

<b>NHS North Cumbria CCG Primary Care Commissioning Committee</b>	<b>Agenda Item</b>  <b>6</b>
<b>13 July 2017</b>	

### Shap Branch Closure Report

<b>Purpose of the Report</b>									
<p>The purpose of this paper is to inform North Cumbria CCG Primary Care Commissioning Committee of an application from Shap Medical Practice, to close their practice branch surgery in Church Street, Tebay and to request the Committees approval for the proposal.</p>									
<b>Outcome Required:</b>	Approve	X	Ratify		For Discussion	X	For Information		
<b>Assurance Framework Reference:</b>									
<p><b>1, Better Health</b> – There is a need to ensure that Cumbria’s children &amp; young people (including children looked after) are kept safe and transition into health adulthood.</p> <p><b>2, Better Care</b> – Commission services that ensure the delivery if high quality and safe care for patients.</p> <p><b>3, Sustainability</b> – Commission services that ensure the delivery of high quality and safe care for patients in a manner that is sustainable for the whole health economy.</p> <p><b>4, Leadership</b> – The CCG needs to support its membership (i.e. general Practice) to provide high quality care to patients and support the delivery of safe, high quality financially sustainable health care services. The CCG needs to develop and implement robust governance and management arrangements to operate in a safe and sound manner, including compliance with the formal directions from NHSE.</p>									

<b>Recommendation(s):</b>
<p><b>The Primary Care Commissioning Committee is asked to:</b> Consider the contents of this report and approve the closure of Tebay branch surgery.</p>

<b>Executive Summary:</b>
<p><b>Key Issues:</b> Shap Medical Practice wish to close a branch surgery at Tebay which it currently provides on Wednesdays. Upper Eden Medical Practice own the Tebay premises from which the branch surgery operates and have notified Shap Medical Practice that they no longer wish to open the premises on a Wednesday.</p>

<p><b>Key Risks:</b>          Whilst Shap Medical Practice wish to close the site at Tebay they had hoped to continue to dispense from these premises and consulted on this basis. However, this is not possible as it does not comply with NHS (Pharmaceutical Services) Regulations. 15 Patients currently use the Tebay surgery on a regular basis, one of whom does not use any other premises.</p> <p><b>Implications/Actions for Public and Patient Engagement:</b>          Shap Medical Practice have undertaken a comprehensive process of public consultation. During the consultation the practice advised patients that dispensing of medication would continue from Tebay. Should the Committee approve closure of the branch surgery the practice propose to deliver prescriptions to those patients that are housebound deliveries in compliance with associated regulations. Mobile patients would be invited to collect prescriptions from Shap or the branch surgery at Orton.</p> <p><b>Financial Impact on the CCG:</b>          None</p>
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<b>Strategic Objective(s) supported by this paper:</b>	<b>Please select (X)</b>
Support quality improvement within existing services including General Practice	
Commission a range of health services appropriate to Cumbria's Needs	X
Develop our system leadership role and our effectiveness as a partner	
Improve our organisation and support our staff to excel	

<p><b>Impact assessment:</b>          (Including Health, Equality, Diversity and Human Rights)</p>	<p>Assessment attached at end of report</p>
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<p><b>Conflicts of Interest</b>          Describe any possible Conflicts of interest associated with this paper, and how they will be managed</p>	<p>None</p>
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<b>Date Report Written</b>	7 July 2017

## Application for Closure of Branch Surgery Shap Medical Practice (A82031)

### 1. INTRODUCTION

- 1.1 The purpose of this paper is to provide information to the CCG Primary Care Commissioning Committee regarding an application from Shap Medical Practice, to close their practice branch surgery in Church Street, Tebay.

### 2. BACKGROUND

- 2.1 Shap Medical Practice is a dispensing surgery with a patient list size of 2,927 (3,513 weighted) as at 01 April 2017. The main surgery is located in Shap with two branch surgeries Orton and Tebay. The Tebay surgery is approximately 8.8 miles and 14 minutes (via the M6) from Shap. The two branch surgeries are 2.8 miles apart, 6 minutes by car.
- 2.2 The premises at Tebay is owned and run by Upper Eden Medical Practice who have provided a room for Shap Medical Practice to run a surgery on Wednesday afternoons between 12.30 and 13.15; providing 3 appointments per week. One doctor travels to Tebay to provide the surgery and reception duties are provided by Upper Eden's receptionist.

Upper Eden Medical Practice informed Shap Medical Practice that they no longer wished to open the premises on a Wednesday (it is only utilised by Shap that day) and gave them notice to leave. The notice was given at very short notice in March 2017. In order to facilitate a period of patient engagement, Upper Eden Medical Practice agreed that Shap Medical Practice could continue their surgery at Tebay on a temporary basis until their branch closure application is processed.

- 2.3 As a result, Shap Medical Practice submitted a business case (**Appendix 1**) on 31 May 2017 to permanently cease providing medical services from, Tebay. They will continue to offer a full service at Shap Medical Practice and the existing service at Orton.

### 3. ISSUES TO CONSIDER

#### 3.1 Practice Profile

##### 3.1.1 Contract Information

Shap Medical Practice holds a GMS contract, held by three clinical partners and is a member of NHS North Cumbria Clinical Commissioning Group. The practice is a well-run practice receiving a good rating on the most recent CQC visit in October 2015.

##### 3.1.2 Practice boundary

The practice boundary is shown in **Appendix 2**.

##### 3.1.3 Opening Hours

A breakdown of the practice opening hours for the three sites is shown in table 1.

**Table 1 – Opening Hours**

	<b>Shap Medical Practice</b>	<b>Tebay Surgery</b>	<b>Orton Surgery</b>
	<b>Core Opening Hours</b>	<b>Core opening hours</b>	<b>Core opening hours</b>
<b>Monday</b>	08.30 – 18.30*		
<b>Tuesday</b>	08.30 – 18.30*		09:15 – 10:30
<b>Wednesday</b>	08.30 – 18.30	12:30 – 13:15	
<b>Thursday</b>	08.30 – 18.30		16:00 – 17:45
<b>Friday</b>	08.30 – 18.30		
<b>Saturday</b>	Closed	Closed	Closed
<b>Total</b>	<b>50 hours</b>	<b>0.75 hours</b>	<b>2.50 hours</b>

\*The practice provides Extended Hours on alternate Mondays and Tuesdays between 1830 and 1900.

### 3.1.4 Patient List

The practice list size as at 01 April 2017 is 2,927 (3,513 weighted). The practice has identified 15 patients who regularly use the Tebay surgery. This represents 0.51% of the practice's patient list.

### 3.1.5 Staffing Levels

The practice currently operates with the following clinical staff as detailed in table 2.

**Table 2 – Clinical staffing levels**

<b>Clinical staff</b>	<b>WTE</b>	<b>Hours provided from Tebay per week</b>
GP	1.77	0.75
Nurse Practitioner	0	0
Nurse	1.2	0
Health Care Assistant	0.6	0
Pharmacist	0	0

The practice has advised that they do not employ any staff solely for the running of the Tebay surgery therefore there will be no redundancies or TUPE issues. Once the branch surgery at Tebay closes the three appointments will be reprovided at Shap.

### 3.1.6 Services provided

The main surgery at Shap provides a full range of GP services including Directed and Local Enhanced Services. The branch surgeries at Orton and Tebay only provide GP consultations. Therefore patients are already required to travel to the main surgery at Shap to access the full range of services.

## 3.2 Contract, Regulation and Legislation Implications

### 3.2.1 GMS Contract and Regulations

There is nothing specifically stipulated within the GMS Contract or Regulations with regard to the opening or closure of branch surgeries.

However, Part 26, clause 26.1 requires the provider to obtain agreement in relation to changes to the services provided. Therefore agreement must be sought and a variation issued before any changes can be made to the premises sites in which services can be delivered.

### **3.2.2 Dispensing Rules**

Shap Medical Practice offers dispensing services in line with NHS (Pharmaceutical Services) Regulations and currently offers this service from Tebay. Following the proposed branch closure, Shap Medical Practice had wished to continue to hand out medication to Shap patients and take requests for medication (via phone) from Tebay. The practice undertook a consultation on this basis.

Subsequent legal advice sought by NHS England concluded that the practice would not be permitted to dispense from Tebay should the application to close the branch be approved.

Further discussion with the practice has resulted in the practice agreeing to personally deliver prescriptions to the modest number of housebound patients that would be affected. Mobile patients would be asked to collect their prescriptions from either Shap or Orton. NHS England has confirmed that from a legal perspective this would be a permissible solution and that this would not necessitate a second consultation process be undertaken.

### **3.2.3 CQC Registration**

If the application to close the branch surgery is approved, the provider will need to contact the CQC to remove the address from their registration.

### **3.3 Finance Implications**

Fifteen patients currently use the Tebay branch site on a regular basis. Should these patients decide to register at an alternative practice then the cost to the CCG in terms of new patient registration would be a minimal amount to the order of £560.

The practice has advised that they do not pay Upper Eden Medical Practice a rent for their usage of the Tebay surgery. Upper Eden owns the Tebay surgery and is reimbursed a rent in respect of these premises. The sum reimbursed will not change when Shap vacate the premises and as such there will therefore be no financial impact upon the CCG.

### **3.4 Patient and Stakeholder Engagement**

A full patient and stakeholder engagement process was undertaken by the practice between March and May 2017. Details are set out below:

#### **3.4.1 Patient letters**

A letter was sent to all patients on the Patient Participation Group (see letter A within **Appendix 3**) and all patients who have attended Tebay surgery for a consultation during the previous 12 months (see letter B within **Appendix 3**), inviting them to a meeting held on 12<sup>th</sup> April to discuss the proposal. Another letter was sent to those patients with Tebay addresses inviting comments from them regarding the proposal (see letter C within **Appendix 3**). Four patients / representatives attended the aforementioned meeting.

In addition, the practice has:

- emailed all virtual patient participation group members for their comments on the proposal.
- Written to all patients who collect their medication from Tebay to advise them of the change of days and times for collection. These patients have also received a letter giving them the option to provide the practice with feedback and complete a questionnaire.
- Advised the Local Medical Council, Cumbria Clinical Commissioning Group and NHS England about the proposal and corresponded with the Overview and Scrutiny Committee, Health and Wellbeing Board, Local councillors – Parish, District and County, MP and Upper Eden Medical Practice.
- Advised NHS choices regarding the new opening hours of Tebay from 1/4/17.
- Updated the practice website regarding the changes to collection of prescriptions at Tebay and proposals to close the branch surgery.

### 3.4.2 Summary of patient feedback

27 patients (11%) responded to the engagement regarding proposals to close the Tebay branch surgery. Six patients did not support the proposal. Their concerns / feedback are detailed in the table below.

**Table 4 – Patient feedback**

Patient Concern	Practice Response
There is no surgery for available for anyone who cannot drive and have no means of getting to Orton or Shap. Will prescriptions only be delivered once a week on a Tuesday?	The practice has spoken to each patient who raised concerns and answered their questions. The main area of concern was their medication and prescriptions. The practice has reassured patients that there are no plans to stop this service*.
It seems there is no chance of the surgery being available for Shap patients. My main concern is being able to send prescriptions forms as well as collect the prescriptions from Tebay. I have no form of transport to get to Orton. I am able to come to Shap for consultations when required thanks to kind friends who give me a lift but not to collect items on a regular basis. I could post prescription forms if necessary and collect the items from Tebay should this be possible.	
Are you not able to use the surgery on other days, only being there on a Wed was not suitable for everyone, What about collection of prescriptions. If you have no transport how do you get to Orton or Shap. Three miles is a long way when you have to walk.	
We are concerned about the people who do not have transport to get to other surgeries, especially the elderly.	
As I do not drive, a 3 mile walk makes Orton as	

inaccessible as Shap. Should an appointment be available to coincide with the bus there would then be a 4 hour wait in Orton for the return (not really feasible)	
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The Practice Manager has addressed each concern individually and feedback from the patient engagement has been shared with the Patient Participation Group. A number of the concern raised by patients surrounded the collection of medication.

### 3.4.3 Stakeholder engagement

The following stakeholders were made aware of the practice's plans to close the branch site:

- Overview and Scrutiny committee (delayed due to purdah)
- Healthwatch
- Local Medical Council
- Health and Wellbeing Boards
- Local councillors and MP
- Upper Eden Medical Practice
- North Cumbria CCG

A response was received from the following stakeholders;

### 3.4.4 Healthwatch

The Practice Manager contacted Healthwatch for comments on the proposal. Healthwatch responded to positively acknowledge the engagement and information sharing undertaken by the practice with their patients. Healthwatch wished the practice well and offered support should it be required. Healthwatch have not reported any concerns from patients. (**Appendix 4**).

### 3.4.5 Local Councillor

Libby Bateman, Councillor for Kirby Stephen thanked the practice for making her aware of the proposals. She expressed her regret at the proposal and acknowledged that a number of patients would be concerned about access to health care in the future. She also advised that she was heavily involved regarding the 106 bus service that provides transport between Tebay, Orton and Shap and hoped this transport provision would reassure patients regarding access to services (**Appendix 5**).

### 3.4.6 MP

Rory Stewart MP acknowledged receipt of the letter but offered no further comment regarding the proposal (**Appendix 6**).

### 3.4.7 Overview and Scrutiny

The Overview and Scrutiny Committee meeting was delayed due to purdah and consequently the proposals would not be considered until the first meeting of the Committee scheduled for 24 July.

## 3.6 Impact on Nearby Practices

**3.6.1** The practice has identified 15 patients who used the Tebay Surgery during April 2016 to March 2017, this figure represents 0.51% of the total patient list. If patients choose to register at an alternative practice, it would most likely be with the Upper Eden Medical Practice who has an open list. The impact of this would be minimal given the low numbers of patients who currently only use the Tebay surgery.

As part of the engagement exercise Upper Eden Medical Practice were informed of the proposal and have no objections to the proposals.

**3.6.2** The area is semi-rural with three other practices within 10 miles of the Tebay Surgery (i.e. Upper Eden Medical Practice, Birbeck Medical Group and Lakes Medical Practice). Currently two of the three practices are operating under the national benchmark of 1,800 patients per WTE GP and therefore have capacity to register more patients if required.

The neighbouring practices detailed below have been contacted as part of the engagement exercise. All have responded and no objections were raised.

## 4. OPTIONS APPRAISAL

The following options are available:

### **4.1 Option 1: Decline the closure of the branch site**

With this option the application would be rejected and the practice would be required to reinstate the service from alternative premises in the Tebay area. The service would not be able to continue at Church Street due to Upper Eden Medical Practice giving notice to reduce the opening hours.

#### **The benefits of this option are:**

- The risk to patients would be minimal. Patients who are unable to, or do not wish to use the main site, can still be seen in the Tebay area.
- Patients would retain a greater choice in the number of practice sites available.

#### **The risks of this option are;**

- Upper Eden (the owners and operators of Tebay Surgery) are intending to reduce the number of days that the surgery is open and require the consulting room. If the application is rejected, the outcome may impact greatly on their plans.
- Shap Medical Practice may not be able to locate suitable alternative premises in the Tebay area.

### **4.2 Option 2: Agree to the branch closure and relocation of services to the main practice site**

With this option the application would be approved and access to GP services at the Tebay Surgery would cease on a permanent basis.

#### **The benefits of this option are;**

- There are only three appointments per week at Tebay so the impact on service provision will be minimal.
- The impact on patients is minimal.

#### **The risks of this option are;**

- There would be less patient choice in the area in terms of the number of practice sites
- There would be minimal impact on neighbouring practices if patients choose to register with an alternative practice. No practices have raised concerns due to low numbers of affected patients.
- If patients choose to register with an alternative practice there would be minimal additional costs.
- Shap Medical Practice has informed patients that they can continue to collect prescriptions from Tebay Surgery. As this does not meet the requirements of the NHS (Pharmaceutical Services) Regulations (set out in 3.2.2 above), the practice will need to manage patients' expectations in this respect and patients may choose to register with an alternative practice.

## 5. Recommendation

- 5.1 NHS North Cumbria CCG Primary Care Commissioning Committee is asked to consider the content of this report and decide the preferred option.
- 5.2 Should the CCG approve option 2, it is recommended this is subject to:
- Practice to confirm formal exit date
  - Practice completion of signed contract variation to vary premises
  - Practice confirmation of an exit plan for the branch closure including confirmation of the relocation date
  - Patients being advised of their options with regard to their right to exercise choice of GP practice
  - Communication plan for patients and stakeholders regarding the outcome of the application including the management of patient expectations in regards to alternative arrangements in respect of the dispensing and collection of prescriptions (for Shap patients) at Tebay in light of the following legal advice received "by being removed from the list as dispensing doctors (due to having withdrawn from providing medical services from the site), the practice cannot then dispense or indeed authorise another to dispense from Tebay Surgery site".

## Appendix 1 – Business Case

### Shap Medical Practice Branch Closure Business Case

#### Introduction

- Shap Medical Practice wishes to close the branch surgery located at Tebay.

#### Background

- Tebay Surgery is owned and run by Upper Eden Medical Practice and for years we have been able to use a room within these premises to run a surgery on Wednesday's from 12.30pm to 13.15pm. This provides 3 appointments per week for our patients. We utilise Upper Eden's receptionist who also hands out medication for our patients. If appointments are not needed at Tebay, they are used at Shap. We pay a proportionate charge for the use of the time/heating/lighting/cleaning.
- We have been advised by Upper Eden Medical Practice that they are reducing the number of days they open at Tebay and they will in future only be open on Tuesdays between 9.00am and 13.00am and Thursdays between 15.00pm and 18.00pm.
- We have been further advised that Upper Eden Medical Practice would require the use of both consulting rooms and there will be no available room for us to see patients.
- As a consequence of the above points, we wish to apply to NHS England to close our branch surgery at Tebay.

#### Issues for consideration

##### Financial Implications

- We do not pay any rent regarding the use of Tebay Surgery but do contribute one fifth of the annual cost regarding electricity, telephones, receptionist and cleaning.
- We are a small rural practice and are already concerned regarding sustainability. With this in mind we completed a full analysis of our usage of Tebay branch surgery. Our analysis showed that to run Tebay surgery it costs us £5513 per annum. This equates to a cost of £220 per 15 minute consultation. This is not a viable business proposition.
- We do not employ any staff solely for the purpose of running Tebay Surgery so there will be no redundancies or TUPE issues.
- Our QOF will not be affected.

##### Performance issues

- We currently achieve 100% of QOF and do not expect this to alter if we close our branch surgery at Tebay.

##### Access

The usage by our patients during the period 1 April 2016 to 31 March 2017 was:

- There were 99 available appointments.
- 25 of these appointments were used (25% usage).
- A total of 15 out of a total of 2933 patients used these 25 appointments. Of these patients only one did not attend another of our other surgeries, at Shap or Orton.
- 56 out of a total of 2870 dispensing patients have collected their prescription from Tebay Surgery at least once during this period.
- There is limited public transport and if patients have no access to transport, they will have the choice to move practices from Shap to Upper Eden who still run branch surgery at Tebay on Tuesday morning and Thursday evenings.

##### Benefits to patients

- We have a branch surgery at Orton which is less than 3 miles from Tebay.
- Orton branch surgery is currently open on Tuesday mornings from 9am to 10.30am and on Thursday evenings from 15.45pm to 18.00pm. We will increase appointment availability at Orton if Tebay branch surgery closes.

- We will transfer the appointment availability from the Tebay Surgery on Wednesdays to Shap Surgery.
- We will continue to deliver patient prescriptions for collection at Tebay.
- We will ensure that all prescription requests handed in at Tebay are received as soon as possible to avoid any delays to the patient.
- We will continue to do home visits to patients in the Tebay area.
- All appointments for branch surgeries are currently booked via our main site Shap Medical Practice and there will be no change to this procedure.
- We have appointment capacity at Shap and also run an extended hour's clinic which can accommodate any Tebay patients who can only get a lift to Shap after normal working hours.

### Premises

- There are no premises implications that affect our business case as the decision to reduce the opening hours of Tebay surgery has been taken by Upper Eden Medical Practice who own/rent the building. This is the catalyst to our request to close this branch surgery.

### IT

- There will be no change to the IT system within the building as it will be utilised by Upper Eden Medical Practice.

### Staff

- As previously mentioned, the closing of our branch surgery will not affect any staff.

### Engagement

We have engaged with patients and stakeholders during our period of engagement which ran from 23rd March to 17th May 2017. Please see copy of our engagement plan attached.

- We have written to all patients on our patient participation group (see letter A attached) and all patients who have attended Tebay surgery for a consultation during the last 12 months (see letter B attached), inviting them to a meeting held on 12<sup>th</sup> April to discuss our proposal.
- We have emailed all our virtual patient participation group members for their comments on our proposal.
- We have written to all patients who collect their medication from Tebay to advise them of the change of days and times for collection. These patients have also had another letter giving them the option to provide us with feedback and complete a questionnaire.
- We have written to all patients with Tebay anywhere in their address and invited comments from them on whether they support our proposal (see letter C attached)
- We have advised the Local Medical Council, Cumbria Clinical Commissioning Group and NHS England about our proposal. We have also corresponded with the Overview and Scrutiny Committee, Health and Wellbeing Board, Local councillors – Parish, District and County, Our MP and Upper Eden Medical Practice.
- We have added information on our website regarding the changes to collection of prescriptions at Tebay .
- We have updated NHS choices regarding the new opening hours of Tebay from 1/4/17.
- We have updated our website and TV in waiting room regarding our proposal so it is available for all patients to see and comment on if they so wish

### Outcome

#### How many people responded

3 out of 17 members attended the Patient Participation Group (PPG) meeting and 1 out of 15 patients having used Tebay surgery attended the meeting.

1 of 13 members of our virtual PPG responded.

13 out of 211 letters sent out to patients who live in the Tebay area responded.  
In total:

18 patients out of 241 responded regarding our proposal (7%)

Did they support the application

13 out of 18 of responses supported the proposal to close Tebay surgery (72%).

What were there concerns

Of the 5 responses that did not support the closure, the concerns were as follows:

‘There is no surgery for available for anyone who cannot drive and have no means of getting to Orton or Shap. Will prescriptions only be delivered once a week on a Tuesday?’

‘It seems there is no chance of the surgery being available for Shap patients. My main concern is being able to send prescriptions forms as well as collect the prescriptions from Tebay. I have no form of transport to get to Orton. I am able to come to Shap for consultations when required thanks to kind friends who give me a lift but not to collect items on a regular basis. I could post prescription forms if necessary and collect the items from Tebay should this be possible.’

‘Are you not able to use the surgery on other days, only being there on a Wed was not suitable for everyone, What about collection of prescriptions. If you have no transport how do you get to Orton or Shap. Three miles is a long way when you have to walk.’

‘We are concerned about the people who do not have transport to get to other surgeries, especially the elderly.’

How has the practice addressed their concerns

We have spoken to each patient individually who had specific concerns and answered any questions that they had regarding the closure. The main area of concern was that medication would still be available for collection from Tebay surgery. There are no plans to stop this service.

Evidence from Healthwatch Health and Wellbeing board, and OSC

Please see attached copy email responses from Healthwatch, Health and Wellbeing board, County Councillor and MP.

We do not currently have any response from the Overview and Scrutiny Committee due to the timing of local elections, general election and purdah.

How we plan to mobilise if our business case is approved.

Please see attached Action Plan.

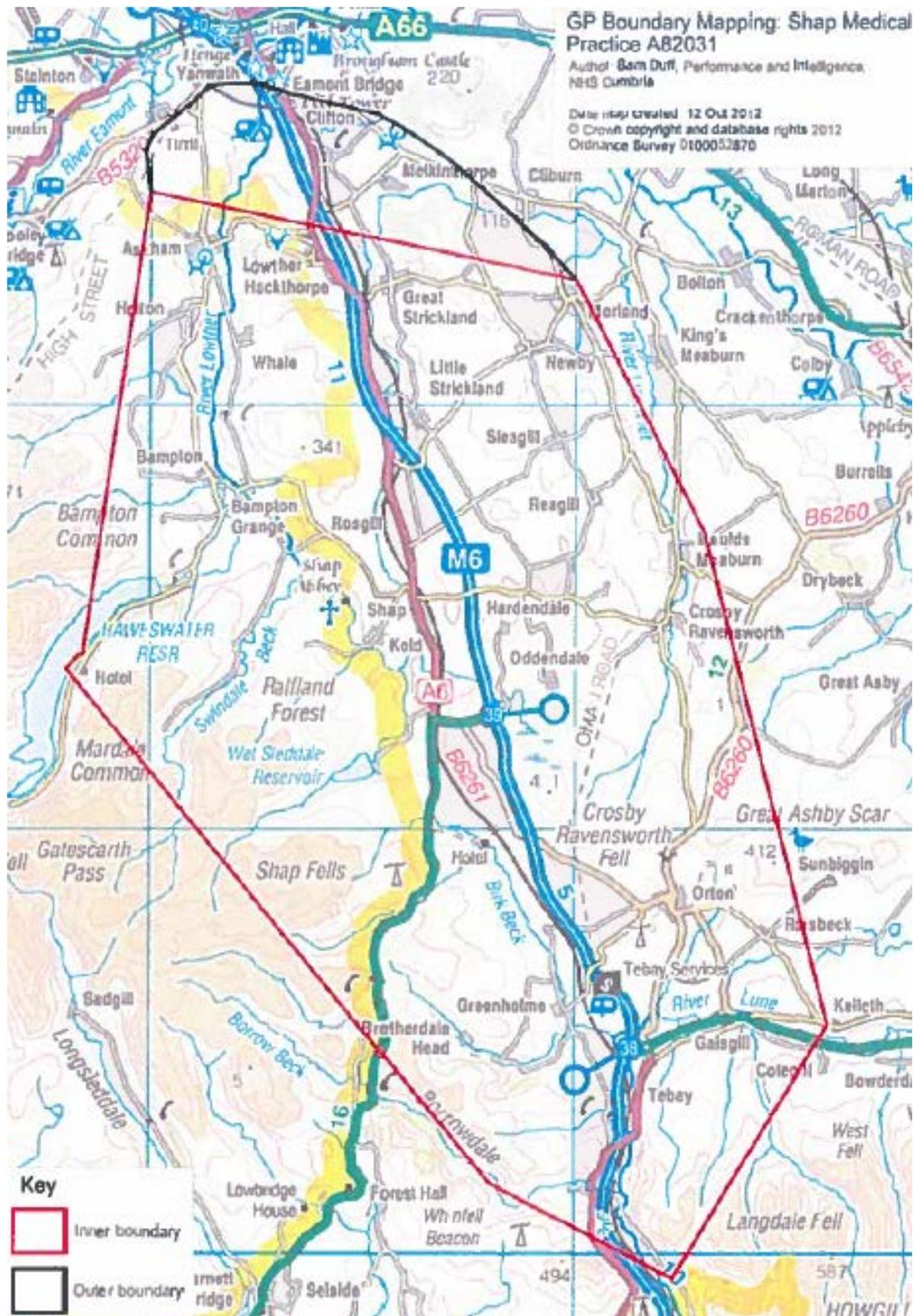
Sign Off

..... (Signed copy received as a TIFF Image)

Dr Helen Dunning  
Senior Partner  
Shap Medical Practice

31<sup>st</sup> May 2017

## Appendix 2 – Practice Boundary Map



## Appendix 3 – Letter A

Dear Patient

We are writing to you as a member of our Patient Representative Group, to invite you to a meeting on Wednesday 12<sup>th</sup> April 2017 at 6.30pm at Shap Health Centre.

At this meeting we will be discussing our proposal about the future of Tebay Surgery which we are currently reviewing. We have also invited our patients who use the Tebay Surgery to this meeting. We will also be discussing how we will engage with patients who use the Tebay surgery and other stakeholders.

Background:

- Tebay Surgery is owned and run by Upper Eden Medical Practice and for years we have been able to use a room within these premises to run a surgery on Wednesdays from 12.30 to 13.15.
- We have been advised by Upper Eden Medical Practice that they are reducing the number of days they open at Tebay and they would in future only be open on Tuesdays and Thursdays between 9.00 and 13.00.
- We have been further advised that Upper Eden Medical Practice would require the use of both consulting rooms and there would be no available room for us to see patients.

The usage by our patients during the last 12 months is as below:

- There were 99 available appointments.
- 25 of these appointments were used. (25% usage).
- A total of 15 patients used 25 appointments. Of these patients only one did not attend another of our other surgeries at Shap or Orton.
- 56 patients have collected their prescription from Tebay Surgery at least once.

Our proposal is:

- To apply to NHS England to close the Branch Surgery we run at Tebay. The rationale behind this is that we also have a branch surgery at Orton which is less than three miles away.
- To increase appointment availability at Orton branch surgery on Tuesday mornings.
- To transfer the appointment availability from the Tebay Surgery on Wednesdays to Shap Surgery.
- Continue to deliver patient prescriptions for collection at Tebay.

We are not considering the proposal to close lightly but find we have no other alternative.

In the meantime we have negotiated with Upper Eden Medical Practice to provide ongoing facilities to allow us to provide a clinic until such time as this matter has been fully considered. This will continue at Tebay on Thursdays between 12.30 to 13.15 (please note the change of day) with effect from Thursday 6<sup>th</sup> April.

Your views are very important to us and we would welcome your attendance at the meeting. If you are unable to attend we would welcome your feedback either in writing (email [sue.graham@gp-A82031.nhs.uk](mailto:sue.graham@gp-A82031.nhs.uk) or letter) or by phoning Sue Graham, our Practice Manager on 01931 716230.

Please let our reception at Shap (01931 716230) know if you wish to attend.

## Appendix 3 – Letter B

Dear Patient

We are writing to you as a user of our Tebay Surgery, to invite you to a meeting on Wednesday 12<sup>th</sup> April 2017 at 6.30pm at Shap Health Centre.

At this meeting we will be discussing proposals about the future of the Tebay Surgery which we are currently reviewing.

Background:

- Tebay Surgery is owned and run by Upper Eden Medical Practice and for years we have been able to use a room within these premises to run a surgery on Wednesdays from 12.30 to 13.15.
- We have been advised by Upper Eden Medical Practice that they were reducing the number of days they open at Tebay and they would in future only be open on Tuesdays and Thursdays between 9.00 and 13.00.
- We have been further advised that Upper Eden Medical Practice would require the use of both consulting rooms and there would be no available room for us to see patients.

The usage by our patients during the last 12 months is as below:

- There were 99 available appointments.
- 25 of these appointments were used. (25% usage).
- A total of 15 patients used these 25 appointments. Of these patients only one did not attend another of our other surgeries at Shap or Orton.
- 56 patients have collected their prescription from Tebay Surgery at least once.

Our proposal is:

- To apply to NHS England to close the Branch Surgery we run at Tebay. The rationale behind this is that we also have a branch surgery at Orton which is less than three miles away.
- To increase appointment availability at Orton branch surgery on Tuesday mornings.
- To transfer the appointment availability from the Tebay Surgery on Wednesdays to Shap Surgery.
- Continue to deliver patient prescriptions for collection at Tebay.

We are not considering the proposal to close lightly but find we have no other alternative.

In the meantime we have negotiated with Upper Eden Medical Practice to provide ongoing facilities to allow us provide a clinic until such time as this matter has been fully considered. This will continue at Tebay on Thursdays between 12.30 to 13.15 (please note the change of day) with effect from 6<sup>th</sup> April 2017.

Your views are important to us and we would welcome your attendance at the meeting. If you are unable to attend we would welcome your feedback either in writing (email [sue.graham@gp-A82031.nhs.uk](mailto:sue.graham@gp-A82031.nhs.uk) or letter) or my phoning Sue Graham, our Practice Manager on 01931 716230.

Please let our reception at Shap (01931 716230) know if you wish to attend.

## Appendix 3 – Letter C

Dear Patient

We are writing to you as you are resident within the Tebay Surgery catchment area. We are currently reviewing proposals about the future of Tebay Surgery and would like to seek your views.

Background:

- Tebay Surgery is owned and run by Upper Eden Medical Practice and for years we have been able to use a room within these premises to run a surgery on Wednesday's from 12.30 to 13.15.
- We have been advised by Upper Eden Medical Practice that they were reducing the number of days they open at Tebay and they would in future only be open on Tuesdays and Thursdays between 9.00 and 13.00.
- We have been further advised that Upper Eden Medical Practice would require the use of both consulting rooms and there would be no available room for us to see patients.

The usage by our patients during the last 12 months is as below:

- There were 99 available appointments.
- 25 of these appointments were used. (25% usage).
- A total of 15 patients used these 25 appointments. Of these patients only one did not attend another of our other surgeries, at Shap or Orton.
- 56 patients have collected their prescription from Tebay Surgery at least once.

Our proposal is:

- To apply to NHS England to close the surgery we run at Tebay. The rationale behind this is that we also have a surgery at Orton which is less than three miles away.
- To increase appointment availability at Orton Surgery.
- To transfer the appointment availability from the Tebay Surgery on Wednesdays to Shap Surgery.
- Continue to deliver patient prescriptions for collection at Tebay.

We are not considering the proposal to close lightly but find we have no other alternative.

We would welcome your feedback on this proposal and invite you to complete the below questionnaire below and provide us with feedback.

Yours faithfully

*Drs Dunning, McCabe and Woodstover*

For Shap Medical Practice





## Appendix 4 – Healthwatch Response

### **Graham Susan (A82031) Shap Medical Practice**

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**From:** Sue Hannah <sue.hannah@healthwatchcumbria.co.uk>  
**Sent:** 26 April 2017 13:27  
**To:** Graham Susan (A82031) Shap Medical Practice  
**Subject:** RE: Proposal re closure of Tebay GP Surgery

**Categories:** Tebay

Hi Sue,

Following a discussion with my colleagues, the feeling is that you have done some really good engagement and information sharing with your patients and offer them as much up to date information as they could wish to have and the opportunity to feedback their views to you.

We wish you and the patients well with the changes and if there is anything that you think Healthwatch can support you with please don't hesitate to contact us.

Kind Regards

Sue

**Sue Hannah**  
Senior Engagement Officer  
Healthwatch Cumbria  
Best Life Building  
4-8 Oxford Street  
Workington  
Cumbria  
CA14 2AH  
Tel: 01900 607208  
[Sue.hannah@healthwatchcumbria.co.uk](mailto:Sue.hannah@healthwatchcumbria.co.uk)



**healthwatch**  
Cumbria  
Have your say on  
health and social care in Cumbria.  
Call 01900 607208

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**From:** Graham Susan (A82031) Shap Medical Practice [mailto:Susan.Graham@gp-A82031.nhs.uk]  
**Sent:** 20 April 2017 13:57  
**To:** Sue Hannah  
**Subject:** Proposal re closure of Tebay GP Surgery

Dear Ms Hannah

I am emailing Healthwatch as a main stakeholder, regarding a proposal to close the service we offer to patients at Tebay Surgery.

## Appendix 5 – Local Councillor Response

### **Graham Susan (A82031) Shap Medical Practice**

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**From:** Bateman, Libby <Libby.Bateman@cumbria.gov.uk>  
**Sent:** 24 April 2017 20:39  
**To:** Graham Susan (A82031) Shap Medical Practice  
**Subject:** RE: Proposal re Closure of Tebay GP Surgery

**Categories:** Tebay

Dear Ms Graham

Thank you for your email to inform me of your plans to withdraw from the Tebay surgery. I'm very sorry to hear you are leaving the village and I'm sure there will be a number of patients concerned about how they can access health care in the future. Your email provides reassurance that you are working hard to keep patients informed of their options.

I'm heavily involved with running the 106 bus service that offers transport between Tebay, Orton and Shap and I hope that this will provide reassurance to your patients that they can still access your services in the neighbouring villages.

With best wishes

Libby Bateman

Cumbria County Councillor for Kirkby Stephen Division

[libby.bateman@cumbria.gov.uk](mailto:libby.bateman@cumbria.gov.uk)

Tel 07759665233

Follow me on Twitter @LibbyBateman

[www.libbybateman.com](http://www.libbybateman.com)

**From:** Graham Susan (A82031) Shap Medical Practice [mailto:[Susan.Graham@gp-A82031.nhs.uk](mailto:Susan.Graham@gp-A82031.nhs.uk)]

**Sent:** 20 April 2017 14:01

**To:** Bateman, Libby

**Subject:** Proposal re Closure of Tebay GP Surgery

Dear Councillor Bateman

I am emailing you as a main stakeholder, regarding a proposal to close the service we offer to patients at Tebay Surgery.

Background:

- Tebay Surgery is owned and run by Upper Eden Medical Practice and for years we have been able to use a room within these premises to run a surgery on Wednesday's from 12.30 to 13.15.
- We have been advised by Upper Eden Medical Practice that they were reducing the number of days they open at Tebay and they would in future only be open on Tuesdays and Thursdays between 9.00 and 13.00.
- We have been further advised that Upper Eden Medical Practice would require the use of both consulting rooms and there would be no available room for us to see patients.

The usage by our patients during the last 12 months is as below:

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- 56 patients have collected their prescription from Tebay Surgery at least once.

## Appendix 6 – MP Response

From  
**Rory Stewart OBE MP**



TEL: 0207 219 7127

HOUSE OF COMMONS  
LONDON SW1A 0AA

Shap Medical Practice  
Shap Health Centre  
Peggy Nut Croft  
Shap  
Penrith  
CA10 3LW

26 April 2017

Dear Dr Dunning, Dr McCabe and Dr Woodstrover,

Thank you for your letter dated 20 April regarding the proposed closure of of your Wednesday service at Tebay GP surgery.

Best wishes,

A handwritten signature in black ink that reads "Rory Stewart". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

RORY STEWART MP

**Penrith and The Border**

E-mail: [rory.stewart.mp@parliament.uk](mailto:rory.stewart.mp@parliament.uk)

Website: [www.rorystewart.co.uk](http://www.rorystewart.co.uk)

## Pre Equality Impact Analysis

### Pre-Assessment

The purpose of pre-assessment is to decide whether the proposed service/policy/function is relevant to promoting equality and eliminating discrimination, i.e. if it is likely to have impact on individuals from the nine characteristics.

1. From a patient and staff perspective, does the project, policy or proposal have the potential to disproportionately impact on any of the following groups? If so, is the impact positive or negative?				
	<b>None</b>	<b>Positive</b>	<b>Negative</b>	<b>Not Sure</b>
<b>Race</b> (particular ethnic groups)	X			
<b>Religion &amp; Belief</b> (groups with particular faiths and beliefs)	X			
<b>Gender</b> (male or female)	X			
<b>Disability</b> (physical or sensory)			X	
<b>Sexual Orientation</b> (a particular sexual orientation)	X			
<b>Age</b> (people in particular age groups, young or old)			X	
<b>Pregnancy &amp; Maternity</b> (includes 26 weeks after giving birth)	X			
<b>Gender Reassignment</b> (anyone proposing to undergo or already undergoing a process of gender reassignment)	X			
Are there any other groups that you think may be affected by this project, policy or proposal?	X			

If the answer is 'negative' or 'unclear' consider doing a full EIA.

2. What do you think the overall negative impact on groups and communities will be? Wherever a negative impact has been identified you should consider undertaking a full EIA.	None/Minimal	Significant
	X	

3. Using the above pre assessment should a full EIA be carried out? No

4. How have you come to this conclusion?

The numbers and issues raised have been small so have been responded to on an individual basis. Main concerns related to transport and prescription service, which are both covered in the wider report.

If completing a full EIA attach this form as an appendix, if a full EIA is not required, please send a copy of this form to [equality@cumbriaccg.nhs.uk](mailto:equality@cumbriaccg.nhs.uk)