

## Staffa Health Patient Consultation

### FREQUENTLY ASKED QUESTIONS

#### **Why are we consulting with you on closing our Pilsley surgery?**

Staffa Health provides a high degree of choice to our patients in terms of appointment type, location, time of day, day of the week and the ability to book ahead and on the day.

Operating in this way over our four sites and providing effective GP cover is challenging. For some time the Practice has been experiencing increasing difficulty in sustaining clinical GP cover over four sites. In common with other Practices across the country we have experienced a reduction in the number of GPs working for the Practice and we have not been able to recruit to our vacant GP posts.

As a Practice we are primarily concerned with the well-being of our patients and we now believe that bringing services together on fewer sites is the only way that we will be able to continue to deliver high quality care to our patients.

#### **Why Pilsley surgery?**

Pilsley is the Surgery nominated because:

- It has the closest proximity to other GP services. Our other Practice sites are still local within a few miles radius of Pilsley and many patients already travel to our other sites;
  - Tibshelf - 1.4 miles
  - Holmewood – 2.2 miles
  - Stonebroom – 2.2 miles
- There are two public transport routes from Pilsley to Stonebroom and Tibshelf.
- It is the smallest of all four Staffa Health sites, with the fewest registered patients.
- The Pilsley Surgery accommodation requires an additional degree of repair and maintenance and the access to the building is not easy for our disabled patients. We believe we can offer patients a higher standard of care with appointments at our other surgeries.

#### **If the Pilsley branch surgery is to close, which GP practice could I attend?**

All our existing patients would remain registered at Staffa Health and would be able to access all services at Tibshelf, Stonebroom and Holmewood. Our patients can choose to register at a different Practice if they so wish, although this would depend on whether that Practice is accepting new patients and if you live within the Practices boundary.

### **What about transport?**

There are two public transport routes from Pilsley to Stonebroom and Tibshelf that operate hourly. Through the Consultation there will be opportunities to comment on potential transport issues and /or any other concerns. The outcome of the Consultation and issues to be considered, like transport, will be consulted upon with other agencies including the Local Authorities.

### **Can I continue to make appointments at Pilsley?**

Yes, the surgery is still open and you can continue to book appointments and attend the Practice as usual until the outcome of the Consultation is known and a formal decision is announced.

### **When will the Surgery close?**

At this moment in time there has been no decision made on whether or not Pilsley surgery will close, therefore it remains open as usual.

### **How would it help Staffa Health by closing the Pilsley surgery?**

Whilst we appreciate the disruption to patients who utilise Pilsley, we believe that the proposal would give long term sustainability to the **whole** Practice by:

- Enabling us to review and improve access to GP and nurse appointments without having to spread staff thinly over four sites;
- Allowing us to redesign the way we provide some aspects of the service. We plan to improve access to same day urgent care, telephone and online consultations;
- Reducing some of the activities that are duplicated across multiple sites, providing greater efficiency;
- Giving the Practice a greater ability to support doctors, nurses and pharmacists in training by supervising them on fewer sites. This would help us to provide quality learning for our future workforce;
- Making the Practice a more attractive place to work due to a more supportive, less stressful and less isolated working environment which should improve recruitment and retention.

### **Will it be more difficult to get an appointment in future?**

No, Staffa Health would retain all staff that work from Pilsley surgery and the appointments that we currently provide would be transferred to other surgeries. We would not be reducing our staffing, we are trying to utilise the resources we do have more effectively to allow us to meet patient need as best we can into the future.

### **What about car parking at the other surgeries?**

We understand that it can be difficult to park at Tibshelf and Stonebroom surgeries. If Pilsley surgery were to close we would relocate some of our administration staff from Tibshelf surgery to the Pilsley site as a short-term measure to free up car parking spaces and room space at Tibshelf surgery. We are hoping to build an extension at Tibshelf surgery and we are working with the Local Authorities to

expand the car park there. Once this is complete our administration staff would move back to Tibshelf surgery.

### **Why is there a shortage of GPs?**

The worsening shortage of GPs is not just a local issue but a national problem. Data from NHS Digital shows that the numbers of qualified GP practitioners in England has been decreasing year on year since 2015<sup>12</sup>. Many remaining GPs are approaching retirement, therefore the situation is expected to get worse in the near future.

### **What proactive things have the Practice done to-date to address the situation?**

In response to GP staffing difficulties we have developed a broader skill mix across our Practice team over the last few years. This has included investing in 3 additional Advanced Nurse Practitioners, a Clinical Pharmacist and a Pharmacy Technician. We have also introduced new ways of working, which include telephone triage of requests for urgent appointments, new roles for dealing with the administration of clinical correspondence and active signposting by our reception team to help patients to get to see the most appropriate members of our clinical team. We will continue to look for innovative solutions to help us meet the needs of our patients in the future.

### **How long will the Consultation run for and what happens next?**

It has been agreed the formal Consultation will run for 60 days beginning on the 24th June 2019 and ending on the 23rd August 2019.

Once the Consultation has closed an Outcome Report will be compiled which will include a full analysis of the responses, key issues, recommendations and objections. The outcome report will be presented to NHS England and NHS Derby and Derbyshire Clinical Commissioning Group (CCG). Following detailed consideration of the Consultation analysis they will make the decision on whether or not to allow the closure. We anticipate that this decision will be made around October 2019.

The outcome of this process will be shared with patients who utilise the Pilsley branch by personal letter, the Practice website and Practice information boards in all our surgeries. If the decision is taken to close the surgery there would be a period of notice given before that would happen.

### **How can you get involved?**

If you would like to share your views or ask questions then we would like to hear from you.

We are inviting patients and stakeholders to share their views by **completing a Questionnaire**.

The Questionnaire is available online at: <https://www.staffahealth.co.uk/pilsley-consultation/>

Consultation documents and paper copies of the Questionnaire are available in all our surgeries or can be requested by post for those unable to obtain one otherwise. A paper copy of the consultation document and the questionnaire will be posted to patients who utilise Pilsley surgery.

If you need this information in another format or language, or if you would like help completing the Consultation Questionnaire please call 01773 309030.

We will also be holding **drop-in information sessions** at the Pilsley Surgery for people to drop in and ask any further questions.

The drop-in sessions will be held on:

**Wednesday 10<sup>th</sup> July – 3.00pm to 7.00pm – Pilsley Surgery**

**Monday 29<sup>th</sup> July – 8.30am to 10.30am – Pilsley Surgery**

**Tuesday 30<sup>th</sup> July - 1.00pm to 3.00pm – Pilsley Surgery**

Please attend at any time between the times detailed above. There will be a senior member of the Staffa Health Practice team available to answer your questions at every session.

You can **email** your views to: [admin.staffahealth@nhs.net](mailto:admin.staffahealth@nhs.net)

Or you can **write** to us at:

The Practice Manager  
Staffa Health  
3 Waverly Street  
Tibshelf  
Derbyshire  
DE55 5PS

1 - <https://digital.nhs.uk/data-and-information/publications/statistical/general-practice-trends-in-the-uk/general-practice-trends-in-the-uk-2017>

2 - <https://files.digital.nhs.uk/1A/892727/GPW%20Mar2019%20Report.pdf>