

Briefing paper to OSC re proposed closure of Lobley Hill (LH) Branch surgery.

Background Lobley Hill (LH) surgery has operated as a Branch surgery of Bensham Family Practice for approximately thirty years. The total practice list size is 4400 patients. For the last 5+ years the surgery was only open for one hour per week, with a GP consulting during that time. No Practice Nurse appointments, Long Term Condition screening or phlebotomy services have been offered at the branch during the whole time it has operated as a branch surgery. In the latter years of being open the one hour per week GP appointments are rarely fully booked as patients preferred to attend the main site on Sidney Grove. Furthermore the branch site is in a poor state of repair and following an independent Health & Safety assessment carried out in April 2016, it was declared unfit for purpose. All services were transferred to the main surgery at Bensham at the beginning of 2016 when the health and safety issues became apparent.

Audit of Lobley Hill Branch Surgery An audit was undertaken of the usage of Lobley Hill branch surgery for the period 1st January 2015 to 31st December 2015, the results of which were as follows:

- Appointments available: 276
- Appointments booked: 114
- Appointments unbooked: 162
- % of available appointments that remained unused: 59%

Engagement A very small number of patients used the branch surgery on a regular basis. A patient engagement exercise was carried out in May /June 2016. We sent out 433 questionnaires to the patients living in the Lobley Hill area and received 127 replies. 2 patients indicated they would change their practice should the surgery close the branch site. 1 family stated they struggled to attend the main site on Sidney Grove. This family were contacted and in fact their problem was the times they could pre book appointments for their disabled father. This family now has open access to any appointment at the main site. They did state that they preferred the main site as the facilities were better, including disabled access, disabled parking and full range of primary care services available.

The questionnaires that were returned indicated that all other patients overwhelmingly supported the transfer of the services to the main site. Our practice policy is very clear on meeting patient needs and as such any patient that requires a home visit is offered one on the day it is requested, regardless of their location.

Main site The main site on Sidney Grove has a large car park, disabled parking, ramps to the entrance, electronic opening doors, low reception desk facility, widened doorways, disabled toilet and handrails. We do not feel that there are any 'physical' problems that patients have to encounter. We offer the full range of primary care services from a purpose built and modern building that conforms with all required legislation. We are on the main bus route, with the bus stop both north and south right outside the entrance to the surgery.

Capacity As we are simply transferring a one hour surgery to the main site we have not encountered any problems with appointment access.

Timeline From presenting to OSC the proposed timeline is 6 weeks.

Other We feel it necessary to move this short surgery of one hour per week for the reasons below

- Lack of patient demand for the service
- Failure to pass Health & Safety inspection
- Patients prefer to attend the main site at Bensham surgery.