



*North Somerset*

**Have your say....**

Help us to improve primary and community health services in the rural areas of North Somerset

**Consultation on the future delivery  
of primary care services for the patients of  
Wrington Vale Medical Practice**

**Consultation Period:  
11<sup>th</sup> November 2009 to 13<sup>th</sup> March 2010**

If you require this document in large print or in any other format please ring 01275 546887

## **Why are we consulting with you?**

NHS North Somerset is consulting with you on the options around the way services are delivered to the patients of Wrington Vale Medical Practice (WVMP) and the possibility of providing additional services to residents closer to home in the future.

The doctors of WVMP would like to bring together the services they currently provide from the Wrington and Churchill surgeries into a new building on one site. Their view is that this will ensure they can continue to deliver safe, modern, patient-centred and cost effective services that are fit for the future and will enable an expansion of locally delivered health care services. WVMP selected this option after extensively exploring and investigating a number of options over the past 18 months. The doctors of WVMP presented their preferred option at two Public Meetings in July 2009.

It is recognised that the Practice's proposal will result in a significant change to the way services are provided to the patients of WVMP. Therefore, NHS North Somerset is commencing a formal public consultation process to hear your views around the options for continuing and improving local health services.

## **What is the purpose of this document?**

The aim of the document is to give you sufficient background and information about the future of services for patients of WVMP so that you can respond to the specific questions outlined in the response form. A decision will then be made by NHS North Somerset on the proposals put forward by WVMP about how they deliver services to patients after careful consideration of all views expressed during the consultation process.

There is a great deal of additional related information to support a fuller understanding of this document and this can be found at [www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo](http://www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo) or by contacting the Consultation Team (see contact details at the end of this document)

A full list of the additional information can be found at the end of this document.

## What have we learnt so far?

Following the public meetings held by WVMP, there has been a great deal of correspondence and discussion between NHS North Somerset, various groups and individual patients. Several recurring themes have been identified. These include issues around access if the sites where the services are provided from are altered, possible alternative models of delivery such as the provision of satellite services and alternative sites for a single surgery other than the one identified by the Practice as their preferred option.

The information we have gathered as part of the “pre-consultation” phase has been extremely valuable and has helped shape the content and process of this consultation, particularly the subjects around which focus group work will be undertaken. Specific focus groups that will be set up are:

- Access and Transport;
- Village Cohesion and Sustainability;
- Improving Primary Health Services in rural areas.

NHS North Somerset will also set up an internal group to review the WVMP Outline Business Case (OBC) in light of the new options that have emerged since it was written.

## What are we consulting you on?

The formal public consultation will be seeking your views on the following:

***Patient Environment*** – is there a need to improve the current surgeries?

***Additional Health Services*** – which services should be provided locally and which are the most important?

***Comparing options*** – do you agree with the way we propose to evaluate the options?

***The proposed options*** – we will be seeking your views on the outlined options and any associated advantages and disadvantages of these.

## **What are we NOT consulting on?**

The public consultation will not include detailed deliberation of specific sites for a new purpose built surgery. Further work will be undertaken around the feasibility, benefits and costs of the proposed options (as described on page 6) and any new options that emerge through the consultation.

## **What is the vision for local primary care?**

In July 2008<sup>1</sup> the government set out their vision for how primary care services will continue to grow and develop over the next ten years. This had four broad themes:

- Patients should be involved in shaping services and be able to access more health services from their family doctors. These additional services may include sexual health services, minor surgery, diagnostic services and enhanced care of long-term conditions (such as asthma clinics and diabetes clinics with a range of professionals);
- Promoting healthy lives – GP Practices are encouraged to provide access to an increasing range of services to support patients in healthy living choices;
- Continuously improving quality – this includes encouraging more GP Practices to become training practices for GPs and other primary and community healthcare staff;
- Leading local change – PCTs as local leaders of primary and community care should ensure a greater and more integrated range of community-based services.

NHS North Somerset is committed to ensuring that all patients receive a minimum expected standard for:

- Access (For example. extended opening hours, no more than 48 hour wait to see a GP and advance booking of appointments);
- Clinical quality;
- Patient experience;
- Premises that are high quality and safe.

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<sup>1</sup> NHS Next Stage Review – our vision for primary and community care – available at [www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo](http://www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo)

## **Why is there a need to change anything?**

The doctors and staff at WVMP want to be able to deliver the vision outlined above and they believe there are a number of issues that need to be addressed to enable this:

### ***1. Space and Patient Environment***

GP Practices are required to comply with an increasing number of regulations and standards concerning infection control, disability discrimination and health and safety. From April 2012, all providers of GP services will need to register with the independent regulator of health and social care – the Care Quality Commission (CQC). To be registered, providers must show that they are meeting the new essential standards of quality and safety for each regulated activity they provide at each location<sup>2</sup>.

Wrington Surgery (built 1990) and Churchill Surgery (built 1980) were both reviewed as part of the NHS North Somerset Estate Strategy in 2008<sup>3</sup> alongside all GP premises in North Somerset so that an informed view could be taken on their current fitness for purpose. The need for more space to provide the services expected for a modern practice was highlighted for WVMP.

One of the most important reasons for change at the Practice is to improve the patient experience, such as improving confidentiality, disabled access and the general patient care environment. The current premises will require extensive work to achieve this and there would need to be a reduction in clinical space to enable compliance with disability and infection control standards unless it is possible to extend the premises.

### ***2. Development of additional services for patients in the rural area***

NHS North Somerset is committed to moving suitable services into the community that have previously been delivered from acute hospitals. These include physiotherapy and rehabilitation services, podiatry and out-patient clinics such as urology and dermatology.

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<sup>2</sup> Care Quality Commission – Guide to Registration which is available at [http://www.cqc.org.uk/db/documents/New\\_system\\_of\\_registration\\_Guide\\_for\\_providers\\_FINAL.pdf](http://www.cqc.org.uk/db/documents/New_system_of_registration_Guide_for_providers_FINAL.pdf) or at [www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo](http://www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo)

<sup>3</sup> North Somerset PCT Estates Strategy which is available at [www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo](http://www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo)

Redevelopment of health services for the rural areas of North Somerset have been under consideration for some time and ideas were originally included in the PCT's formal 'Shaping Our Future' Public Engagement and Consultation, which was completed in March 2006.<sup>4</sup>

WVMP have expressed a desire to expand their premises to provide space to deliver some of these additional services.

### ***3. Sustainability as an Independent Business***

The doctors of WVMP believe that operating out of two sites is not going to be profitable for them in the long-term. They have identified that there are significant cost and efficiency savings that would be gained from bringing all the services onto one site. NHS North Somerset wants to work with the Practice to ensure its future viability, as well as delivering the vision for primary care and ensuring continuity of care for patients.

### ***4. Ability to Attract GPs in the Future***

NHS North Somerset is actively supporting a number of practices in North Somerset to become, or continue to be, GP and Medical Student training practices. There are several of benefits associated with this:

- Assurance of up-to-date medical practices as part of the training;
- Professional development of doctors;
- GP Registrars often stay with the practice once they are fully trained

### **What are the options to improve the premises of WVMP?**

NHS North Somerset is committed to improving primary care premises in line with its Estates Strategy and the vision for primary care. Therefore, we recognise and support the need to improve the premises for the patients of WVMP. Additional rental funding to support improvements, as outlined in WVMP Outline Business Case (OBC) in June 2009, was approved in principle by NHS North Somerset's Board. Since then new options have emerged which we

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<sup>4</sup> Shaping our Future –consultation document on improving Community and Primary care services which is available at [www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo](http://www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo)

will consider. It is hoped that further options may emerge as part of the consultation.

The options that are currently being considered are:

***Option 1) Do Nothing Option or do minimum***

NHS North Somerset has included a do nothing or do minimum option so that we can compare the other options and ensure they provide additional benefits for patients and value for money.

The advantage of this option is that services would continue to be available from the existing surgeries at Wrington and Churchill.

The main disadvantages of this option are that the services that the practice could provide from the existing surgeries could not be expanded and may have to be reduced to comply with statutory requirements in relation to improving confidentiality, disabled access and the general patient care environment. WVMP also feels they will not be sustainable or profitable in the future.

***Option 2) The two-site option***

This option would result in the Practice remaining operational from its current two sites, but with improved and extended or even new premises as far as the current or neighbouring sites allow.

This option was rejected by WVMP at the time of writing their OBC. In September 2009, NHS North Somerset reviewed the evaluation of the options, in the light of comments and concerns that emerged during the pre-consultation phase.

This review showed that there are significant site constraints and that it was unlikely that the necessary planning permissions would be obtained to either extend or provide new premises. Specific planning constraints include overlooking of surrounding buildings and the need to relocate and reprovide children's play areas and green space to other parts of the village (if a suitable site could be found).<sup>5</sup>

Our findings indicate that an option to extend or reprovide premises on current or neighbouring sites will be very difficult and that, even if planning constraints can be overcome, the development would be costly and complex. Such developments are also unlikely to be of

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<sup>5</sup> Wrington Vale Medical Practice Expansion of Existing Site Options is available in the reference document section at [www.northsomerset.nhs.uk/ConsInfo](http://www.northsomerset.nhs.uk/ConsInfo)

interest to developers as they are high risk and they are less likely to be able to secure the necessary money to invest in the development.

There are a number of local groups who feel that it would be possible to provide the same floor area as the proposed single surgery from the existing sites so we have included this option in this consultation to allow potential approaches or solutions to emerge that neither NHS North Somerset or the practice have considered so far.

The main advantage of this option would be that the location of the surgeries would not change and people would not have to change where they go to access their nearest surgery.

As well as the planning constraints that would need to be overcome as outlined above, the main disadvantages are that the Practice would still be operating from two sites and this puts the future sustainability of the business at risk. Also, the cost of improving and expanding two premises (if a developer could be found) will be high and will mean that the rent a developer would need to charge would be greater than would be reasonable or affordable to the NHS.

***Option 3) Sell Wrington and Churchill sites and bring services together on one site in new purpose built facility – the Pudding Pie Lane option***

The advantages of this are that the new building could be made large enough to provide additional services to the wider rural population, as well as ensuring the Practice is able to meet ever changing needs in primary healthcare. It will also bring efficiencies of service as all current resources will be brought together.

However, it is recognised that there are some significant disadvantages as it will result in some patients having to travel further to access their primary care services than at present. A satisfactory travel plan would be required to reduce the impact of this option if it was chosen and there is a focus group looking at this as part of the consultation.

Another disadvantage may be the lack of availability of suitable sites that would gain planning permission, with minimal negative environmental impact. The Practice and their developer have identified the Pudding Pie Lane site as one which is likely to secure planning permission and which would be affordable. However, there may be other suitable sites that have not yet been identified.

***Option 4) As Option 3 PLUS purchase or rental of space in Wrington to provide a small branch surgery***

The advantages of this include those outlined in 3) but this option would also retain a local facility for the residents of Wrington.

The disadvantages of this option are that the branch surgery will not offer a comprehensive range of services and may not be cost effective

***Option 5) As Option 3 PLUS satellite clinics out of local facilities, e.g. local businesses and village halls.***

The advantages of this option include those in 3) but in addition satellite clinics could provide specific services to meet local needs, such as Mother and Baby health clinics or clinics for people with long term conditions out of Village Halls or local business premises.

The disadvantages are that there may be a lack of suitable facilities from which to provide satellite services and this may not prove to be cost effective.

**How can I have my say?**

NHS North Somerset welcomes your views. Once you have read through this consultation document, please complete the feedback form and return it to us:

- Email [consultation@nsomerset-pct.nhs.uk](mailto:consultation@nsomerset-pct.nhs.uk)
- Fax to: 01275 546769
- Send to Wrington Vale Consultation Team, NHS North Somerset, Waverley House, Old Church Road, Clevedon, BS21 6NN;
- Complete the feedback form, which can be found online at [www.nhsnorthsomerset.nhs.uk/WringtonChurchill](http://www.nhsnorthsomerset.nhs.uk/WringtonChurchill)

Please note the deadline for receiving feedback is 13 March 2010.

**What happens next?**

The consultation process will begin on 11 November 2009 and run for four months with the final day being 13 March 2010.

During this period, there will be a range of public meetings that will be open to any interested people to attend, with some (such as the conversation cafes and focus groups) being on a first come, first served basis, due to space constraints at venues.

These meetings will consist of a combination of the following:

- presentations from members of NHS North Somerset staff;
- an opportunity to spend time in smaller discussion groups around specific issues;
- an opportunity to ask any questions you may have
- opportunities to tell us about your views.

The timetable of public meetings is presented below:

<b>Public Meetings (open)</b>		
<b>Date</b>	<b>Time</b>	<b>Venue</b>
17 November 2009	6:30 - 8:30pm	Langford Veterinary School
18 February 2010	6:30 - 8:30pm	Langford Veterinary School

<b>Conversation Cafes (ticket)</b>		
<b>Date</b>	<b>Time</b>	<b>Venue</b>
26 November 2009	6:30 - 8:30pm	Wrighton Memorial Hall*
08 December 2009	2:30- 4:30pm	Sandford Village Hall*
02 February 2010	4:00 - 6.00pm	Churchill War Memorial Hall*
09 February 2010	6:30 - 8:30pm	Blagdon Village Hall*

*\*Note these meetings will be by ticket only – if these are over-subscribed we will arrange other opportunities for you to feedback your views.*

<b>Topic Focus Groups (ticket)</b>			
<b>Date</b>	<b>Time</b>	<b>Topic</b>	<b>Venue</b>
15 December 2009	6:30- 8:30pm	<b>Access and Transport</b>	Langford Veterinary School**
19 January 2010	4:00- 6:00pm	<b>Village Cohesion/ Sustainability</b>	Churchill War Memorial Hall**
26 January 2010	6:30- 8:30pm	<b>Improving Primary Health Services in rural areas</b>	Blagdon Village Hall**

*\*\*Note these meetings will be by ticket only –places will be allocated on a first come first served basis. if these are over-subscribed we will arrange other opportunities for you to feedback your views*

Members of NHS North Somerset staff will also be available to come and meet with any local groups who would like to discuss the contents of this consultation document with them.

If you would like someone to attend a local group you are part of or that you organise, please let us know by:

- Email [consultation@nsomerset-pct.nhs.uk](mailto:consultation@nsomerset-pct.nhs.uk)
- Ring us directly on 01275 546887;
- Writing to Wrington Vale Consultation Team, NHS North Somerset, Waverley House, Old Church Road, Clevedon, BS21 6NN

### **How will we keep you informed of any developments during the consultation?**

We will produce regular newsletters during the consultation period to tell you about any new information that emerges and keep you up to date on progress. This newsletter will be available from the PCTs website and from Wrington and Churchill Surgeries.

If you are unable to attend the surgery and do not have access to the internet please contact us and we will be happy to send you a copy of the newsletter.

- Email [consultation@nsomerset-pct.nhs.uk](mailto:consultation@nsomerset-pct.nhs.uk)
- Ring us directly on 01275 546887;
- Write to Wrington Vale Consultation Team, NHS North Somerset, Waverley House, Old Church Road, Clevedon, BS21 6NN

### **What will happen after the consultation?**

A full report on the consultation will be produced by an independent party and this will be made widely available. NHS North Somerset will not conclude its work on the business case and the evaluation of the options until the consultation is finished and the consultation report has been produced.

We have set up a Business Case Review Group to ensure all the options outlined in this document are fully appraised and included in the final business case. The final report that goes to NHS North

Somerset's Board will say how the feedback from this consultation has been taken into account in developing the final business case.

### **Further Information**

A number of reference documents that you may find helpful in considering your response to this consultation are available:

1. Shaping our Future Consultation Document
2. Shaping our Future Consultation Report by Care Forum
3. Shaping our Future Response Document
4. Shaping our Future Outcomes from Consultation
5. Shaping our Future Final Recommendations
6. NHS North Somerset Strategic Service Development Plan 2009
7. NHS North Somerset Estates Strategy
8. Distances Travelled by Patients to WVMP
9. Map showing Patients of Wrington Vale Practice
10. Wrington Vale Practice Population Characteristics
11. Department of Health NHS Next Stage Review "Our vision for primary and community care"
12. WVMP Options Feasibility Study by Practice
13. WVMP Site Search Analysis for Consultation Process Sept 2009
14. NHS North Somerset WVMP Expansion of Existing Site Nov 2009
15. Paper to Health and Overview Scrutiny Panel re Wrington Vale Redevelopment Sept 2009
16. Frequently Asked Questions
17. Care Quality Commission "A new system of registration"
18. Wrington Vale Pre Consultation Report (Available December 2009)

You can access these documents on our website at:

[www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo](http://www.northsomerset.nhs.uk/WringtonChurchill/ConsInfo)

or on request by:

- Ringing us directly on 01275 546887;
- Writing to Wrington Vale Consultation Team, NHS North Somerset, Waverley House, Old Church Road, Clevedon, BS21 6NN

Copies of the reference documents are also available at both Wrington and Churchill Surgeries. It is also hoped that copies of the documents will be available in other venues i.e. community centres, and we will keep you updated about their availability via the newsletter.

## Glossary

<b>Dermatology</b>	This is the branch of medicine dealing with the skin and its diseases.
<b>Diabetes</b>	Usually means diabetes mellitus, which is a chronic (long-term) condition involving high blood sugar, usually treated with insulin injections or a strict diet.
<b>Diagnostics</b>	Tests and investigations carried out to find out what is wrong with someone.
<b>Disability Discrimination Act</b>	Is a piece of legislation that promotes civil rights for disabled people and protects disabled people from discrimination
<b>Equalities Impact Assessment</b>	The process by which organisations examine their activities in order to minimise the potential for discrimination.
<b>GP with a special interest</b>	General practitioner who has an extended role in a specialist area that would normally be provided by a hospital doctor.
<b>IT</b>	Information Technology: this term relates to all aspects of the use of computers and information/ data.
<b>Local Impact Assessment</b>	Is an approach that ensures decision making at all levels considers the potential impacts of decisions on health and health inequalities
<b>NHS North Somerset</b>	This is the local Primary Care Trust (PCT), which is responsible for all NHS Services in the local area.
<b>Oral Health Clinic</b>	A clinic where the principles of how to keep teeth healthy for life is discussed
<b>Physiotherapy</b>	Is a health care profession which provides services to individuals in order to develop, maintain and restore maximum movement and functional ability throughout life
<b>Podiatry</b>	Care and treatment of conditions of the feet (similar to chiropody).
<b>Primary Care</b>	This is the term used to cover all the services delivered by GP Practices.
<b>Respiratory</b>	Respiratory Services provide a range of treatment and care for patients with lung, breathing and other related conditions.
<b>Stakeholder</b>	An individual or group with an interest in another organisation's performance.
<b>Sustainability</b>	Capable of being continued within available

	resources (financial and human).
<b>Teenage Health Clinics</b>	Drop in clinics that offer advice and support around contraception, pregnancy and sexually transmitted diseases.
<b>Urology</b>	Is the surgical specialty that focuses on the urinary tracts of males and females, and on the reproductive system of males