

Manor and Clinton Road Surgery Proposed Merger - Response to Patient Engagement process

Key Messages from the Feedback process:

- The majority of patients (90%) who responded (181 total) indicated that they either supportive or had a neutral view about the proposed changes. Virtually all of the 10% who were against the plans were Clinton Road Surgery patients who wished to see that practice retained. There were many complimentary comments about both practices and/or the proposed changes
- The main concerns expressed in written feedback were as follows:
 - that a larger practice would become impersonal and reduce continuity of care/ability to be treated by the patients 'own' GP
 - requests for clarification/confirmation that existing patients would not be impacted by the proposed boundary change
 - long wait times or not being able to get through to the practice by telephone
 - some criticisms of the helpfulness/attitude of some reception staff
 - lack of availability of appointments/waiting times for some appointments
 - congestion/lack of space at Manor Surgery
 - car parking/need for improved blue badge parking and steep access to Manor Surgery
 - problems relating to the small on-site pharmacy – particularly long waits outside the building due to social distancing requirements
 - concerns particularly from older patients about the increased use of on-line services and risk they would be disadvantaged
 - need for improved public transport links to Manor Surgery
 - need for improved disabled toilet facilities
- In addition to the written feedback the engagement process informed by the on-line survey about the issues that patients would like to see prioritised. Respondents were asked to select up to three priorities from a list of seven. The top short term priorities selected were continuity of care (76%) and being able to get help quickly when needed (78%). Improvements to telephone access (50%) and provision of high quality safe care 48% are also important to our patients. 1,118 people responded to the on-line survey and the charts showing the results are at the end of this report
- We also asked patients what priorities they would like the practice consider when looking at more or improved services. Patients prioritised local provision of specialist services to reduce the need to go the RCHT (74%) and more integrated services (66%).

Our response: The practice is committed to taking the feedback into account as it implements its plans if as hoped NHS Kernow approve the various applications it has made. Where practical to do so the feedback is already being used to support the changes which the practices can make to improve the service to patients ahead of those decisions.

Issue	Proposed action and anticipated timescale
That a larger practice would become impersonal and reduce continuity of care/ability to be treated by the patients 'own' GP	The practice plan to organise as two smaller teams to ensure continuity of care and a personal family practice approach. Revised staffing structure agreed and implementation planned so that patients are assigned to their 'usual' GP and this way of working is in place as soon as possible if the merger is approved
Requests for clarification/confirmation that existing patients would not be impacted by the proposed boundary change	All patients who have asked for clarification have received written clarification or a telephone call to confirm that they are not impacted by the proposed boundary change.
Long wait times or not being able to get through to the practice by telephone	The practices have ordered an improved telephone system from their supplier as this issue needs urgent resolution regardless of the merger decision. It is understood that installation will be completed by early June. The new system will recognise the patients' telephone number so that key patient information is immediately available to the person taking the call. This coupled with the patient adviser training will enable calls to be dealt with more efficiently. The system also provides wait time information to callers and demand information to the practice so that action can be taken when wait times are excessive.
Some criticisms of the helpfulness/attitude of some reception staff	The practice has restructured its administrative arrangements and recruiting additional staff. In future the first point of contact for patients will be trained patient advisers and training for this role is taking place during May. The patient advisers will be able to access clinical advice when needed as the duty GP will be co-sited with that team. Revised job specifications and training make the expectations of administrative staff clear and additional supervision and regular feedback will ensure any concerns about inappropriate attitudes or behaviour are addressed rapidly.
Lack of availability of appointments/waiting times for some appointments	As part of its restructuring the merged practice is increasing the number of doctors and other clinical staff employed. Whilst some new staff have already been recruited they nor the remaining roles can be fully utilised until increased clinical space is available. This is dependent on the use of Redruth Health Clinic being approved.
Congestion/lack of space at Manor Surgery	As above the urgent need for increased clinical space is dependent on approval of the use of Redruth Health Clinic. The practices recognise that there may be a need for some ongoing use of part of the space in RHC for Covid-19 vaccination clinics. This could delay plans to bring more specialist services or integrated services into the site.

<p>Car parking/need for improved blue badge parking and steep access to Manor Surgery</p>	<p>Additional car parking capacity is available on the Redruth Health Clinic site. The practice is also taking steps to ensure patient parking spaces are not used by others. The practices will work with the Council to identify whether there are any further opportunities to improve access to car parking. The immediate priority which the practices will fund later this summer will be to designate and manage 'blue badge' parking in the top car park.</p>
<p>Problems relating to the small on-site pharmacy – particularly long waits outside the building due to social distancing requirements</p>	<p>Feedback about the on-site pharmacy will be shared with Boots so that potential improvements can be identified. The practices will also publicise the availability of the electronic prescription transfer to patients to encourage patients to use this option.</p>
<p>Concerns particularly from older patients about the increased use of on-line services and risk they would be disadvantaged</p>	<p>It is expected that the improved telephone systems will make it easier for those patients who are unable to use on-line services. The availability of on-line options will continue to be advertised to other patients to increase uptake.</p>
<p>Need for improved public transport links to Manor Surgery</p>	<p>If the closure of Clinton Road surgery is approved the practice will advise the local public transport provider and enquire whether there are any opportunities for re-routing to make it easier to reach the Manor Surgery site from that part of the town. Patients who are able to do so will be encouraged to use on-line and telephone access to reduce the need to come to the site where this is appropriate.</p>
<p>Need for improved disabled toilet facilities</p>	<p>If the changes are approved the practices will make a bid for minor improvements funding to address this issue early in 2022.</p>
<p>Ensuring patient safety and quality</p>	<p>The proposed staffing structure for the merged practice includes a designated GP Partner and senior manager to lead on Quality, Patient Safety and Governance. All policies and procedures from the two practices are being reviewed and updated so they are in place as soon as the merger is approved. A new joint programme of clinical audits and service reviews is being planned to identify and address issues of concern.</p>
<p>Providing more specialist services in Redruth</p>	<p>The practice has recently appointed a specialist cardiac nurse who will work closely with the hospital team to provide more care locally. The practice are keen to see more specialist services provided locally and will work with neighbouring practices as well as the hospital to plan this as sometimes the services will need to be provide for the wider local area. If the use of Redruth Health Clinic is available is approved the practice will have space to offer sessions for specialists to work locally.</p>

<p>Providing more integrated care</p>	<p>If the use of Redruth Health Clinic is approved the practice is keen to work with community health services that previously used some of the space to see which services might be able to deliver sessions locally again.</p> <p>The practices have already strengthened their links with nursing and residential homes and patients who are housebound by providing a visiting paramedic service.</p> <p>Additional funding for social prescribing has been made available to the Primary Care Network and the practices are working with CN4C to appoint staff and improve links to the voluntary sector</p> <p>To ensure care for patients with more complex needs is integrated the practice now operates a 'Daily Huddle' with District Nurses, Community Matron, Home First, Adult Social Care and Community Rehab Teams to coordinate support to individual patients.</p>
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MANOR AND CLINTON ROAD SURGERIES ON-LINE SURVEY RESULTS

Working together has helped the practices provide good care to local people but as we plan our merger we want to hear what patients want to make sure we maintain and improve. Please tick up to three things you think are most important

Continuity of care/being able to get an appointment with the same doctor particularly if I have long term or serious health problems

839

–

Knowing that the surgery is well run and provides high quality safe care to patients

535

–

Being able to get help quickly when I need it either through a telephone consultation or face to face appointment if required

867

–

Making it easier to contact the surgery on the telephone or on-line and getting a timely response

548

–

Making it easier to get test results or repeat prescriptions

167

–

Being able to make an appointment with a practice nurse or for blood tests at a time that is convenient to me

246

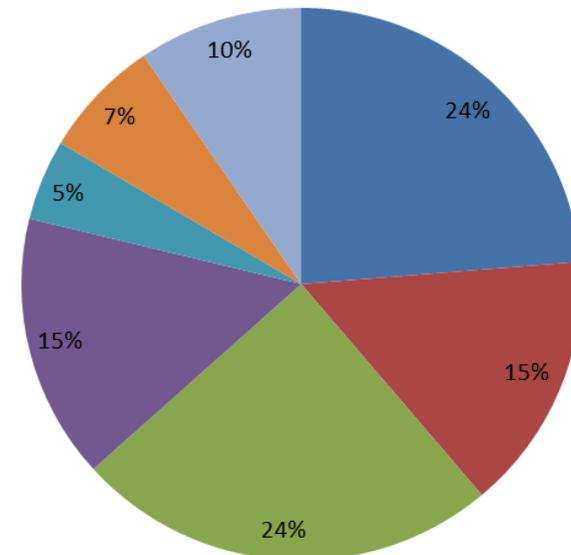
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Offering more ways to access services without the need to come to the surgery eg on-line and video consultations, sending my prescription electronically to the pharmacy of my choice

337

Total Respondents: 1,108

- Continuity of care/being able to get an appointment with the same doctor particularly if I have long term or serious health problems
- Knowing that the surgery is well run and provides high quality safe care to patients
- Being able to get help quickly when I need it either through a telephone consultation or face to face appointment if required
- Making it easier to contact the surgery on the telephone or on-line and getting a timely response
- Making it easier to get test results or repeat prescriptions
- Being able to make an appointment with a practice nurse or for blood tests at a time that is convenient to me



Once the practices have merged we want to develop more and improved services for our patients. To help us plan priorities can you please tick the three which you feel will be most important for people living in Redruth

More support to improve my lifestyle eg practical help and advice on exercise and diet, smoking cessation, coping with stress etc.

199

–

More integrated (joined-up) services so that people with long -term or complex health problems are treated by a team that work closely together to provide personalised care

716

–

Improved services for children and young people

187

–

333

–

More locally provided specialist services to reduce the need to travel to the Royal Cornwall Hospital

807

–

Improved primary care mental health services including counselling and psychological therapy

384

–

Better links with voluntary and other organisations that can help with problems that might be causing ill-health such as debt, housing, employment additions etc.

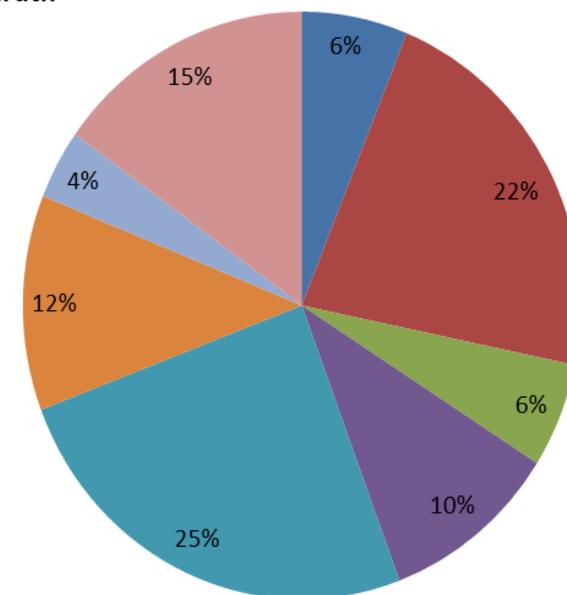
124

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Better links with other local health and care services including the community health teams, local hospital and pharmacies

489

Total Respondents: 1,087



- More support to improve my lifestyle eg practical help and advice on exercise and diet, smoking cessation, coping with stress etc.
- More integrated (joined-up) services so that people with long -term or complex health problems are treated by a team that work closely together to provide personalised care
- Improved services for children and young people
- Improved services for older people
- More locally provided specialist services to reduce the need to travel to the Royal Cornwall Hospital
- Improved primary care mental health services including counselling and psychological therapy
- Better links with voluntary and other organisations that can help with problems that might be causing ill-health such as debt, housing, employment additions etc.
- Better links with other local health and care services including the community health teams, local hospital and pharmacies