

Northumberland Primary Care Co-Commissioning Committee
21 October 2015
Agenda Item: 5.1
Harbottle Surgery Update
Sponsor: Christine Keen

Members of the Northumberland Primary Care Co-Commissioning Committee are asked to:

- 1. Agree that all appropriate actions have been taken to date.**
- 2. Agree the initiation of actions in order to consider the long term future of primary care services in the Harbottle area.**

Background

Dr Miah was a sole proprietor of Harbottle Surgery with a PMS agreement providing essential, additional and enhanced services to a registered list of 834 patients (or 1186.77 weighted patients as at 01 July 2015) from Harbottle Surgery, Harbottle, Northumberland. As previously reported to the Northumberland Primary Care Co-Commissioning Committee Dr Miah was having difficulty in providing access to services to patients, unfortunately these issues were not resolved and this resulted in the closure of the practice with effect from 28 August 2015.

NHS England considers that there are three phases in dealing with the emergency situation and the future of service provision within the Harbottle area, these are set out below.

Immediately necessary measures to secure continuity of care and adequate access for patients previously registered at Dr Miah's practice. To ensure that there is no detriment to patient access to services and treatment NHS England undertook a dispersal of the patient list. A number of patients were identified as particularly vulnerable and these patients were allocated to other providers of primary medical services for the purposes of ensuring continuity of care. It was also identified that a number of patients resided in an area which was not covered by any other practice boundary, NHS England put in place an agreement with Rothbury practice to register these patients and further agreements with other local practices are also in the process of being agreed.

Interim arrangements to secure the continued provision of primary medical services to Harbottle and surrounding areas while prospective long-term models of care are identified. NHS England has reached an agreement with Rothbury Practice to provide 4 sessions per week (2 GP, 2 Nurse-Led) at Harbottle from 19th October 2015. In the circumstances it has not been possible for NHS England to present a range of proposals to people in the Harbottle area for their consideration. However, NHS England has wrote to patients previously registered with Dr Miah's practice who had not re-registered elsewhere informing them of this

arrangement on 2nd October 15. Services will be provided on a Tuesday and Thursday morning.

A long-term model of care

NHS England, along with the Northumberland Clinical Commissioning Group, will now be considering the long term future for delivery of primary care services in the Harbottle area. A full service review will be undertaken, following which a communications and engagement plan will be developed in order to seek the views of patients, the public and other stakeholders. We would anticipate that a long term solution will be in place within approximately 12 months.

Communication with patients and stakeholders

Communication with patients has been a priority throughout the process and has included the following;

- NHS England has written to the patients of Harbottle Surgery to advise them that the practice was closing and when it had closed. Patients that were still registered with the practice as at 2nd of October had received three letters advising them to register with an alternative practice.
- HealthWatch provided a patient drop in service on 25 Aug 15 and shared the outcomes with NHS England in order to help identify and problem solve any operational difficulties patients may have in registering with neighbouring practices.
- Stakeholders have briefed verbally and written correspondence was also issued.
- There was attendance at a public meeting on 1st September 15, which gave an opportunity to listen and respond to the concerns of patients, reiterate the facts relating to this case and reassure the public about our commitment to access to quality primary care services.
- Further communication with patients and stakeholders will take place once the results of the review are known in order to seek views on a long term solution for the area.