

Report to York Health & Adult Social Care Policy & Scrutiny Committee

January 2016

Application by Clifton Medical Practice, Petergate Surgery and York Medical Group

Report Prepared by:
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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 **Clifton Medical Practice, Petergate Surgery and York Medical Group**, have requested to merge their practices.

1.2.2 The surgeries currently operate across sites, namely:

Clifton Medical Practice

Clifton Health Centre, Water Lane, York

Petergate Surgery

Towercourt, York
Skelton, York

York Medical Group

32 Clifton York
35 Monkgate York
199 Acomb Road, York
St Johns University Lord Mayors Walk York
40 Moorcroft Road Woodthorpe York

- 1.2.3 If agreement is given by the NHSE to merge, **Clifton Medical Practice, Petergate Surgery and Skelton Surgery** will become branch sites to **York Medical Group** and the combined practices will be known as **York Medical Group**.
- 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 NHS Vale of York CCG and NHSE 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.

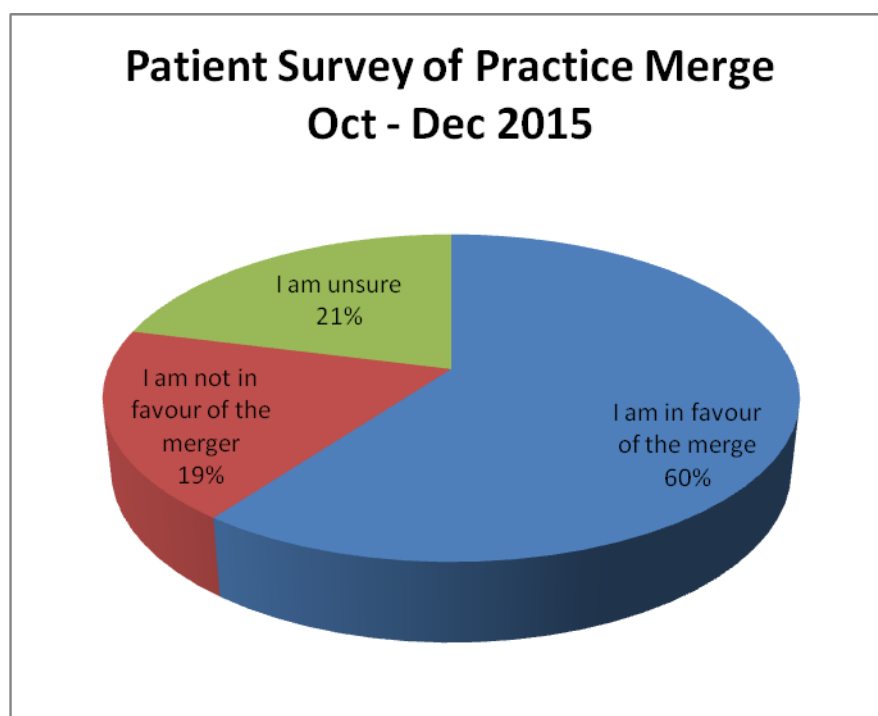
2. Background

- 2.1 The practice demographics are as follows:

	Clifton Medical Practice	Petergate Surgery	York Medical Group
No. of Partner GPs	4	2	11
No. of Salaried GPs	1 Locums	1 salaried, 1 retainer and 1 locum	7
No. of sites	1	2	5
No. of patients	5141	6384	32450

- 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 is optimistic patients who attend all sites will continue to visit the practices and feedback from the engagement exercise has been strongly positive and supportive to the proposals. 36% of the total practice population was targeted with a 4% response rate. A total 60% of responses were in favour of the merge with 21% were unsure or needed more information and 19% opposed to the merger.

Answer Options	Total %	Total Count		Petergate	Petergate %	YM G	YMG %	CMP	CMP %
I am in favour of the merger	60.1%	383		105	70.47%	129	55.13%	149	58.66%
I am not in favour of the merger	18.8%	120		21	14.09%	56	23.93%	43	16.93%
I am unsure	21.0%	134		23	15.44%	49	20.94%	62	24.41%
		637		149		234		254	



	Petergate	Population	YMG	Population	CMP	Population	Total	Population
Total Patients Contacted	3043	6384	9638	32450	3218	5141	15899	43975
% Contacted	47.67%		29.70%		62.59%		36.15%	
Responded							4.01%	

- 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.
- 2.5 The merger of the three practices will bring more advantages than would be possible through a federation. The establishment of a practice with a list size of 44,000 will align national policy to support delivery of primary care at scale.

In particular, the merged practice will:

- Improve access for patients across additional sites, with scope to provide extended hours
- Increase opportunities for collaboration with local community services.
- Increase opportunities for service development, enhancing the range of services available to patients registered with the practice.
- Increase patient choice

2.6 It will create opportunities to greater diversity across the clinical team, through employing new clinicians, such as pharmacists / paramedics, and through opportunities for career development, creating more skill mix to meet the needs of the population.

- The new Practice will have a stronger and more resilient staff base to cover any future service change through retirements and resignations within the workforce together with more operational consideration to cover holidays and sickness leave.
- The new Practice will benefit from efficiencies across back office functions enabling resources to be focused on front line, patient facing services.
- A larger practice will position the practice better, to be able to take advantage of the learning arising from new models of care and schemes such as Altogether Better and ' GP plus'.
- Existing staff will be retained to man the new practice with no redundancies or reduction in staffing planned.

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 YMG is NOT a dispensing practice.

- 4.2 There are a number of pharmacies located within 1km of all sites where prescriptions can be dispensed to patients.

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:

Jorvik Gillygate
Priory Medical Group
East Parade Medical
Dalton Terrace
Beech Grove
Haxby Group

- 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 from the Co-Commissioning Committee.
- 6.2 To support the engagement process, a comprehensive Stakeholder Engagement & Communication Plan has been written (see *Appendix 2*).
- 6.3 Clifton Medical Practice, Petergate Surgery and York Medical Group have been advised that a form of engagement is to be undertaken. The process has been clearly identified and outlined (see *Appendix 2*). NHSE/CCG 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 is attached (*Appendix 3*). This information will be used to inform NHSE/CCG 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 Each practice consulted with their Patient Participation Group (PPG) and practice population using questionnaires, comments leaflets both paper and on line, via SystmOne and practice websites. Please see attached communications plan at Appendix 1.

The patient consultation process commenced at the beginning of October 2015 and continued until the end of the year. At the end of the consultation period 15,899 patients had been contacted, 36% of the 3 practice's population. The three practices targeted ranges of practice population such as young mothers, elderly patients, ethnic minorities, working age, elderly and elderly with multiple morbidities. This was achieved by including the questionnaire with recall letters for patients with chronic disease, child immunisation letters, flu clinics, ante natal appointments, handing questionnaires out in surgeries, displaying on monitors, posters, advertising on websites, on prescriptions, IT systems, text messages and emails.

- 6.7 Attached staff such as district nurses, health visitors, mental health workers and local pharmacies, school and child development centre were informed by letter and invited to the Open Evening in November 2015.
- 6.8 The percentage of positive patient responses has been high, with approximately 60.1% in favour of the merge received in total.

7. Timeline

- 7.1 A timeline has been recommended to ensure the comprehensive engagement process is undertaken within due course, as follows:
- A three month patient and stakeholder engagement exercise commenced October 2015 and was completed by the end of December 2015. Patients are still encouraged to feedback any queries and concerns and comments will continue to be monitored, including feedback from a joint Patient Participation Group.
 - The practice collated and analysed all patient and stakeholder feedback (Appendix 3).

- If the NHSE /Co-Commissioning Committee grant permission for the practices to merge, the practice will communicate with patients, giving notice of impending merger date of the **1st July 2016**.

8. Branch Surgery Merger / Closure Process -

N/a

Appendix

Appendix 1	Communication and Patient Engagement Plan
Appendix 2	Patient Report
Appendix 3	Sample of Patient Communication

Abbreviations

CCG – Clinical Commissioning Group
 CMP – Clifton Medical Practice
 NHSE – NHS England
 PPG – Patient Participation Group
 YMG – York Medical Group

Appendix 1

Stakeholder Communication and Engagement Plan

**Clifton Medical Practice, Petergate Surgery and York Medical Group -
Proposal to merge**

**Engagement process: began w/c 1st October 2015 (3 month
engagement)**

**Dates for feedback/comments from Stakeholders: w/ending 28th
December 2015.**

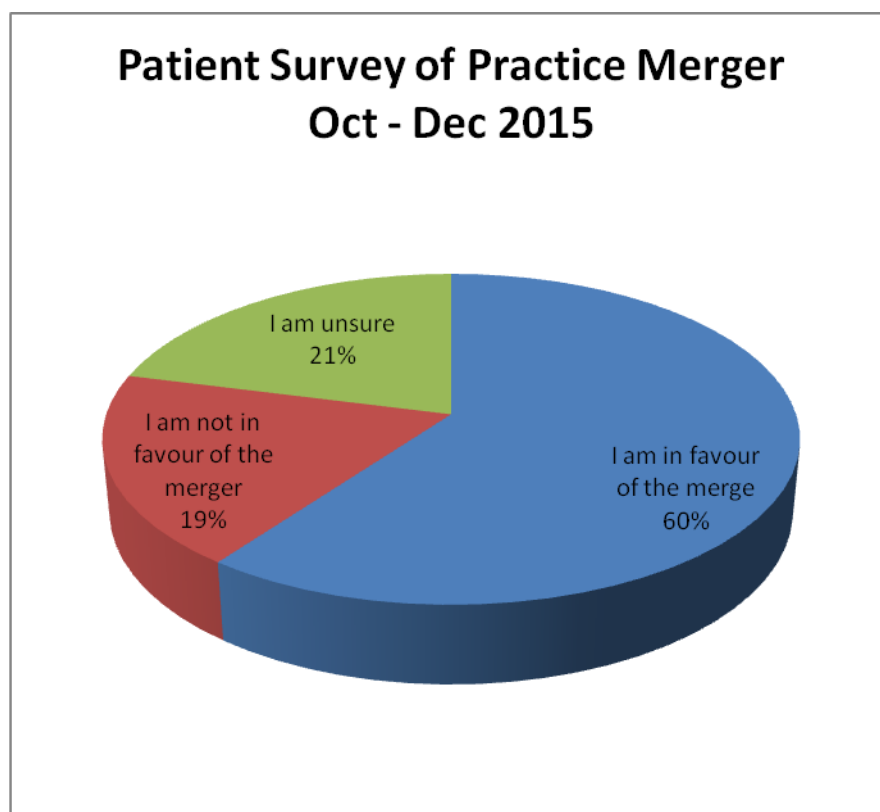
1. Who are our Stakeholders and what level of engagement is required?

No.	Stakeholders	Type of Involvement
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.
3.	Health and Adult Social Care Policy 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 Manager, voluntary sector etc.	Raise awareness. Opportunity to comment and feedback.
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.
Support to Practice		
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 2

Answer Options	Total %	Total Count		Petergate	Petergate %	YMG	YMG %	CMP	CMP %
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% Responded							4.01%	

POSTER

HAVE YOUR SAY ABOUT
THE FUTURE OF THE
PRACTICE

**We would be grateful if you could
complete a Feedback Form**

Clifton Medical Practice is seeking to merge with two other practices, York Medical Group and Petergate surgery. We believe that by coming together as a bigger practice, we will be able to provide patients with better care and offer more convenient access.

We will be holding an open meeting on 12th November at 6:30pm at York Sports Club, Shipton Road, York YO30 5RE

This will be an opportunity to meet various members of staff from different practices and hear more about the merge whilst also sharing any thoughts or concerns that you may have; refreshments will be provided.

**We would value your thoughts and
suggestions**

**Please complete a feedback form before
31.12.2015**

Letter to Patients

Dear Patient

Increasingly in the news, we hear stories about how the NHS is struggling to cope with the challenges of caring for an aging population. York is no different from elsewhere in the country. We are therefore seeking to join with Petergate Surgery and York Medical Group to become one large practice, which will continue to operate from the current surgeries, including Clifton Health Centre. We believe the benefits for working together will be:

- Providing services from a range of different sites across York will give patients more choice of which site to attend
- Patients will have access to a greater range of opening hours across more sites
- The new surgery will be able to provide patients with more 'in-house' care, reducing the need to travel to hospital for some services.
- Clinical staff will work in larger teams, increasing opportunities to specialise and offer a wider range of treatments.
- More services such as family planning, asthma or diabetic clinics and smoking cessation services available more often throughout the week, giving you more choice to attend at a time that suits you.
- Together, the surgeries will be in a better position to work with others such as community services, the hospital and voluntary services to develop a wider range of resources to help address our patient's needs
- Existing staff will continue to be employed across the sites to ensure a familiar face and a high level of customer service

The practices are working towards a merge date of 1st July 2016 and would like to hear your comments and concerns. We will be holding an open meeting on 12th November at 6:30pm at York Sports Club, Shipton Road, York YO30 5RE – this will be an opportunity to meet various members of staff from different practices and hear more about the merge whilst also sharing any thoughts or concerns that you may have; refreshments will be provided. Please also complete the form attached by 31st December 2015.

Yours sincerely



Drs Clare Coe, David Geddes and Mark Howson
Feedback Form

☐ I am in favour of Clifton Medical Practice, Petergate Surgery and York Medical Group merging

☐ I am not in favour of Clifton Medical Practice, Petergate Surgery and York Medical Group merging

☐ I am unsure whether Clifton Medical Practice, Petergate Surgery and York Medical Group should merge

I would like the merged group to offer more:

☐ Early morning appointments

☐ Evening Appointments

☐ Weekend appointments

Comments or concerns

.....

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.....

Name (Optional)..... Telephone Number

.....

I shall be attending the Open Meeting on 12th November 2015

Proposed merged sites

35 Monkgate, York, YO31 7PB

Acomb Surgery, 199 Acomb Road, York, YO24 4HD

St John's University, Lord Mayor's Walk, York, YO31 7EX

St Giles Road, Skelton, York, YO30 1XX

40 Moorcroft Road, YO24 2RQ

32 Clifton, York, YO30 6AE

Clifton Medical Practice, Water Lane, York, YO30 6PS

Petergate Surgery, Tower Court Health Centre, Oakdale Road, YO30 4RZ

Thank you for taking the time to complete this form

Patient Leaflet

Clifton Medical Practice, Petergate Surgery and York Medical Group would like to start working together as one larger practice from 1st July 2016

Increasingly in the news, we hear stories about how the NHS is struggling to cope with the challenges of caring for an aging population. York is no different from elsewhere in the country. We are therefore seeking to join with Petergate Surgery and York Medical Group to become one large practice, which will continue to operate from the current surgeries, including Clifton Health Centre.

We will be holding an open meeting on 12th November at 6:30pm at York Sports Club, Shipton Road, York YO30 5RE (with refreshments provided).

This will be an opportunity to meet various members of staff from different practices and hear more about the merge whilst also sharing any thoughts or concerns that you may have.

.....
Clifton Medical Practice, Petergate Surgery and York Medical Group are proposing to merge practices:

☐ I am in favour ☐ I am not in favour ☐ I am unsure

I would like the merged group to offer appointments:

☐ Early morning ☐ Evening ☐ Weekend

Comments or concerns

.....
.....
.....
.....

Name (Optional) Telephone Number

☐ I shall be attending the Open Meeting on 12th November 2015

Proposed merged sites

35 Monkgate
199 Acomb Road
St John's University
40 Moorcroft Road
32 Clifton
Clifton Medical Practice
Petergate Surgery
Skelton Surgery

Please let us have your comments by 31st December 2015

Survey Monkey Link for

Clifton Medical Practice:

<https://www.surveymonkey.com/r/TPH3PBJ>

Petergate Surgery:

<https://www.surveymonkey.com/r/69PR2PT>

York Medical Group:

<https://www.surveymonkey.com/r/YMGGTNF>

Website link

Clifton Medical Practice:

http://www.cliftonhealthcentre.co.uk/merge_74.html

Petergate Surgery :

<http://www.petergatesurgery.co.uk/>

York Medical Group:

<http://www.yorkmedicalgroup.co.uk/>

NHS Choices

Clifton Medical Practice:

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=37686>

Petergate Surgery

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36595>

York Medical Group:

<http://www.nhs.uk/Services/clinics/Overview/DefaultView.aspx?id=97036>