

# **Horizon Healthcare Mackworth Consultation April 2020**



**horizon**  
healthcare

## **Introduction**

Since our merger in April 2019 Horizon Healthcare has been operating two branch surgeries within the Mackworth area of Derby. One has opened in the morning and the other in the afternoon through to early evening, with a break in the middle of the day. From 6<sup>th</sup> September 2019 we have had to shut Tufnell Gardens after concerns from a neighbour who had just finished some extensive renovations within her home.

Humbleton Drive is located in a converted house, with patient rooms on the ground floor, fully accessible with a suitable entrance. The site has been used as a GP surgery since early 90's and has been used exclusively by our Horizon Healthcare Mackworth patient for 7 months.

We had considered for some months whether our patients would be best served out of one site. The operational impact will not affect the staff numbers, as we had to have personnel at one site morning and afternoon. However, cost saving from having one rent; one set of IT equipment; one building to be heated all day rather than having to heat two buildings from cold every weekday and one building to maintain will allow us to focus on service improvements.

Moving forward this would be the vision of Horizon Healthcare. Our consultation will inform the Partners of the views of the Mackworth Patient group. Logistically both sites have one Nurses room and one Doctors room, however being housed in one building will allow that one building to be exploited more fully with more services, the option of more equipment and one focus for the future.

## **The Background**

At Tufnell gardens the neighbouring house is attached to the GP surgery as it was originally owned by Dr Keith Hammond and built in his garden in the late 1960s. The neighbour's house is attached to the GP consulting rooms, at some points, and the waiting room windows, GP consulting room windows and Nurses room window are all located close to her patio and overlook her garden. The neighbour's concerns involve now being able to hear consultations, both through the wall, in what has become her lounge and via vents on windows whilst in her garden. With a new addition to her family she wanted to use the garden for her young child to play in which could cause issues and distractions for the consultations.

Both of the merged surgeries (Charnwood Surgery and Wellside Medical Centre) had a Mackworth based branch surgery each and they are located approximately 0.5 miles away from each other, via the shortest walking route. The operational logistics did mean that Horizon Healthcare was then in the position of having to maintain two lots of rent, two IT systems, two lots of utility bills, two lots of emergency drugs and defib machines, maintain two buildings and clean both buildings. As a working day for clinicians it was disjointed as they moved sites.

Tufnell Gardens Branch Surgery has been closed since 6<sup>th</sup> September 2019 and we have been operating out of Humbleton Drive. This has worked quite successfully and given us, and the patients, a taste of having the one operational building.

## Our Patient Survey

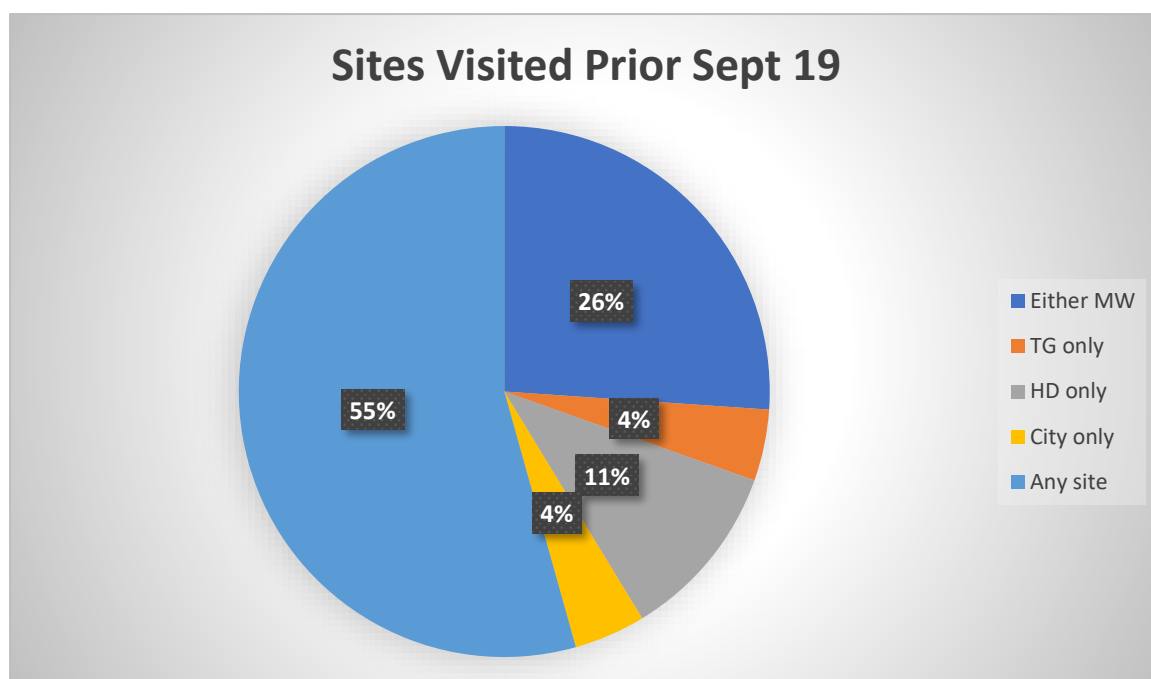
### Patient Demographics

An SMS invitation to fill in our Mackworth survey was sent out to 3313 Mackworth patients who have visited either Mackworth site within the last 12 months. 22 letters with SAEs were sent to our Housebound patients and we also included two articles on our website newsfeed. We were handing out paper copies at the Humbleton Drive site until this became unfeasible due to the Coronavirus and our concerns about patient/staff safety.

Of these we received 11 hardcopies (with answer from both partners on one form) and 29 online surveys, via Survey Monkey. This made 41 respondents in total.

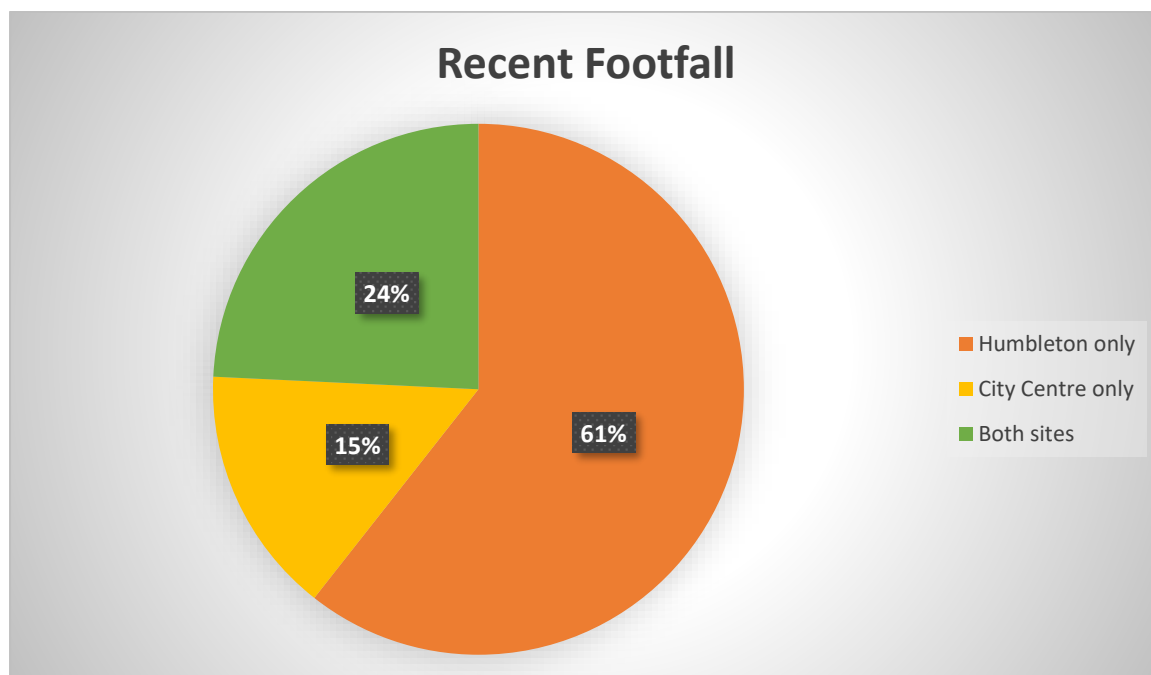
34 respondents lived in Mackworth and 7 did not consider that they lived in the area. All of these respondents were patients of Horizon Healthcare. Not all respondents answered all of the questions, although most did. 19 patients visited both Mackworth and the City Centre site within the last year. With 13 visiting either of the Mackworth sites. The significance of this may be related to the fact that 31 patients said that they had their own form of transport, from walking, bikes and cars, with 7 using public transport.

Out of the patients who responded, all were over 30 years of age, all who responded were White British and several suggested they considered themselves disabled or had long term health conditions. 6 considered themselves to be Carers and 1 respondent was on behalf of a local organisation as well as a patient.



## Current Patient Footfall Patterns

Since the closure of Tufnell Gardens where have patients attended?



### A selection of patient comments.

"Can never get an appt at Humbleton and I only live round the corner ! ... having to attend Burton Rd all the time"

"Parking at Humbleton drive is rubbish"

"Tufnell would have been my surgery of choice. Parking easier and been there since it opened"

"You could walk to make appointments instead of by phone, a bit easier."

"Unable to get an appointment in Mackworth"

"Better Parking at Tufnell. Only go to Burton road if no other option."

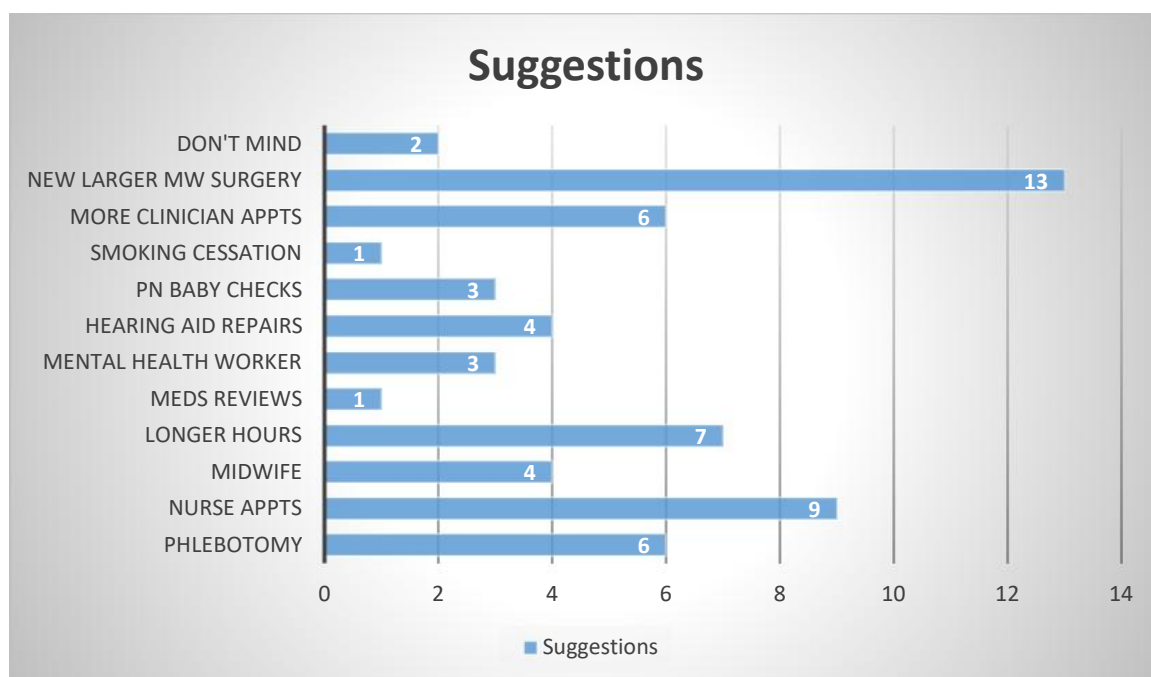
"In the better weather my son takes me in my wheelchair to Humbleton Drive if need be. That is the nearest, but on the odd occasion we've gone to Tufnell which we found ok."

"Have only visited Humbleton Drive in Mackworth."

### Analysis

No patients expressed concerns that they had been unable to attend a medical consultation since Tufnell Gardens closed in September some 7 months previously. There was a theme about parking. One lady had managed to get to Tufnell in her wheelchair, which may confirm our research that there are suitable pedestrian links between the two buildings.

## Patient Suggestions for the Future



### Patient Comments

Nurse Practitioners who are able to prescribe

Larger site + longer opening hours

### Analysis

Patients were able to make more than one choice, allowing us to gain a more representative view of what they prioritised in their services for the future. The trend did suggest that a larger purpose built primary care facility in Mackworth was their ideal, however, Nurse and Clinician appointments followed by a Bloods clinic also give a good range of services patients would like to see within the heart of their local community.

### Patient Safety and Accessibility

For patient safety the pedestrian link has been researched between Tufnell and Humbleton. Whilst there is a footpath which is accessible and cuts some distance of the walk we, as a responsible surgery, would suggest that patients walk the slightly longer, fully accessible roadside footpaths where they are more visible, especially during the darker winter months.

## Patient Concerns, our Patient's Voices

### From the survey

"phone never answered, appointment difficult, reception overworked"

"Better facilities operating for the whole of Mackworth- not everyone can walk to the bus or feel too ill to catch bus"

"Can never get an appt at humbleton and i only live round the corner ! ... having to attend Burton rd all the time"

"What is the point of this survey you have already made a decision albeit a bad decision based on greed!!! You have not explained what your plan is re doctor patient ratio or if there is going to be an increase in staff!!!"

"I thought they were building a Doctor's surgery on the new Housing Development. We have had problems in the past getting appointments. Do not need that scenario again."

### Emailed Patient Feedback

We received feedback from patients via email which were not included in the survey, but we feel should still be added to our report. They are in no particular order and are just duplicated verbatim.

#### *Email 1*

"Typical unethical closure of local surgery in mackworth.

Private enterprises whose sole aim is to maximize profits whilst denying residents choices of availability.

It stinks of profit motive."

(we did reply to this patient explaining we are part of the NHS.

#### *Email 2*

"Firstly is this both tuffnel gardens and Wimbledon drive???"

Is this going to be permanent??

How do myself and my husband go about getting our repeat prescriptions ??

As neither of us drive and it would cost us a lot of money just to come to charnwood to drop our repeat prescriptions off.

I have 3 monthly B12 injections, again this would cost me a lot of money with taxis, would it be possible for me/my husband to do the injection at home???

How do I go about sorting delivery of our repeat prescriptions to our home???

I look forward to hearing from you asap as myself and my husband are very concerned about the closure and obviously not happy regarding the situation. "

### *Email 3*

To close Mackworth surgery would cause a lot of inconvenience to older people who can't walk very easily and Mothers with young children as Burton Road is not easy to get to. There is difficulty accessing Burton Road for appointments and I think it would put a greater strain on the surgery and doctors. Phoning for appointments would also be difficult. It is hard enough now. More phone lines would be needed and staff to answer all the calls. Please rethink

### *Email 4*

Tufnell Gardens needs to stay open to serve the Mackworth community, Mackworth is a large estate that needs more than one small surgery

### *Email 5*

Dear Horizon Healthcare

Of course it's disappointing to lose the Tufnell Gardens surgery for the 100's of people that it is walking distance to.

The bus service is more than adequate, but car parking isn't. Most of us will go to or from work so it will be inconvenient for patients to park and also the problem of increased parking for the Humbleton Drive neighbours.

What matters the most however, is a high level of service without the need to go to Burton Road for all issues. If this is what can be achieved by the closure then we have to support it.

Thank you for everything you are doing to keep us healthy

### *Email 6*

How do you expect people especially the elderly with no transport to catch 2 buses when feeling ill or even worse "contagious" with a virus, god forbid. This really is not very well thought through. You seem to be concentrating on the centre of Derby

### *Email 7*

Hi

I appreciate why you are closing Tufnell Gardens. However, I do not find the other surgery in Mackworth ideal because of the parking availability. I have only been there once and probably would not choose to go there again.

The Burton Road site is also now problematic since the nearby car park was taken over by Aldi.

## Email 8

Please send me a copy of the survey. I can tell you straight away I am not happy with the closure as I have been going to Tufnell Gardens all my life.

There is no parking at humbleton dr so that needs to be sorted, so maybe you need to find a different place altogether for the **Mackworth** surgery



## Conclusion

We have found our survey an extremely useful exercise. It has allowed us a period of reflection to look at the main themes of our future work within the Mackworth area. The consultation has given patients the opportunity to provide us with unfettered opinions and acknowledge that they are part of this development.

Humbleton Drive Branch Surgery offers our patients no decline in their current level of patient safety. It is a clean, safe, accessible site with wheelchair access and dropped kerbs outside to all accessibility via the pavements. We have had not patient safety or near miss incidents logged on the site.

We believe that having one site will allow us to focus on service improvements. Our patients have provided us with options on which to direct our thoughts about future plans. More nurses, clinicians and phlebotomy will top out list of options. However, even at our current level of service we have not dropped any GP appointments by providing the service from one site. Thus, our clinical effectiveness is preserved at the same high level.

Consolidating our branch services into one site will allow us to eliminate the unnecessary environmental waste of maintaining two sites, duplicating everything from furniture to heating systems, sharps boxes to clinical waste bags, defib machines to IT equipment. We expect to use a certain amount of paper, for example, whichever site we work from, but significant numbers of these items are needlessly duplicated.

We anticipate no operational impact. Our staff are fully informed and supportive of the issues. They have fallen into a regular routine when covering the building, from clinical staff to the reception team. We are already considering how we could improve the working arrangements, environment and services available.

This leaves us with the main focus of the consultation; patient experience. Patients communicated with us via the Mackworth survey and/or via emailed comments (all included above) over the issues that concerned them. As previously mentioned, patient confidentiality and patient comfort were the reasons why Tufnell Gardens was closed at short notice. We take our responsibility to our patients seriously and felt we had no other option than to shut the building, after exploring options to use a different room and lengthy discussion with the current neighbour as it affected all windows with vents we were left with no other option.

Although it is clear from the emails we received from some patients they did not possess all the facts when they wrote the emails, we then invited them to participate in the survey too. The survey included a comprehensive breakdown of the situation and the issues. This is reflected in the answers we then received, where patients have had time to consider the situation and not just respond with an angry kneejerk email when they hear there is a survey about a branch surgery closure.

Parking, however, does seem to be an ongoing theme.

Finally, we feel that we have carried out a comprehensive patient consultation giving every opportunity to our Mackworth patients to have their say. We invited online and hardcopy feedback, and many took the opportunity. Every email included here was invited to take part in the survey and personal replies were received regarding their concerns as well. Clinically, logistically and customer service-wise operating from one site in Mackworth makes sense. Having consulted with patients, our conclusion is that we have put in place reasonable adjustments, and inevitably the patients near Tufnell Gardens have concerns about the changes. However, we have provided a primary care service from Humbleton Drive successfully for well over 20 years. We have had not feedback to say that patients in Mackworth have been unable to access Humbleton Drive for any reason, but that it is not as convenient as having a surgery around the corner.