Staff already work across both sites, so would be under one roof to save downtime by travelling between locations.
- There is no plan to reduce the clinical team but the change would result in a more efficient use of resources which could be re-invested back into the services to benefit patients
- Issues raised as part of the last CQC inspection at Quayside would be positively addressed via the proposed move.

Arguments For	Arguments against
Cross cover within both Administration and Clinical Team and shared use of equipment if required.	If the change proceeds this will be a change for Quayside patients in terms of building however they will be familiar with staff who already provide services from both Quayside and Open Door. Also the proposed new location for Quayside is within a short walking distance of the current base and in a much more friendly and safe setting.
Management is all on one site.	
Centralised Stock	
Reduction of bills, including rent and utility costs	
Second opinions via availability of more clinical staff on one site	
Better wheelchair access at Open Door	
Facilities at Open Door are newer whereas Quayside is very outdated and patient list size is growing. Removal of health & safety issues.	
Joint clinics for both Quayside and Open Door patients. i.e. diabetes clinic, sexual health clinics, COPD	
Social care support and other services all available in one location	
Within a transport route	
Improved parking facilities	
More efficient use of resources	

Eliminate the infection control issues highlighted in the CQC report	
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Timeline of Events

Date	Action
12.01.2018	Sent to Chris Clarke at NHS England for approval to proceed, copy to Julie Wilson, Assistant Directory Programme Delivery & Primary Care/Rachel Singyard , Service Manager at North East Lincolnshire CCG.
30.01.2018	Deadline for approval by NHS England.
30.01.2018	All staff at both surgeries informed about the consultation.
02.02.2018	All letters/questionnaires sent to patients, questionnaires placed within the waiting area and questionnaires added to prescriptions. Communication on Facebook and website for Quayside, Open Door and CPG. Two drop in sessions schedule with general manager and chief nurse
16.03.2018	6 week consultation closed.
20.03.2018	All comments collated and reviewed, responses sent as required and concluding report submitted to NHS England for decision.
April 2018	Work to commence to change rooms/waiting area to be able to move Quayside into Open Door.

Findings

We have now concluded the consultation which lasted 6 weeks. All patients at Quayside and Open Door have received a letter and a questionnaire.

Quayside & Open Door		
Response	Would you welcome the proposal to change the premises of the surgery to Open Door?	% Result
Yes	260	83.33%
No	36	11.54%
No definitive response given	15	4.81%
N/A	1	0.32%
Total	312	100.00%

Quayside		
Response	Would you welcome the proposal to change the premises of the surgery to Open Door?	% Result
Yes	217	86.11%
No	27	10.71%
No definitive response given	8	3.17%
Total	252	100.00%

Open Door		
Response	Would you welcome the proposal to change the premises of the surgery to Open Door?	% Result
Yes	43	71.67%
No	9	15.00%
No definitive response given	7	11.67%
N/A	1	1.67%
Total	60	100.00%

The themes from the free text patient comments include:

- Ensuring there is car parking / transport to the new location
- Ensuring access to the same doctors and nurses
- Ensuring there is enough space for everybody in Open Door
- Ensuring Quayside patients have separate area to Open Door patients
- Ensuring it doesn't affect access or waiting times for appointments

Conclusion

Over 4,000 letters have been sent out to patients at both surgeries and we have received 309 paper responses have been received. All comments have been responded too if a contact name or address has been given.

We have held 2 drop in sessions and only 2 patients attended to discuss and have a look around the new premises.

Reception and Clinical staff have had a number of conversations with patients over the telephone and within consultation.

The majority of responses have been positive with over 80% stating yes they would like to go ahead with the move. The two main concerns are as follows:-

- Car parking
- Clients currently within Open Door

Car parking is on the below agenda and the facilities manager within CPG is currently having discussions with the ice house to see if we could possibly use car parking there.

As for the clients within Open Door these are managed by all staff within Open Door and if necessary security is called. Quayside also have a number of challenging patients.

Forward Plan

The attached final consultation paper will be shared with the Clinical Commissioning Group and NHS England on 20th March 2018 for final approval.

If final approval is gained then the following work can take place:-

- Notice given to Trillium on lease currently held at 76B Cleethorpes Road, Grimsby.
- Alterations to take place to the reception desk at Open Door.
- Alterations to be made to signage at Open Door.
- Alterations to be made to the clinical rooms within Open Door.
- Patients to be contacted in relation to the move on possible date, posters in receptions, information on website, information on the back of the prescriptions.
- Chairs to be purchased for the waiting area.
- Notification to be given to utility providers, clinical and non-clinical waste providers.
- Notification to be sent to the CQC.
- Emails to be sent to CCG, NHS England, PCSE, NLAG.
- Liaise with the Ice House for possible extra parking.

The aim is to get this move completed by no later than the end of June 2018.

Equality impact assessment

To be completed and attached to all procedural/policy documents created within individual services.

Document Title	Relocation of Quayside Medical Centre to Open Door
Purpose of Document	This consultation paper has been written to give an overview of the proposal to move Quayside Medical Centre into Open Door
Target Audience	NHS England, North East Lincolnshire Clinical Commissioning Group, Quayside Patients and Staff within Open Door and Quayside Medical Centre
Person/committee undertaking the Equality Impact Assessment	Kirsty Newson, General Manager for Primary Care
<p>Does the document have, or have the potential to deliver differential outcomes or affect in an adverse way any of the groups listed below? If no confirm underneath in relevant section the data and/or research which provides evidence e.g. JSNA, Workforce Profile, Q & P Framework, Learning Disability Annual Health Check etc.</p> <p>If yes please detail underneath in relevant section and provide priority rating and determine if full EIA is required.</p>	
BME Community members	NO
People with Physical Disabilities, Learning Disabilities or Mental Health Issues	Yes, by moving the surgery to Open Door this will give better wheelchair access for patients.
Male/Female/Transgender	NO
Older people	NO
Sexual Orientation	NO
Children & Younger People	NO
Pregnancy & Maternity	NO
Religion or Belief	NO

Other: (please state)	NO		
Priority rating:	Low		
Scheduled for Full Impact Assessment?	NO		
Name of person/group completing full screening:			
Designation:	Date Completed:	14/03/2018	