

## Patient Consultation on changes to CHCP and CHPL Primary care services: Summary

### Background

CHCP Practice and City Health Practice Ltd have a total of 35,230 registered patients across eight practice sites in Hull: Riverside, The Quays, East Park Practice and Kingston Medical Practice as part of CHCP Practice and Marfleet, Southcoates, Bransholme and Field View as part of City Health Practice Ltd.

Both practice groups have faced the same issues as other parts of the country including a reduction in the number of GPs and difficulty recruiting to vacant GP positions. Alongside this, five of the eight sites are single-handed GP surgeries which means it is harder to offer the same number of appointments and services if one of the doctors, nurses or other staff members are on leave or off sick. Some services can be covered by locums but this is very expensive and doesn't offer the same continuity of care. Our GP services are also seeing more and more demand with increasing levels of patients needing more complex care for one or more long term condition.

While the difficulties in recruiting GPs has made us look at how we can provide services at multiple sites, we are also looking at redesigning the way we deliver care in line with the new longer term NHS Strategy.

### Engagement Process

On the 5<sup>th</sup> September 2022 our practices started to work under business continuity plans so we could keep delivering safe services while looking at options for the future. This meant practice staff working across fewer sites under different operating hours as a short-term solution while we looked at how our services are designed and delivered to best meet the needs of our patients.

On the 27<sup>th</sup> October 2022 we started engaging our patients and key stakeholders to gather information on what people want from their GP practices whilst being open about the problems we have faced. Activity included reviewing feedback from concerns and complaints, annual patient survey results, practice drop-in sessions and a survey of over 1100 patients alongside meetings with our commissioners NHSE, the Integrated Care Board (ICB), Overview and Scrutiny Committee and our staff.

A letter was sent to all patients explaining the reasons for this activity along with FAQs via text message or post. It also signposted patients to information about how they could get involved.

A full report of the engagement results can be found on our websites.

### Proposed Changes

We have listened carefully to what our patients think about the way our GP services are currently delivered. After analysing this patient feedback and carefully considering the issues and suggestions from patients we identified the following themes:

- Availability of appointments
- Continuity of care (seeing the same clinician)
- Travel
- Single point of co-ordination

- Understanding of services delivered and ongoing open communication
- Telephone system
- Online availability of appointments/prescription ordering
- Prescription issues
- New and existing services

From those we have developed a model that will help us meet our patient needs:

Our model will have main sites and branch sites.

The Quays and East Park practice will both be located in the Wilberforce health centre. This will be the main site for CHCP Practice with Riverside as a branch practice. The Kingston site will close and patients will be seen at The Quays. All patients at any of our CHCP practices will be registered under the main site practices of The Quays or East Park Practice but will have the benefit of attending either the main site or branch site for appointments.

City Health Practice Ltd will operate one main site located at Southcoates Medical Practice and supported by two branch practices - Field View and Bransholme. Marfleet Lane Practice will close as a branch site. All patients will be registered under the main site at Southcoates but will have the benefit of attending either the main site or branch sites for appointments dependent on their preference and appointment availability.

Some of the benefits to this model include:

- Creation of care navigation
- Improved telephone access through a central hub
- Appointments can be allocated throughout the day (not just first thing)
- Same amount of staff over less sites so you are more likely to have the same people involved in your care.
- This also means staff are supported by a larger on-site team and we hope this will help with recruiting and developing more staff.

The full consultation report can be found on our websites.

### Next Steps

The consultation period will run from 8<sup>th</sup> February to 8<sup>th</sup> March 2023 to ensure that all our patients, staff and key stakeholders have had chance to view our proposed changes.

We truly believe that these changes will help make it easier for patients to see the right highly skilled clinician at the right time for them, whilst supporting our staff to deliver care that they can be proud of.

If you would like to provide feedback to us on this consultation, please contact us at [chcp.engagement@nhs.net](mailto:chcp.engagement@nhs.net) or pop into any of our practices and ask for a consultation feedback form.

Once the consultation period ends, an application for change will be submitted to the ICB and NHSE. If this approval is granted, we will start a gradual change from 1<sup>st</sup> April 2023 ensuring patients are kept fully informed of the next steps.