

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

22 MAY 2012

UPDATE ON MEDICAL CENTRES IN MEDWAY

Report from: Rose Collinson, Director of Children and Adults

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Summary

This report updates the Committee on details relating to Marlowe Park Medical Centre following the last meeting. It advises about a withdrawal from a practice in Sterling House, Luton and attaches a completed protocol regarding the closure of a medical practice at Hoo St Werburgh.

1. Budget and Policy Framework

1.1 Under Chapter 4 – Rules, paragraph 22.2 (c) terms of reference for Health and Adult Social Care Overview and Scrutiny Committee has powers to review and scrutinise matters relating to the health service in the area including NHS Scrutiny.

2. Background

2.1. At the last ordinary meeting of the Committee Members considered a report relating to the proposed closure of the Marlowe Park Medical Centre. At that meeting Members were advised that an extension to Dr Juneja's contract at Marlowe Park Medical Centre had been agreed. An update on this situation is attached.

2.2. Members were very clear at that meeting that NHS Kent and Medway needed to give early indication to both the Committee and local ward Members of any future potential similar closures. On this basis NHS Kent and Medway are sharing two situations concerning Medical Centres. The first relates to Sterling Health, based in Luton that was already notified to the Committee and ward members by briefing note in April 2012 and the second relates to the proposed closure of Hoo St Werburgh Medical Practice in Chapel Road in Grain.

2.3. In the case relating to Hoo St Werburgh, NHS Kent and Medway do not feel that the closure is a substantial variation or development. The Committee will now need to determine, whether it agrees with this assessment based on the details given.

3. Risk management

3.1. There are no risk implications at this stage.

4. Legal and Financial Implications

4.1. There are no legal and financial implications at this stage.

5. Recommendations

5.1. Members are asked to:

- (a) note the update in relation to Marlowe Park Medical Centre
- (b) note the closure of the practice at Sterling House, Luton
- (c) indicate whether or not they agree with the NHS that the proposed closure of the Hoo St Werburgh Medical Practice does not constitute a substantial variation or development in accordance with the agreed protocol.

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Background papers - none

Marlowe Park update for councillors

NHS Kent and Medway initially presented this item to councillors at their HOSC meeting on 27 March 2012. This paper seeks to update councillors on progress to date.

In mid-April 2011, Drs Juneja and Broom of the Marlowe Park Medical Centre in Wells Road, Strood contacted NHS Medway about problems with their working relationship. Following a meeting, they notified us they had made the decision to dissolve their partnership and thus terminate their contract with the PCT.

The PCT attempted to mediate in the hope the partnership could survive or subsist by either GP nominating the other, but both doctors refused. This left the PCT in a very difficult position as the dissolution of the partnership brought an immediate end to the GMS contract. Consequently the 3,400 patients registered at the practice were faced with having no GP on 1st July 2011.

An emergency nine-month interim contract was agreed with Dr Juneja to support patients who would have been affected by the GPs' decision to dissolve their partnership.

Under NHS procurement guidance, Dr Juneja was not automatically entitled to a new contract when both he and his partner took the decision to end their partnership. This was explained at the point at which he chose to resign his contract.

The building where the surgery is based is owned by Dr Juneja and not the PCT. This means that the PCT is unable to bring in another GP and retain patients at the surgery. Dr Juneja had previously told the PCT that he would not allow his premises to be used by a new provider.

Dr Juneja was offered an 18 month APMS contract in January 2012 which as of 21 February 2012 had not been signed, the clear deadline had expired. These deadlines were set to ensure patients' services were not disrupted. The deadlines were also reasonable and inkeeping with comparable contract negotiations with other Kent and Medway GP surgeries.

A decision was taken at a senior level involving the Medical Director responsible for Primary Care and the Deputy Chief Executive, that patients should be dispersed from the practice. It was felt NHS Kent and Medway were left with no other option, as of 31 March 2012 patients would no longer be able to access GP services at Marlowe Park without a contract in place.

The proposed closure of Marlowe Park resulted in many comments from patients. There was also a great deal of interest from the media and councillors. Following discussions on 15 March 2012, both Dr Juneja and NHS Kent and

Medway agreed to a three-month extension to 30 June, 2012. All patients were then written to, to explain that the surgery would continue to remain open until at least 30 June 2012.

From 15 March 2012, NHS Kent and Medway undertook a six week consultation process with patients, asking their views on the options for Marlowe Park in the future.

Patients were invited to a public meeting on 15 March 2012 and were able to hear from representatives of NHS Kent and Medway and from Dr Juneja. The event gave them the opportunity to ask questions and to raise concerns.

Following this, all patients received a feedback form, setting out the options and asking for their views and comments and about how the surgery could be improved. NHS Kent and Medway also ran two drop-in sessions at Marlowe Park so that patients could give their views face-to-face with NHS Kent and Medway staff.

More than 500 patients have contacted us via email, letter and face-to-face conversations which was a very encouraging response. Of those patients 32% would like to keep Marlowe Park with any provider, with the remainder preferring to keep Marlowe Park open with Dr Juneja as the provider.

As part of the consultation exercise, many patients commented that they would like the surgery to provide a phlebotomy service which is something that, previously, Dr Juneja did not feel able to offer. NHS Kent and Medway is supporting the practice in its application to provide this service for patients, and hope that it will be up and running in the near future.

The PCT is confident that it can agree a longer term solution for Dr Juneja to continue to provide services after 30 June 2012. Negotiations around a further contract extension to allow for a possible procurement have been positive. The PCT will be aiming for decision on whether we will need to go to procurement by early June 2012. An important consideration will be that Dr Juneja's premises are key to any future provision, putting the current contractor in a very strong position.

Following a decision, patients and councillors will be notified of the outcome of discussions with Dr Juneja.

Malling Health - withdrawal from practice in Sterling House, Luton Briefing for HOSC

Background

In 2008, Malling Health was given a 13-year contract to provide GP surgeries in Medway, following a procurement process in which they were the successful bidders. They took on three main surgeries in Nelson Road, Rainham and Parkwood and a branch surgery in Luton, previously provided by other GP practices.

The PCT had identified a need for improved access to GP services in Luton. The contract therefore required Malling Health to increase access at the surgery in Luton. This was initially based in a local GP practice, and then moved in spring 2009 to Sterling House, opening at the same time as a second surgery in the same building, run by College Health.

Sterling House, which is relatively isolated, was the only location available for new GP surgeries in Luton at the time. It was always intended to be a temporary solution while a site for a community healthy living centre was found. However, local opposition to the proposed site at Alexandra Road for a healthy living centre has meant that there is as yet no firm proposal for the long-term solution.

Why Malling Health wants to leave Sterling House

There was a good deal of publicity around the new surgeries in Luton and the opening of the walk-in centre in Canterbury Street in spring 2009, arranged by the PCT communications team. Stories appeared in local papers and Medway Matters. The contractors, College Health and Malling Health, were also expected to take steps such as leafleting local homes to raise awareness of their surgeries at Sterling House.

However, in winter 2011, Malling Health asked NHS Kent and Medway to be allowed to stop operating out of Sterling House.

Their rationale is that they have not been able to register enough patients to make the surgery viable, and that being compelled to continue providing services from the site risks the stability of their other surgeries.

Part of the reason for this may be that lower than expected patient numbers has led to Malling Health reducing the number of GP and nurse appointments it offers at Sterling House. There are morning or afternoon GP sessions – not both. This has in turn made the surgery less attractive to patients.

Malling Health had 900 patients accessing services at Sterling Health in November 2011. College Health had around 500.

After significant discussion with Malling Health, the PCT has reached the view that, given College Health continues to be based at Sterling House, and has capacity to register those patients currently with Malling Health who do not wish to move to other surgeries, it is best to allow this withdrawal, rather than risk compromising Malling Health's other surgeries.

College Health offers both morning and afternoon GP sessions (see appendix 1) which will increase access to services for patients who transfer from Malling Health. Taking on more patients would improve College Health's viability, giving more assurance about long-term access to GP services in Luton.

The PCT recognises that there are some patients who will not feel able to follow their doctor to Malling Health's other surgeries and who will be upset about this change.

Current provision at Sterling House (Opening Hours / Appointments)

Details of opening times and appointment availability for both Malling Health and College Health with GPs and practice nurses can be found in Appendix 1.

Neighbouring practices and capacity

Appendix 2 details local practices within the Luton and Wayfield ward, and also those further afield.

The closest practice for patients to access GP services is College Health, which is currently also situated in Sterling House. The PCT have had confirmation from the practice that they have capacity, and are happy to accept new patients who may want to access GP services from Sterling House. Accepting these new patients will not impact on the care their existing patients will receive. The recommended number of patients to a GP in the UK is approximately 1800 (however in theory this number could be as much as 3500).

Should patients wish to register on the Sterling House site with College Health, the practice is open from 8am until 6pm everyday. This practice currently offers more appointments and is open for longer than Malling Health on this site.

Patient information:

Patients, local ward councillors and the local MP were contacted during the week commencing 2 April 2012. We have attached, for you information, a copy of the letter patients received.

At this time, patients were given three options (as per the patient letter):

- 1. You can stay registered with Malling Health and access services and the same clinicians at three other sites:**
 - a) 105 Nelson Road, Gillingham, ME7 4LT (01634 850943)
 - b) Parkwood Health Centre, Long Catlis Road, Parkwood, Rainham, ME8 9PR (01634 371535)
 - c) Rainham Healthy Living Centre, 103-107 High Street, Rainham, ME8 8AA (01634 337632)

This does not require any action on your part as your current registration includes services at these sites.

- 2. You can register with other local practices which are currently accepting patients. We have listed below the three closest:**
 - College Health, Sterling House, Second Avenue, Luton, ME4 5AU (01634 810170) – **Situated in the same building Malling Health currently operates from.**

- Stone Cross Surgery, 25 Street End Road, Chatham, Kent, ME5 0AA (01634 842334)
 - Luton Medical Centre, 10a Beacon Hill, Chatham, Kent, ME57JX (01634 402115)
3. You can find information about other local practices accepting new patients by visiting the NHS Choices website www.nhs.uk. Please type your postcode into the postcode box in the “find and choose services” section and click on the “find GP practices” button.

Patients were also offered opportunities to speak to NHS Kent and Medway staff about the withdrawal at drop in sessions on:

Tuesday, 10 April 2012, 10.00am to 12.00pm

Friday, 13 April 2012, 2.00pm to 4.00pm

These drop in sessions provoked extremely limited patient interest with only three patients in total attending both sessions. This supports the premise that the site is not well utilised and that patients are not opposed to the withdrawal.

NHS Kent and Medway had also been in contact with the Luton and Wayfield Community Group who invited us to speak at their meeting on 19 April 2012 to give residents the opportunity to ask questions or raise concerns. Members of the Luton PACT (a neighbouring community group) were also contacted and given the opportunity to attend the meeting.

Residents at the community group commented that, as Malling Health did not operate on the site all day, every day this might be the reason they were having difficulty in registering patients there. There was a lot of initial promotion of the site however despite this patient registrations have been low. Therefore Malling Health are unable to justify providing services from the site every day.

NHS Kent and Medway have received no concerns from patients or any formal complaints about the proposal to withdraw. From 7 May 2012 Malling Health will no longer operate from the site.

Appendices

Appendix 1

Malling Health, Sterling House

Opening times

| | Time From | Time To | Total Hours |
|--------------------|-----------|---------|-------------|
| Monday | 8.30am | 2pm | 6.5 |
| Tuesday | 8.30am | 2pm | 6.5 |
| Wednesday | 2.00pm | 6pm | 4 |
| Thursday | 8.30am | 1pm | 4.5 |
| Friday | 2pm | 6pm | 4 |
| Total hours | | | 25.5 |

Appointments

| | No of Appointments am | No of Appointments pm | Totals |
|-----------|-----------------------|-----------------------|-----------|
| Monday | 0 | 0 | 0 |
| Tuesday | 16 | 0 | 16 |
| Wednesday | 0 | 12 | 12 |
| Thursday | 29 | 0 | 29 |
| Friday | 0 | 12 | 12 |
| | | | 0 |
| | | | 0 |
| | 45 | 24 | 69 |

College Health

Opening Times:

| Day | Time From | Time To | Total Hours |
|--------------------|-----------|---------|--------------|
| Monday | 08:00 | 18:00 | 10:00 |
| Tuesday | 08:00 | 18:00 | 10:00 |
| Wednesday | 08:00 | 18:00 | 10:00 |
| Thursday | 08:00 | 18:00 | 10:00 |
| Friday | 08:00 | 18:00 | 10:00 |
| Saturday | | | |
| Sunday | | | |
| TOTAL HOURS | | | 50:00 |

Appointment Availability -

| Day | No of Appts am | No of Appts pm | Totals |
|---------------|----------------|----------------|------------|
| Monday | 18 | 14 | 32 |
| Tuesday | 27 | 26 | 53 |
| Wednesday | 30 | 29 | 59 |
| Thursday | 10 | 9 | 19 |
| Friday | 24 | 22 | 46 |
| Saturday | 0 | | 0 |
| Sunday | 0 | | 0 |
| TOTALS | 109 | 100 | 209 |

Appendix 2 – Neighbouring GP practices

GP Practice within the Luton & Wayfield Electoral Ward

| ID | Practice Name | Postcode | Number of GP's | Registered List Size | Average Number of Patients Per GP (Rounded to the nearest whole number) | Patients Registered in Wayfield & Luton Electoral Ward | Percentage of List Size registered in Luton & Wayfield Electoral Ward | Walking Distance from Sterling House (miles) |
|----|---------------------------------|----------|----------------|----------------------|---|--|---|--|
| 18 | Stonecross Surgery | ME5 0AA | 3 | 7668 | 2556 | 3164 | 41.26% | 0.2 |
| 48 | Dr Jha (Beacon Hill) | ME5 7JX | 1 | 2696 | 2696 | 722 | 26.78% | 0.3 |
| 53 | Dr Vibhuti & Partners | ME5 0DL | 4 | 2113 | 528 | 1453 | 68.76% | 0.9 |
| 61 | Malling Health (Sterling House) | ME4 5AU | 4 | 7353 | 1838 | 621 | 8.45% | 0.0 |
| 69 | Kings Family Practice | ME4 5JY | 5 | 10261 | 2052 | 2854 | 27.81% | 0.8 |
| 75 | Dr Mir | ME5 0HD | 1 | 1846 | 1846 | 1077 | 58.34% | 1.0 |
| 86 | College Health (Sterling House) | ME4 5AU | 3 | 1810 | 603 | 495 | 27.35% | 0.0 |

21 33747 1607 10386 30.78%

Practice around the Luton & Wayfield Electoral Ward

| ID | Practice Name | Postcode | Number of GP's | Registered List Size | Average Number of Patients Per GP (Rounded to the nearest whole number) | Patients Registered in Wayfield & Luton Electoral Ward | Percentage of List Size registered in Luton & Wayfield Electoral Ward | Walking Distance from Sterling House (miles) |
|----|---|----------|----------------|----------------------|---|--|---|--|
| 16 | Dr Maheswaran & Partners | ME5 0TT | 2 | 5127 | 2564 | 457 | 8.91% | 2 |
| 25 | Dr Raval, JKK & Partners (Walderslade MC) | ME5 7PQ | 10 | 14578 | 1458 | 43 | 0.29% | 1.6 |
| 44 | Dr Chaudhry | ME4 5QS | 1 | 2409 | 2409 | 412 | 17.10% | 1.4 |
| 51 | Dr Aly & Raval | ME4 5QS | 2 | 2695 | 1348 | 383 | 14.21% | 1.4 |
| 62 | Malling Health (Nelson Road) | ME7 4LT | 4 | 7353 | 1838 | 621 | 8.45% | 1.4 |
| 66 | Dr Padma | ME5 7PQ | 1 | 1698 | 1698 | 62 | 3.65% | 1.6 |
| 67 | Dr Aslam | ME5 7TD | 1 | 2860 | 2860 | 79 | 2.76% | 1.6 |
| 68 | Dr Ali | ME4 4QR | 1 | 3665 | 3665 | 527 | 14.38% | 1.3 |
| 71 | Dr Silhi | ME7 5LH | 1 | 1489 | 1489 | 40 | 2.69% | 1.2 |
| 74 | Dr Dharan & Shetty | ME7 4BB | 2 | 2779 | 1390 | 92 | 3.31% | 1.4 |
| 76 | Dr Kanekal | ME4 5QS | 1 | 2120 | 2120 | 385 | 18.16% | 1.4 |
| 80 | DMC Walderslade Surgery | ME5 0LP | 4 | 1947 | 487 | 292 | 15.00% | 1.7 |
| 82 | Dulwich Health Medical Centre | ME7 5LF | 4 | 3998 | 1000 | 166 | 4.15% | 1.2 |

34 52718

1551

3559

6.75%

MEDWAY COUNCIL

Gun Wharf
Dock Road
Chatham ME4 4TR



Health Overview and Scrutiny

Health Service development or variation - assessment form

In order that the relevant Health Overview and Scrutiny Committee can assess whether it agrees that a proposed service change or development is “substantial” please provide the following details.

A brief outline of the proposal with reasons for the change and timescales

St. Werburgh Medical Practice provides general medical services to patients registered with them from its main surgery in Bells Lane, Hoo and their branch surgeries in Chapel Road, Grain; Mallard Way in Stoke Village Hall, Lower Stoke and Balmoral Gardens Healthy Living Centre, Gillingham.

Why St. Werburgh wants to leave Chapel Road, Grain

The site at Grain is located in a retail unit on a parade of shops and is considered inadequate to meet Care Quality Commission standards. The issues identified include, a poor standard of inner fabric of the building, no proper ventilation in consulting room and inappropriate room design and space. There is also no provision for the storage of clinical waste, which is an infection control issue.

The restricted layout also means that there are potential data protection implications. The configuration of the small waiting area (eight seats) and the reception/ dispensary means that it is impossible to ensure that conversations either face-to-face or by phone are confidential. This problem is further exacerbated as the dispenser/receptionist cannot leave the public area as it would be open to patients in the waiting area, which poses a security risk. The waiting area is also inadequate for families and the elderly with carers.

In early 2012, St. Werburgh Medical Practice contacted NHS Kent and Medway and requested permission to withdraw from the site. This was supported and it is proposed that Chapel Road Branch surgery will close from **1 August, 2012.**

Extent of consultation

- (a) Have patients and the public been involved in planning and developing the proposal?
- (b) List the groups and stakeholders that have been consulted
- (c) Has there been engagement with the Medway LINK?
- (d) What has been the outcome of the consultation?
- (e) Weight given to patient, public and stakeholder views

Information for Chapel Road branch surgery patients

Patients will be contacted once we have a decision regarding the phlebotomy services currently hosted by St. Werburgh Medical practice on the Chapel road site.

Patients will be being offered the following options and advice.

1. Stay registered with St. Werburgh Medical Practice and access services with the same clinicians at their other sites (We have included their opening times in Appendix 3)

- **St. Werburgh**, 98 Bells Lane, Hoo, ME3 9HU (01634 250523)
- **Stoke**, Stoke Village Hall, Mallard Way, Lower Stoke, ME3 9ST (01634 271347)
- **Gillingham**, Balmoral Gardens Healthy Living Centre, ME7 4PN (01634 334920)

This does not require any action by Chapel Road patients because their current registration with the Grain branch includes services at all sites.

2. Register with other local practices which are accepting patients. Listed below the two closest practices (We have included their opening times in Appendix 4)

- **The Elms Medical Practice**
 - a) Tilley Close, Main Road, Hoo Rochester, Kent ME3 9AE (01634 256650)
 - b) Village Hall, Grain, Kent, ME3 0BY (01634 270791) **Situated 423 feet from the St Werburgh Grain site.**
 - c) The Surgery, Avery Way, Allhallows, ME3 9NY (01634 270345)
 - d) Recreation Hall, The Street, High Halstow, ME2 4LP (01634 717450)
- **The Parks Medical Practice**
 - a) Parkside Surgery, Cliffe Woods, Rochester, ME3 8HX (01634 221410)
 - b) Miller Way, Wainscott, Rochester, ME2 4LP (01634 717450)

3. Find information about other local practices accepting new patients

Patients can do this by visiting the NHS Choices website www.nhs.uk. They will need to type in their postcode into the postcode box in the “find and choose services” section and click on the “find GP practices” button.

Patients are also being offered opportunities to speak with NHS Kent and Medway staff about the proposed closure at drop in sessions on:

- **Wednesday, 23 May 2012, 11.30am to 1.30pm**
- **Thursday, 14 June 2012, 2.00pm to 4.00pm**
- **Tuesday, 10 July, 8.30am to 10.30am**

These sessions will not be formal, structured meetings and patients who have any concerns will be encouraged to drop in during the times shown.

The St Werburgh Medical practice are also setting up a patient participation group for patients accessing services at all of their sites, to improve the services they provide and are welcoming patients views on the aspects of their services which they most appreciate and wish to retain; and those areas where they could make improvements. The first meeting is on **Wednesday, 30 May 2012 from 13:15 pm.**

We are also in contact with the local parish council and the Isle of Grain Carers and Disabled Group to seek their views.

Effect on access to services

- (a) The number of patients likely to be affected
- (b) Will a service be withdrawn from any patients?
- (c) Will new services be available to patients?
- (d) Will patients and carers experience a change in the way they access services (ie changes to travel or times of the day)?

Alternative arrangements for Chapel Road branch surgery patients

Chapel Road branch surgery is regularly used by approximately 900 St Werburgh Medical practice patients who access the service three days a week (Opening hours can be found in Appendix 1). The closest alternative practice for these patients to access GP services is The Elms Medical Practice. The Elms is on the same side of the road and is 130 metres (423 feet) from the St. Werburgh Chapel Road branch surgery site.

The Elms practice has confirmed that they are able to register those patients who do not wish to travel to St. Werburgh practices' other sites. The services that existing registered patients receive at The Elms practice will not be affected by these changes.

In order to provide services for Chapel Road patients at their other branch sites, St Werburgh Practice has informed the PCT that it will be extending the opening times of their Lower Stoke surgery, which is 4.2 miles from the Grain branch, by 12 hours each week. This will increase the appointment availability at the Stoke branch by at least 33 slots each week. Patients also have the option of being seen at the St. Werburgh Bells Lane branch surgery which is, 8.8 miles from the Chapel Road branch. In Appendix 2 we have included distances from the Chapel Road site to the nearest GP practices.

NHS Kent and Medway recognise that Grain is a rural area and has carefully considered the impact closing this branch site will have on the community.

The withdrawal will enable the surgery to:

- Provide a better standard of care for patients at the Lower Stoke surgery as it is a purpose built premises.
- Have a secure dispensary
- Provide a safer environment for staff and patients
- Cut the time that practice staff spend travelling between each surgery site
- Provide access for disabled patients.

The Elms offer services over the same number of days, although some clinics will be on different days to those currently offered by St. Werburgh.

Arrangements for phlebotomy services currently provided at the Chapel Road branch surgery

St. Werburgh Medical Practice hosts a Medway Community Healthcare phlebotomy clinic at the Chapel Road branch surgery on Thursday mornings from 8.30am to 11.00am.

It is recognised that this is a valuable service and NHS Kent and Medway is in discussion with the Elms Medical Practice to host the clinic at their Grain site. This will hopefully mean that there is minimal disruption for patients that wish to access phlebotomy services in Grain.

Demographic assumptions

- (a) What demographic projections have been taken into account in formulating the proposals?
- (b) What are the implications for future patient flows and catchment areas for the service?

We do not feel there are any particular demographic issues which need to be taken into account.

Can you estimate the impact this will have on specific groups?

- (a) What will be the impact on children?
- (b) What will be the impact on people with disabilities?
- (c) What will be the impact on older people?
- (d) Has an equalities impact assessment been carried out of this proposal?

As the closest alternative GP practice is situated 130 metres (423 feet) from the St Werburgh Grain site. We do not anticipate any adverse impact on any group.

We have attached an Equality Impact Assessment which further details estimated impact on specific groups.

Choice and commissioning

- (a) Will the change generate a significant increase or decrease in demand for a service arising from patient choice, payment by results and practice based commissioning?
- (b) Have plans been made for “financial cushioning” if additional capacity is not taken up?
- (c) Is the proposal consistent with World Class Commissioning and reflected in NHS Medway commissioning plans?

There may be an increase in demand for services from the Elms Medical practice, however, the practice have sufficient capacity to register additional patients. This will not affect the care, waiting times or quality of care for existing or new patients to the surgery. (It is recommended that in England 1 GP is responsible for 1850 patients, but this can realistically be up to 3000)

We are, however, in discussion with the Elms Medical practice regards increasing capacity to accommodate new patients, should this be required.

We do recognise that this proposal will mean a reduction in choice in the immediate vicinity for patients. However patients can still remain with St Werburgh at other sites.

Clinical evidence

- (a) Is there evidence to show the change will deliver the same or better clinical outcomes for patients?
- (b) Will any groups be less well off?
- (c) Will the proposal contribute to achievement of national and local priorities/targets?

It is considered that this change in provision will enable patients to access services in a higher quality environment. There is tangible evidence to show that this may improve health outcomes for patients.

There will be no groups who we would consider to be less well off as a result of these proposals.

Joint Working

- (a) How will the proposed change contribute to joint working and improved pathways of care?

This section is not applicable to the proposal.

Health inequalities

- (a) Has this proposal been created with the intention of addressing health inequalities and health improvement goals in this area?
- (b) What health inequalities will this proposal address?
- (c) What modelling or needs assessment has been done to support this?
- (d) How does this proposal reflect priorities in the JSNA?

This proposal has been created in response to a request to rationalise GP services. It is not considered that the proposal will adversely affect patients.

Wider Infrastructure

- (a) What infrastructure will be available to support the redesigned or reconfigured service?
- (b) Please comment on transport implications in the context of sustainability and access

As the closest alternative GP practice is situated 130 metres (423 feet) from the St Werburgh Grain site. We do not anticipate any adverse impact on any group.

The Elms Medical practice is on the same side of the road and access between the sites is via well maintained pavements.

Do you believe the outlined proposal is a substantial variation or development?

No.

Is there any other information you feel the Committee should consider in making its decision?

Please see appendix 1-4 for additional information regarding access to alternative access to GP sites.

Chapel Road branch surgery – opening times

| | | | | | |
|--------|------------------|------------------|------------------|--------|--------|
| Monday | Tuesday | Wednesday | Thursday | Friday | Monday |
| Closed | 9.00am - 12 noon | 9.00am - 12 noon | 9.00am - 12 noon | Closed | Closed |

Appendix 2

Distances from Chapel Road to other local surgeries

| Surgery | Branch site | Distance from Chapel Road |
|-----------------------------------|---|------------------------------|
| St Werburgh | St. Werburgh , 98 Bells Lane, Hoo, ME3 9HU | 8.9 miles |
| St Werburgh | Stoke , Stoke Village Hall, Mallard Way, Lower Stoke | 4.2 miles |
| St Werburgh | Gillingham , Balmoral Gardens Healthy Living Centre, ME7 4PN | 14.3 miles |
| The Elms Medical practice | Tilley Close , Main Road, Hoo Rochester, Kent ME3 9AE | 130 metres (423 feet) |
| The Elms Medical practice | Village Hall , Grain, Kent, ME3 0BY | |
| The Elms Medical practice | The Surgery , Avery Way, Allhallows, ME3 9NY | 5.6 miles |
| The Elms Medical practice | Recreation Hall , The Street, High Halstow, ME2 4LP | 11.1 miles |
| The Parks Medical Practice | Parkside Surgery , Cliffe Woods, Rochester, ME3 8HX | 12.3 miles |
| The Parks Medical Practice | Miller Way , Wainscott, Rochester, ME2 4LP | 11.1 miles |

Appendix 3

St. Werburgh remaining sites - opening times

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Bells Lane, Hoo | | | | |
| 9.00am - 12.30pm 3.00pm - 5.30pm | 9.00am - 12.30pm 3.00pm - 5.30pm | 9.00am - 12.30pm 3.00pm - 5.30pm | 9.00am - 12.30pm 3.00pm - 5.30pm | 9.00am - 12.30pm 3.00pm - 5.30pm |
| Balmoral Gardens, Community Healthy Living Centre, Gillingham | | | | |
| 9.00am - 11.30am 3.00pm - 5.30pm | 9.00am - 11.30am 3.00pm - 5.30pm | 9.00am - 11.30am 3.00pm - 5.30pm | 9.00am - 11.30am Closed | 9.00am - 11.30am 3.00pm - 5.30pm |
| Stoke Village Hall, Mallard Way | | | | |
| 8.30am - 12 noon 2.00pm - 5.30pm | 8.30am - 12 noon | 8.30am - 12 noon | Closed | 8.30am - 12 noon |

Appendix 4

The Elms and The Parks Medical Practices' – opening times

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| The Elms Medical Practice (Hoo) | | | | |
| 8.30am – 6.00pm | 8.30am – 6.00pm | 8.30am – 6.00pm | 8.30am – 6.00pm | 8.30am – 6.00pm |
| The Elms Medical Practice (Grain) | | | | |
| 9.00am - 11.00am | Closed | 9.00am - 11.00am | Closed | 9.00am - 10.30am |
| The Elms Medical Practice (Allhallows) | | | | |
| 9.00am - 11.00am | 3.30pm - 6.00pm | 9.00am - 10.30am | 3.30pm - 6.00pm | 9.00am - 10.30am |
| The Elms Medical Practice (High Halstow) | | | | |
| 2.00pm - 2.50pm | Closed | Closed | 9.00am – 9.50am | 9.00am – 9.50am |
| The Parks Medical Practice (Cliffe Woods) | | | | |
| 8.15am - 1.00pm 2.30pm - 6.00pm | 8.15am - 1.00pm 2.30pm - 6.00pm | 8.15am - 1.00pm Closed | 8.15am - 1.00pm 2.30pm - 6.00pm | 8.15am - 1.00pm 2.30pm - 6.00pm |
| The Parks Medical Practice (Wainscott) | | | | |
| 8.15am - 1.00pm 2.30pm - 6.00pm | 8.15am - 1.00pm 2.30pm - 6.00pm | 8.15am - 1.00pm 2.30pm - 6.00pm | 8.15am - 1.00pm Closed | 8.15am - 1.00pm 2.30pm - 6.00pm |

Equality Impact Assessment Template

What is an Equality Impact Assessment (EIA)?

An EIA is a systematic appraisal of the (actual or potential) effects of a function or policy on different groups of people. It is conducted to ensure compliance with public duties on equality issues (which in some areas go beyond a requirement to eliminate discrimination and encompass a duty to promote equality), but more importantly to ensure effective policy making that meets the needs of all groups.

Like all other public bodies, NHS Medway and its statutory partners, are required by law to conduct impact assessments of all functions and policies that is considered relevant to the public duties and to publish the results.

An Equality Impact Assessment must be completed when developing a new function, policy or practice, or when revising an existing one.

*In this context a **function** is any activity of the NHS Medway, a **policy** is any prescription about how such a function is carried out, for instance a strategy, guidelines or manual, and a **practice** is the way in which something is done, including key decisions and common practice in areas not covered by formal policy.*

Support

It is important that all policies are informed by the knowledge of the impact of equalities issues accumulated across the organisation. Early in the policy development process, and before commencing the EIA, please contact the relevant Equality and Human Rights Lead to discuss the issues arising in your policy area.

The EIA process

The EIA has been constructed as a two-stage process in order to reduce the amount of work involved where a policy proves not to be relevant to any of the equalities issues.

The initial screening tool should be completed in all cases, but duplication of material between it and the full EIA should be avoided. For instance, where relevance to an equalities issue is self-evident or quickly identified this can be briefly noted on the initial screening and detailed consideration of that issue reserved for the full EIA.

Further guidance on this will be given by the relevant Equality and Human Rights Lead.

DOCUMENT NAME: St Werburgh withdrawal from Chapel Road surgery

Stage 1 – initial screening

The first stage of conducting an EIA is to screen the policy to determine its relevance to the various equalities issues. This will indicate whether or not a full impact assessment is required and which issues should be considered in it. The equalities issues that you should consider in completing this screening are:

- Race
- Gender
- Gender identity
- Disability
- Religion or Belief
- Sexual orientation
- Age (including younger and older patients/staff)
- Human Rights
- Socio-economic

Aims

What are the aims of the policy?

St. Werburgh Medical Practice provides general medical services to patients registered with them from its main surgery in Bells Lane, Hoo and their branch surgeries in Chapel Road, Grain; Mallard Way in Stoke Village Hall, Lower Stoke and Balmoral Gardens Healthy Living Centre, Gillingham.

Why St. Werburgh wants to leave Chapel Road, Grain

The site at Grain is located in a retail unit on a parade of shops and is considered inadequate to meet Care Quality Commission standards. The issues identified include, a poor standard of inner fabric of the building, no proper ventilation in consulting room and inappropriate room design and space. There is also no provision for the storage of clinical waste, which is an infection control issue.

The restricted layout also means that there are potential data protection implications. The configuration of the small waiting area (eight seats) and the reception/ dispensary means that it is impossible to ensure that conversations either face-to-face or by phone are confidential. This problem is further exacerbated as the dispenser/receptionist cannot leave the public area as it would be open to patients in the waiting area, which poses a security risk. The waiting area is also inadequate for families and the elderly with carers.

In early 2012, St. Werburgh Medical Practice contacted NHS Kent and Medway and requested permission to withdraw from the site. This was supported and it is proposed that Chapel Road Branch surgery will close from

1 August, 2012.

Effects

What effects will the policy have on staff, patients or other stakeholders?

Are there any barriers (communication, physical access, location, sensitivity etc.) which could inhibit access to the benefits of the policy?

Patients currently accessing the Chapel Road site can either stay registered with St. Werburgh Medical practice and access services from their other sites or patients can choose to register with the Elms Medical practice (the closest alternative GP practice) situated 130 metres (423 feet) from the St Werburgh Grain site.

Evidence

Is there any existing evidence of this policy area being relevant to any equalities issue?

Identify existing sources of information about the operation and outcomes of the policy, such as operational feedback (including monitoring and impact assessments)/Inspectorate and other relevant reports/complaints and litigation/relevant research publications etc. Does any of this evidence point towards relevance to any of the equalities issues?

No

Stakeholders and feedback

Describe the target group for the policy and list any other interested parties. What contact have you had with these groups?

Do you have any feedback from stakeholders, particularly from groups representative of the various issues, that this policy is relevant to them?

It is our intention to contact patients in the middle of May.

Patients will be being offered the following options and advice.

1. Stay registered with St. Werburgh Medical Practice and access services with the same clinicians at their other sites (We have included their opening times in Appendix 3)

- **St. Werburgh, 98 Bells Lane, Hoo, ME3 9HU (01634 250523)**

- **Stoke**, Stoke Village Hall, Mallard Way, Lower Stoke, ME3 9ST (01634 271347)
- **Gillingham**, Balmoral Gardens Healthy Living Centre, ME7 4PN (01634 334920)

This does not require any action by Chapel Road patients because their current registration with the Grain branch includes services at all sites.

2. Register with other local practices which are accepting patients. Listed below the two closest practices (We have included their opening times in Appendix 4)

- **The Elms Medical Practice**
 - a) Village Hall, Grain, Kent, ME3 0BY (01634 270791) **Situated 130 metres (423 feet) from the St Werburgh Grain site.**
 - b) The Surgery, Avery Way, Allhallows, ME3 9NY (01634 270345)
 - c) Recreation Hall, The Street, High Halstow, ME2 4LP (01634 717450)
- **The Parks Medical Practice**
 - a) *Parkside Surgery, Cliffe Woods, Rochester, ME3 8HX (01634 221410)*
 - b) *Miller Way, Wainscott, Rochester, ME2 4LP (01634 717450)*

3. Find information about other local practices accepting new patients

Patients can do this by visiting the NHS Choices website www.nhs.uk. They will need to type in their postcode into the postcode box in the “find and choose services” section and click on the “find GP practices” button.

Patients are also being offered opportunities to speak with NHS Kent and Medway staff about the closure at drop in sessions on:

- **Wednesday, 23 May 2012, 11.30am to 1.30pm**
- **Thursday, 14 June 2012, 2.00pm to 4.00pm**
- **Tuesday, 10 July, 8.30am to 10.30am**

These sessions will not be formal, structured meetings and patients who have any concerns will be encouraged to drop in during the times shown.

The St Werburgh Medical practice are also setting up a patient participation group for patients accessing services at all of their sites, to improve the services they provide and are welcoming patients views on the aspects of their services which they most appreciate and wish to retain; and those areas where they could make improvements. The first meeting is on **Wednesday, 30 May 2012 from 13:15 pm.**

We are also planning to contact the local parish council and the Isle of Grain Carers and Disabled Group to seek their views.

Impact

Could the policy have a differential impact on staff, patients, or other stakeholders on the basis of any of the equalities issues?

No adverse impacts for any group have been identified in developing these proposals.

Summary of relevance to equalities issues

| Equality Strand | Negative Impact Yes/No | Positive Impact Yes/No | Rationale |
|------------------------------|------------------------|------------------------|-----------|
| Race | no | no | |
| Gender | no | no | |
| Gender identity | no | no | |
| Disability | no | no | |
| Religion or Belief | no | no | |
| Sexual orientation | no | no | |
| Age (younger patients/staff) | no | no | |
| Age (older patients/staff) | no | no | |
| Human Rights | no | no | |
| Socio-economic status | no | no | |

If you have answered “Yes” to negative impact for any of the equality strands and the impact is either high or medium, a full impact assessment must be completed, unless it can be justified that it is not significant (low) or that to do a full EIA is not a proportionate response. The justification for not completing a full EIA must be provided to the EIA Sub Group. Please proceed to STAGE 2 of the document.

If a full EIA is not necessary, what is your justification for this? Any mitigation actions that have been taken, please record here.

There are no changes in the service apart from the location. The proposed locations are already operating as clinics.

Monitoring and review arrangements

Describe the systems that you are putting in place to manage the policy and to monitor its operation and outcomes in terms of the various equalities issues.

There will be ongoing assessment of the impact of the location change through the contract performance monitoring system. There will also be further consultation that will identify the views of both clients and staff. Patient satisfaction is measured yearly by the service provider and is reported to commissioners.

State when a review will take place and how it will be conducted.

Any aspect of Equality that has an impact on client care is a feature of the clinical governance process that services operate within.

| | Name (in CAPS) and signature | Date |
|-------------|------------------------------|------|
| Policy lead | | |
| Director | | |

| | |
|----------------|--|
| DOCUMENT NAME: | |
|----------------|--|

Stage 2 – full Equality Impact Assessment

Where relevance to one or more equalities issues has been identified during the Initial Screening, a full equality impact assessment must be carried out.

This involves the collection of monitoring data and other relevant information and consultation with stakeholders with a view to producing a full account of the relevant equalities issues and an action plan to address them.

Summary of issues identified during initial screening

Briefly identify which equalities issues you will be considering and the results of the initial screening.

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

Management and monitoring

Describe the systems in place to manage the policy and to monitor its operation and outcomes.

Comment on the adequacy of the systems and note any improvements that you will make to them. Include a description of and/or extracts from recent monitoring results and provide analysis of them.

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

Evidence

If you have not already done so in Stage 1, identify other sources of information about the operation and outcomes of the policy, such as operational feedback (including local monitoring and impact assessments)/Inspectorate and other relevant reports/complaints and litigation/relevant research publications etc.

Summarise and discuss recent relevant evidence from these sources.

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

Consultation

If you have not already done so in Stage 1, identify the target group and other interested parties.

Explain how you have involved stakeholders, both generally in the development of the policy and specifically how groups representative of the relevant equalities issues (including “seldom heard groups”) have been engaged as part of the EIA process. Capture main points of feedback from them.

Discussion

Consider and compare results from previous sections.

Consider in particular issues of stakeholder confidence and local discretion.

Conclusion

Summarise and make an overall assessment of the impact of the policy or function on the relevant equalities issues. Identify any adverse impact on any group.

*Highlight examples of success and good practice.
Describe the key issues that remain to be addressed.*

Action plan

| Issue to be addressed | Action to be taken | Director responsible | Target date |
|-----------------------|--------------------|----------------------|-------------|
|-----------------------|--------------------|----------------------|-------------|

Publication

Describe the arrangements for making the document available to the various stakeholders.

Review

Indicate method for reviewing progress on the action plan and proposed date for formal review of the EIA.

| | Name (in CAPS) and signature | Date |
|-------------|------------------------------|------|
| Policy lead | | |
| Director | | |
