

Agenda Item: 14

Report to: Primary Care Commissioning Committee
Date of meeting: 04/08/2020
Date paper distributed: 29/07/2020
Subject: Dr Mathews Surgery opening hours at Cromwell Road Primary Care Centre
Presented by: Rachel Barrowcliff
Previously distributed to: None

STATUS OF THE REPORT (auto check relevant box)	
Decision required	<input type="checkbox"/>
For Discussion to give Assurance	<input type="checkbox"/> (Only if requested by Committee member prior to meeting)
For Information	<input checked="" type="checkbox"/>
Report Exempt from Public Disclosure	<input type="checkbox"/> No <input type="checkbox"/> Yes

PURPOSE OF REPORT:	To inform the committee of the temporary opening hours for Dr Mathews at Cromwell Road Primary Care Centre and future proposal to permanently change the hours.
Recommendations:	To note the update regarding the variation to opening hours for Dr Mathews at Cromwell Road Primary Care Centre. To note that a formal report will be received by the committee in due course.
Clinical Engagement	Not applicable.
Patient/Public Engagement	The practice has undertaken initial consultation with their patients regarding the opening hours.
Committee Process and Assurance:	Not applicable.

Link to CCG's Priorities	<ul style="list-style-type: none"> • Sustainable services <input type="checkbox"/> • Empowering people <input type="checkbox"/> 	<ul style="list-style-type: none"> • Supporting communities <input checked="" type="checkbox"/> • Fit for purpose organisation <input checked="" type="checkbox"/>
Are there any specific and/or overt risks relating to one or more of the following areas?	<ul style="list-style-type: none"> • Legal <input type="checkbox"/> • Finance <input type="checkbox"/> • Quality <input type="checkbox"/> • Equality analysis (and Due Regard Duty) <input type="checkbox"/> 	<ul style="list-style-type: none"> • Data protection <input type="checkbox"/> • Performance <input type="checkbox"/> • Other <input type="checkbox"/>

Provide a summary of the identified risk

None identified

Executive Summary

Dr Mathews has two premises, namely his main surgery based at Stirling Street Medical Centre and the branch surgery, at Cromwell Road Primary Care Centre (2.7 miles distance between the premises). Historically, the branch surgery has always opened full core hours between 08:00 – 18:30 Monday to Friday every week.

However, due to recent events and as part of the response to the Covid-19 pandemic, the practice temporarily closed the site at Cromwell Road and used the main site and technology to support remote triage and reduce the footfall on their premises and the risks of infection. The practice had acted to explain to their patients the reasons for temporarily closing the site. The arrangements appear to have been accepted by patients and no complaints or concerns arising from this have been received by the practice or CCG.

The practice has had an initial discussion with the CCG and NHSE/I to work through their arrangements and changes to the way that they proposed to provide services to their patients across both sites for the future. The Practice reopened Cromwell Road surgery at the beginning of July to provide specific clinical sessions across the week.

They do not propose to resume providing the 8.00 to 18.30 Monday to Friday but are looking to change this to provide sessions on:

Monday AM – 8:30-13:00
Tuesday PM – 13:00-16:30
Friday PM – 14:00-15:30

The Practice considers that supported by the current technology for triage and on-line consultations, the arrangements will optimise the capacity of their team better across both sites and maintain an effective and good quality service.

The proposal will continue to meet the needs of their patients by managing capacity more efficiently to cover demand as required across the week. The system will flex to ensure that any patient that cannot use the main site will still be seen for routine and urgent appointments at their preferred site. These patients have already been identified during the initial patient consultation and have their preferred site recorded on their health records.

The practice has indicated that they intend to undertake further consultation with patients and neighbouring practices towards the end of August 2020 and following this will formalise the arrangements and confirm the arrangements to CCG to vary the opening at Cromwell Road Primary Care Centre.

Dr Mathews has also confirmed that he will be engaging with the PCN to assess the possibilities and utilisation of the extra capacity that would eventually become available at Cromwell Road Primary Care Centre, to look at what services could be provided from there.

The contract requires the practice to operate a service across both sites Monday to Friday 8am to 6.30pm. The surgery hours and sessions offered should be managed to meet the reasonable needs of their patients and variation to the services provided by the practice should be supported by proportionate engagement with patients, stakeholders and anyone consider potentially affected by the proposed change to services. The practice has discretion to manage capacity, as they feel fit, to meet demand and would not routinely consult or apply to the CCG for approval of such changes. The Practice was mindful that given their previous arrangements across both sites that the proposal would need to be supported by engagement across the system and with the CCG.

Recommendation

The Primary Care Commissioning Committee is asked to: -

- Note the update regarding the variation to opening hours for Dr Mathews at Cromwell Road Primary Care Centre
- Note that a formal report will be received by the committee in due course.