

Have your say on the future of GP services in Fens, Hartfields and Wynyard Road



www.hartlepoolandstocktonccg.nhs.uk

Public consultation | 01 August to 23 September 2016



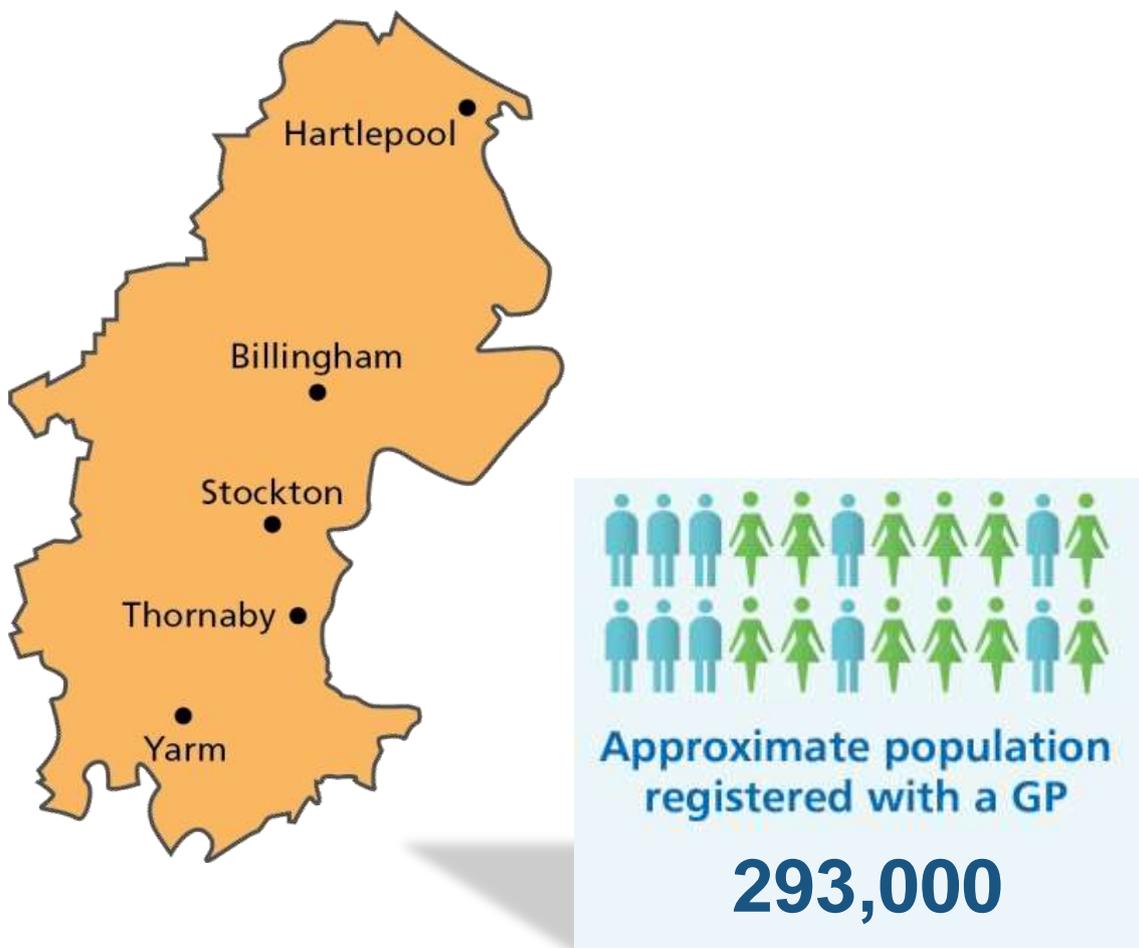
1. Who we are

We are NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group (CCG). We are the NHS organisation responsible for planning, choosing and buying (commissioning) the majority of healthcare services for people in Hartlepool and Stockton-on-Tees, including those from hospital, community services and GP practices.

The map below shows the area covered by the CCG.

We are a clinically-led membership organisation, made up of all the GP practices in Hartlepool and Stockton-on-Tees, and we are committed to creating an accessible health service that provides safe, high quality care for our patients.

We believe that good healthcare is everybody's business and we are dedicated to developing effective working relationships with partners, stakeholders and the public to deliver joined-up healthcare that will benefit everyone.

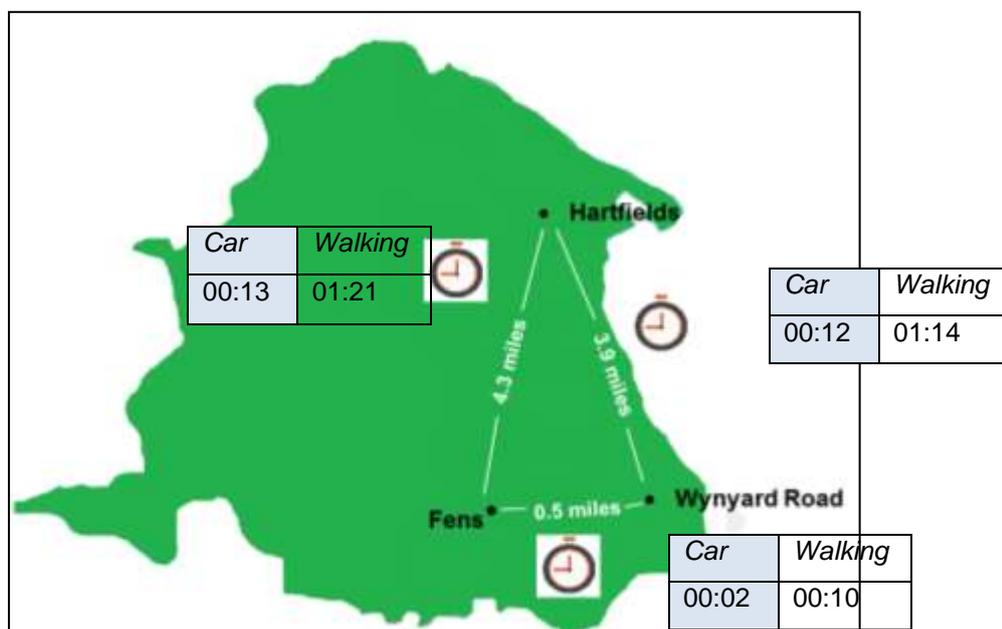


2. About Fens, Hartfields and Wynyard Road

Fens Medical Centre, Hartfields Medical Practice and Wynyard Road Primary Care Centre are three of the 15 practices in the Hartlepool area. The following table gives an overview of each practice.

	Fens Medical Centre	Hartfields Medical Practice	Wynyard Road Primary Care Centre
Location	434 Catcote Road Fens Estate Hartlepool TS25 2LS	Hartfields Extra Care Village Hartfields Manor Hartlepool, TS26 0US	Wynyard Road Hartlepool TS25 3DQ.
Current provider	Gatehouse Limited	IntraHealth Limited	IntraHealth Limited
Number of patients registered with the practice	2729	2,022	2,417
How many times the existing contract has been extended	4 times	3 times	5 times

The map below shows the distance and travelling time (in hours) between the practices.



3. Why we are asking you about service provision in the future for these practices

Each practice has a contract to deliver medical care to their registered patients. These contracts have been extended several times, and cannot legally be extended further. All three contracts will therefore end on 31 March 2017.

4. What you have told us

In September 2014 we asked you for your views on services provided from Fens Medical Centre, Hartfields Medical Practice and Wynyard Road Primary Care Centre.

You told us that:

You value having a local service

There were some things that could be improved

You wanted the practices to remain at the current sites

The contracts for Fens and Wynyard Road were therefore extended and NHS England undertook an exercise to procure a new service at Hartfields. This was not successful and resulted in the current contract being extended to align with the Fens and Wynyard Road contract

Full details and feedback from the 2014 engagement work can be found at www.hartlepoolandstocktonccg.nhs.uk. A hard copy of the report is also available on request.

In June 2016, the CCG embarked upon a detailed programme of public engagement to understand more about your views on the service provided from the practices, how you get to your practice and what is most important to you about the services you receive from your GP practice.

We wrote to every patient registered at each of the three practices, including a questionnaire and details of public information sessions



We conducted 350 street surveys in each practice area with people registered at the practice (1,050 surveys in total)



We held three patient information sessions where patients could ask questions and raise any concerns they had



We asked an independent voluntary sector partner to run a focus group where patients could discuss any issues or concerns they had in more detail

**2,596 people
from a wide range of different backgrounds
completed the survey**

You told us:

You value how close your practice is to where you live

Most of you travel less than 15 minutes to get to your practice, either walking or by car

Your preferred opening time for your GP practice is 8am to 6pm, Monday to Friday

You think that a weekday morning is the most important time to be able to see or speak to a doctor or a nurse

The quality of the care you receive is important to you

People registered at Fens practice thought practice location was as important as quality of care

Where possible, you said you would like to see the same doctor or nurse

Full details and feedback from the June 2016 engagement work can be found at www.hartlepoolandstocktonccg.nhs.uk. A hard copy of the report is also available on request.

5. How we developed our options for consultation

We looked again at the feedback you gave us in 2014, together with the feedback you gave us in June 2016.

There are currently over 7,000 patients supported by all three practices. We know that the numbers of patients could grow. Local information about the population tells us that patients in the area have a large number of on-going health needs and we are aware that there are new housing developments planned in each locality.

Other information was also considered, including health inequalities in the area and proposed new housing developments that may mean an increase in patients who need to register with a GP practice.

In addition, Healthwatch Hartlepool spoke to 43 patients and told us that

- Some patients commented that they were unaware that changes were taking place
- There is still concern amongst some patients (and particularly those who live in Hartfields Retirement Village) that the Centre will either close or relocate as a result of changes to the way services are currently provided
- Each of the existing services is held in very high regard by patients.

Taking all of this into account, the CCG and NHS England developed the following possible scenarios for the future provision of services. These are shown in the boxes on the next page:

1

Try to find three providers for each of the three practices [status quo]

2

Look at alternative models, including combining contracts and/or practice sites in some way

3

Do not continue with services in these localities and when all contracts end support patients to register with other practices



This included 11 possible scenarios for the future. These were:

Procure two Separate contracts with three sites

Procure two separate contracts with two sites

Fens and Hartfields

- Fens and Wynyard Road
- Hartfields and Wynyard road

Procure one contract with three sites

Procure one contract with two sites

- Fens and Hartfields
- Fens and Wynyard Road
- Hartfields and Wynyard road

Procure one contract with one site only

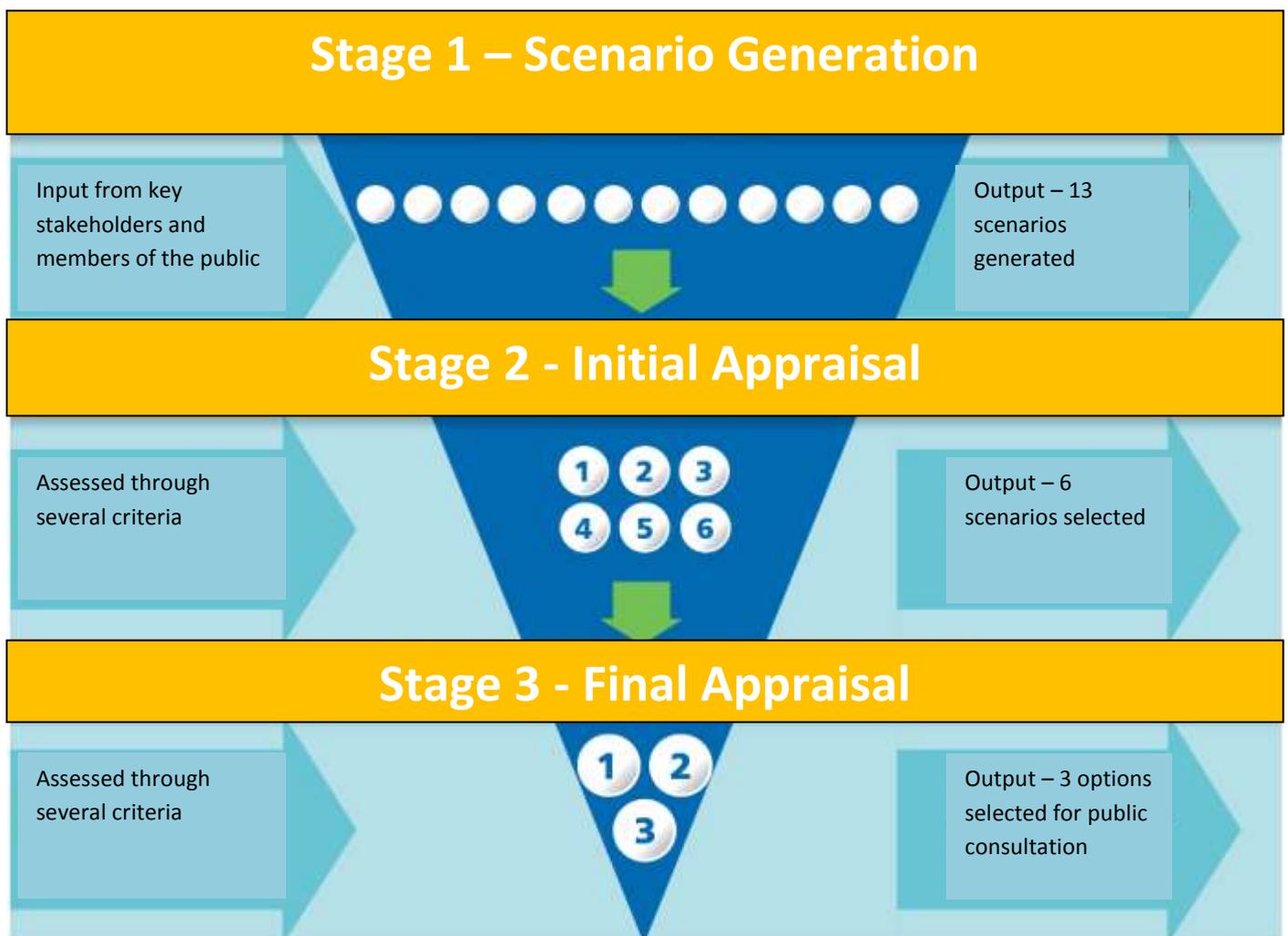
- Fens
- Hartfields
- Wynyard road

We developed a list of criteria to assess these scenarios that measured things like:

- Availability of suitable premises
- Affordability to the CCG
- Affordability to provider[s]
- Whether it supports the CCGs strategy
- Whether it increases system sustainability
- Patient feedback

A combination of the criteria and scoring helped us to develop six final scenarios, with three being taken forward as options for consultation with the public.

The diagram below illustrates how our scenarios were generated and appraised.



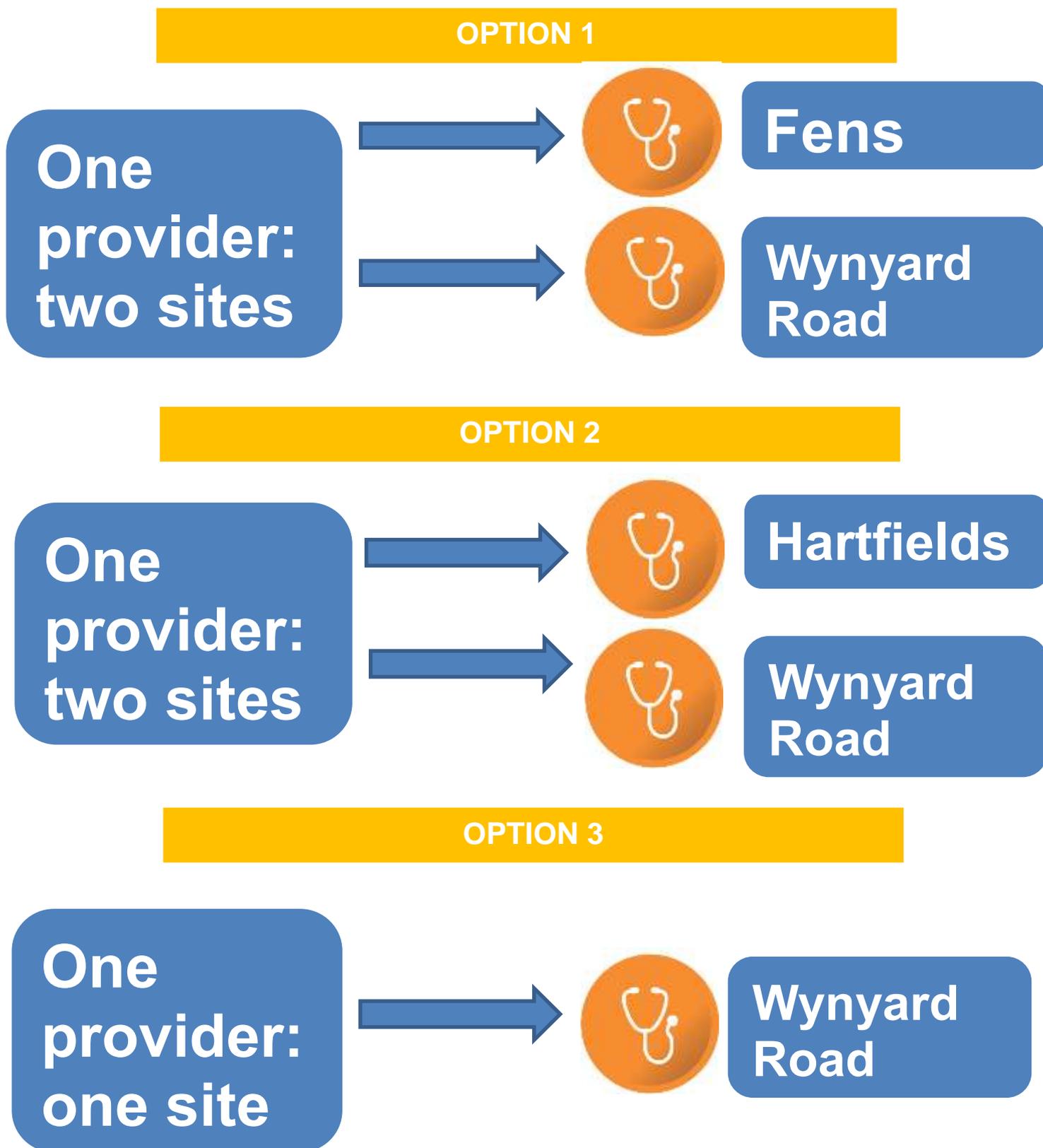
The following table shows the scenarios that did not meet our criteria and were NOT taken forward as options.

Scenarios that did <u>not</u> meet our criteria	
3 providers on 3 sites	excluded during initial scenario appraisal
2 providers on 3 sites	excluded during initial scenario appraisal
1 provider on 3 sites	excluded during initial scenario appraisal
2 providers on 2 sites – Fens and Wynyard Road	excluded during initial scenario appraisal
2 providers on 2 sites – Fens and Hartfields	excluded during initial scenario appraisal
2 providers on 2 sites – Hartfields and Wynyard Road	excluded during initial scenario appraisal
1 provider on 2 sites – Fens and Hartfields	met criteria but excluded at final assessment as no capacity
1 provider on 1 site – Fens	met criteria but excluded at final assessment as no capacity
1 provider on 1 site – Hartfields	met criteria but excluded at final assessment as no capacity
Dispersal of patient lists to other practices	

Three scenarios were taken forward as options for consultation with the public following appraisal. These are illustrated on the next page.

6. Our options for consultation

The scenarios that met, and scored well against, our criteria, then became the final three options that we are asking you to comment on. These are as illustrated below.



7. How you can have your say

We are keen to hear your views on the way services are provided in the Fens, Hartfields and Wynyard Road areas in the future. To make sure your voice is heard, you can share your views in the following ways:

Consultation survey:

The consultation survey can be found at the end of this booklet.

An online version can be completed at: www.hartlepoolandstocktonccg.nhs.uk

A paper version is also available by calling 0191 374 2795



Email us: NECSU.comms@nhs.net



Twitter: @HaSTCCG



Facebook: www.facebook.com/HaSTCCG

Write to us:

NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group
Billingham Health Centre
Queensway
Billingham
TS23 2LA

Public consultation events:

The times and dates of our public consultation events are shown in the table on the next page.

If you wish to attend one of the above public events, please register using the links in the table, or by telephoning us on the number given above.

Venue	Date	Conference time for public meeting
Hartlepool college	Wednesday 31 st August 2016 http://fhwpublicconsultationevent310816.eventbrite.co.uk	Conference Room 3 10am – 11.30am
Rossmere Youth Centre	Saturday 03 rd September 2016 http://fhwpublicconsultationevent030916.eventbrite.co.uk	Large Hall 10am – 11.30am
Hartfields Retirement Village	Monday 5 th September 2016 http://fhwpublicconsultationevent050916.eventbrite.co.uk	Craft Room 6pm – 7.30pm
Summerhill Visitor Centre	Tuesday 6 th September 2016 http://fhwpublicconsultationevent060916.eventbrite.co.uk	Exhibition room 1pm – 2.30pm
Hartfields Retirement Village	Saturday 10 th September 2016 http://fhwpublicconsultationevent100916.eventbrite.co.uk	Craft Room 11am – 12.30pm
Kilmarnock Road Community Centre	Monday 12 th September 2016 http://fhwpublicconsultationevent120916.eventbrite.co.uk	Small blue hall 6pm – 7.30pm

8. How we will use your feedback

We know it is important to keep you updated, especially when you have taken the time to share your thoughts and views with us.

At the end of the consultation we will write a report. The CCGs Primary Care Co-Commissioning Committee will look at the report and use the information and feedback to decide how best to provide services in the Fens, Hartfields and Wynyard Road areas in the future.

We will share the report with you and make sure that it is available on our website. Please leave your contact details with us if you would like to receive a copy.

If you need more information to help you respond to the consultation, or if you have any questions, please contact the CCG by:

Telephone on 0191 374 2795

Email at NECSU.comms@NHS.net

Public Consultation Questionnaire

Please read the accompanying information before completing the questions below. Please send the completed questionnaire (no stamp required) to Communications and Engagement, FREEPOST RLSH-KHYU-YREH, NHS North of England Commissioning Support, John Snow House, Durham University Science Park, DH1 3YG **to reach us by the end of Friday 23 September 2016.**

Do you support:

Q.1 **Option 1:** 1 provider on 2 sites – Fens and Wynyard Road

Yes No Don't know

Please say why:

Q.2 **Option 2:** 1 provider on 2 sites – Hartfields and Wynyard Road

Yes No Don't know

Please say why:

Q.3 **Option 3:** 1 provider on 1 site – Wynyard Road

Yes No Don't know

Please say why:

Q.4. Which practice are you currently registered with?

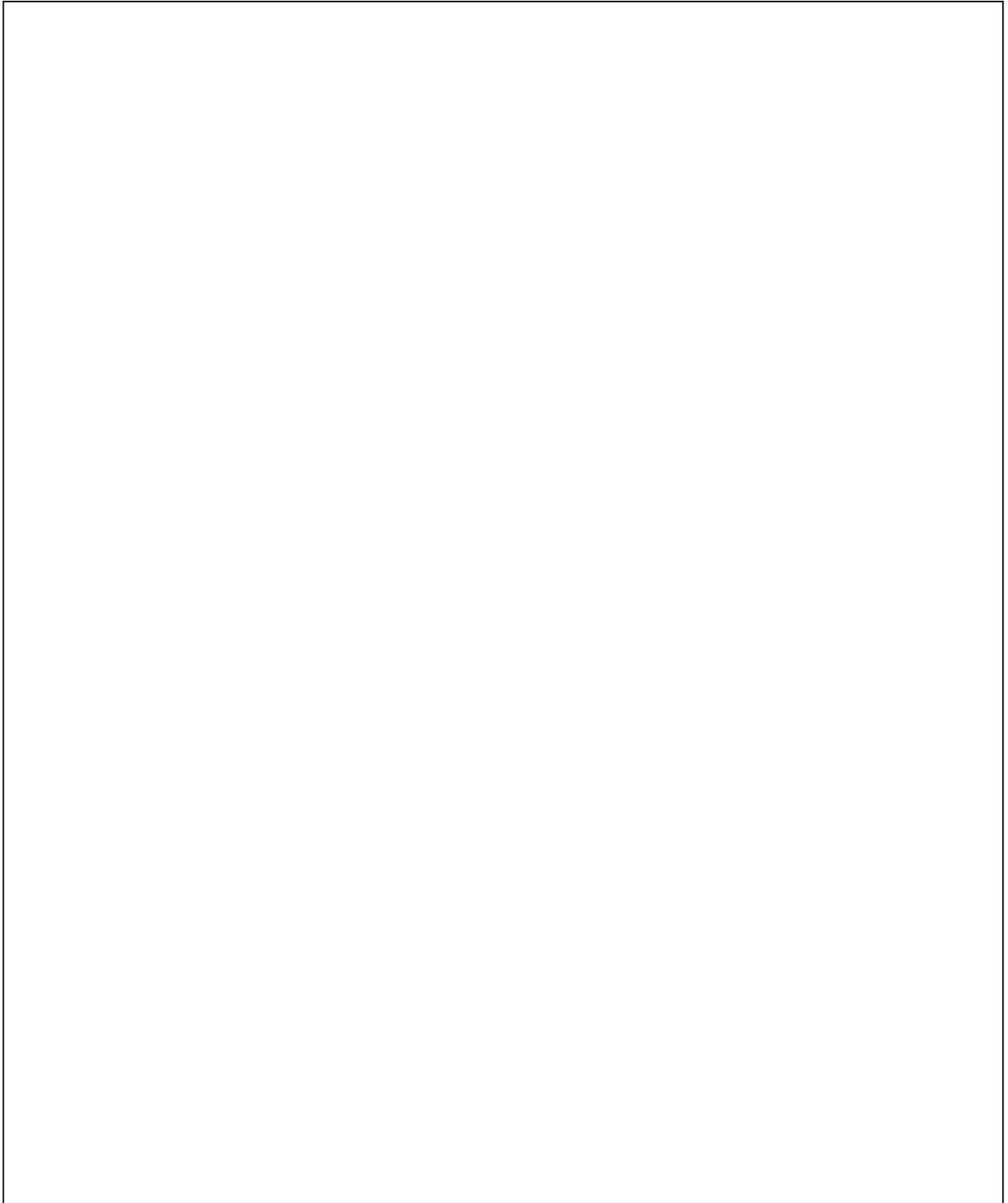
- Fens
- Hartfields
- Wynyard Road

Q.5. If you are not a patient at the practice please say which stakeholder group you belong to ...

- Local councillor
- GP practice staff
- CCG staff
- Interested member of the public

Other

Q.6. Do you have any other feedback? (If you need more space, please continue on a separate piece of paper and attach it to this survey)

A large, empty rectangular box with a thin black border, intended for the respondent to provide additional feedback or comments. The box occupies most of the page below the question.

About you

You do not have to answer if you do not want to.

7. Please state your gender

Male

Female

Prefer not to say

8. Please state your age

9. What is your marital status?

Married

Widowed

Single

Separated

Divorced

Civil Partnership

Other

10. Please state which ethnic group you consider yourself to be:

.....

Prefer not to say

11. Please tell us your religion or belief:

.....

Prefer not to say

12. Do you consider yourself to have a long-standing illness or disability?

Yes

No

13. Do you care for someone with a long-standing illness or disability?

Yes No

14. How would you describe your sexuality?

Heterosexual or straight Prefer not to say
 Bisexual Other

15. Are you are pregnant or do you have a child under two years old?

Yes No Prefer not to say

16. Have you undergone gender reassignment?

Yes No Prefer not to say

17. Are you a parent or guardian (or grandparent) who generally has to accompany a child or young person to their GP appointment?

Yes No

18. Please tell us the first 4 or 5 characters of your post code (please note this does not identify a street or house)

e.g. such as TS3 6 or NE15 8

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Thank you for completing this questionnaire.

Your feedback is very important to us.