Closure of Radshan Medical Practice
Engagement dates: February 2018 – March 2018

Assessment of Equality Impact and Engagement Report
16 July 2018
Author: Adam Stewart (Engagement Officer)
Executive summary
Radshan Medical Centre is operated by The Practice PLC Group. The Practice applied to NHS Leeds South and East Clinical Commissioning Group (CCG) to resign from their contract on 31 October 2017.

The decision to accept the practice’s resignation was made by the CCG’s Primary Care Co-commissioning Committee (PCCC) at its meeting in January 2018. The Practice PLC will resign from the contract on 30 April 2018, leaving a registered list of approximately 1916 patients without a GP provider. There are approximately 900 patients registered with the practice residing in Kippax and there is sufficient capacity in the local practices for these patients, with all practices open to new registrations. The PCCC committee made a decision to find other GP practices in the area for all patients - what’s described in NHS policy as ‘list dispersal’.

This engagement sought to understand the needs and preferences of people registered with Radshan Medical Practice and outline some of the ways GP services could be provided in the future. It also sought to inform patients about how to register with another local GP practice in the area. The engagement began in February 2018 and ended on 23 March 2018. The CCG will use this feedback alongside other information to make inform future service models for GP services in Leeds. This report outlines the findings of engagement.

The practice had engaged with its Patient Participation Group (PPG) to provide assurance on the engagement process and this was approved by the PPC.

A survey was used to gather the thoughts and experiences of registered patients. We also used drop-in sessions to give people the opportunity to have their say and answer any questions they had about the registering with another practice. We asked about people’s current experience of their GP practice service and about people’s needs and preferences around future services. The survey was shared widely, including;

- By post to every registered household
- By email to wider stakeholders such as councillors and pharmacists
- Through drop-ins at local GP practices

Approximately 56 patients and carers responded to the engagement through the survey and drop-sessions. People expressed concern at the current appointment system at the practice and about making appointments in the future. People expressed that they were apprehensive about changing to a different GP practice and raised concerns they might struggle to access the new practice they register with. Patients also told us that they value continuity of care and had concerns about the change in staff.

This report makes a series of recommendations to the CCG to consider in the development of primary care services in the future. The patient feedback will also be used to inform a wider strategy for enhancing communication, access and the quality of services.

The report will be shared with those involved in the engagement and the report will also be available on our website here: https://www.leedsccg.nhs.uk/get-involved/your-views/radshanclosure/
1. Background information

a. The NHS Leeds CCG

NHS Leeds CCG is responsible for planning and buying (commissioning) the majority of health services for people in Leeds. Prior to April 2018, there were three clinical commissioning groups (CCGs) in Leeds: NHS Leeds West CCG, NHS Leeds North CCG and NHS Leeds South and East CCG. These groups have now merged to become NHS Leeds CCG.

The CCG commissions a range of services for adults and children including planned care, urgent care, NHS continuing care, mental health and learning disability services and community health services.

From 1 April 2016 the CCG began co-commissioning GP primary care services with NHS England. We do not commission other primary care services such dental care, pharmacy or optometry (opticians) which is done by NHS England through their local area team more commonly referred to as NHS England (West Yorkshire). NHS England also has the responsibility for commissioning specialised services, such as kidney care.

Leeds is an area of great contrasts, including a densely populated, inner city area with associated challenges of poverty and deprivation, as well as a more affluent city centre, suburban and rural areas with villages and market towns.

The most recent census (2011) indicates that Leeds has a population of 751,500 people living in 320,600 households, representing a 5% growth since the previous census of 2001. Leeds has a relatively young and dynamic population and is an increasingly diverse city with over 140 ethnic groups including black, Asian and other ethnic-minority populations representing almost 19% of the total population compared to 11% in 2001. There are 102 GPs in Leeds.

Involving people and the public in developing and evaluating health services is essential if we want to have excellent services that meet local people’s needs. It is our responsibility, and one that we take very seriously, to ensure that our local communities have the opportunity to be fully engaged in the decisions we take.
b. Detail about the engagement

Radshan Medical Centre is operated by The Practice PLC Group who took over the partnership and contract from a previous provider. The Practice applied to NHS Leeds South and East Clinical Commissioning Group (CCG) to resign from their contract on 31 October 2017.

The decision to accept the practice’s resignation was made by the CCG’s Primary Care Commissioning Committee at its meeting in January 2018. The Practice PLC will resign from the contract on 30 April 2018, leaving a registered list of approximately 1916 patients without a GP provider. There are approximately 900 patients registered with the practice residing in Kippax and there is sufficient capacity in the local practices, with all practices open to new registrations. The committee made a decision to find other GP practices in the area - what’s described in NHS policy as ‘list dispersal’ - because it was felt to be the best option for the registered population.

This engagement sought to understand the needs and preferences of people registered with Radshan Medical Practice and outline some of the ways GP services could be provided in the future. It also sought to inform patients about local GP practices in the area that they can register with and inform them about registering with another practice. The engagement began in February 2018 and ended on 23 March 2018.

The CCG will use this feedback alongside other information to make inform future service models for GP services in Leeds.

You can see all documents related to this engagement on our website here: https://www.leedsccg.nhs.uk/get-involved/your-views/radshanclosure/
2. How did we identify and engage with stakeholders?
An equality analysis and engagement plan was developed by patients, clinicians and commissioners to ensure that the right people are consulted in the right ways. The equality analysis considers the characteristics/groups protected by the Equality Act 2010, taking into consideration; what we already know about peoples’ access, experience, health inequalities and health outcomes; who is using services; who isn’t using services; and gaps in information/data. This helped identify who we need to engage with and how.

Radshan Medical is based in Kippax and is a village with a long history of agriculture and coal mining with a population of 21,116. The practice has a patient list size of 1,901, 98% of whom are white British. The practice is situated within Kippax, and is provided from a terrace house, which has two consulting rooms, one treatment room and therefore has limited functional capacity to offer a wide range of services now and in the longer term. Kippax has two larger sized practices providing services to the local population both of which have capacity to take on all the people registered at Radshan. Practice profile: https://fingertips.phe.org.uk/profile/general-practice/data#page/12/gid/2000005/pat/152/par/E38000095/ati/7/are/B86037

Our equality analysis identified that all protected groups would be impacted by the change due to the closure of the practice. However, the impact on groups will be neutral or positive given that all patients can register at other practices nearby where they can access improved services and buildings. To ensure everyone was able to take part in the engagement a letter and a copy of the survey was posted to every household including instructions on how to access alternative formats and additional copies where needed.

The plan was taken to the citywide Clinical Commissioning Group Patient Assurance Group (PAG). This group is made up of patients and assures the CCG’s Governing Body that adequate patient involvement is planned for consultation and engagement. The PAG agreed that the equality analysis, patient groups and engagement methods outlined in the plan were appropriate.

We used a variety of methods to engage with local people including; a survey and drop-in sessions.

The engagement used a variety of approaches to engage with local people:
- The practice had engaged with its Patient Participation Group (PPG) to provide assurance on the process and this was accepted by the Patient Participation Group.
- A survey was posted out in February 2018 to every registered household by Primary Care Support England (PCSE).* The survey also made it clear that it could be filled in online, and additional hard copies were available in the practice.

*Notes:
PCSE is the body that is able to access patient details on behalf of the CCG. The CCG has no direct access to patient's personal details
• We also hosted four drop-in sessions at Radshan and neighbouring practices. These events were supported by the CCG primary care and engagement teams.

<table>
<thead>
<tr>
<th>Date of drop-in</th>
<th>Location</th>
<th>Number of attendees</th>
<th>Outcome</th>
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<tbody>
<tr>
<td>06/03/2018</td>
<td>Welfare Hall, Garforth</td>
<td>None</td>
<td></td>
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<tr>
<td>07/03/2018</td>
<td>Radshan Medical Centre</td>
<td>Seven people</td>
<td>Was a chance for people to ask questions and have an open discussion.</td>
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<tr>
<td>08/03/2018</td>
<td>Swillington Village Hall</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>09/03/2018</td>
<td>Swillington Village Hall</td>
<td>Two people</td>
<td>Discussion about future of Swillington practice and how to register with GP.</td>
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• We informed all local stakeholders including; Councillors, pharmacists and neighbouring GP practices.
3. Who replied?
In total 56 people contributed to the engagement.

**Feedback by source**

- **Survey, 47 (84%)**
- **Focus groups, 9 (16%)**
4. What did people tell us?
We asked people to share their experience of using the current practice and asked about their views on future service provision.

a. Attendance
The majority of responses were received from people who regularly used their practice. A quarter of those who responded had visited the practice in the last week (25%). Over half (53%) had visited their practice in the last month.

b. Characteristics of a good GP practice
People shared what they considered to be important factors when choosing a GP practice*. Ease of making an appointment (94%), friendly practice staff (78%) and being involved about decisions about your health and care/access to a nursing team who can take bloods (44%) were considered very important. A significant number of patients told us being understood by the practice staff was important. People told us that they valued being able to access health services that were close to home. Some people told us that being able to access appointments on an evening was important. There were a number of comments about difficulty in accessing appointments.

c. Long term conditions and access
Almost two thirds of respondents (61%) reported receiving treatment for an ongoing medical problem but most people did not have difficulty accessing buildings (65%). There were several comments from people around making appointments, including comments about ease of making appointments and within a reasonable timeframe. People told us that physical access to the sites was good but that access to appointments was very difficult. Some people told us that parking was sometimes difficult and there should be more access to appointments in the evening and at the weekend. A few people told us that continuity of staff was important to them.

d. Travel and transport
A fifth (20%) of respondents reported not having access to a car.

e. Registering at another practice
Nearly two thirds (65%) of respondents said they would prefer to make their own arrangements in registering with another practice.

f. Feedback from drop-in sessions
The drop-in sessions were to support individual patients with their questions and next steps. This included guidance for them to make sure they are registered at a new practice. Attendance at the drop-in sessions were low but there attendees had the chance to discuss the future of the Swillington service, how to register at the new practices, concerns about receiving the same level of service at a new GP practice and discussions about the processes that surrounds this closure.
We asked people to tell us about any concerns or worries about going to a new practice. A number of key themes were identified:

**Availability of appointments**
A significant number of people expressed concern about being able to easily make an appointment with a reasonable timeframe:

- ‘The availability of last minute appointments in an emergency – not having to wait 3-4 days when ill’
- ‘Not being able to get an appointment for 2-4 weeks’
- ‘With all the patients that are there now and all the extra patients coming, how long do you have to wait to make an appointment’

**Travel and transport**
A number of people expressed concern about travelling to a different practice:

- ‘I won’t be able to go up and down hills due to my heart problems’
- ‘Mobility is a problem and home visits will be required in the near future’
- ‘My daughters drive me around when available in my vehicle as it is the only one I can get in and out of’

**Apprehension about changing practices**
A significant number of people expressed concern about feeling anxious in changing practices and getting used to a new surgery (staff, systems etc.):

- ‘After many years with present practice, feel apprehensive at having to move’
- ‘Anxious of changing doctors’
- ‘Further from home, different system and new staff’

**Continuity of care**
A number of people expressed concern about continuity of care:

- ‘I have had excellent personal patient care at Radshan from all the practice staff. I am concerned that I will not continue to receive that care at another practice’
- ‘I worry that the personal, knowledgeable care I have received over the past 48 years will not be able to be developed in a larger more impersonal practice. Practically for us this move means going from a personal one doctor practice to an impersonal nine doctor practice’
- ‘I hope that the GP practice I move to will provide me with regular check-ups for asthma and lymphedema, provide an online repeat prescription service and an easy way to prescribe medication that is not on repeat prescriptions as I have limited mobility’

**Staff**
Some people talked about the concerns around the change in staff and worries that they might not be understood:

- ‘They might not understand my medical history as I am on a lot of medication for my various illnesses and mental health’

A number of people were positive about the care they had received at Radshan;

- ‘Radshan has always been friendly and the staff are all very nice’
- ‘Never had any problems with Radshan as GPs and staff have always been caring and professional and very friendly’
Assessment of Equality Impact
Evidencing that we have considered the impact our activities will/may have on patients and the public; and identifying changes we can make to reduce/remove any negative impacts is a statutory duty.

Our equality analysis identified that all protected groups would be impacted by the change due to the closure of the practice. However, the impact on groups will be neutral or positive given that all patients can register at other practices nearby where they can access improved services and buildings. As a result of this impact we did not run any addition focus groups with people with protected characteristics.

5. What are the key themes from the feedback?
A number of themes can be identified through the engagement process:

a. People currently find it very difficult to make an appointment at their practice. There are concerns that an increase in local population at neighbouring practices could make it increasingly difficult to get appointments within a reasonable timeframe.

b. People are generally about the change in service, including changes in staff. People expressed concerns that their medical history might not be understood by their new doctors/nurses.

c. People value continuity of care. A number of people expressed concerns about maintaining the same level of service they are used to, avoiding disruption to their care and continuing to receive appropriate treatment.

d. People might find it difficult to access a new practice. A number of patients indicated that they value a ‘close to home’ GP practice. It was commented by several patients that they might struggle to access a different GP practice that is further away than Radshan.

e. People find the staff to be an important aspect of care. People were complimentary about the staff at Radshan and commented that they had concerns about getting to know new members of staff.
6. Recommendations
Following the engagement the report suggests several recommendations for consideration in the development of primary care services in Leeds in the future and in supporting patients moving from Radshans to a new practice.

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<thead>
<tr>
<th>Theme identified</th>
<th>Recommendations</th>
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<tbody>
<tr>
<td>a. People currently find it very difficult to make an appointment at their practice.</td>
<td>Consider ways to improve access to appointments (in particular evening and weekend appointments and online booking)</td>
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<tr>
<td>b. People are apprehensive about changing practice</td>
<td>Consider ways to make new patients feel welcome at their new practice and that they understand the way their new practice works</td>
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<tr>
<td>c. People value continuity of care.</td>
<td>Ensure that patients feel that their concerns and care will be addressed and their care will continue with as little interruption as possible</td>
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<tr>
<td>d. People might struggle to access new practice</td>
<td>Ensure that people identified as having mobility issues are able to receive care and treatment at the most convenient location</td>
</tr>
<tr>
<td>e. People had concerns about the staff</td>
<td>Ensure that new patients are made to feel welcome at the practice by the staff.</td>
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7. What will we do with the information?
The report will be shared with all the people involved in the project. The report will also be included in our next e-newsletter which is sent out to patients, carers, the public and voluntary, community and faith sector services. The report will also be available on our website here: [https://www.leedscrg.nhs.uk/get-involved/your-views/radshanclosure/](https://www.leedscrg.nhs.uk/get-involved/your-views/radshanclosure/)

The patient feedback will also be used to inform a wider strategy for enhancing communication, access and the quality of services. We will use feedback to shape primary care services in the future.
Alternative formats

An electronic version of this report is available on our website at https://www.leedssouthandeastccg.nhs.uk/get-involved/consultations/grangemedicare/ or please contact us direct if you would like to receive a printed version.

If you need this information in another language or format please contact us by telephone:

0113 84 35470 or by email: leedsccg.comms@nhs.net

Jeśli w celu zrozumienia treści informacji potrzebuje Pan(i) pomocy w innym języku lub w innnej formie, prosimy o kontakt pod numerem tel: 0113 84 35470 lub poprzez email na adres:

leedsccg.comms@nhs.net

اگر آپ کو ان معلومات کو سمجھنے کے لئے یہ کسی اور زبان یا صورت میں درکار ہوں تو برائے مثبت مبادی سے اس نمبر پر فون کرکے رابطہ کریں: 8435470 0113 84 35470.

leedsccg.comms@nhs.net

Further information

If you would like any more information about this engagement, please contact:

Chris Bridle
NHS Leeds West Clinical Commissioning Group
Suites B5-B9, Wira House
Wira Business Park
Leeds
LS16 6EB
email: chris.bridle@nhs.net