

Hastings Medical Centre B81075

Additional information: List Closure Extension application

Original Application	
Date considered at PCCC:	22 October 2021
Requested Closure period:	12 months (to October 2022)
List size:	3805 at end of June 2021
Decision:	6-month closure agreed (25 October 2021 to 25 April 2022)
Extension Application	
Date considered at PCCC:	22 April 2022
Requested Closure period:	9 months (to January 2023)
List size:	3771 at end of December 2021
Decision:	Temporary extension to next committee meeting when further details can be presented.

As per the discussion at Hull Primary Care Commissioning Committee on 22nd April 2022, the application for a list closure extension at Hastings Medical Centre was granted until the next meeting of the Committee so that further information could be considered. This brief report aims to provide an update and to present the requested details.

Background:

Since acquiring Hastings Medical Centre in January 2016, the number of patients registered with the Practice has more than doubled. As numbers have grown, the practice has regularly reviewed and adjusted resources to make sure they are providing enough to safely manage the associated workload. This has resulted in a steady increase in the number of GP, nurse, and healthcare assistant appointments over the period. The practice has also increased non-clinical patient support including more Care Navigators (receptionists) and additional secretarial and general admin support.

In 2019, Hastings Medical Centre joined the Symphonie Primary Care Network (PCN). The network is made up of 8 practices working collaboratively to improve the quality and scope of care delivered. It employs clinicians and supporting staff working in conjunction with practice staff to deliver services (for example, the successful delivery of the Covid-19 vaccination programme held at the MKM Stadium). Some of the PCN staff see patients face-to-face in the practice, and appointments are offered with the PCN's Physician Associate who works at Hastings on Friday afternoons.

At the moment, Hastings has only 2 consulting rooms and this limits what they can offer. Appointments are configured to ensure that both rooms are in use all day, every day. The practice would like to expand services including more face-to-face contacts for patients with PCN staff delivering network services. More clinical space is needed

for this to happen. The GPs were looking at premises re-development pre-Covid as it was clear back then that more consultation space was needed. However, the lockdown and subsequent vaccination programme delayed these plans.

In October 2021, our patient list closed which has allowed the practice to temporarily stop the registration of new patients. The arrangement gives the practice breathing space in which to make some changes. During this time, they have updated the telephone system to assist with call handling. They have also engaged the services of an architect who has drawn up plans for an increase in the number of clinical rooms. It is clear from discussions with the architect that renovations will be completed more quickly if the practice can temporarily relocate whilst the building works are carried out, and if the practice relocates, it will hopefully minimise any disruption felt by patients.

Current actions:

Since originally requesting an extension to their list closure in April 2022, the practice has continued to take steps to explore options. They have:

- Met with NHSE to discuss estates funding and grants available;
- Completed an options assessment and contacted the CCG to explore options for a temporary relocation whilst building work is completed;
- Written to patients outside of their catchment area in order to encourage these patients to register closer to their home address;
- Continued to review options with architects, dependent on whether funding/grants are available; and
- Started patient engagement exercises, with support from the CCG, to gain patient views on potential disruption or relocation as part of the building works.

Key statistics

List size	3700
Female	1845
Male	1855

Age range	Total	Female	Male
Under 17	607	296	311
18 – 64	2142	1050	1092
65 – 74	478	240	238
75 – 84	354	197	157
≥ 85	119	62	57

Ethnicity recorded	%
Total % of patients with recorded ethnicity	89
Of those with coded ethnicity	
White British	94.95
All other white	2.11
Asian/Asian British	1.31
Black/African/Caribbean	0.58
Not specified	0.52
Mixed ethnicity	0.39
Other ethnic groups	0.16

% Patients with 1 or more long term condition is 35% - this figure is all patients on one or more of the QOF registers for asthma, cancer, CHD, CKD, COPD, dementia, diabetes, heart failure, hypertension, mental health, lithium, non-diabetic hyperglycaemia, learning disabilities, PAD, rheumatoid arthritis, and stroke/TIA.

Impact on other practices:

The list closure at Hastings started from 25th October 2021. The table below shows the quarterly list size changes across all practices in Hull, including changes during the list closure period (in grey).

All practices with a growth of more than 2% on 31.12.21 were already showing a patient list size increase prior to the list closure at Hastings. The only exception is B81104 Campus Health Centre which is part of Symphonie PCN, alongside Hastings, which saw a significant increase by 13.13% but this is likely in relation to new students registering with the practice rather than an impact from Hastings' list closure.

Practices in blue are part of Symphonie PCN. Hastings is highlighted in yellow.

PRACTICE CODE	31.3.21	30.06.21	30.09.21	31.12.21	31.03.22
Percentage Movement During Quarter					
B81002	-0.81%	-0.69%	-0.32%	-0.60%	-0.61%
B81008	-0.68%	-0.07%	-0.28%	-0.13%	-0.22%
B81011	0.30%	0.24%	0.15%	-0.07%	-0.16%
B81017	0.56%	1.73%	1.48%	2.31%	1.20%
B81018	0.08%	-0.24%	-0.28%	0.33%	0.31%
B81020	-0.34%	0.22%	0.15%	-0.01%	0.08%
B81027	-1.71%	-0.82%	-0.66%	-0.81%	-0.64%
B81032	-0.02%	1.39%	2.09%	2.98%	1.37%
B81035	0.53%	1.12%	0.38%	-0.54%	-0.36%
B81038	0.36%	0.60%	-0.08%	0.12%	0.97%
B81040	0.17%	0.40%	-0.17%	0.37%	0.65%
B81046	-0.75%	-0.50%	-0.06%	-0.17%	0.36%
B81047	0.72%	0.04%	0.09%	0.15%	-0.47%
B81048	-0.77%	-0.74%	-0.81%	-0.15%	-0.53%
B81052	1.60%	1.37%	0.85%	1.84%	0.28%
B81054	-0.49%	0.03%	-1.06%	0.31%	-0.60%
B81058	1.11%	-0.29%	-0.24%	-0.26%	-0.51%
B81074	-0.31%	-0.02%	0.41%	-0.17%	0.15%
B81075	2.82%	1.28%	-0.03%	-0.87%	-1.89%
B81085	0.59%	0.59%	0.73%	0.94%	0.43%
B81095	-1.59%	-1.51%	-0.83%	-0.16%	3.03%
B81097	1.77%	1.84%	-0.72%	-0.10%	-2.28%
B81104	-1.92%	-2.35%	0.91%	13.13%	-0.03%
B81112	0.97%	1.34%	0.79%	0.93%	0.47%
B81119	-0.74%	-0.07%	-0.09%	-0.34%	0.00%
B81616	-0.04%	1.00%	-0.29%	0.26%	-0.26%
B81631	0.11%	0.34%	-0.58%	-0.39%	-0.96%
B81635	0.14%	-0.66%	-0.29%	-0.17%	0.32%
B81645	0.32%	0.85%	0.67%	-0.05%	1.16%
B81675	2.63%	2.08%	1.95%	2.41%	2.09%
Y02344	0.11%	0.43%	1.23%	0.48%	0.34%
Y02747	3.34%	2.57%	1.92%	2.55%	1.84%
Total:	0.10%	0.24%	0.11%	0.69%	5.52%

Further points to consider:

The Practice Manager at Hastings has engaged positively with NHSE and CCG colleagues throughout, meeting regularly to provide updates and to take action in order to progress with their plans for building work. The practice wants to grow safely, being able to manage patient demand in the space available and are working with PCNs to utilise improved access appointments. The practice has recruited 3x new Care Navigators (receptionist) who will start throughout June and who will require training. They also currently have a vacancy for an experienced summariser/coder and will be going out for recruitment while also looking at options to introduce an apprentice role. Whilst this role is vacant or staff are in training, this will have an impact on patient records management and correspondence.

NHSE&I Recommendation:

A closure would enable the practice to:

- Continue to manage their existing patient list to signpost/remove patients from out of area.
- Proceed with a significant building extension.
- Implement changes as a result of the additional building space e.g. digitisation of records, improved use of office and clinical space, re-allocation of staff / clinics to meet demand.
- Recruit to key summariser/coder roles and ensure that all new staff are fully trained to respond to an open list, in the near future.

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 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 Hastings Medical Centre, 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