



**East Leicestershire and Rutland
Clinical Commissioning Group**

CCG Headquarters

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Our ref:

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17 May 2019

Dr Janet Underwood
Chair, Healthwatch Rutland
The King Centre
Main Road, Barleythorpe
Oakham
LE15 6RB

Dear Janet

PROPOSAL FROM UPPINGHAM SURGERY TO CLOSE KETTON BRANCH SURGERY

Thank you for your letter dated 15th May 2019 requesting an update on individual mitigations offered by Uppingham Surgery following the closure of Ketton Branch Surgery.

I can confirm that the CCG has held regular meetings with the practice to ensure individual mitigations offered by the practice were enacted following the closure. These are detailed in the attached monitoring plan. An update report is due to be presented to the public section of the next Primary Care Commissioning Committee meeting on 4th June 2019 which Healthwatch Rutland are of course invited to attend.

To summarise the mitigations identified at the time of approval to close the Ketton Branch have been addressed and the CCG is assured that Uppingham Surgery has taken reasonable steps to manage the impact of closure on patients.

I trust this information is sufficient, however, if you have any queries please do not hesitate to contact me.


Yours Sincerely

Tim Sacks
Chief Operating Officer

	Concern	How addressed	Supporting Data/Evidence
1	Transport including public transport	Practice will offer flexible appointments	<p>RCC launched a 12 week consultation on Rutland’s fourth local transport. This has been reviewed by the CCG and further discussion with the practice has highlighted the following:</p> <ul style="list-style-type: none"> • The plans proposed by RCC aims to enable all villages in Rutland to access a town at least once a week • Ketton is located 2 miles away from the town of Stamford • Ketton has bus No. 12 that currently runs every two hours on a daily basis • The practice serves a number of villages surrounding Uppingham, some of which have no public transport <p>For the reasons above it was felt bus transport in Ketton is good compared to other villages in the rural area of Rutland. There is a need for equitable access to services for all of Uppingham surgery patients.</p> <p>The practice added “reminders” on the patient records to alert staff and ensure patients were offered a flexible appointment.</p>
2	Parking	Review practice rotas Reduce number of “peak” appointment times Free “hopper” bus	<p>Hopper bus – The free hopper bus provides a regular service (on the hour and 25 past the hour). This service is advertised at the Practice.</p> <p>Parking has not been a problem apart from when scheduled meetings occur on a regular basis. These include:</p> <ul style="list-style-type: none"> • PM Forums – usually held quarterly between 1-4pm on a Thursday afternoon

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			<ul style="list-style-type: none"> Rutland Locality Meetings – usually held at monthly intervals between 1-4pm on a Thursday afternoon <p>These meetings do not coincide with specialist clinics that require longer appointments.</p> <p>The GP afternoon sessions start at 3pm and so most affected time is between 3pm and 4pm.</p> <p>The practice rota is reviewed regularly to ensure there are appointments available for routine and acute appointments, both face to face and by telephone with GPs, Pharmacists, Nurses, and Advanced Nurse Practitioners.</p> <p>One of the salaried GPs has amended her working hours to provide a more even allocation of GP appointments throughout the week.</p>												
3	Other branch surgeries may be at risk	Utilisation of appointments at branches will continue to be reviewed to measure impact of closure of Ketton	<p>The appointment utilisation audit has been continuously updated since July 18 and the practice has continued to monitor the use of the other sites to see if there has been an increase, or decrease in demand.</p> <p><i>Appointment Utilisation Jul – Sept 18</i></p> <table border="1" data-bbox="1010 1062 1756 1401"> <thead> <tr> <th data-bbox="1010 1062 1240 1286">Branch Site</th> <th data-bbox="1240 1062 1514 1286">% GP Appointment slots unused</th> <th data-bbox="1514 1062 1756 1286">% Nursing appt slots unused</th> </tr> </thead> <tbody> <tr> <td data-bbox="1010 1286 1240 1326">Barrowden</td> <td data-bbox="1240 1286 1514 1326">13.7%</td> <td data-bbox="1514 1286 1756 1326">3%</td> </tr> <tr> <td data-bbox="1010 1326 1240 1366">Gretton</td> <td data-bbox="1240 1326 1514 1366">11.4%</td> <td data-bbox="1514 1326 1756 1366">3.4%</td> </tr> <tr> <td data-bbox="1010 1366 1240 1401">Ketton</td> <td data-bbox="1240 1366 1514 1401">46.1%</td> <td data-bbox="1514 1366 1756 1401">32.5%</td> </tr> </tbody> </table>	Branch Site	% GP Appointment slots unused	% Nursing appt slots unused	Barrowden	13.7%	3%	Gretton	11.4%	3.4%	Ketton	46.1%	32.5%
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4	Distance to Uppingham	Patient choice of registering with another practice in the area. Practice will offer patients the option of using Barrowden branch surgery	A form was created for patients to be able to nominate another branch site as their preferred site for dispensing and appointments. Patients also had the opportunity on this form to inform the practice of any other access issues they may have. Information from the forms was used to update patient records with alerts to indicate which patients previously elected to use Ketton. As a result staff have been able to offer flexible appointments where required.																														

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5.	Growing population of Ketton	Only 17% of residents of Ketton were registered with the practice	<p data-bbox="1003 978 2085 1193">In October 17, when the initial business case was completed, 285 patients elected to use Ketton Surgery. This fell to 266 in June 2018 and 254 in October 2018. No increase in number of Ketton residents registering (at any site) static from 328 residents in Oct 17 to 327 in Oct 18. The Practice has continued to monitor patient numbers at all sites and the number of Ketton residents opting to register with them.</p> <p data-bbox="1003 1233 2101 1377">A total of 28 Ketton patients have left the Practice since the announcement of the closure. 21 of those have moved to another local practice whilst remaining at the same address. 2 people are now deceased and 7 patients moved out of the area and so would have registered elsewhere anyway.</p> <p data-bbox="1003 1417 2107 1449">8 new Ketton residents have registered at Uppingham since 1st October 2018.</p>																																								

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			As at 1 st April 2019 the number of Ketton residents registered at the Practice is 319.
6	Home visits	Practice acknowledges that there may be an increase in home visit request from people in Ketton – the practice able to manage as overall demand is low. Practice nurse already does home visits for the area for flu vaccinations and chronic disease management, so would coordinate visits for annual reviews by area	<p>The practice carried out 2 audits to review demand for home visits. The first audit was carried out between Monday 19th November and Friday 18th January. During this period 8 home visits were requested for Ketton residents compared with 6 visits in the same period of the previous year.</p> <p>The second audit was carried out between 1st March and 31st March. During this period there were 5 home visits requested for Ketton residents compared with 6 in the same period of the previous year.</p> <p>One patient who would usually attend Ketton surgery for a flu vaccination requested a home visit.</p>
7	Dispensing Services	<p>Options for patients to order/collect prescriptions:</p> <ul style="list-style-type: none"> • Uppingham surgery • Barrowden Surgery • Nominating pharmacy of their choice to dispense medication • Good neighbour scheme 	<p>Those patients who nominated another branch or pharmacy to collect their prescriptions have been transferred – 4 people completed a nomination form to elect a local pharmacy. 8 patients have elected to have their medication dispensed at Barrowden surgery.</p> <p>There are 18 Ketton residents in total who do not have their medication dispensed by the Practice.</p>
8	Impact monitoring on 9 protected groups	<ul style="list-style-type: none"> • Age – older people with mobility issues and/or LTC, exploring new technology such as virtual consultations, self-management apps? Positive impact on working age populations? • Disability – patients with LTC • Gender reassignment – need to ensure smooth continuation of care • Marriage and civil partnership – 	<p>The Practice identified the most vulnerable patients (contacted during consultation process) and the nomination form was used to pick up any additional information.</p> <p>The small numbers of patients that have been identified within these groups have been monitored closely to ensure patients continue to receive the care they need.</p> <p>Actions taken by the practice include:</p> <ul style="list-style-type: none"> • Ensuring patients have access to the same GP in Uppingham as the

	Concern	How addressed	Supporting Data/Evidence
		<p>no impact</p> <ul style="list-style-type: none"> • Pregnancy and maternity – no adverse impact • Race – multi-lingual staff • Religion and belief – as above, choice of male/female GPs • Sex (gender) – no adverse impact • Sexual orientation – no adverse impact • Carers • Deprived communities – second least deprived decile • Vulnerable groups eg . asylum seekers, homeless, sex workers, military veterans, rural communities 	<p>one they registered with in Ketton</p> <ul style="list-style-type: none"> • Two patients that previously occasionally attended Ketton surgery requiring home visits have now been included on the “housebound” register. One of these patients is now being seen at Barrowden surgery • The practice has been trialling a free service since November 2018 to deliver medication to 6 patients who have medication dispensed into dossette boxes who live in Ketton • The roll out of VitruCare, a RCC initiative to support self-management of LTC has been cancelled due to technical problems with the software. However the practice is working with Rutland County Council on alternative options for patients to access self-care via the internet. • The practice has held an “on line” access day for patients whereby training is provided enabling patients to access services on-line. <p>The practice has made the following observations:</p> <ul style="list-style-type: none"> • Frequent attenders at Ketton have attended Uppingham surgery • 15 patients over 75 have registered with another practice in the area • Those families with identified needs, or on the safeguarding register have continued to attend at an expected frequency • One patient requiring regular INR tests has attended the Uppingham surgery frequently for this service • Those patients that usually attend the chronic disease annual reviews have attended the main surgery at Uppingham <p>The Practice has not had any negative feedback from this group of patients following the closure of Ketton surgery. However, there has been positive feedback from patients to Health Care Assistants complimenting the service and facilities at Uppingham.</p>