

GSTT Service Moves - update Overview and Scrutiny Committee March 2015

1. Background

NHS Southwark CCG has commissioned Extended Primary Care Services, 8am – 8pm, seven days a week across the borough, representing an annual investment of £2.1million. This will improve access to general practice services through the provision of approximately 100,000 additional primary care contacts per year. The service will be delivered from two locations across the borough. The first site in the south went live at the Lister Health Centre on 11 November 2014.

The CCG commissioned a utilisation review to identify a well located space in the north of the borough for the second site, following confirmation that no single GP practice could accommodate the Extended Primary Care Service. The preferred option highlighted by this review was to locate the new service at Bermondsey Spa Medical centre, with appropriate space being freed up through the consolidation of some services from Bermondsey Spa to the Artesian health centre (with no reduction in service).

In December 2014, the CCG & GSTT completed an OSC trigger template outlining plans to move three services from Bermondsey Spa to Artesian to accommodate the Extended Primary Care Service, and describing how the changes would be managed to ensure minimal disruption for patients. Following review with the Overview and Scrutiny Chair, Councillor Lury, it was agreed that a minor change pertaining to the location of services only was planned and should, as a result, proceed but with further updates to the committee as to its progress and impact. This paper provides an update on the GSTT Service moves in line with that commitment.

2. Progress

a) Service moves and number of patients affected

The OSC trigger template completed in December outlined the proposal to move three community services from Bermondsey Spa to the nearby Artesian Health Centre which is a 7-10 minute walk away (700 yards away) with bus routes offering equivalent access.

- Borough-wide heart failure clinics
- North Southwark diabetes service
- Local midwifery services

These services are accessed via booked appointment and for a known caseload. As noted above, there will be no change to the type, means of accessing or level of service provided.

During the detailed work planning the implementation of these moves it became clear that three additional services would also need to be moved. In order to maintain complete transparency about these changes, further discussions were held with the OSC Chair about the additional service moves. These service moves also involved a minor relocation and no reduction or change in the actual service delivered. The table provides a summary of the patient numbers affected by all the service moves.

	Patient numbers affected		
	Original (Dec 14)	Updated (Jan 15)	
Midwifery	220	220	Moving to Artesian
Heart Failure	56	56	Moving to Artesian
Diabetes-	150	150	Moving to Artesian
Medical Gynaecology clinic caseload	0	102	Moving to Walworth Clinic to be located alongside other sexual health services
Psychosexual health clinic caseload	0	45	Moving to Lloyd Clinic at Guy's Hospital to be located alongside other sexual health services
Abdominal Aortic Aneurysm Screening Service	0	200	Borough wide service that is moving back to Aylesbury area where it was located two years ago – rationale for previous move purely lack of regular space at practice now resolved through use of alternative clinical space at the Aylesbury Health Centre.

GSTT analysis showed a very limited number of patients would be impacted upon per year and the numbers are reflected in the table above. An internal GSTT steering group, comprising of service leads affected by the proposals, was established to oversee implementation. The GSTT project manager met with CCG leads on a weekly basis to review progress and facilitate resolution of issues as appropriate.

The movement of all the services listed above from the Bermondsey Spa Health Centre was completed on 6th February 2015.

b) Communication of changes to patients and key stakeholders

GSTT has worked with CCG leads to develop a communication and engagement plan to support the service moves. Activities undertaken during January included:

- The Trust and CCG wrote to all patients and service users explaining the changes in location and this was followed up with telephone calls.
- Simple communication materials (e.g. posters / leaflets) were developed and displayed in Bermondsey Spa
- GSTT mapped patient footfall through the health centre based on clinic schedules and arranged for an information stall to be in place on Friday 23rd and Monday 26th January. This was staffed by GSTT and CCG leads who were able to discuss the changes with patients and answer any questions or concerns. In addition, it allowed identification of any additional actions to mitigate any concerns raised by service users.
- Clinic staff communicated the changes to patients during appointments and were provided with a briefing to ensure consistency of messages.

c) Patient feedback

The changes have been successfully implemented with no reported impact upon patient experience. Very few comments were made about the move at the

information stall, all of which were positive or neutral. Patients already knew where the Artesian Health Centre was, while others recognised that it was not far by foot from Bermondsey Spa and was served by local buses. In some cases, patients were registered with the GP at Artesian or attended another service there, so said they would find the relocation more convenient for them.

Patient letters included the contact details of the service leads and invited patients to contact them directly with any queries. No other comments or feedback have been received from patients by phone.

d) Equality Impact Assessment

An Equality Impact Assessment (EIA) was completed in December 2014. The EIA is included in the appendix, alongside the EIA patient demographics used to review the impact of the change in location of the services.

The action to review the moves with the services was completed in February and all services reported that the moves went smoothly with no disruption to the patient pathway and patient experience.

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20th February 2015