

Application for
temporary List
Closure –

Princes Medical
Centre



Introduction

Princes Medical Centre (Practice Code – B81052) has applied to temporarily close its list for a **period of 6 months**.

The practice is located at the following address with no branch surgeries:

Princes Court, Princes Avenue, Kingston upon Hull, HU5 3QA

The practice is made up of the following GPs and Health Care Professionals:

Health Care Professional	Total Number employed	WTE
GPs	1	0.8
Practice Based Pharmacists	1	0.6
Advanced Care Practitioners	2	1.59
Physicians Associates		
Practice Nurses	1	1
Health Care Assistants	1	0.96
Other: (Please define)		

The table below shows the practice's list size during the past 12 months:

Quarter 0 31/03/21	Quarter 1 30/06/21	Quarter 2 30/09/21	Quarter 3 31/12/2021	Quarter 4 31/03/2022	Total movement during year	% increase during year
6927	7022	7082	7212	7232	305	4.40%

The practice is part of the Hull Marmot PCN. List sizes during the past 12 months for all practices within that PCN are as follows:

Code	Q0	Q1	Q2	Q3	Q4	Yr chng	%
B81112	8288	8399	8465	8544	8584	296	3.57%
B81616	2702	2729	2721	2728	2721	19	0.70%
Y02344	3489	3504	3547	3564	3576	87	2.49%
Totals:	14,479	14,629	14,733	14,836	14,881	402	2.78%

Regulations / Policy

The practice contract and GMS/PMS regulations allows for a contractor to apply to NHS England to close its list.

The Policy Book for Primary Medical Services – Chapter 9 – Managing Patient Lists sets out the requirements to manage the applications

Practice application

The practice's application included the following information:

1. Main reason(s) for application:

Workforce

The practice is currently struggling to recruit admin staff and also recruit and retain both GPs and other clinical staff despite significant efforts to do so.

The challenges to recruit admin staff appears unique to Princes Medical Centre as other practices within the Trust do not have this issue.

Practice Population

Over the past 12 months the practice has taken on 275 patients (average of 23 per month). Princes Avenue and the surrounding area has a significant proportion of non-English speakers. This places significant demands on the practice as appointment time is often doubled to accommodate translation services.

2. Options the practice has considered, rejected or implemented in an attempt to relieve the difficulties. If any were implemented, what success was achieved in reducing / erasing those difficulties?:

Extended Access

The practice continue to offer patients extended access appointments at both Bransholme and Elliott Chappell sites. Many patients are reluctant to travel to these appointments.

Digital Solutions

The practice also offers Engage Consult appointments and the practice utilises Push Dr. The take up of these is 1225 from March 2021 to March 2022 for Engage Consult.

Skill Mix

The practice continues to skill mix the clinical workforce though recruitment and retention is challenging. The practice is also working with Marmot PCN to review how the practice and wider PCN could benefit from additional ARRS roles.

3. Patient engagement

Patients are frustrated as the practice is struggling to offer timely appointments when they ring or come to the surgery due to staffing levels. As discussed, the practice is pushing extended access appointments and are working with Marmot PCN to improve the use of the service by PMC patients.

Despite best efforts, the practice does not have a PPG.

4. Discussions with other local contractors

The proposal has been discussed internally with Marmot PCN.

5. What reasonable support could be given by the Commissioner to enable the practice to remain open?

- Support from Marmot PCN to increase ARRS
- Support from the CCG to improve recruitment and retention of the clinical and non-clinical workforce.
- Part of the issue is that staff are being 'poached' by other practices. A CCG wide strategy to reduce this would support all practices across Hull.

6. Practice plans to alleviate the difficulties the practice is currently experiencing

Issue	Action Needed	Person Responsible	Timescale	Actions to date	Intended Outcome
GP recruitment	Targeted campaign to recruit experienced and new qualified GP	David Sutton (Practice Manager)	6 months		Adequate GP workforce
Admin recruitment	Recruitment of admin to work across both PMC and Northpoint	David Sutton (Practice Manager)	3 months		Adequate admin workforce
Work with Marmot PCN to ensure ARRS roles support the practice	Identification of service gaps across Marmot PCN that can be supported by ARRS roles	Nikki Dunlop/Scot Richardson	6 months		Improved MDT workforce
	Recruitment of ARRS posts to support gaps in provision across the PCN				

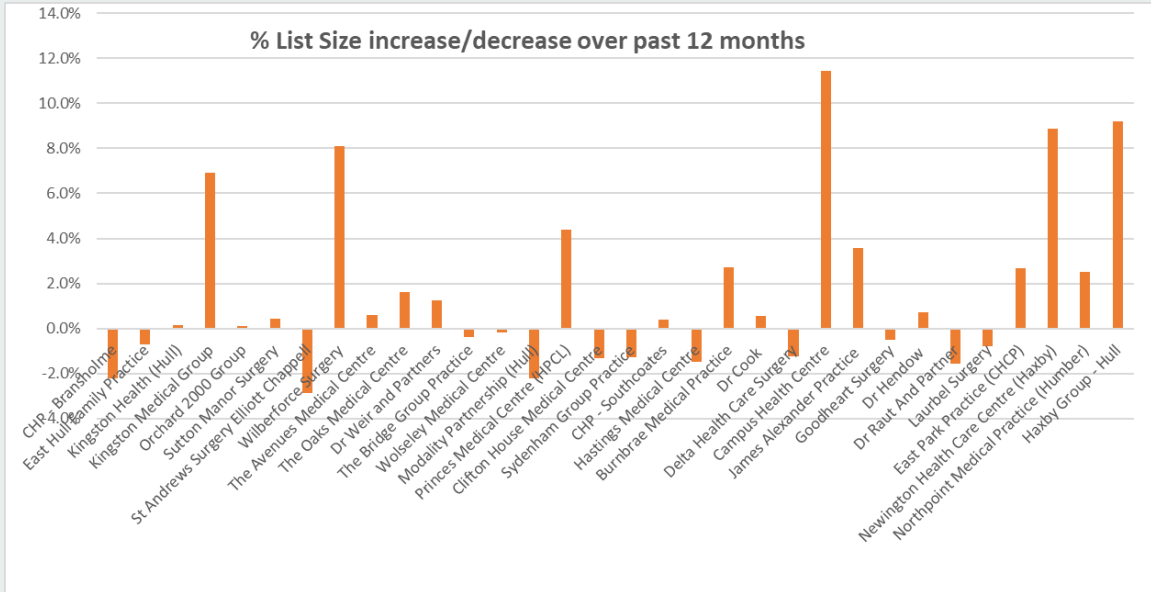
7. Any further information presented by the practice

None provided.

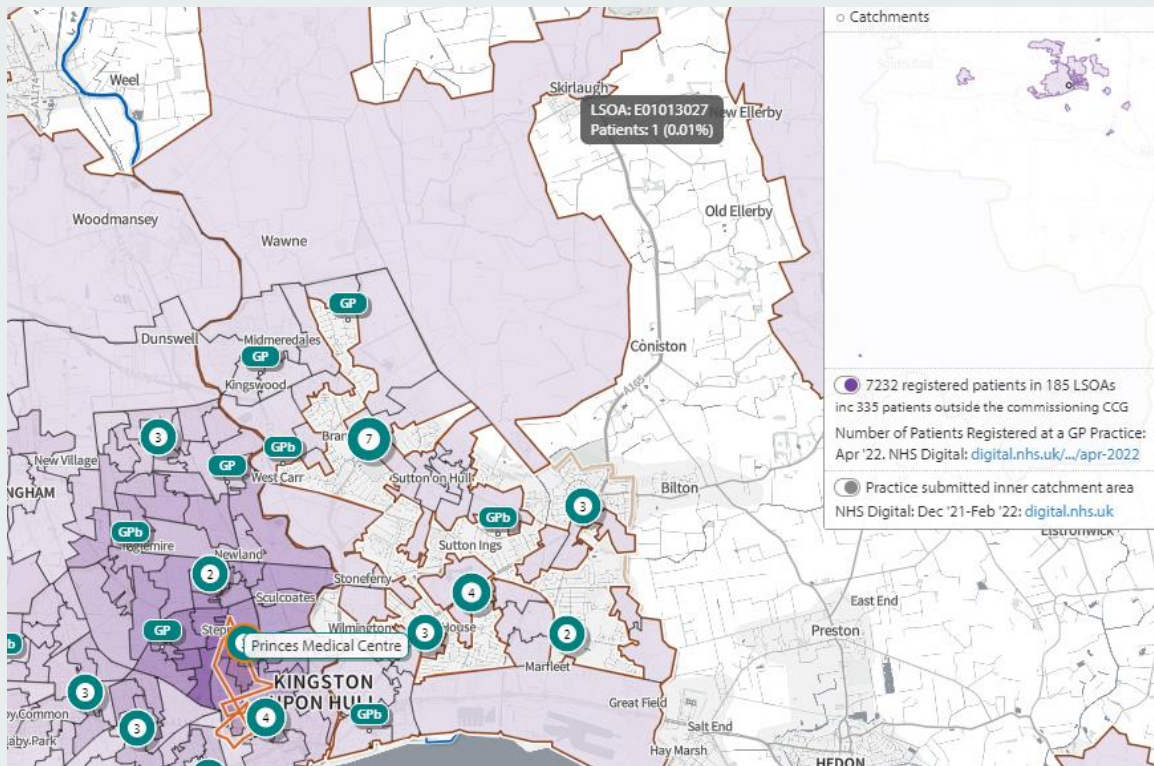
List Sizes

The following table and graph demonstrate the changes in list sizes over the past year for the neighbouring practices:

Practice	Practice Code	% List size increase / decrease over past 12 months	Open/ Closed List
CHP – Bransholme	B81002	-2.2%	Open
East Hull Family Practice	B81008	-0.7%	Open
Kingston Health (Hull)	B81011	0.2%	Open
Kingston Medical Group	B81017	6.9%	Open
Orchard 2000 Group	B81018	0.1%	Open
Sutton Manor Surgery	B81020	0.4%	Open
St Andrews Surgery Elliott Chappell	B81027	-2.9%	Open
Wilberforce Surgery	B81032	8.1%	Open
The Avenues Medical Centre	B81035	0.6%	Open
The Oaks Medical Centre	B81038	1.6%	Open
Dr Weir and Partners	B81040	1.3%	Open
The Bridge Group Practice	B81046	-0.4%	Open
Wolseley Medical Centre	B81047	-0.2%	Open
Modality Partnership (Hull)	B81048	-2.2%	Open
Princes Medical Centre (HPCL)	B81052	4.4%	Open
Clifton House Medical Centre	B81054	-1.3%	Open
Sydenham Group Practice	B81058	-1.3%	Closed
CHP – Southcoates	B81074	0.4%	Open
Hastings Medical Centre	B81075	-1.5%	Closed
Burnbrae Medical Practice	B81085	2.7%	Open
Dr Cook	B81095	0.6%	Open
Delta Health Care Surgery	B81097	-1.2%	Open
Campus Health Centre	B81104	11.5%	Open
James Alexander Practice	B81112	3.6%	Open
Goodheart Surgery	B81119	-0.5%	Open
Dr Hendow	B81616	0.7%	Open
Dr Raut And Partner	B81631	-1.6%	Open
Laurbel Surgery	B81635	-0.8%	Open
East Park Practice (CHCP)	B81645	2.7%	Open
Newington Health Care Centre (Haxby)	B81675	8.9%	Open
Northpoint Medical Practice (Humber)	Y02344	2.5%	Open
Haxby Group – Hull	Y02747	9.2%	Open



The map below identifies the location of practices within the local area (green circles), Princes Medical Centre's boundary (orange) and the home addresses of its registered patients (purple shading – the highest densities are shown in the darkest colours):



Comments received in response to the consultation:

In line with NHS England's "Managing Closed lists" policy, nearby practices within the Hull CCG area and the LMC Group have been consulted. The following comments were received:

No comments were received.

Summary of practice discussion to be considered by the Committee

The practice is experiencing significant pressures due to challenges in recruiting GPs, other clinical roles and administrative staff, in addition to supporting a large number of non-English speaking patients. Further to this, following a recent CQC inspection, the practice has been rated as 'requires improvement' and is taking steps to implement an improvement action plan. CQC inspectors specifically noted the low number of GPs (1 GP for a list size of over 7000) and the gaps in the provision of information for non-English speaking patients. The practice was deemed to 'require improvement' across the majority of inspection areas and the CCG, LMC and NHSE are working with the practice to offer further support in addressing these findings.

The practice has been actively advertising vacancies and has attempted to recruit however, this has been unsuccessful. The practice does offer face-to-face appointments and is working within its PCN to share GP cover and to signpost patients to alternative appointments through Extended Access, Push Doctor and online consultations. Nonetheless, they are unable to meet patient demand and are extremely stretched. As such, they are unable to focus on their CQC improvement action plan and patient safety, practice reputation and staff morale are all at risk.

NHSE&I Recommendation

A closure would enable the practice to:

- Manage patient safety in line with GP numbers;
- Focus on their CQC improvement action plan, focusing resources on addressing recruitment challenges, improving information for non-English speaking patients and meeting other areas of recommendation;
- Review / manage their existing patient list as per the practice boundary;
- Support all staff groups to reduce their day-to-day pressures.

For Action

The Committee will need to consider the reasonableness, or otherwise, of the timescale requested in order to implement the agreed actions.

The Committee will need also to consider the potential impact this closure would have on neighbouring practices, being in mind the list closures currently in place within the locality, and whether or not it would be reasonable to agree to a shorter closure period with a review during that period to consider the impact the closure is having.

Recommendation

In relation to the closed list applications for Princes Medical Practice, the Primary Care Commissioning Committee are asked to:

- Note the contents of the reports
- Consider and confirm if the practice's application to close its list are:
 - Not to be supported
 - Supported for the period of time requested or a different period