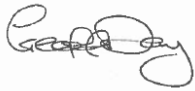


Date:	24 th October 2018
Meeting:	Joint Primary Care Commissioning Committee
Item Number:	23.0
Public/Private:	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

Author: <i>(Name, Title)</i>	Erica Ellerington, Primary Care Contract Manager
GB Lead: <i>(Name, Title)</i>	Geoff Day Interim Director of Primary Care
Director approval <i>(Name)</i>	Geoff Day
Director Signature (MUST BE SIGNED)	

Report Title:	Branch Closure Request - Broughton
Decisions to be made:	For decision

Link to a Strategic Objective?	<input checked="" type="checkbox"/>	Prevention, Out of Hospital, Primary Care Transformation, Delivery of Statutory Objectives
Link to a Strategic Risk	<input checked="" type="checkbox"/>	Links to strategic risks 1,3,4 and 7

Continue to improve the quality of services	<input checked="" type="checkbox"/>	Improve patient experience	<input checked="" type="checkbox"/>		
Reduced unwarranted variations in services	<input checked="" type="checkbox"/>	Reduce the inequalities gap in North Lincolnshire	<input checked="" type="checkbox"/>		
Deliver the best outcomes for every patient	<input checked="" type="checkbox"/>	Statutory/Regulatory	<input checked="" type="checkbox"/>		
Purpose (tick one only)	Approval <input type="checkbox"/>	Information <input type="checkbox"/>	To note <input checked="" type="checkbox"/>	Decision <input type="checkbox"/>	Assurance <input type="checkbox"/>

Executive Summary (Question, Options, Recommendations):	
NHS England has received a request to close the Bridge Street Practice branch in Broughton. The attached report details this request and provides further detail and recommendations.	
Recommendations	Note the contents of this report
Report history	N/A
Equality Impact	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Sustainability	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> The request has a direct impact on sustainability of workforce and services

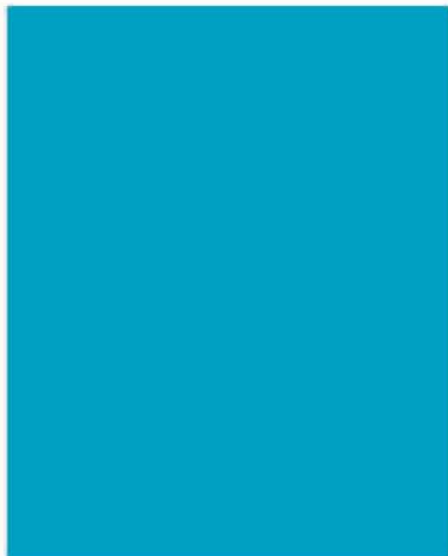
Risk	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Risk associated with areas detailed on this report have been linked to organisational strategic risks
Legal	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Legal responsibilities for primary care contracting remain with NHSE however as a delegated CCG, a decision must be made by the PCCC
Finance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

Patient, Public, Clinical and Stakeholder Engagement to date

	<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>		<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>
Patient:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Clinical:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Public:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Other:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Application for
Branch Surgery
Closure –

Bridge Street
Surgery



Introduction

Bridge Street Surgery (B81063) has applied to **close its branch surgery based at: 8 Brigg Road, Broughton** with effect from as soon as possible.

Main Practice Address: 53 Bridge Street, Brigg

There are no additional branch surgeries.

The practice holds a GMS contract.

Regulations

The Policy Guidance Manual for Primary Medical Services, Clauses 7.15.7 to 7.15.26 (Branch Closure), allow for a contractor to apply to its Commissioner to close a Branch Surgery.

Practice application

The practice application included the following information:

- The Practice **does not** have premises approval to dispense from the branch surgery.
- The practice has confirmed that it **does** have approval to dispense from its main surgery in Brigg.
- Details of how patients have been involved:

[NHSE:] No details provided.

- Details of how the change will be communicated to patients:

Letters to households of patients who live in Broughton, notices in the surgeries, on the website and a message on the on-line access system.

- Summary of the patient involvement undertaken and evidence of patient consultation.

The letter, reproduced at Appendix 1, was sent by the practice to every household (approx 800) in the affected area.

The practice received 1 response, which was an offer to purchase the branch surgery premises.

- Details of how the proposed closure will impact on the current registered patients, including details of:

I do not feel the closure will have a massive impact on patients in Broughton as the Main surgery in Brigg is only 2.5 miles away from Broughton and there is a regular bus service from Broughton. We have the capacity at Brigg to offer appointments and accommodate the Broughton patients as we have more surgeries in Brigg and at more varied times. We have extended hours two evenings a week and we have an urgent open access surgery every morning for on the day problems. Nursing and phlebotomy clinics are also held at Brigg and our phlebotomy hours have recently been increased so again we will be able accommodate more patients. We changed the boundary last year so Broughton is no longer in our catchment area, it is just the existing patients we will be accommodating at Brigg.

- Further information provided by the practice:

“...the problem is not the site but the staffing with doctors and nurses (one of our nurses has just gone off on long term sick) and two of doctors are not medically fit to drive at the moment. (But thankfully live in Brigg and so can walk to work).”

I would like to provide a little bit of background as to our request to close our branch surgery. The history is that 35 years ago when I joined the practice the Broughton Branch Surgery was in the front room of a resident's house. On their death we purchased the property at 8 Brigg Road, Broughton and had this modernised to enable us to provide both medical services and dispensing. Since then there have been changes and the practice no longer dispenses from the Broughton Surgery as the dispensing for Broughton was taken over by a local chemist. Two years ago two of the partners in the practice retired and for the past year I have been the only partner in the practice supported by locums and salaried GP's. This led to us requesting NHS England permission to close our list for a year and then redefine our practice boundaries. This has meant that Broughton is now outside our practice boundary. Due to the natural wastage of patients leaving Broughton the demand for the Broughton Surgery has become less and also due to the problems of recruiting new partners to the practice it has become more apparent that centralisation of all our services at the Bridge Street Practice would enable us to give a more seamless service to all our patients.

We therefore request that we be allowed to close the Broughton Surgery.

Obviously we will stop receiving the notional rent for the premises and I feel this money will be better served to the NHS for other expenditure.

Thank you very much.

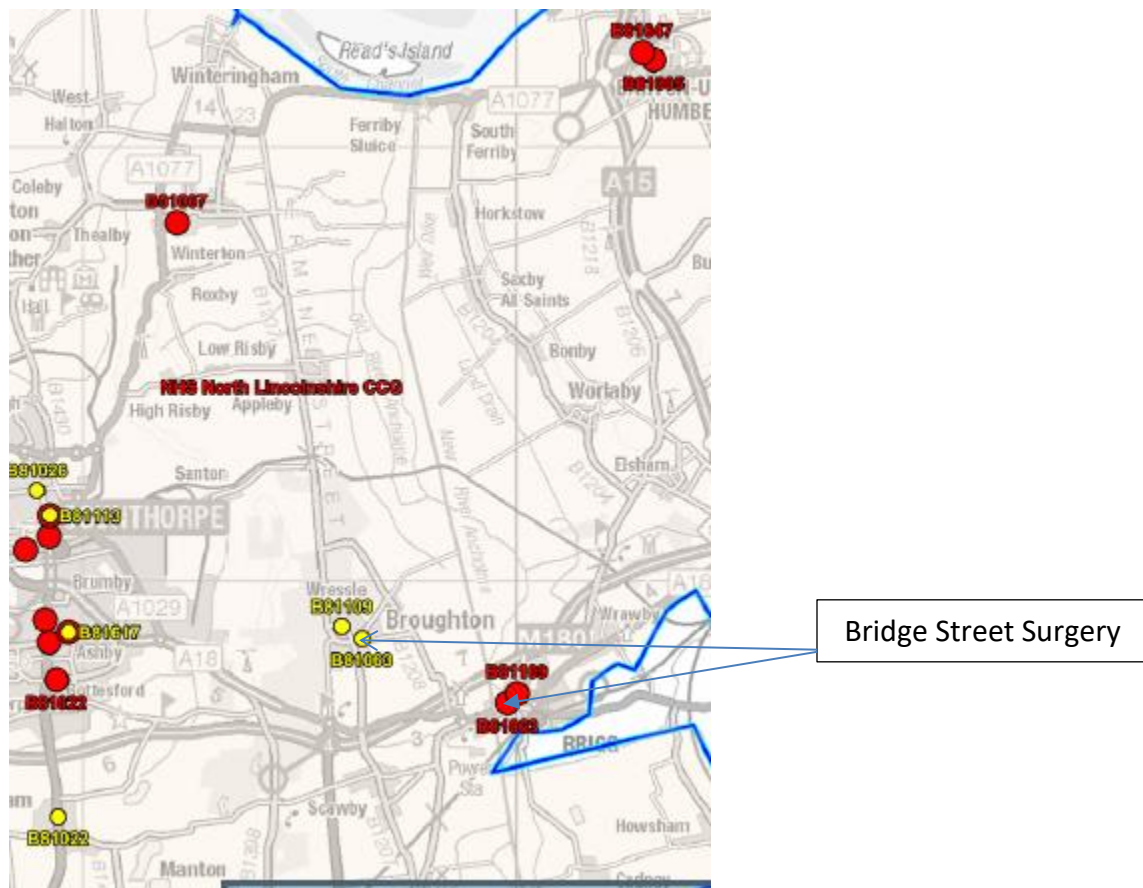
[NHSE note: The text highlighted in yellow above was correct at the date upon which the letter was written, 14 March 2019. On 01/4/2019 Dr L Rauf joined the practice as a partner.]

Further information regarding the practice:

List size (as at 30/6/2019) = 6,387

Broughton registrations (as at 10/9/2019) = 1,293

The map beneath identifies the practices within the local area, by their practice codes, establishing the proximity of neighbouring practices.



Consultation carried out by NHSE

In line with NHS England's "Managing Branch Surgery" policy, all North Lincs CCG practices, the Health & Care Overview Scrutiny Committee, the Health & Wellbeing Board, Parish & Borough Councillors, Local MPs, the Local Authority & NHSE Public Health Teams and the LMC were consulted.

Comments received during the consultation period:

B81109 (Riverside) replied that it has expanded its premises in Broughton and will reopen mid-November. It also plans to extend the Broughton opening hours and therefore increasing clinical capacity at the site.

Bridge Street varied its practice area a couple of years ago to exclude Broughton village. Its decision to change the practice boundary did not have a negative impact on our services.

Riverside continues to develop a flexible, multi-disciplinary clinical structure and believes it is in a positive position to manage increasing demand from Broughton.

B81118 replied that there were no issues from West Common Lane practice.

Broughton Council is concerned about the impact the closure will have on those patients who may not be able to get to Brigg and want to continue the relationship they have built-up with their existing doctor.

LMC will be attending the PCCC meeting on 24 October and will provide comments in relation to the application at that time.

North Lincolnshire Council wrote to Broughton residents asking them for their views. 3 residents responded (their detailed comments are shown at Appendix 2) to record their opposition to the proposal to close the branch surgery.

Councillor Waltham visited the surgery on Friday 20/9/2019 to discuss the application. The practice advised NHSE that it put its case across that the main problem is staffing, not the premises or financial and that Broughton will have good medical provision when the Riverside Surgery building on Brooklands is completed.

The Council will make people aware of the Call and Collect bus and also the driver services available.

Additional factors for consideration by the Committee

During June 2016 the Practice found it difficult to maintain services to its existing patients as well as to meet increased demand from the high number of patients registering with the practice and it was decided that an application to close the practice list would be submitted to NHS England. This meant that, although the Practice would continue to provide medical services to its registered patients, it was not able to take on and register new patients during the period that its list was closed. NHS England and the North Lincolnshire Clinical Commissioning Group, at their Joint Primary Care Commissioning Committee, approved the list closure request. Subsequent applications were made to continue to operate with a closed list and this period extended until the end of October 2017.

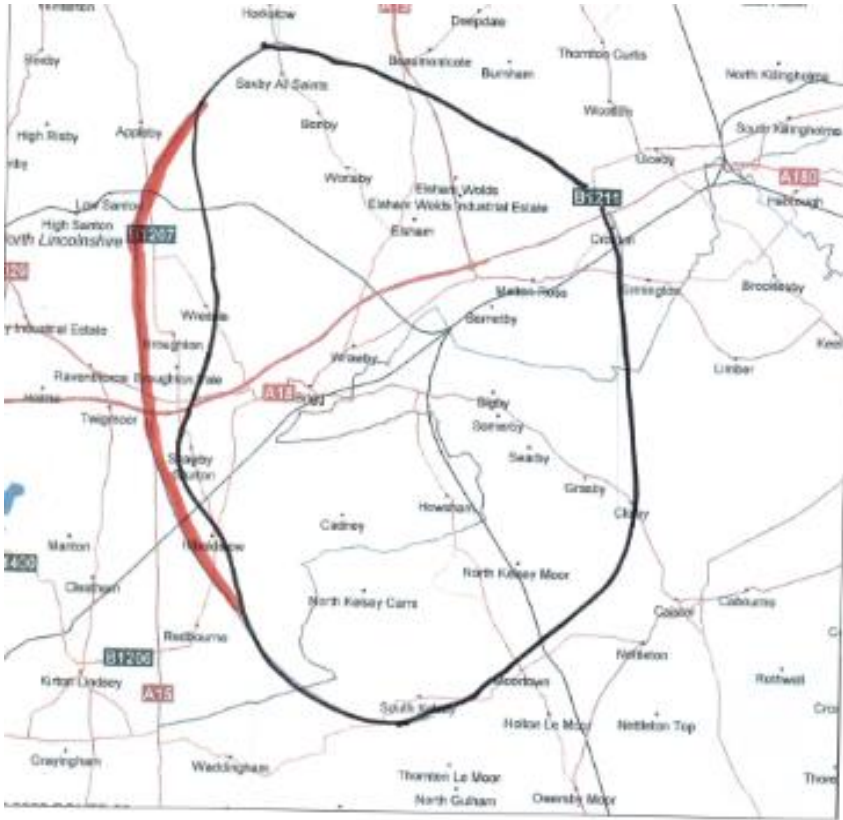
NHS England worked closely with the practice during this time and explored various options to support the practice with both its operational issues and with an action plan to enable the practice to move into a position whereby it could operate with an open list.

In order for the practice to be able to operate effectively and safely it was agreed that providing services from two sites was no longer realistic or viable for the practice's clinical team. The practice moved to the provision of only one morning session per week from the Broughton site during the list closure period.

During October 2017, the practice submitted an application to NHS England to request a reduction in its contractual practice boundary. The boundary change request was approved by NHS England and North Lincolnshire Clinical Commissioning Group at the Joint Primary Care Commissioning Committee and saw the Broughton area removed from the contractual boundary of the practice.

Although the contractual boundary change was approved, the practice was **not** authorised to remove any existing patients. It remained the choice of individual patients whether or not they remained on the Bridge Street practice list, and received their services predominantly at the Brigg surgery, or preferred to move providers to the Riverside Practice, which also operates from a branch surgery in the town of Broughton.

The revised practice boundary, effective from the start of November 2017 is reproduced below:



The practice's 'inner boundary' (new patients can register at the practice) is shown edged in black.

The practice's 'outer boundary' (new patients cannot register at the practice however existing patients can remain on its list) is the shown as the thin segment whose border is marked in red to the left and in black to the right

In conjunction with the detail provided above, it is to be noted that the Riverside Practice received capital funding from NHS England to refurbish and extend the current provision of its Broughton branch site. The branch practice is central to the village and within reasonable walking distance of the Bridge Street branch practice and will see an improved, larger, facility for the provision of medical healthcare to patients in the area. Riverside practice operates an open patient list, which means that residents of Broughton town are able to register with this practice if they wish to do so.

During the course of the building works at its own Broughton branch surgery, Riverside Practice has been providing its services from Bridge Street Practice's Broughton location – this arrangement is likely to continue until the end of November 2019.

From July 2019 the new General Practice medical contract included the requirement to sign up a Network Direct Enhanced Service (DES). Primary Care

Networks are groups of practices which will work closely together to provide primary care medical service to their network populations. This will see the practices in the network offering various services at scale and is the National direction of travel for primary care transformation. Bridge Street practice is part of the East Care Network. More information on Primary Care Networks can be found at: <https://www.england.nhs.uk/primary-care/primary-care-networks/>

If the closure application is approved then the patients registered at the Bridge Street practice will have the following options:

- 1) To continue to be registered patients of Bridge Street Practice and receive primary medical care at the Brigg site
- 2) To receive services closer to home by registering with the Riverside Practice and receiving primary medical care from its, recently extended, Broughton branch site

The Committee will need also to consider the impact that this branch surgery closure might have on neighbouring practices.

Recommendation

It is recommended that this request be approved. This recommendation is following consideration of the following points;

1. The Bridge Street Practice have not been using their Broughton branch site for a long period, this has not resulted in any disruption to patient access and there have been no patient complaints received.
2. The investment made to the development of the Riverside branch practice in Broughton will see larger, more modern healthcare facilities with an increase in planned clinical capacity.
3. Riverside practice has expressed a willingness to take on more patients and have confirmed to the CCG that should all 1,293 patients decide to transfer practices, they could cope with the influx in demand.
4. We have taken into account the current landscape of the primary care system, particularly relating to workforce shortages.
5. Following presentation and subsequent conversation with the Overview and Scrutiny Panel, we have received confirmation that the level of engagement has been suitable in relation to the circumstances of this request.

One point that should be considered when making the decision;

6. We have not received any formal confirmation that consideration has been given, by Bridge Street practice, to the financial consequence of the loss of around 20% of its income, possibly over a very short interval. The committee will be aware that the general feedback from practices is that none are enjoying particularly buoyant finances at present, so a reduction of 20% in income could perhaps be expected to have a material effect on the practice's viability (see 7.5.10 of the policy guidance manual).

If the closure application is approved then the practice should be required to advise the appropriate group of its registered patients of the change.

The Primary Care Commissioning Group Committee is asked to:

- Consider the report and confirm whether or not the practice's application to close this branch surgery is to be approved.

Appendix 1: Text of letter sent, by the practice, to households in the affected area

Dear Patient,

It is regret that we have decided to close our surgery in Broughton with a proposed date for closure of September 2019. Over the last two years we have found it extremely challenging to keep the surgery staffed, so allowing us to provide a good level of services for patients. This was mainly due to the retirement of two partners in the last two years and one of our salaried Gp's leaving. We have found it hard to recruit Gp's into the practice and therefore the services at Broughton have suffered as we have had to concentrate our resources at Bridge Street.

As you are probably aware a few years ago we lost our dispensing rights at Broughton and the impact of this was that we had to reduce the opening hours at the Broughton Surgery, therefore with a reduced amount of surgeries. With the inability to recruit new Gp's we also had to make the decision to reduce our practice area about a year ago. This means that we are no longer taking on new patients from the Broughton, Wressle and Castlethorpe areas.

We are now confident that with our GP Partner and salaried GP that we can absorb the services provided at Broughton into our Brigg Surgery. We have recently added two new consulting rooms at Brigg to enable us to concentrate all our services to the main surgery in Brigg. I appreciate that it would be nice to continue to have a branch surgery in Broughton but as I hope I have explained this is not practical.

We will continue to have the same number of consultations (doctor and nursing) available each week but they will all be at the Bridge Street surgery.

If you would like to pass comment on the closure you can either put it in writing and place it in our comments box in the Brigg Surgery or send by post, or email into the practice on nl.B81063@nhs.net.

We are hoping that you can support us in this decision and feel assured that we will continue to offer a good quality service at our Brigg Surgery.

Yours sincerely

Dr Andrew Whitaker

Appendix 2: Detailed responses from 3 Broughton residents

1. Has there been any thought as to the problems this would cause to the aged/infirm patients, what is at present their ability to visit this surgery, the prospect of having to make their way to Brigg, which could so easily be at least a half day task, as not all have neither a car or access to one.[?]

Is it a fact that they are just a number in this day and age?

A worrying prospect to say the least and to have just to have heard of this and with a consultation closure date of 21st of September 2019 leaves them at the mercy of the CCG.

2. I am dismayed to hear of the proposed intention to close the surgery at 8 Brigg Road, Broughton. This surgery is essential to the old folk in Broughton as a local facility.

Not everyone is able and fit to walk or has a car to pop into Brigg. The supposition that everyone can get somebody else to drive them is false and any tendency to not seek medical attention because of the distance to travel could be very bad for some, if not lethal.

Currently the bus service is both irregular and hard work walking from the Brigg Bus stop to the Surgery, especially for those unwell.

I will be among this number in a few years' time and the knowledge that local medical help may not be available is daunting. So is the thought of having to transfer to another practice away from those doctors we have known and trusted for decades.

Please do what you can to preserve our essential services and reject this proposed irresponsible action.

3. I am a resident of Broughton and wish to express my complete dissatisfaction regarding the application for the closure of the surgery @ 8 Brigg Road.

I feel the effect it will have on the residents in Broughton will be immense and cannot comprehend why we as patients of practice should have to suffer.

Many of the residents, as well as myself, will not find it as convenient to travel to Brigg for a consultation should we become ill.

I have lived in Broughton for more than 40 years and there has always been a surgery in what used to [be] called the village so why now it has grown into a small town are we having to put up with a regression of amenities.[?]

To further add, the other practice is rapidly expanding to accommodate its patients, so why a[r]e we being made to suffer by our practice[?]

I am completely against the closure.

I wonder if our practice really does care about the welfare of its patients.

They need to justify their salary.

Appendix 3: Proposed Communications Plan (for action by the Practice, if the application is approved)

At least one month before the closure date:

- Write to all patients, resident in the practice's 'outer boundary, to advise them of the impending change.
- Post prominent notices, at both of its surgeries, to advise patients of the impending change.
- Add prominent text, to the front page of, its website to advise patients of the impending change.

On the closure date:

- Post prominent notices, at both of its surgeries, to advise patients of the change.
- Add prominent text, to the front page of, its website to advise patients of the change.