



**Stakeholder update on the
proposed closure of the
Hartfield's Site
August 2021**

Background

McKenzie Group is commissioned to provide primary care medical services under two contracts; one for Wynyard/Hartfield's (APMS) and one for McKenzie House/Victoria Road and Throston (GMS). We have secured arrangements that ensure that patients registered with either contract can be seen at any of the five sites.

The APMS contract is managed by Tees Valley CCG/NHS England in accordance with the NHS (GMS) Regulations 2004, as amended, England. The process for contractual changes requiring a variation to the contract have been set out by the Department of Health & Social Care. In November 2020 the CCG was informed that we were considering permanent closure of the Hartfield's site.

Any changes to the Hartfield's site would require amendment to the APMS contract for Wynyard Road/Hartfield's.

We have provided a current staffing structure (appendix 1) which can be seen on our next slide.



Practice Staff

| Role | Number of whole time equivalents | Appointed not yet started |
|---|----------------------------------|---------------------------|
| Partners | 9 | |
| Salaried GP | 1 | |
| Advanced Nurse Practitioners | 11.77 | 1 – commencing December |
| Practice Nurses | 5.81 | |
| Health Care Assistant / Phlebotomist | 5.36 | |
| Admin & Clerical | 35 | |
| Management | 2 | |
| Pharmacist | 0.8 | |
| Cleaners | 0.64 | |

This shows an increase of two full time GP Partners and two whole time equivalent Advanced Nurse Practitioners compared to 19/20

Primary Care Network Staff

| Role | Number of whole time equivalents | Appointed not yet started |
|--------------------------------|----------------------------------|---------------------------|
| Pharmacist | 2.94 | |
| Technicians | 1.92 | |
| Social Prescribing Link Worker | 0.8 | 1 – commencing October |
| Care Coordinator | 1 | |
| Community Psychiatric Nurse | 1 | |
| First Contact Physiotherapist | 1 | |
| Digital Coordinator | 1 | |

This shows an increase of Care coordinator, community psychiatric nurse, first contact physiotherapist and digital coordinator compared to 19/20

The Wynyard Road/Hartfield's practice has circa 6,900 registered patients with 76 patients living at the extra care village. In the last year before the pandemic (2019/20) 10% of appointments available at Hartfields were unused (not booked or patient's DNAs

During the pandemic both the Throston and Hartfield's site, on the site of the 'extra care' village, were temporarily closed. Hartfield's remains closed currently. Throston re opened in August 2020, initially seeing only shielding patients and operating a mother and baby clinic.

During the summer the McKenzie Group has been looking at how it can continue to deliver care and services to patients. In doing so the practice was driven by an ambition to improve the quality of care, enhance practice resilience and allow it to operate efficiently. This resulted in the current period of engagement to gather the views of its registered patient population to inform of its next steps.

Patient and Stakeholder Engagement



The practice understands that the closure of the Hartfield's site will have an impact on some of its patients, but this does not mean that these patients will have inequitable access to, or quality of care received. It therefore sought to engage with patients and wider stakeholders so that they understand what is planned and the practice can gather views about the impact of the current temporary closure.

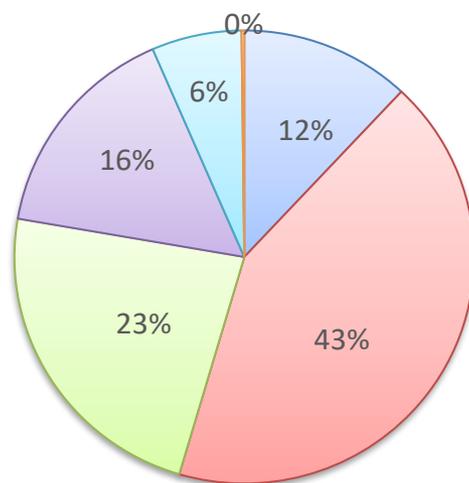
The practice undertook a six-week period of engagement between 19th July and 29th August 2021. The practice is keen to hear all patients. Text messages were sent to all patient with a registered mobile phone number aged over 16 and letters sent by Pep mail (an NHS approved mailing company) to those without a mobile phone number. A random audit of patient's records (80) has recorded texts were sent in all cases and Pep mail have confirmed the letters were sent on 16th July 2021. Healthwatch also held a series of events at Hartfield's on 24th August 2021. The detailed arrangements for the engagement were compliant with NHSE requirements.

On 27th August 2021, the proposal was discussed by the Hartlepool Borough Council's Audit and Governance Committee.

Integral to the engagement is a questionnaire, the results from which are being compiled by the North of England Commissioning Service [NECS]. A total of 1,065 completed questionnaires were received. A summary of the initial analysis of the survey results is available for viewing (Appendix 2). Written comments were also received from the Joseph Rowntree Housing Trust and the Local Medical Committee as stake holders .

Key points from survey data – taken from Patient Engagement Survey 19th July – 29th August 2021

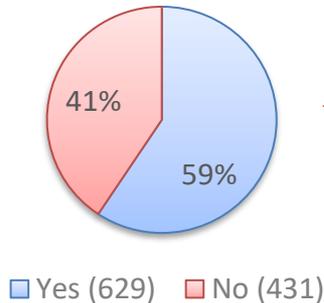
Question 1. Which of the McKenzie Group Practices are you currently registered with?



■ Wynyard Road (125) ■ Hartfields (451) ■ McKenzie House (245)
■ Throston Medical (167) ■ Victoria Medical (67) ■ Other (2)

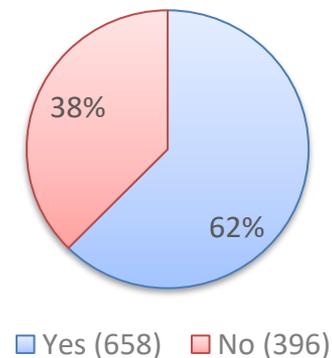
Key points: of 1065 responses, 451 patients consider Hartfields to be their main site

Question 3. Are you aware that Hartfields Medical Centre at Hartfields Extra Care Village has been closed since mid-March 2020 due to the COVID-19 pandemic?

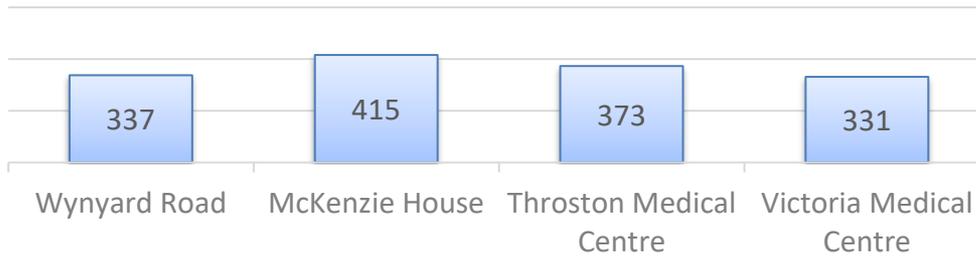


← **Key points: of 1060 responses, 40.66% of patients were not aware that Hartfields had closed**

Question 4. Before the pandemic, did you ever access Hartfields Medical Centre for an appointment?



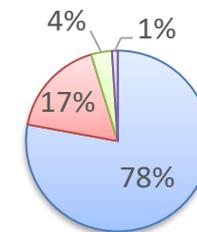
Question 5. Since the temporary closure of Hartfields Medical Centre, which site(s) have you accessed, or would you access, if you needed to see a healthcare professional?



Number of patients

NOTE: Some patients accessed more than one site so multiple answers were selected which makes the figures look higher

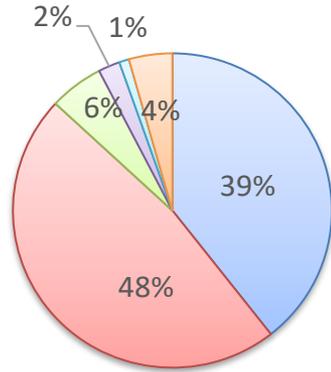
Question 6. Prior to the temporary closure of Hartfields Medical Centre, how long did your journey take from home to Hartfields?



■ Less than 15 mins ■ 15 mins to 30 mins
■ 30 mins to 1 hour ■ More than 1 hour

Question 8. Prior to the temporary closure, how did you usually travel to Hartfields Medical Centre?

Centre?



Walk (360 responses)

Drive in own car (434)

With a friend/relative in their car (50)

Taxi (20)

Bus (9)

Other (40)

Key points:

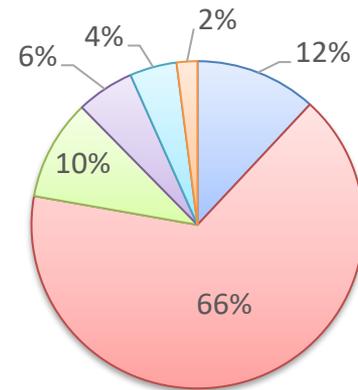
- 48% of patients travel by car, also 6% travel in car with a friend/relative so overall 54% travel by car to Hartfields
- 22 patients commented that they never used the Hartfields site, 6 did not know it existed
- The 'other' section included patients using mobility scooters/chairs or bike



Question 9. How do you, or how would you, now travel to another McKenzie Group site?

Key points:

- 66% of patients now travel in car, also 10% travel with a friend/relative in their car, so overall 76% travel by car
- 4 patients commented that they found it difficult to access other sites and 4 commented that they would not go to another practice



Walk (111 responses)

Drive in own car (618)

With a friend/relative in their car (93)

Taxi (53)

Bus (43)

Other (19)

Q 10. What is the MOST important thing to you about the location of the GP Practice

■ Within walking distance (452 responses)

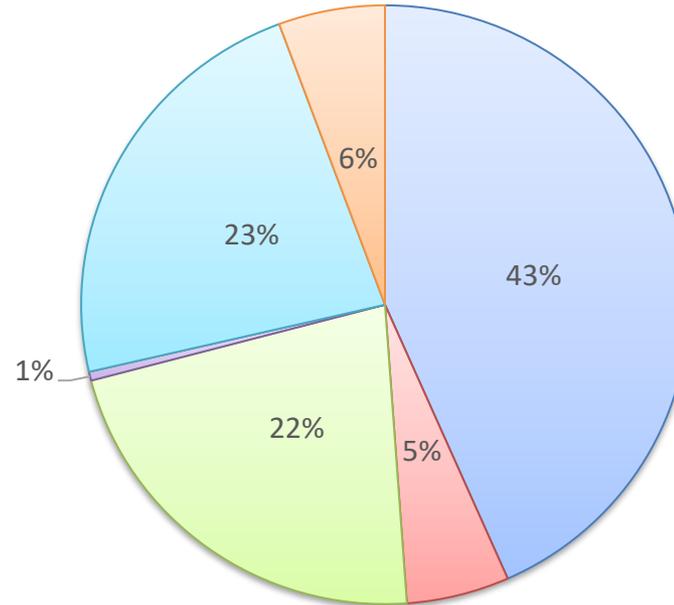
■ On a bus route (57)

■ Within 5 miles of home (230)

■ Within 5 miles of work (5)

■ Good par parking (239)

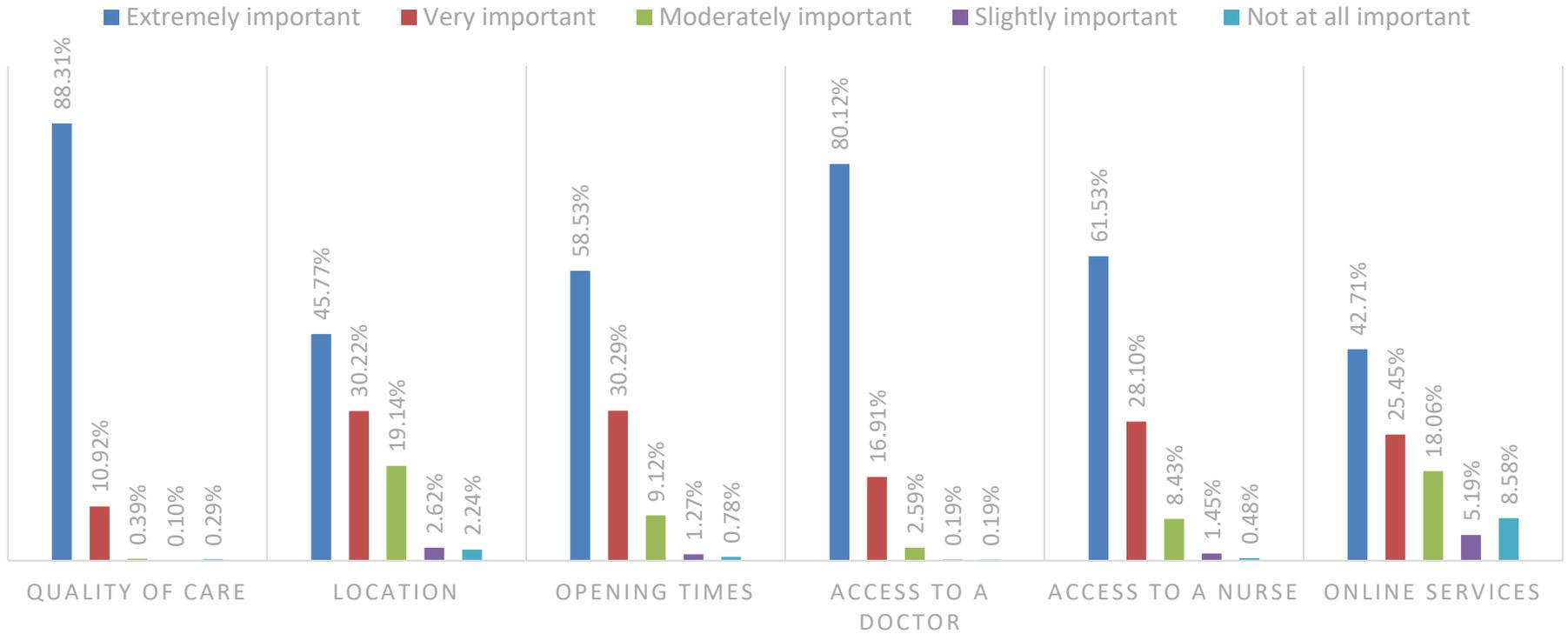
■ Other (59)



Key points:

- The majority of patients preferred a practice within walking distance
- The main theme of the comments left by patients were concerns regarding difficulty getting appointments and concerns of decreased access if Hartfields closes
- Patients described Hartfields as easy to get too, with good parking

WHAT IS MOST IMPORTANT TO YOU ABOUT YOUR GP PRACTICE. PLEASE RATE:



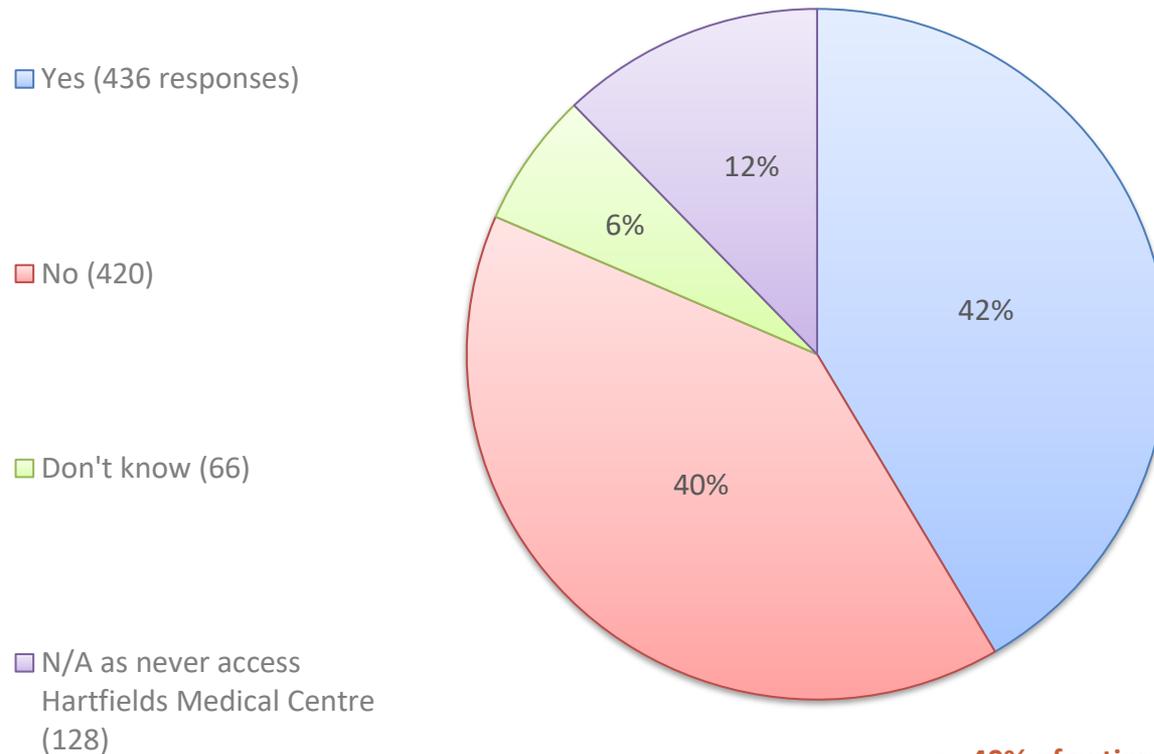
Ranked in order of importance by patients on the survey

- 1) Quality of care
- 2) Access to a Doctor
- 3) Access to a Nurse
- 4) Opening times
- 5) Location
- 6) Online services

Key points:

- 42.71% of patients deemed online services as extremely important
- 45.77% of patients felt location was extremely important

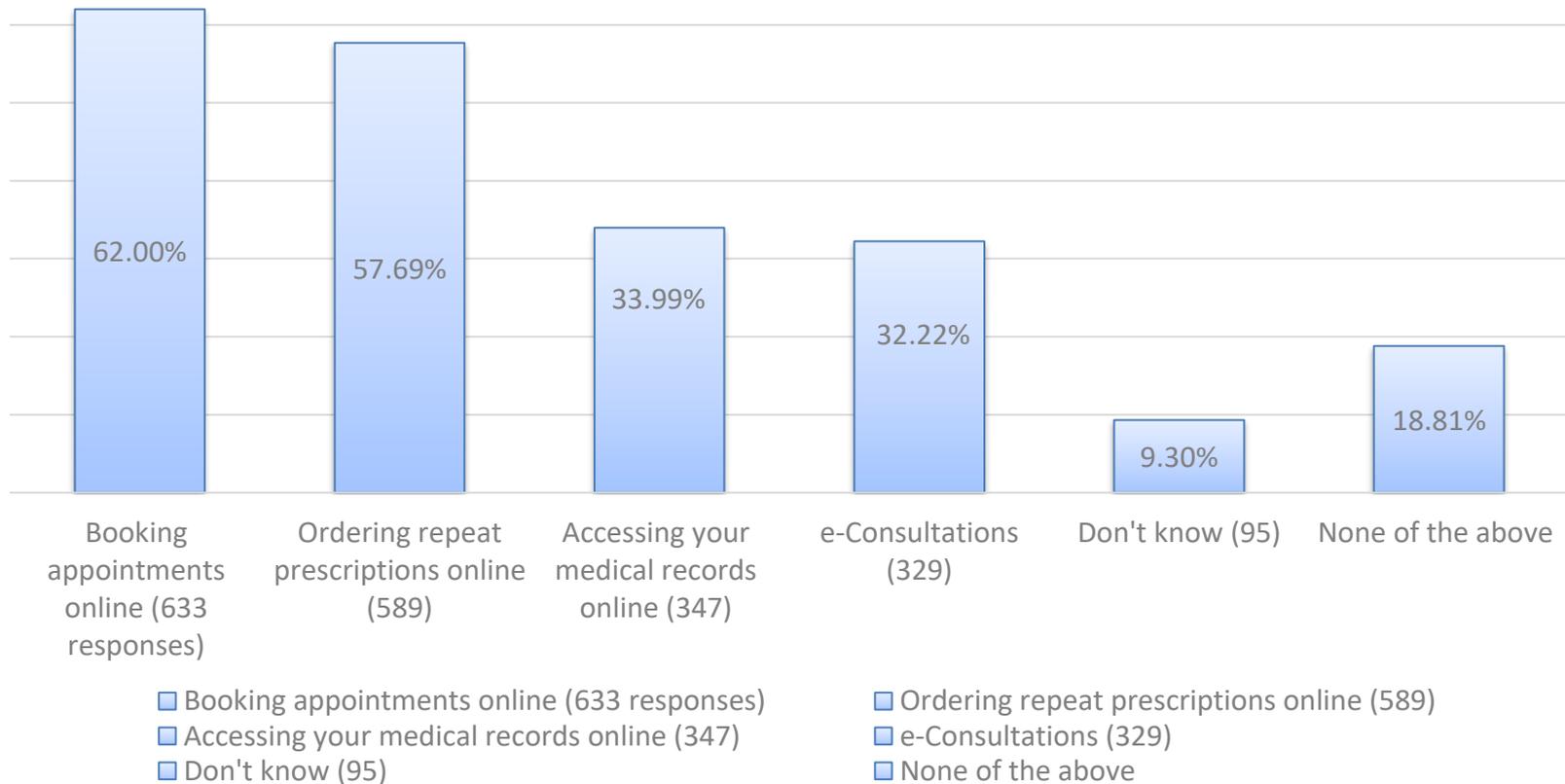
Q 13. Has the temporary closure of Hartfields Medical Centre had an impact on how you have been able to access healthcare?



- Key points:**
- 40% of patients (420 patients out of 1050) stated the temporary closure of Hartfields has had NO impact on how they have been able to access healthcare
 - 12.19% (128 patients out of 1050) have never accessed Hartfields Medical Centre

Taken from appendix 2

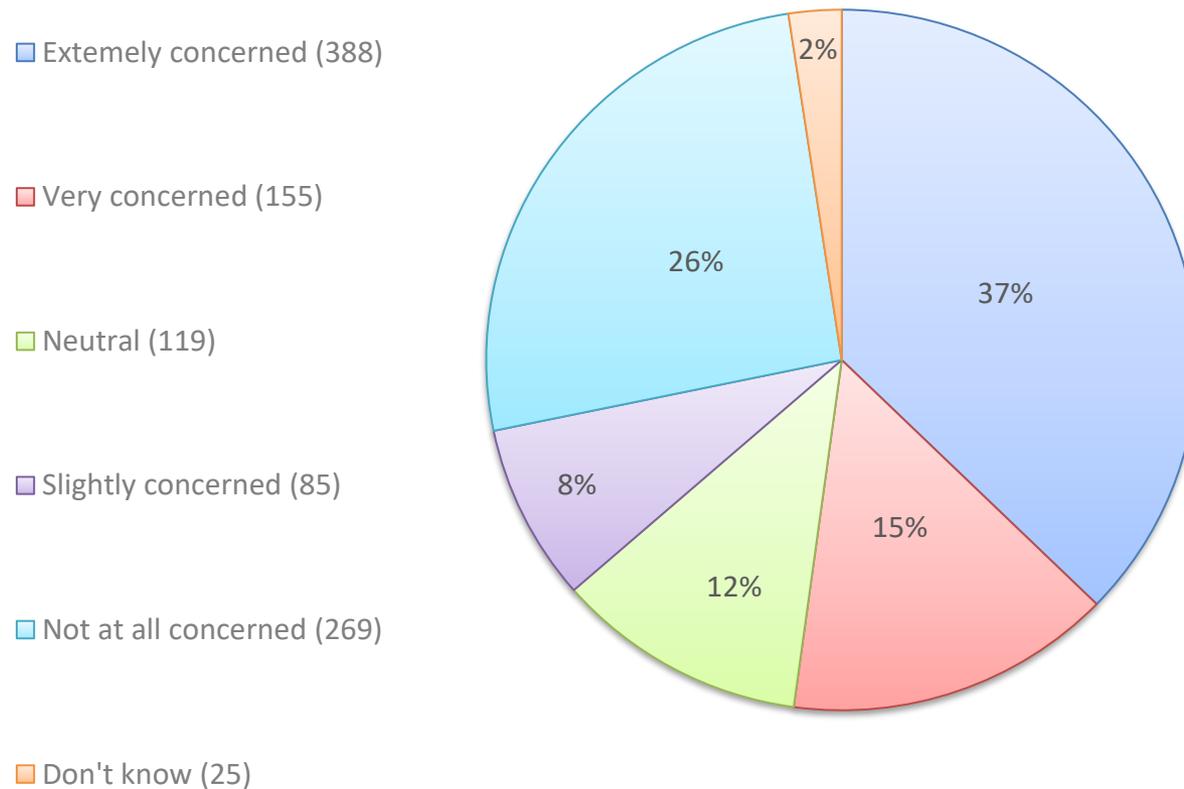
Q 17. Looking ahead to the next 12 months, do you think you would consider using any of the following?



Key points:

- Multiple answers were selected for this question, we had 2185 responses overall
- 116 comments were left advising patients did not have internet/smart phones
- 61 comments advised patients prefer to speak to a person than go online
- Another main theme was concerns accessing appointments, patients prefer to have face to face appointments
- 62% of patients are keen to book online appointments, 57.69% also keen to order prescriptions online – majority of patients in favour of online / looking into prospect of using it

Q 18. If Hartfields Medical Centre closed permanently how concerned would you be about accessing healthcare?



Key points:

- Out of 1041 answers, 388 patients were extremely concerned about the closure, 269 patients were not at all concerned
- No comments were left on this section

SUMMARY OF COMMENTS FROM THE FOLLOWING QUESTIONS

Q 19. If you do have concerns (if Hartfields closed permanently), could you please tell us what they would be?

- 646 comments were made, 418 people chose to skip this question and not leave a comment
- 28 patients commented that they had no concerns, 12 felt the question was not applicable
- 245 comments were made regarding concerns about difficulty accessing appointments, getting through on the telephones and also regarding now wanting to see a GP face to face
- 36 patients had concerns regarding the impact the closure would have on the other sites, i.e would this mean an increased volume at other sites, , less chance of getting an appointment etc.
- 18 patients expressed that they would consider leaving the practice if Hartfields closed
- 155 patients left comments advising they were concerned about difficulties getting to other sites

Q 20. If you have any further comments to make, please add these in the box below

- 442 comments were made, 622 people chose to skip this question and not leave a comment
- 72 patients recorded no concerns/not applicable
- 6 positive comments were received, thanking the practice for the service we deliver
- 89 expressed comments regarding accessing appointments
- 230 patients expressed general concerns relating to the practice such as difficult getting through on the phone, wanting to see a GP face to face, with some angry comments regarding the closure
- 52 patients specifically left comments requesting we keep Hartfields open

A full list of all of the comments is available if required, including a version broken down into comment type categories

The Engagement journey is intended to provide insight and learning, and this is apparent from the review of the engagement providing the Practice with additional intelligence. For example, the engagement questionnaire included space for 'comments' and the main themes within the comments are:

- Access – getting through to the practice
- Access – availability of appointments & same day booking
- Access – absence of face-to-face appointments
- Transport, Travel & Car Parking
- Preference for Hartfield's site & request to stay open
- Impact of closure on other practices/sites
- Considering leaving the practice
- Impact of new housing developments in the Hartfields area

Audit & Governance Response to Stakeholder Engagement



Following the Stakeholder Briefing hosted by the Audit and Governance Committee on 27th August 2021, McKenzie Group Practice received a formal response from the Committee. to its engagement. In this response the Committee highlighted a range of matters, including

- Difficulties with accessing appointment/other services
- Difficulties physically accessing services
- The new housing developments
- Alternative accommodation options
- Third party interest in the Hartfield's site
- Flawed Engagement

McKenzie Group Practice is grateful to the Committee for hearing the briefing and for its thoughtful consideration that has led to the formal response and would like to comment briefly on each matter raised.

Access Difficulties

The Committees concern with accessing appointment/other services, even though the practice has increased the appointments offered across all sites in 2020/21, despite COVID restriction, (Appendix 3). However, the frustration of ringing the practice is evident. This is compounded by a number also having no access to alternative methods e.g., the digitally excluded. This is something that the practice will look to address. We have procured a totally new phone system across 4 of our sites with dedicated incoming lines which will not be affected by outgoing calls.

Summary of appointment availability

2019/2020 and 2020/2021

| 2019/2020 | VMC | Throston | McKenzie House | Wynyard Road | Hartfields | Total |
|------------------------|------------|----------|----------------|--------------|------------|---------------|
| Pre-COVID | | | | | | |
| Available appointments | 32075 | 18945 | 52816 | 25171 | 16757 | 145,764 |
| 2020/2021 | VMC | Throston | McKenzie House | Wynyard Road | Hartfields | Total |
| During COVID | | | | | | |
| Available appointments | 48475 * | 18141 | 78070 | 28208 | N/A | 172,894 ** |

*13,045 were COVID vaccine appointments

**159,849 total number of available appointments, not including COVID vaccination appointments

Difficulties physically accessing services

The practice appreciates that some of its patients have difficulties with physical access. We also know that pre-COVID 1 in 7 appointments for residents of the Extra Care Village were held at sites other than Hartfield's, attached (Appendix 4). An issue of prescriptions was highlighted by the Committee and the practice will look to its pharmacy team that works with the Hartfield's Extra Care to review arrangements.

Site attend for face to face appointments
By residents in Hartfields / Extra care village

31st March 2019 – 1st April 2020 Pre-COVID

| | VMC | Throston | McKenzie House | Wynyard Road | Hartfields | Total |
|--|-----|----------|----------------|--------------|------------|-------|
| Number of face to face appointments attended | 48 | 23 | 35 | 18 | 819 | 954 |

New housing developments

Hartlepool has seen numerous new housing developments in recent years, but the practice understands that Hartlepool's overall population has remained reasonably stable, albeit slightly up. Between the years of 2015 and 2019 the annual increase in population was approx. 200 people per year. It is difficult to imagine that all new residents will register with Hartfield's as experience shows many people moving within town do not change practices. The practice is happy to engage further with the councils' planning teams to understand additional burden expected to follow an increase in new houses if this is thought beneficial.

Alternative accommodation options

We note the committee's comments regarding Hartfield's accommodation and have such arranged a meeting on site on Wednesday 29th September with the landlord and NHS property services to explore possibilities, however any proposal for property development would require approval and would be subject to funding availability. McKenzie Group is continually exploring options regarding modifications of its sites to increase service delivery this typically occurs in the final few years of a lease and this currently applies to Throston medical centre and McKenzie House surgery. This is in no way linked to a potential site closure.

Third party interest in the Hartfield's site

The practice has no direct knowledge of any practice's interest in delivering GP services at Hartfield's and any third party cannot have completed satisfactory 'due diligence'. The practice believes that the facilities at its Hartfield's site are sub optimal at best, that its patients and staff deserve better and has commissioned an independent assessment and are waiting for the report.

Flawed Engagement

The practice embarked on a period of engagement in good faith in accordance with the National Health Service Regulations, Department of Health and Social Care guidance and oversight from the CCG. It recognises the challenge of overcoming digital exclusion and has sought to do this by writing to all patients with no mobile phone. We once again state we have had confirmation from the mailing house that letters were sent.

Next Steps



There are several further actions that the practice proposes in response to the recent engagement process, having taking note of the feedback.

- To embark on an additional targeted twelve-week period of engagement with patients of the Wynyard Road/Hartfield's APMS contract. Commencement date to be confirmed.
- We will engage with Healthwatch with a view to undertaking targeted engagement. We will work with them to identify the best way of engaging with hard to hear groups such as the digitally excluded. We have requested a meeting with them and have asked advice from the director of public health as to what would constitute a safe public meeting in the current pandemic.
- To actively engage with Hartfield's Extra Care Village registered patients (92) and staff to better understand their issues and explore future service options.
- Engage the network Social Prescribing Link Workers to assist increasing access ability for patients to provide feedback.
- Being aware of the issues raised regarding obtaining prescriptions we will be performing a complete review of our medicines team during 12-week engagement period.

The practice will join Councils Audit and Governance Committee next conversation on 23rd September 2021. At its last meeting in August 2021, the Committee reported some unhappiness with the engagement process that the practice had undertaken. With this in mind the practice would welcome further advice and/or description from the Committee on what would regard as a satisfactory engagement exercise.

Additionally, the Practice is happy to meet with individuals or groups who have a stakeholder interest in the proposal to close the Hartfield's site.



Thank you