

# Have your say on the future of Ketton Branch Surgery

Uppingham Surgery is running a consultation on the future of Ketton Branch Surgery. Our patients have told us they would like more information to assist them in sharing their views and some changes to the consultation questions. This document provides more information on our proposals and we have amended the original survey in line with public feedback. We have also extended the consultation to run until 1 June 2018. Please take the time to read this leaflet before you complete the revised survey. Your views are important to us and will help shape any decisions.



## **Ketton Branch Surgery**

The Ketton Branch Surgery occupies two rooms within the Ketton Village Library; a doctor's consulting room and a dispensary which is also used as a reception point.

We currently offer appointments there for one GP session per week on Friday mornings and one nurse session per week on Monday mornings. For the remainder of the week, when Ketton Branch Surgery is not open (Mondays to Fridays), patients travel to Uppingham main surgery, Barrowden or Gretton branch surgeries.

The facilities at the Ketton site are limited, which means we are unable to provide the range of care some of our patients need. This is particularly true for those who have complex health needs or those who require on the day appointments.

Despite the population of Ketton increasing over the past five years, patient demand for services at the Ketton Branch Surgery does

not fill the weekly sessions currently being run there. At the same time there is a shortage of appointments available at our main surgery. Appointments at Ketton are used by patients living outside Ketton when appointments are unavailable elsewhere. Despite this, a significant number of appointments remain unused on a weekly basis.

## **Our proposals**

All of our patients deserve high level healthcare but due to the underuse of services and limited facilities at Ketton, we are unable to deliver the services that we would like to. We have been experiencing difficulty in managing and sustaining the site for some time and we are proposing that the branch is closed.

## What we have considered

We have considered a number of factors in coming to the proposed option to close.

These include:

- How all of Uppingham Surgery's patients would be affected
- Facilities and access
- Range of services and resources
- Demand for appointments
- Care Quality Commission (CQC) compliance
- The location of all of our branch surgeries and access for patients to alternative GP practices
- Finance
- Opportunities and risks

We also considered a number of alternatives to closure. These include:

### Continuation of current services

By continuing the service with the current low usage, there are GP/nurse appointments remaining unused when pressure on GP services at other branches and our main surgery is rising. Ketton patients would continue to have to come to Uppingham for an appointment if they require a service that is not available at their branch or if they have an acute condition that needs to be treated on a day that their branch is closed. This option therefore is not the best use of clinical time and does not offer the care we would wish for our patients.

### Replacing GPs with other clinical staff

If we use a clinician other than a GP, for example a nurse, they may not be able to deal with the full range of conditions that patients present with. Patients with more complex problems would have to go to Uppingham. This option could result in duplication of appointments and does not address ongoing issues regarding low demand for appointments.

### Reducing the number of sessions at Ketton

Due to the lack of demand for the services at Ketton Branch Surgery, we have already had

to reduce the weekly sessions. Even with this reduction, a significant number of appointments remain unused on a weekly basis.

### Reducing the number of sessions at all branches

Reducing the number of sessions that the branch surgeries offer could increase rota flexibility at Uppingham. However, unlike Ketton Branch Surgery, demand for appointments at our other branches is high. Reducing the number of sessions across all branches would disadvantage a large number of patients.

### Closing all the branch surgeries

Like the option to reduce sessions at all branch surgeries, closing them could present opportunities to strengthen services at our main surgery in Uppingham and has many benefits. However, doing so would mean significant change and disadvantage for patients who are currently regularly using services at our other branch surgeries. This would also place increased demand on the main site.

More detail on all of these options is available in our business case at:

[uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/](http://uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/) or you can contact the practice for a paper copy.

### Our preferred option: closure of the Ketton Branch Surgery

We are committed to delivering the very best care for our patients no matter where they access that care. It is clear however, that Ketton Branch Surgery is underused, with the largest number of unused appointments and constraints which make improvements difficult due to the limited facilities in shared premises.



## Facts about Ketton Branch Surgery

- Less than 20% of Ketton's residents use services at Ketton Branch Surgery – despite the practice moving to a more central location five years ago and a concerted campaign by Ketton Parish Council to promote the services available
- Those who do attend Ketton Branch Surgery are from all age groups
- 41% of GP appointment slots were unused between January and June 2017
- 25% of nurse appointments were unused during the same time period
- The surgery runs from a shared premises so there is little flexibility on when sessions are run
- Services that can be offered there are restricted due to the limited facilities
- Although we have continued to advertise and attempt to recruit a GP vacancy, GP recruitment remains a challenge. This is because fewer junior doctors are entering GP training and more are opting for sessional work once they qualify - this mirrors the national challenge

Having considered alternatives and the impact on our patients, we do not believe we can continue to offer services which meet the needs of all of our patients in a sustainable way if the branch surgery was to remain open. We believe therefore that closure of Ketton Branch Surgery is the most viable option.

## Impact on Ketton patients

We have considered the impact on different patient groups using the Ketton site. These groups are:

- Older people
- People with long-term conditions
- Families, children and young people
- Working-age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia)

If Uppingham Surgery is granted permission to close the Ketton Branch Surgery following the outcome of this consultation, we believe we could provide an improved and more consistent service to all of our patients in line with their needs.

Some patients may opt to use Uppingham or Barrowden Branch Surgery, which is within five miles of Ketton. Others may wish to register at practices in Empingham or Stamford.

Our proposals include measures to support those who are registered with us who may be affected by the changes.

We will offer flexible appointments to fit in with travel arrangements. A bus service operates every two hours between Uppingham and Stamford via Barrowden and Ketton, providing a public transport link for patients to use either Barrowden or Uppingham Surgery.

If patients chose to access services at Barrowden, from the time of arrival in Barrowden using the local bus service, they would have approximately 45 minutes to be seen by a GP or nurse and to return to Ketton on the return service. The bus stop is within walking distance of the Barrowden site.

We would also be able to offer more home visits for patients who are housebound, if our proposal to close our Ketton site is approved.

As part of the consultation, we are also asking people to tell us if they feel the proposed changes will have an impact on them and the comments people make will form part of the consultation report that will be used to help make a decision on the future of services at Ketton Branch Surgery.

More detail on how we considered impact on patients is in our business case which is available on our website:

[uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/](http://uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/) or via paper copy on request.



## The consultation

We are inviting you to share your views on our proposals. You can do this by taking part in this public consultation by answering a few questions on the future of Ketton Branch Surgery.

We began a consultation on 1 February 2018 which was due to close on 1 May 2018. However, in response to public feedback during the consultation so far, we have listened to what our patients are telling us, and have decided to revise our consultation to include:

- Additional questions
- More detailed information for patients
- A longer timescale to respond
- An additional drop-in session in Ketton

The consultation will now close on 1 June 2018. We hope you find the additional information in this document helpful but if you require more information, please read our business case which is available on our website: [uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/](http://uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/).

Alternatively, you can attend one of our drop-in sessions:

 Monday 16 April

 9.30am—11.30am

 Ketton Surgery, High Street, Ketton,  
Stamford PE9 3RH

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 Thursday 19 April

 4.30pm—5.30pm

 Gretton Surgery, 16A Kirby Road,  
Gretton, Corby NN17 3DB

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 Monday 14 May

 10am—11.30am

 Ketton Surgery, High Street, Ketton,  
Stamford PE9 3RH

## What you need to do

Please take the time to read this information and look at our full business case, available online at: [uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/](http://uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/)

You should still respond if you have previously taken part, but please tick the relevant box to indicate whether your answers are a resubmission.

If you would like to provide further comment or information, please email us at Uppingham Surgery. Full details are available in the box below.

## What next?

All feedback including any additional comments sent to us will be considered and presented to East Leicestershire and Rutland Clinical Commissioning Group in a consultation analysis report at the end of the consultation. The report will also be shared on our website.

The Clinical Commissioning Group's Primary Care Commissioning Committee will consider all feedback before making a decision which we will then communicate to our patients.

Please return your completed questionnaire to the freepost address below (no stamp is needed). Please ensure you write the address on one line using the appropriate capital letters as below:

### Freepost NHS QUESTIONNAIRE RESPONSES

Alternatively, you can take part by answering the questions online:

 [uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/](http://uppinghamsurgery.nhs.uk/ketton-branch-surgery-could-be-closing/)

 01572 823531

 [uppingham.surgery@nhs.net](mailto:uppingham.surgery@nhs.net)

You can also contact us if you would like this information in another language or if you have another specific request.