

Public Consultation

GP practice premises in Southampton City Centre

May 2016



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The case for change

St Mary's Surgery is committed to improving the health and wellbeing of the people of Southampton.

The main practice team is based in a purpose built two-story accommodation in the St Mary's district of the city, adjacent to the City Centre and Docks.

The practice also provides services from two branch surgeries: Telephone House Surgery and the Bargate Medical Centre.

- Telephone House Surgery is in the historic French Quarter of the City and was opened in February 2009.
- The Bargate Medical Centre is positioned at the rear of the Boots store on Above Bar Street and can be accessed from the store.

The premises at the Bargate Medical Centre were very much a short term solution to deal with issues around accessibility of the previous Oxford Street Surgery premises.

Accessibility at the Bargate Medical Centre remains a major issue.

The premises at the Bargate Medical Centre are not fit for 21st century healthcare, and cannot be expanded to make them fit for the future.

This consultation is about exploring options around relocating the services provided at the Bargate Medical Centre within St Mary's Surgery and Telephone House Surgery.

The current service at the Bargate Medical Centre

In September 2013 the Care Quality Commission, the independent regulator of health and adult social care in England, reviewed the premises at the Bargate Medical Centre. Issues relating to accessibility, infection control and staff security were highlighted.

To address these issues we have been able to offer patients the ability to use the premises at Telephone House Surgery in the High Street or St Mary's Surgery on Johnson Street. Both premises are fully accessible with the majority of services being on the ground floor. Both premises have modern lifts to access the first floor.

St Mary's Surgery and Telephone House Surgery are both located in areas of residence as opposed to the Bargate Medical Centre which is housed in the shopping centre.

There is dedicated parking at St Mary's Surgery for patients, with 2 disabled parking bays. There is also 2 hour parking on St Mary's Street, all day parking on Ascupart Street and on-road meters around Hoglands Park opposite the Surgery.

There is substantial all day parking at Gloucester Square, close to Telephone House Surgery. Blue badge holders can park free and without time limits.

In contrast, there is very limited parking outside the Bargate Medical Centre. The nearest car park is at Castle Way, 0.2 miles away near the entrance to the West Quay Shopping Centre.

Access for physically less able people, wheelchair users or mobility scooters is very restricted at the Bargate Medical Centre with a series of steps at each of the three main routes into the surgery. Patients in mobility scooters have no choice other than to navigate a very steep road to the surgery.

Minor Surgery procedures are no longer performed at the Bargate Medical Centre and are carried out at Telephone House Surgery which is equipped with a modern minor operations room.

This was a condition on registration of the Bargate Medical Centre with the Care Quality Commission in 2013 that no surgical procedures would be performed there.

Although the Bargate Medical Centre has been managed by St Mary's Surgery since April 2013 it was only in October 2015 that the two surgeries came together. Since then patients have been able to access services at all of the three sites, St Mary's Surgery, Telephone House Surgery and the Bargate Medical Centre. This includes same day and routine appointments with a GP or nurse, specialist nursing or appointments with a health care assistant.

The premises at the Bargate Medical Centre are cramped and as the building is not owned by the GPs this prevents any changes to the premises being made. There is no capacity for the practice to expand.

The Care Quality Commission (CQC) review of the premises in 2013 highlighted space constraints

We do not feel that the premises at Spa Road at the back of Boots are sustainable and we feel that it is in the best interests of patients, in terms of patient care and safety, to explore options around relocating the services provided at the Bargate.

Our proposal for future services

Our proposal is about making sure we provide access to high-quality care and treatment in the most appropriate place.

Our proposal is to relocate the clinical team from the Bargate Medical Centre at Telephone House Surgery. There will be no redundancies and all staff will all be redeployed within St Mary's Surgery and Telephone House Surgery.

This proposal is about ensuring patient care and safety in an environment which is fit for purpose.

The consequence of carrying on as we are will mean that significant expenditure would be required to bring the premises up to standards set by the Care Quality Commission. To invest additional funding in the buildings would result in loss in clinical services or limited services for patients.

The current lease arrangements with Boots prevent us being able to offer services outside of shop opening times. We will not be able to provide 8 to 8 access, 7 days a week from the Bargate Medical Centre as required by the government.

We are therefore consulting on two options:

Option 1 – Our preferred option

To close the premises at the Bargate Medical Centre and to relocate the clinical team at Telephone House Surgery

Option 2

To keep the premises open at the Bargate Medical Centre at the risk of a reduction in GP and Nurse access/ availability.

We are also seeking views on any impacts we need to be aware of along with any alternative suggestions.

You can give us your views on our proposals by completing one of our feedback forms.

What about staff?

This is not about reducing costs, but it will result in changes to the way practice staff work. It will mean a change in base that people work from, and it could mean more flexible ways of working.

Reception staff are already working across the three bases with no detriment to the service.

The clinical team will be relocated at Telephone House Surgery.

Why are we consulting?

We are keen to have an open conversation with residents in the City centre to allow them to feed into the proposals and influence the decision.

We are making these changes because we want:

- Patients to receive healthcare delivered from modern buildings
- We want these buildings to be accessible
- Services to be closer to people's homes
- Services to be joined up, responsive and flexible to patients' and families' needs
- Services to support our changing population
- Services that can cope with the rising demand for health and social care
- Services that are affordable

Why happens next?

Throughout the consultation we will canvas the views of residents, patients, locally elected councillors and the Member of Parliament.

NHS Southampton City Clinical Commissioning Group (CCG) will meet to review the results of the consultation and will make a recommendation to NHS England.

A copy of our report to the CCG will be made available to all those who included their email address when they sent their views. It will also be published in full on the practice website.

Will what I say make any difference?

Yes. This is your opportunity to let us know your views. The practice and the CCG are aware that people may become anxious about the news that services available to them are going to change. We hope that by securing your involvement in the development of these proposals, and taking into account your views, we will build your confidence in the future of the services.

How can I give my views?

You can provide us with your views in the following ways:

- Complete the online version of the consultation questionnaire:
www.stmaryshealth.co.uk
- Download the feedback form from the practice website, complete it and then email it to soccg.stmaryssurgery@nhs.uk (or mail to the freepost address below)
- Complete the questionnaire and post it to:
Dr Reynolds & Partners,
FREEPOST NAT20421
Southampton
SO14 1UA
- By attending on of the public open days at Telephone House Surgery on Saturday 7th, 14th or 21st May from 08:30 to 10:30
- Write a letter to the freepost address

Dr Reynolds & Partners,
FREEPOST NAT20421
Southampton
SO14 1UA

- Get involved on Social Media
ww.facebook.com/SMTHSurgery

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About you

To help us understand your feedback we need to know a little more about who you are and /or you might represent

I am responding on behalf of

Myself

A group or organisation

I am a patient at the surgery

Yes

No

Please provide your postcode:

Name of group or organisation, if applicable:

Who does this group represent, if applicable?

Based on the information you have read in the consultation document, do you understand the proposals?

Yes

No

Unsure

Option One (please select either Option 1 or Option 2)

To close the premises at the Bargate Medical Centre and to relocate the clinical team at Telephone House Surgery

Option Two

To keep the premises open at the Bargate Medical Centre with a much reduced GP / Nurse service

Comments:

Are you male or female?

Male

Female

What is your ethnic group?

White

Mixed / Multiple ethnic groups

Asian / Asian British

Other ethnic group

Black / African / Caribbean / Black British

How old are you?

0 - 15 16 - 24 25 - 34 35 - 44 45 - 54

55 - 64 65 - 74 75 - 84 85+