Seven-day GP Services in Herefordshire

Consultation on delivery of high quality GP services in Hereford City

2 March 2017
Message from the Chair
As the NHS organisation responsible for planning, buying and monitoring the quality of your healthcare, the GPs who are members of NHS Herefordshire Clinical Commissioning Group want to ensure that patients receive the best possible GP services. This consultation document explains that we are proposing changes to the current walk-in centre in Hereford, and why we believe these will help us improve the care that we can offer people.

We encourage you to read this document carefully and participate in the discussion by attending an event and/or completing our survey. We value input from local people to ensure we make the best possible decisions. Your views will be fully considered before any decision is made.

Thank you for taking the time to participate.

Dr Ian Tait
Chair

CONTENTS
Message from the Chair 2
Who we are 4
The purpose of this document 6
Current service provision 8
Why is this change needed? 9
What you have previously told us you want 10
What we are proposing 11
The benefits of the proposed changes 12
How you can tell us your views 13
What happens next 14
Other formats 14
Appendix 1: Phrases used in this document 15
Appendix 2: Current use of services 17
Appendix 3: Questions and answers 19
Who we are

Herefordshire Clinical Commissioning Group (CCG) is the NHS organisation responsible for planning, buying and monitoring health services on behalf of everyone in the county. We are a membership organisation of **24 GP practices**, with a patient population of **approximately 186,000**, and are responsible for the following services:

- Urgent and emergency care, including out-of-hours services
- Planned, non-emergency hospital care
- Rehabilitation care
- Mental health and learning disability services
- Most community health services, including Continuing Healthcare

- Ambulance transport
  
  From **1 April 2017** we will also take on responsibility for GP services.
The purpose of this document

This consultation document explains why we are proposing that the current GP Access Centre (walk-in centre) in Hereford City is changed to a GP surgery. We are specifically proposing to relocate the Ross Road branch of Hereford’s Moorfield House Surgery to the walk-in centre location for registered patients and that the primary care access service provided by Taurus Healthcare at Wargrave House Surgery on St Owen Street is relocated to the walk-in centre site. This means there will be a primary care service for people registered with Moorfield House Surgery from 8am – 8pm seven days a week. In addition everybody registered with all other Herefordshire’s practices will be able to book appointments at this site from 6.00pm – 8.30pm Monday to Friday and from 8am – 8pm at weekends and on bank holidays.

This change forms part of a bigger plan nationally and locally to transform the way GPs and other primary care services are provided in the future, which is also known as “seven-day services”. This plan will help us provide better services to local people, and we are seeking your views as we work with you to progress that journey.

In this document we have provided you with the background information to explain the changes we are proposing to the walk-in centre in Hereford, and how you can respond to this proposal.

“We would like to see everyone in Herefordshire registered with a GP practice so that they can receive care from a team that knows them well.”
Finally, the GP out-of-hours service currently provided by Nestor Primecare Services Limited operates Monday to Friday from 8am to 8pm and on weekends, continuously from 6.30pm on Friday through to 8.00am on Monday. It provides appointments at the facility on the County Hospital site and, where necessary, home visits. The out-of-hours service is accessed through NHS 111.

There is a walk-in centre in South Wye currently provided by Nestor Primecare Services Limited for seven days a week, which is open to all patients, including those not registered with a GP.

There is also an extended hours service currently provided by Taurus Healthcare Limited from 6pm to 8.30pm during the week and from 8am to 8pm on weekends at the hub at Wargrave Surgery, St Owen Street, for patients registered with Herefordshire practices.

In Hereford city there are eight GP practices that provide GP services to registered patients from 8am to 6pm Monday to Friday.

Current service provision

The NHS non-emergency number

CALL 111
Why is this change needed?

We regularly review the services we commission to make sure that they are the best that they can be within available resources.

Over the last few months we have reviewed the complex arrangements described on page 8. We have listened to local GPs and assessed the evidence published by the Royal College of General Practitioners¹. This research explains that continuity of care (being seen by the same team of doctors, nurses and health professionals who know you and your history) ensures better health outcomes, and higher satisfaction levels, for patients. This is due to:

- Patients trusting the advice of doctors, nurses and other health professionals at their practice
- Encouraging patients to make their own decisions about their care
- Delivering more effective care outside of hospital
- Planning ways to deliver care for specific long-term problems
- Teaching people how to care for minor illnesses
- Providing emotional support for people with poor mental health
- To support and encourage local people who are not currently registered by having a GP service in place that is flexible and responsive to their needs.

We fully support these findings and would like to see all local people registered with a GP practice so that they receive treatment through a team that knows them well and will deliver the best possible care.

Both the Taurus Healthcare Limited and the Nestor Primecare Services Limited contracts expire at the end of June 2017. This creates an important opportunity to review how we commission these services.

A brief summary of the current use of the walk-in centre is set out in appendix 2.

¹ Promoting Continuity of Care in General Practice, 2011, Royal College of General Practice

“Evidence shows that continuity of care ensures better outcomes and higher satisfaction levels for patients.”
What you have previously told us you want:

- More care at home, or as close to home as possible
- More care through GP practices
- Better communication between teams/staff
- To access the right service first time
- To be supported to look after yourself
- To be involved in developing your care plan

Our proposals aim to achieve these

We have carried out comprehensive engagement to develop outcomes for urgent care in Herefordshire. This included discussing the role GP services should play in supporting patients to manage their health and avoid unnecessary hospital admissions. Patients told us that the most important factors in staying well are:

- A healthy lifestyle
- Understanding what help is available and where
- Access to the right care at the right time
- Trusted advice
- A good work/life balance with regular health checks

We believe that being registered at a GP practice offers the support needed to access these factors and stay well.

Further information

As part of developing our proposals we have carried out an Equalities Impact risk Assessment (EIRA) and a Quality Impact Assessment.

The EIRA helps us to understand the potential impact of our proposals on protected characteristics and groups and is an essential part of our Public Sector Equality Duty.
What we are proposing

If we compare how services currently operate with how GPs and patients want them to, then there are clear opportunities for improvement.

We want to see services that provide high quality care, are accessible and are simple to understand, so people use them appropriately. We are therefore considering a number of changes to how services are currently provided. We will be seeking your views as we work with you to progress this journey.

For now we would like to focus on services in Hereford, and after taking into account what people have previously said, are specifically proposing:

To change the current walk-in centre location in South Wye into a GP practice by relocating the Ross Road branch of Moorfield House Surgery into the walk-in centre location. This will ensure there is accessible primary care services with good transport links and parking.

The primary care access service provided by Taurus Healthcare at Wargrave House Surgery on St Owen Street is relocated to the walk-in centre site. This means there will be a primary care service for people registered with Moorfield House Surgery from 8am – 8pm seven days a week. In addition everybody registered with all other Herefordshire’s practices will be able to book appointments at this site from 6.00pm – 8.30pm Monday to Friday and from 8am – 8pm at weekends and on bank holidays.

Encourage and support people across Herefordshire to register with a GP Practice so that they can benefit from the best possible, continuous care. We will develop a plan to improve access to GP services for people who find registering with a GP difficult.
The benefits of the proposed changes

These proposals are designed to ensure that we commission the very best services for patients, who can expect the same high quality of care seven days a week. As well as better health outcomes and higher levels of patient satisfaction, there are further benefits to changing the walk-in centre to a GP surgery and seven-day service hub. These services will offer a primary care service for people registered with Moorfield House Surgery from 8am – 8pm seven days a week. In addition everybody registered with all other Herefordshire’s practices will be able to book appointments at this site from 6.00pm – 8.30pm Monday to Friday and from 8am – 8pm at weekends and on bank holidays.

Our vision is for GP practices to become the focal point around which we organise community health and wellbeing, social care and voluntary sector services.

We want our health services to meet local needs and help individuals, families and communities, with particular attention paid to the most vulnerable children and adults.

We believe continuity of care (being seen by the same team of doctors, nurses and health professionals who know you and your history) ensures better health outcomes, and higher satisfaction levels, for patients.

We would like to see all patients registered with a GP practice so that they receive treatment through a team that knows them well and will deliver the best possible care.

We will work with you to make sure you get the best possible care.
How you can tell us your views

There will be events in Hereford that we encourage you to attend. All of these events are in the same format so please attend the one most convenient for you.

◆ Wednesday, March 15 2017
◆ 3:00pm – 5:00pm
   Kindle Centre,
   Asda Stores, Belmont Ct,
   Hereford HR2 7JE
◆ 6:00pm – 8:00pm
   Kindle Centre,
   Asda Stores, Belmont Ct
   Hereford HR2 7JE

◆ Wednesday, March 29 2017
◆ 3:00pm – 5:00pm
   Hereford Town Hall,
   St Owen's Street,
   Hereford HR1 2PJ
◆ 6:00pm – 8:00pm
   Hereford Town Hall,
   St Owen's Street,
   Hereford HR1 2PJ

Web-hosted survey
Please complete our survey about your use and experience of GP services by visiting www.herefordshireccg.nhs.uk/get-involved/seven-day-services

Your group events
If you have a group meeting during the consultation period and would like us to come along we will do our best to respond to all reasonable requests. Please make your request sooner rather than later. Contact our independent consultation co-ordination centre on 0121 612 3806 or businesssupport.mlcsu@nhs.net

Pop-up events
We will be hosting drop-in events at the walk-in centre, Asda Stores, Belmont Ct, Hereford, HR2 7JE

◆ Wednesday, March 22 2017
   ◆ 11:00am – 4:00pm
◆ Wednesday, April 5 2017
   ◆ 11:00am – 4:00pm

Pick up a paper copy
These will be made available at GP surgeries and the walk-in centre.
Please make sure you pick the freepost envelopes too.

Vulnerable groups
We will work with Herefordshire Council, Healthwatch Herefordshire and relevant voluntary organisations during the consultation period to better understand the needs of vulnerable groups and use this information to shape our future plans.
What happens next

Once all the feedback has been collected and analysed it will be presented in a report to a Governing Body meeting in public on 30 May 2017. This will help us to make a final decision about the future of GP services in Hereford in the spring.

This consultation closes on 24 April 2017.

Other formats

If you require this document in another format, or need to be supported to take part in this consultation in a particular way, please contact our consultation co-ordination centre on 0121 612 3806 or businesssupport.mlcsu@nhs.net
Appendix 1: Phrases used in this document
GP services

Services delivered through GP practices.

Urgent care

Care for illnesses and injuries that are not life-threatening but require urgent attention, preferably at a GP practice. Urgent care is unplanned and requires a patient to be seen before the next routine appointment is available.

Seven-day services

This is an overall government policy that is being implemented within the NHS to make sure that services are delivered to the same standard across the whole week. For GP services this means that:

◆ People can get the access they need to GP services
◆ People will be able to book GP appointments at evenings and weekends to get the right care when they need it. They will be able to access a mix of face-to-face, telephone, email and video consultations, which will provide a better fit with modern working lives

◆ People with an urgent health need will be able to contact NHS 111, electronically or by phone, and plans will be made for them to see or speak to a GP or other appropriate health professional. This service will be available 24 hours a day, seven days a week.

Evening and weekend GP services

In 2014 evening and weekend GP services were introduced to Herefordshire as a pilot with support from the Prime Minister’s Challenge Fund. In Hereford these services are open 6.30pm to 8.30pm, Monday to Friday, and 8am to 8pm on weekends and Bank Holidays. The services in Leominster and Ross-on-Wye are open 8am to 12pm on weekends and bank holidays. These centres are known locally as Taurus Hubs.

Walk-in centre

Walk-in centres do not have a registered patient list and can be used without a prior appointment.

GP out-of-hours

This service runs independently from Herefordshire GP practices, responding to patients who have an urgent need to see a GP that cannot wait until practices open.

NHS 111

NHS 111 is the number to call when you have an urgent health need. It is available 24 hours a day, 365 days a year, and directs you to the right local service. Calls are free from landlines and mobile phones.

Long-term conditions

A long-term condition is one that cannot currently be cured but can be controlled by medication and other therapies. Examples include diabetes, heart disease and chronic obstructive pulmonary disease.

Continuity of care

This means patients being seen by a team of doctors, nurses and other health professionals who know them and their medical history.
Appendix 2: Current use of services
Survey of patients

Starting in late 2015, a snapshot survey, independently designed by NHS Midlands and Lancashire Commissioning Support Unit, was carried out to assess how the walk-in centre in South Wye was used.

The majority of respondents (97%) were registered with a GP. The largest proportion of respondents have a travel time of less than 10 minutes (38.5%), followed by 11-20 minutes (36%). Therefore, most live or work relatively close to the walk-in centre.

Just under half were visiting for themselves (48.5%). The next largest group were visiting with their child or a family member (47.25%), and a small proportion were visiting for someone else (4.25%).

Decreasing demand

Over the period April to September 2016, the walk-in centre saw an average of 85 people per day, a quarter of whom attend between 6pm and 8pm. The most frequent users are patients who are registered with Hereford GP practices.
Appendix 3: Questions and answers

Q: Is this about cutting services to save money?

A: No. We know that demand for services is increasing so we need to ensure that we use taxpayers money wisely to deliver the best possible care and treatment for our patients.

Q: Why is registered care better for patients?

A: Registered care is better for patients because they are treated by a team of doctors, nurses and other health professionals who know their medical history and can support them to be as healthy as possible.

Q: How would patients benefit from the proposed changes?

A: At the moment the walk-in centre only offers an immediate response for an urgent or routine health need. We want patients to have access to a practice that knows them and, where needed, can help them to plan for any long-term conditions that need to be supported.
Q: What do I do if I am visiting or commuting to Herefordshire and need urgent treatment but my condition is not serious enough to go to A&E?

A: Call NHS 111 and they will direct you to the right service. In Herefordshire we have commissioned an enhanced service where there are medical staff who can deal directly with your query, something which NHS 111 services in other areas don’t have. They can also find out what appointments are available across the whole health system and book you in directly if one is needed.

Q: Where do I get help if I am not registered with a GP practice?

A: The best thing to do is register with a GP. However, we acknowledge that there are people who will find this difficult. As part of the consultation process we will be working with these individuals, and the organisations that support them, to develop alternative ways for them to get appropriate health care.

Q: I have called my GP and can’t get an appointment until next week. What do I do?

A: The first thing to do is ask yourself if your need for care is urgent. Do you need to see a GP that day or could it wait until next week? If you don’t think it can wait you should call NHS 111 who can give you advice, direct you to the right care, or book you in to see a GP if they assess your need as urgent.

Q: Won’t these changes make things worse when A&E is already under pressure?

A: If a patient has a serious health need, then A&E is still the right place to go, and that will not change. For a health need that is urgent but not an emergency, then patients should call NHS 111 to be directed to appropriate support.

Q: I already struggle to get an appointment and sometimes need to use the walk-in centre instead. How would these changes help make more appointments available?

A: GP practices would continue to prioritise patients who need to be seen on the same day. Those with less serious conditions would be offered a routine appointment. If patients are unsure what to do they should call NHS 111. We would also work together with partner organisations to design the most appropriate services for people who would not be able to register with a practice in the short term.

Q: Where will the 85 patients a day who use the walk-in centre go if it is closed?

A: If people have a serious health need, then A&E is still the right place to go, and that will not change. For a health need that is urgent but not an emergency, then patients should call NHS 111 to be directed to appropriate support.
Seven-day GP Services in Herefordshire
Consultation on delivery of high quality GP services in Hereford City
Survey
Section 1: 
Tell us about you

1. Please tell us whether you are responding as a member of the public or on behalf of an organisation (private or voluntary / charity).

   - As a member of the public
   - On behalf of an organisation

2. If you responding as an organisation please state which below:

   - Please note – if you are responding as an organisation and would like to respond as an individual (or vice versa) please complete a second questionnaire.

3. If you are responding as a member of the public please tell us if you are a volunteer or work for any health or social care organisation (NHS, private or voluntary).

   - NHS Organisation
     e.g. Wye Valley NHS Trust
   - Voluntary / Charitable organisation
   - Any other organisation
     Please specify which below:

4. If you are responding as a member of the public please provide us with your home postcode.

Section 2: 
Your views on our proposal to achieve seven day GP services in Hereford

If we compare how services currently operate with how GPs and patients want them to, then there are clear opportunities for improvement.

We want to see services that provide high quality care, are accessible and are simple to understand, so people use them appropriately. We are therefore considering a number of changes to how services are currently provided. We will be seeking your views as we work with you to progress that journey.

For now we would like to focus on the walk-in centre, and after taking into account what people have said, are specifically proposing:

- To change the current walk-in centre location in South Wye into a GP Practice, by relocating the Ross Road branch practice of the city’s Moorfield House Surgery ensuring there is an accessible GP practice with good transport links and parking

- The primary care access service provided by Taurus Healthcare at Wargrave House Surgery on St Owen Street is relocated to the walk-in centre site. This means there will be a primary care service for people registered with Moorfield House Surgery from 8am – 8pm seven days a week. In addition everybody registered with all other Herefordshire’s practices will be able to book appointments at this site from 6.00pm – 8.30pm Monday to Friday and from 8am – 8pm at weekends and on bank holidays.

- Encourage and support people across Herefordshire to register with a GP practice so that they can benefit from the best possible, continuous care. We will develop a plan to improve access to GP services for people who find registering with a GP difficult.
5. We would like to know the extent to which you support this proposal. Please indicate the extent to which you support this proposal below (please circle your answer)

<table>
<thead>
<tr>
<th>Very supportive</th>
<th>Fairly supportive</th>
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<tbody>
<tr>
<td>Neutral</td>
<td>Not very supportive</td>
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<tr>
<td>Not at all supportive</td>
<td></td>
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</table>

6. Please explain your response and provide further details on your level of support.

7. Do you have an alternative suggestion(s) to help us achieve seven-day GP services?
Section 3: Demographic profiling

We would like to know a little more about you.

We would like to know a little more about you. You don’t need to complete this section but we would appreciate if you did. Answering the questions in this section will help us to understand who has responded and continually improve our consultations. To ensure we are meeting our equality duties it is important that everyone in the community has the opportunity to provide feedback and your responses to these questions will help us to understand how well we have done this.

Please indicate your answers below with an ‘X’

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<th>8. What is your ethnicity?</th>
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<tbody>
<tr>
<td>White</td>
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<tr>
<td>British</td>
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<td>Irish</td>
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<tr>
<td>Polish</td>
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<tr>
<td>Other European, please state</td>
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<tr>
<td>Other, please state</td>
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<tr>
<td>Mixed multi ethnic</td>
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<tr>
<td>White &amp; Black Caribbean</td>
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<tr>
<td>White &amp; Black African</td>
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<tr>
<td>White &amp; Asian</td>
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<tr>
<td>Other, please state</td>
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<td>Asian or Asian British</td>
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<td>Indian</td>
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<td>Pakinstani</td>
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<td>Bangladeshi</td>
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<td>Other, please state</td>
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<th>8. What is your ethnicity?</th>
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<td>Chinese or other ethnic groups</td>
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<td>Chinese</td>
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<td>Philippine</td>
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<td>Vietnamese</td>
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<td>Thai</td>
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<td>Other, please state</td>
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<th>8. What is your ethnicity?</th>
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<td>Black</td>
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<tr>
<td>Caribbean</td>
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<tr>
<td>African</td>
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<tr>
<td>British</td>
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<td>Other, please state</td>
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<th>8. What is your ethnicity?</th>
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<td>Gypsy &amp; Traveller</td>
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<tr>
<td>Irish</td>
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<td>Romany</td>
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<td>Other, please state</td>
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| Any other ethnic or nationality background not listed, please state: |

<table>
<thead>
<tr>
<th>9. What is your age?</th>
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<td>10-20</td>
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<td>21-30</td>
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<td>71-80</td>
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<tr>
<td>80+</td>
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</tbody>
</table>
10. What is your religion or belief?
- Hinduism
- Christianity
- Judaism
- Buddhism
- Islam
- Sikhism
- Other, please state
- No Religion
- Prefer not to say

11. What is your gender?
- Male
- Female
- Intersex
- Other
- Other, please state
- Prefer not to say

12. Have you ever identified as a transgender or trans person?
Equality organisations use the terms “transgender” and “trans” as inclusive umbrella terms for a diverse range of people who find their gender identity differs in some way from the sex they were originally assumed to be at birth.
- Yes
- No
- Prefer not to say

13. What is your sexual orientation
- Heterosexual
- Lesbian
- Gay
- Bisexual
- Prefer not to say

14. What is your relationship status?
- Married
- Single
- Divorced
- Separated
- Widowed
- Civil Partnership
- Other, please state
- Prefer not to say

15. Please tick as appropriate:
- Are you pregnant at this time?
- Have you recently given birth?
  (within the last 26 week period)
16. Do you consider yourself to have a disability? (The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities).

- Physical impairment (please state)
- Sensory impairment (please state)
- Mental health need
- Learning disability or difficulty
- Long term illness (please state)
- Other (please state)

17. Carers play a crucial role in health and social care. We need to know we’ve gathered the views of carers. Please tell us if you care for someone and how old they are.

- I am not a carer for anyone
- I care for young person/s aged younger than 24 years of age
- I care for adult/s aged 25 to 49 years of age
- I care for older person/s aged over 50 years of age

Data Protection
The information you supply will be stored and processed by Midlands and Lancashire Commissioning Support Unit (MLCSU) in accordance with the Data Protection Act 1998. It will be used to analyse the consultation responses, check the analysis is fair and accurate, and help us to consult more effectively in the future.

Any reports published using this information will not contain any personally identifiable information. We will provide anonymised and aggregated responses to the consultation Herefordshire Clinical Commissioning Group.

The information collected will be kept until April 30 2019 it will then be destroyed.

Please send survey to:
Freepost Plus RTAA XTHA LGGC
Midlands and Lancashire CSU
Heron House
120 Grove Road
Fenton
Stoke-on-Trent
Staffordshire
ST4 4LX

This survey has been designed and produced by Midlands and Lancashire Commissioning Support Unit (CSU)