

# Update on patient consultation at Monument Surgeries - Pennywell

February 2022

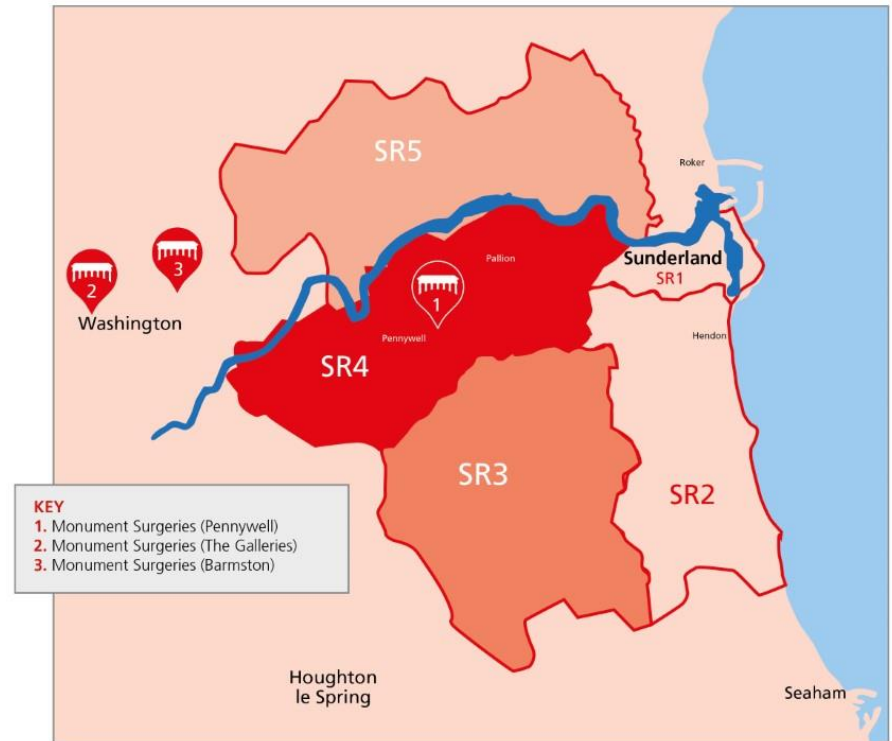


# Today

- Reminder of challenges and rationale for change
- Reminder of communications and engagement strategy
- Summary of consultation responses
- Patient flow analysis
- Summary and next steps

# Background to Monument Surgeries

- In October 2016, SGPA began running Pennywell Medical Centre, Barmston Medical Centre and The Galleries Health Centre **as part of a single APMS contract**
- The three practices are known as Monument Surgeries
- The Galleries and Barmston are located in Washington less than 1.0 mile apart from each other.
- The branch site in Pennywell is located in the West of Sunderland approx 6 miles from The Galleries and 5 miles from Barmston.



# Workforce challenges at Pennywell

- **Service quality for patients** - Appointment availability is often restricted due to lack of staff availability.
- **Nurse staffing** – A practice is nurse only available for 2 days a week.
- **Poor continuity of care** – High reliance and turnover of locum GPs = a lack of continuity in patient care.
- **Patient choice** - Locum GPs are predominantly male which impacts negatively on patient choice for women.
- **Professional isolation** - GPs do not want to work alone and feel professionally isolated at Pennywell.
- **Staffing rotation** – It is not possible for staff to travel across sites to support Pennywell without significantly compromising service quality at the other two Monument Surgeries sites.
- **Open ended recruitment** – Unsuccessful at trying to attract new GPs. Now using agencies (at premium cost) to try and sustain staffing rota.

# Communications and Engagement

- Patient consultation over 8 weeks from Monday 4 October to Friday 26 November 2021
- Consultation materials in accessible formats - average reading age (9-11 years)
- Patient survey and freepost return to every registered household - approx 2,700 patients
- Telephone calls to 73 patients registered with reasonable adjustments, BAME patients and housebound patients
- Formal letter to 28 key stakeholders

# Communications and Engagement

- **GP practices** - discussions with 8 neighbouring GP practices (extremely understanding and sympathetic towards the situation). No issues identified about the ability to accept new patients onto practice lists.
- **Care home patients** - discussions with Sycamore Care Home in Grindon who have approximately 38 patients registered at Pennywell. The care home, in conjunction with families and carers, has already taken proactive decision to re-register its 38 residents at South Hylton Surgery to ensure no disruption to care (should Pennywell close in future).

# Consultation response

Activity	Response
Number of patient surveys completed	547
Number of patients completing telephone interviews	10
Number of patients attending online events	0
Number of formal responses received from stakeholders	1

- Overall response rate from patients was just over 20% (557 responses) which is above the required sample size of 336 responses in order to be statistically robust.

# Feedback from patients

- Most patients rated the service at Pennywell good or very good (56.9%), with (23.4%) rating the service as poor or very poor.
- Respondents would be disappointed, or saddened by the closure, or do not want it to close. In contrast, a small number suggested closure should have happened sooner.
- Concerns were raised around the waiting times for appointments (up to two weeks) and most respondents indicated the importance of getting an appointment when they need one (82%).



# Location / access

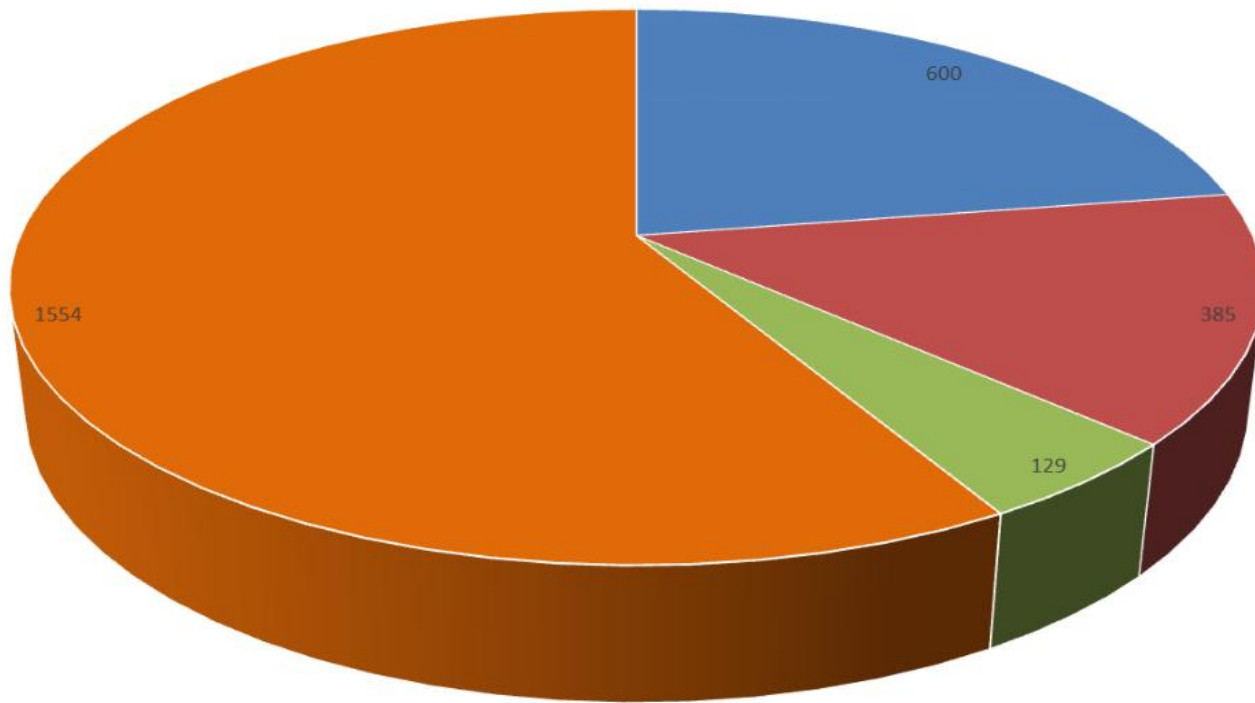
- Most patients walk, or live within walking distance of the surgery in Pennywell (50%), with a quarter of patients suggesting they travel by car to the surgery.
- The surgery being easy to get to is important for most patients.
- Concerns were raised around access to alternative sites for elderly patients or people without transport. Poor public transport was also discussed as an accessibility issue.
- Some patients would struggle to travel further afield, and there would be additional cost or financial implications for patients.

# Future preferences

- 91% indicated they would not stay registered with Monument Surgeries should Pennywell close.
- Respondents were most likely to choose:
  - South Hylton Surgery (33.9%)
  - Springwell Medical Group (22.3%)
  - Pallion Family Practice (18%).
- 69% said they would need clear information / instructions about how to register with another surgery.

# Patient postcode analysis

Monument Surgeries - Pennywell Post Code Comparison

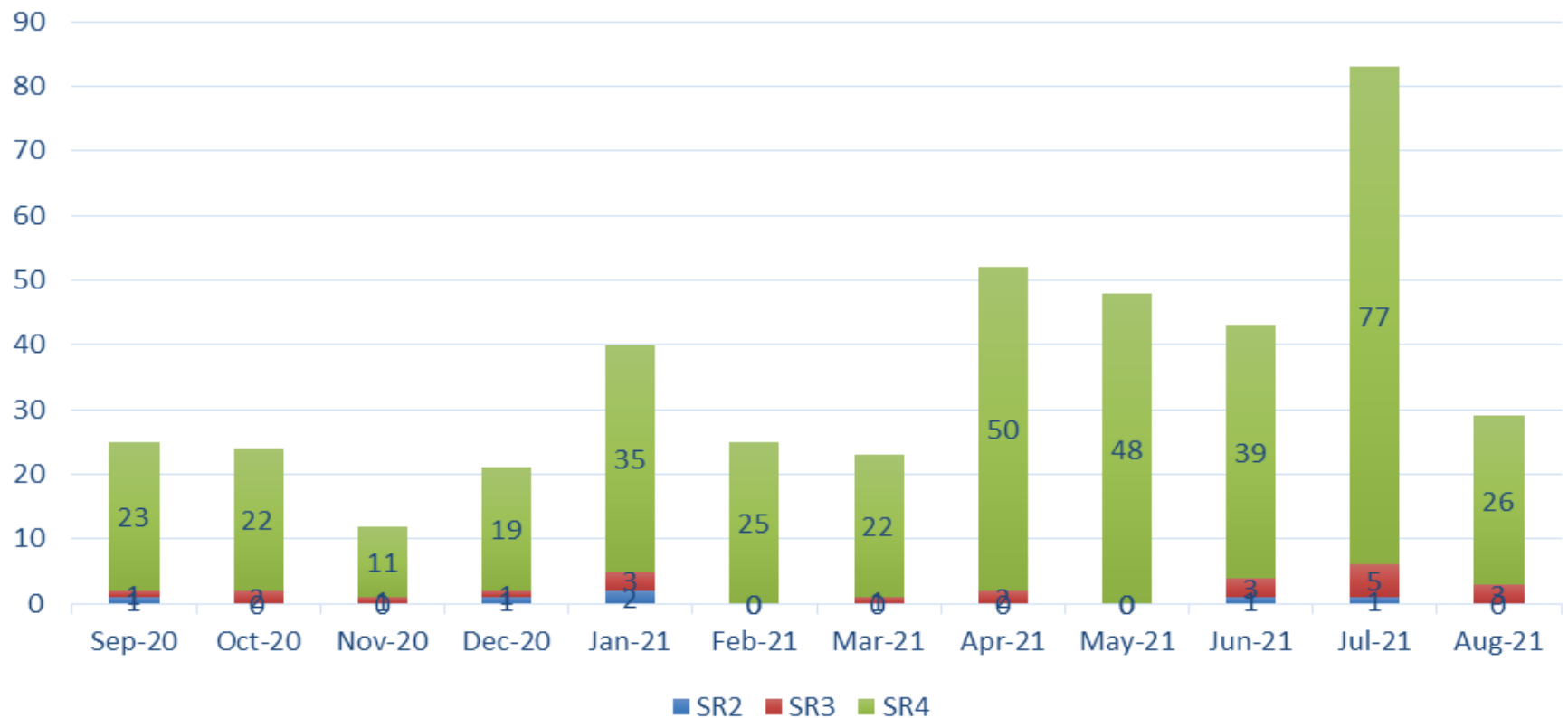


■ Home Address less than 1/2 a Mile to the Bus Stop  
■ Number of Patients who Live Closer to South Hylton

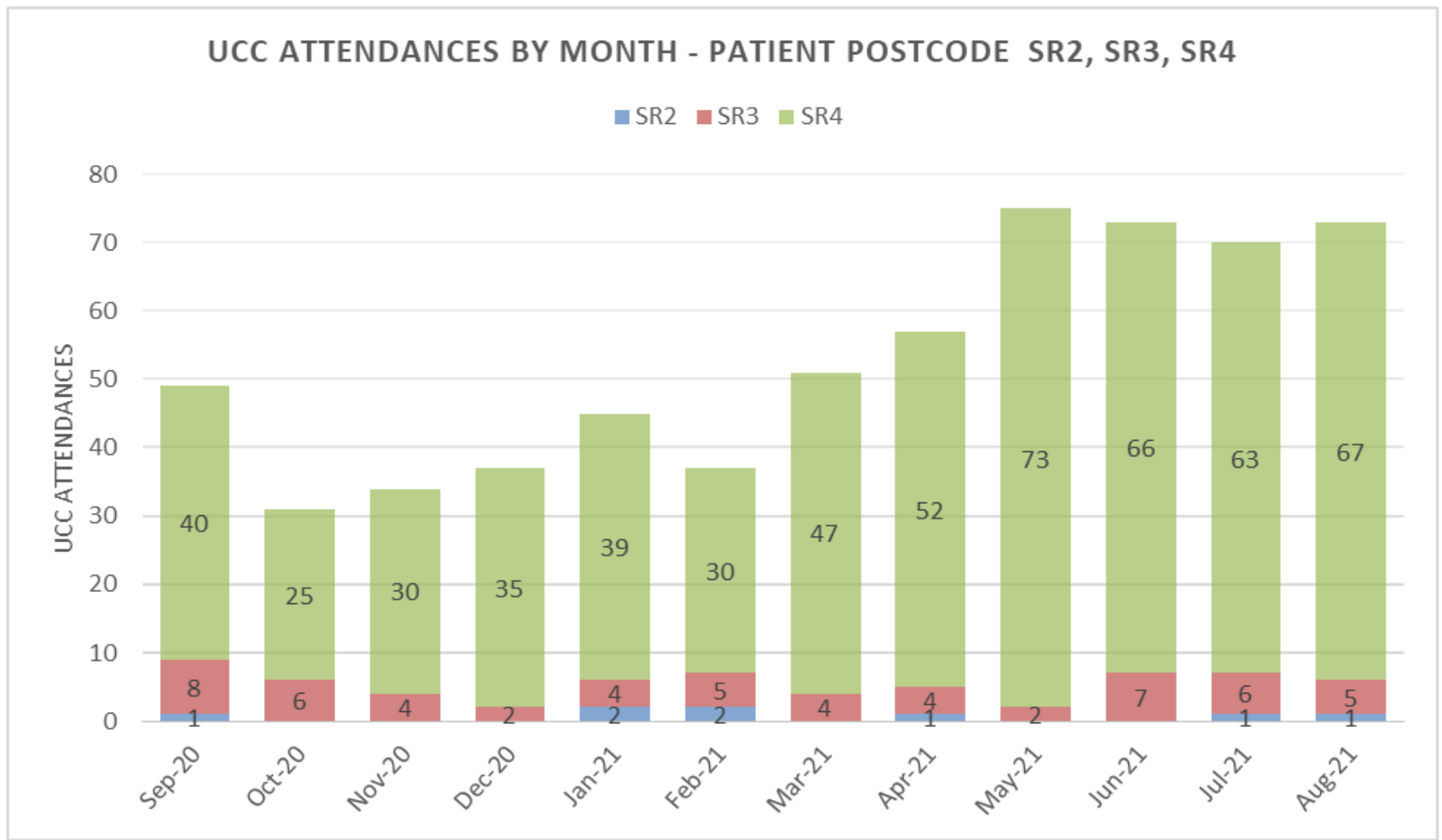
■ Home Address equal distance to Pennywell and South Hylton  
■ Home Address Closer to Pennywell

# Patient flow analysis

Extended Access attendance by month - patient  
postcode sr2, sr3, sr4



# Patient flow analysis



# Summary

- We would clearly prefer not to be in this position.
- Despite extensive efforts, there is no easy solution to the workforce challenges.
- Issues were acknowledged by stakeholders and by patients during consultation.
- In December 2021, SGPA Board decided to proceed with a full application for closure of the Pennywell branch to NHS Sunderland Clinical Commissioning Group (CCG).
- If approved by the CCG, a full mobilisation plan will be developed, including extensive support to help patients register with an alternative practice.
- Typically, a practice closure would usually be mobilised within three months of the decision to close.

# Questions and feedback