

## **Briefing for Derby City Council Adults and Health Scrutiny Review Board**

### **Horizon Healthcare – branch surgery closure**

**Adults & Health Scrutiny initially presented 20.02.20: 19/19**

#### **The Board resolved:**

- **To note the contents of the briefing report and that a period of intensive engagement would take place**
- **That after the intensive engagement exercise has taken place an update on the results is brought back to the Board.**
- **That the CCG should ensure services from the practice are not impacted or that patients are not inconvenienced by the move of services to the alternative building.**
- **That the CCG should ensure residents near the Humbleton Drive site are not adversely affected by any parking, access and noise issues from additional patient use.**

#### **Over-View Current Position**

Horizon Healthcare submitted an application to NHS Derby and Derbyshire Clinical Commissioning Group (CCG) to permanently close its Tufnell Garden branch in Mackworth.

The Practice has been operating from its Burton Road practice in Derby and Humbleton Drive Branch, also based in Mackworth, since September 2019 when it had to close Tufnell Gardens temporarily after it became clear building work had compromised a consulting room wall.

NHS Derby and Derbyshire Clinical Commissioning Group's Primary Care Commissioning Committee met 'virtually' to approve the proposal to close the branch.

The committee noted that Horizon Healthcare will review the impact on the local residents relating to parking at the remaining branch site in Mackworth (Humbleton Drive). (Please see attached consultation report).

Horizon Healthcare's Patient Participation Group have been supportive of the move to have one branch in Mackworth throughout the proposal, and the team at the local community pharmacy has also supported the move to have one branch surgery.

The COVID Pandemic necessitated a new way of working and the Partners at Horizon have carefully considered their position in this area and currently feel it is not safe to reopen the branch site building on Humbleton Drive as it is not Covid compliant for patients to attend and has become a valuable asset in respect of a green zone for our at risk staff to work so that we can ensure we can protect them and continue to run. Where possible we have continued services in Humbleton Drive for example running our vaccination and flu clinics (albeit outdoors) therefore we are continuing to offer and aim to provide as localised service as possible.

Covid has resulted in new ways of working, we have as a result fast tracked our paperless systems, online platforms, sending and receiving of documentation, electronic medication ordering and monitoring and also new virtual consultation models. This has had a significant effect on reducing footfall into the practice. Given a recent rise in the number of cases there is a further drive to reduce the need to bring patients to Surgery unless clinically required. We appreciate there will be patients who prefer to be seen at Burton Road but this would only be for patients who are well and have no Covid symptoms; any patients with Covid symptoms are seen in the city at the Derby Urgent Treatment Centre Red Hub and if they are unable to travel there is a Red Home Visiting Service within Derby City and we are able to refer patients directly to these services.

Currently we feel that while we would like to open Humbleton Drive it is not safe or appropriate and are confident that we are providing a near full service to our patients in that area and continue to strive to provide the best service we can not only to our Mackworth patients but to all our patients.

It is important to recognise that the discussions regarding Tufnell Gardens were abruptly concluded when the building owners (not the Partners at Horizon Healthcare) received an offer to purchase the building and we were out of contract, with no lease in place, therefore as they were able to do this any processes or outstanding actions required to conclude the decision to close the branch site became irrelevant.

### **Long-term plans**

The Derby and Derbyshire CCG Primary Care Estates Strategy 2020-25 was adopted in November 2020, communication of the strategy has been delayed by the current Covid 19 situation but will be undertaken as early as possible in 2021, until that time the contents of the strategy are not yet in the public domain.

The Primary Care Estates Strategy considered a number of factors notably the current state of the primary care estate and future demands from housing developments and population growth. The strategy identified 20 areas in Derbyshire which will need to be considered for investment over the short, medium and long term and following a prioritisation exercise the Mickleover and Mackworth area was determined to be the highest priority area in Derbyshire.

The CCG commissioned a feasibility study of the Mickleover and Mackworth area in late 2019, in anticipation of the outcome of the strategy. This study has been completed and following consultation with the local practices a number of options have been selected to be considered further through an Outline Business Case which we hope to commence in early 2021. The options to be taken forward could result in the consolidation of some of the existing sites into two new premises one in the Mickleover area and one in Mackworth, however, until the work has been completed and patient and public engagement has been undertaken we cannot be certain what the final solution for the area will be.

## Appendix 1 - Background

Horizon Healthcare is a GP practice situated in Mackworth which operated from three bases. The main practice is situated on Burton Road, with branch surgeries housed at Tufnell Gardens and Humbleton Drive, less than a mile apart. Currently there are 20,604 registered patients and three partners; Dr Swindell, Dr Habeeb and Dr Khalid.

Whilst Burton Road operates full cover throughout the week, the two branch surgeries open for either a morning or afternoon surgery and appointments are booked accordingly. Specimen collection takes place only from the Humbleton Drive base and there is a pharmacy which was used by patients accessing both branch surgeries.

Horizon Healthcare submitted an application for a permanent branch closure in relation to the Tufnell Garden site which was temporarily closed on 6<sup>th</sup> September 2019. This followed a complaint from the adjacent neighbour that following building work they were able to hear the consultations which took place in the adjoining rooms. The adjoining wall was compromised as the building work had created a hole in the neighbouring side of the wall. There was a further issue in that the garden owned by the adjacent property which runs up to the windows of the branch surgery which had to be kept closed during the summer months as consultations could potentially have been overheard. The practice took immediate action and moved consultations to an alternative room and within a week all services were moved to the Humbleton Drive site on the basis of patient safety and confidentiality. A decision was taken to suspend services from this site on a temporary basis.

Despite repeated requests from the practice the neighbours have not responded to any requests to discuss further and the landlords have not rectified the issue. The building is not owned by the current practice partners and the building owners are actively marketing the building for sale.

The practice made a formal request to the CCG to allow them to make the temporary closure of the Tufnell Gardens building permanent. The CCG believed that as the current service provision - operating from the main surgery site with one branch - is meeting the needs of patients with no complaints or issues, that the practices request be approved.

The PPG are in full support of the rationale for the proposal including the outcome resulting in branch site in the area. The local community pharmacy has also offered their support for one surgery operating from 8.00am-6.00pm and they have said that no complaints have been received since services at Tufnell Gardens were suspended. The practice is also clear that to date no complaints have been made following the temporary closure.

The Humbleton Drive site is on a direct bus route and is one mile away. The majority of patients will already be familiar with and have used Humbleton Drive as services alternated between the two sites. Patients are still able to book appointments at the remaining branch site which now offers full coverage of opening hours as follows:

Monday	08:00-12:00,15:00-17:30
Tuesday	08:00-12:00,15:00-17:30

Wednesday	08:00-12:00,15:00-17:30
Thursday	08:00-12:00,15:00-17:30
Friday	08:00-12:00,15:00-17:30

The Practice will now look at providing a full service to include midwifery, phlebotomy, medication review appointments and more practice nurse time. This will mirror the services at the main site on Burton Road. The Practice is also involved in discussion with the CCG around provision of future healthcare in the Mackworth area and would like to have involvement in the possible new build in that area as they are committed to providing an excellent service to their patients.