



# **Pilsley Surgery Consultation Report**

**Derbyshire Health Improvement &  
Scrutiny Committee  
20 January 2020**

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## Executive Summary

The purpose of this report is to provide feedback on the public consultation on the proposed closure of Pilsley Surgery, which is a branch Surgery of Staffa Health.

A 60 day consultation ran from 24<sup>th</sup> June 2019 to 23<sup>rd</sup> August 2019. The aim of the consultation was to gather the views of patients, stakeholders and the wider public to understand the potential impact of the proposed closure of the branch Surgery.

## Background

Staffa Health is a GP Practice in Derbyshire with 16,850 registered patients. It comprises the primary site in Tibshelf and three branch surgeries in Holmewood, Pilsley and Stonebroom.

In common with other Practices throughout the country Staffa Health has experienced a reduction in the number of GPs working for the Practice and recruitment to vacant GP posts has been challenging for over 3 years. Alongside this the Practice has experienced an increase in its registered population due to new housing developments in its the catchment area.

While the lack of recruitment of GPs has caused the Practice to consider how it is operating over multiple sites, the Practice also has aspirations to redesign the way it delivers care to its patients in line with the new longer term NHS Strategy.

A reduction in the number of sites would lead to the longer term sustainability of the Practice because it would allow a redesign of some aspects of care delivery by co-locating staff on fewer sites.

Examples of the benefits that a reduction in the number of sites would bring include:

- Ability to improve access to same day urgent care through a re-designed urgent care model that puts the GP at the centre of the process and involves a range of multi-disciplinary team members seeing and treating patients. The GP would triage the majority of patients and be responsible for the supervision and debrief of the team involved with providing the direct care.
- Greater ability to skill-mix and develop a high quality workforce.
- Greater ability for the Practice to maintain and expand its Training Practice commitments of supporting doctors, nurses, pharmacists and other clinical practitioners in training, by having a GP responsible for the supervision of more than one trainee on a larger site. This increases appointments for patients and also supports the training and development of a future Primary Care workforce.
- Fewer sites makes the Practice a more attractive place to work as a GP due to a more supportive and less isolated working environment which is likely to improve recruitment and retention.
- Fewer sites makes the Practice a more attractive Practice to join as a Partner due to a more supportive and less isolated working environment and reduced capital investments costs.

- ☐ Ability to review timing of GP and nurse sessions which could enable appointments during lunch times and/or earlier in the morning benefiting both patients and staff.
- ☐ Improved continuity of care for patients as staff are stretched less thinly across fewer sites.
- ☐ Arrangements for call answering, administration and reception staffing can be reviewed leading to improvements and reduced waiting times on the telephone for patients making enquiries and bookings.

The Practice therefore submitted an application to the Hardwick Clinical Commissioning Group Primary Care Co-commissioning Committee in March 2019 to close the Pilsley Surgery to allow it to operate from fewer sites. The Primary Care Co-Commissioning Committee considered the application on Wednesday the 20<sup>th</sup> March 2019. The Committee confirmed that the branch closure was agreed 'in principle' subject to patient, staff and stakeholder engagement taking place. The Committee suggested an engagement period of 60 days due to the work involved in a full engagement process.

The Committee requested a follow up report with the results and feedback received from the patients, staff and stakeholder engagement. This is to include evidence of the Practice acting on any reasonable recommendations made during the engagement process.

## Consultation Process

The 60 day consultation ran from 24th June 2019 to 23rd August 2019. A robust range of feedback approaches was utilised during the Consultation period. These included meetings with staff, stakeholders and the Patient Participation Group. A letter was to all patients explaining the reasoning behind the proposal, with a Frequently Asked Questions sheet and a Questionnaire to allow them to feedback their views. A text message was sent to all Staffa Health patients to raise awareness of the Consultation and give them information about how they could get involved. Three face-to-face drop-in sessions were held at Pilsley Surgery for patients and stakeholders to discuss the proposal and offer their views.

## Consultation Response

A total of 951 responses were received by the Practice during the Consultation period. These include:

- ☐ 879 responses to the survey
- ☐ 51 people attending public drop-in meetings
- ☐ 21 letters or email correspondences.
- ☐ A petition containing 592 signatures

Feedback from patients and stakeholders has been summarised and a full analysis is presented in the Consultation Report.

The main concerns about the proposal that were raised were:

- ☐ Travel and transport - accessing alternative Staffa Health locations
- ☐ Car parking pressures
- ☐ Access and capacity
- ☐ Loss of local Pharmacy
- ☐ Loss of other, non-appointment based Primary Care services
- ☐ Impact on vulnerable people
- ☐ Negative impact on the village
- ☐ Increasing village population
- ☐ Inappropriate use of other services or not accessing services
- ☐ Conflict of interest / the process
- ☐ Rationale / information provided in the Consultation
- ☐ Carbon footprint
- ☐ Availability of other GP services

Patients and Stakeholders also suggested ways that their concerns could be mitigated, for example:

- Workforce – e.g. recruit more GPs or nurses, staff to increase their hours and not retire early, offer better incentives to GPs to join or to stay, train more GPs
- ☐ Share reduction in hours across all 4 sites or close a different site
- Transport – e.g. more frequent direct bus service, free transport
- Service redesign – e.g. nurse led service, pop up/mobile surgeries, provide more home visits, video consultations, later Surgery opening times or Saturdays, automatic repeat prescriptions, reduce waiting time for appointments, ensure appointments at other sites fit round bus timetable, co-ordinate appointments so patients don't have to make multiple trips
- ☐ Improve facilities at the remaining 3 sites - invest in a new modern facility for Tibshelf, increase car parking provision at other sites, staff to park off-site
- ☐ Keep the Surgery open
- Other – e.g. reduce the number of patients who do not turn up for appointments, less paperwork for GPs, increase NHS funding, do not take on new patients, another Practice to take over Pilsley Surgery, community to run the Surgery, enhance the Pharmacy or ensure it stays open, reassurance other surgeries won't close, have a box at Pilsley for dropping prescriptions off
- No solution - not concerned, can't think of a solution, nothing can be done

## Practice Decision and Next Steps

The Practice have listened to the feedback raised during the Consultation and heard a number of alternative suggestions that either avoided a closure or reduced the risks associated with the closure.

The Practice has decided to continue the application process to close the Pilsley Surgery as we believe continuing to staff 4 surgeries would mean the sustainability of the overall service would remain at risk. Moving all staff to other sites will make the service more sustainable and allow the Practice to manage patient demand more effectively by implementing new ways of working.

The Practice seeks agreement from the Primary Care Co-Commissioning Committee to close Pilsley Surgery, but to postpone the overall closure for 1 year from the date agreement is given. This time-period will allow us to undertake some work on our premises to increase the number of clinical rooms at Tibshelf and continue to seek solutions to the car parking issues.

During this year-long period we propose to reduce the sessions at Pilsley Surgery to three half days per week or one full day and one half day, depending on staffing availability. We will endeavour to reserve the appointments provided at the Pilsley Surgery for Pilsley patients who would find it difficult to travel to other sites.

Having considered the suggestions that were made in the Public Consultation the Practice will offer the following mitigations to reduce the risks to patients at the point the Surgery closes in full:

- ② Redesign the service to help the Practice provide an increase in capacity overall e.g. relocating a GP to provide additional capacity to triage demand for same day urgent care
- ② Work with the Pharmacy to look at ways we could provide some services to patients from the Pharmacy site
- ② Implement more telephone consultations, on-line and video consultations
- ② Support patients to access online consultations
- ② Streamline routine reviews for patients with long term conditions so that the majority of patients will only need to attend for a review once a year for all of their long term conditions and medications
- ② Ensure appointment timings take into consideration availability of bus travel and transport, and the reliability of the service is accepted as a reason patients may be late to appointments
- ② Continue to push for improved car parking arrangements at other Practice sites
- ② Identify new ways of providing supportive and proactive care to our most vulnerable patients such as the frail elderly, mentally ill and those with long term illness
- ② Continue to invest in an appropriate amount of home visiting capacity to support the housebound and frail elderly and any increase that may arise
- ② We will not reduce clinical resources. Staff that are currently employed will remain in post, but they will be relocated
- ② We will continue to try to recruit quality staff to our vacancies
- ② Continue to review operational models, timing of appointments, appointment types and methods and administration systems to make systems and processes as efficient and effective as possible for patients, improving access wherever possible and reducing the requirement to travel to Surgery

- ② We will continually monitor the impact of the closure and implement new mitigations or supportive solutions to our Pilsley patients wherever possible.

The report will be presented to Primary Care Co-Commissioning Committee of NHS Derby and Derbyshire Clinical Commissioning Group in January 2020.

# 1. Introduction

The purpose of this report is to provide feedback on the public consultation on the proposed closure of Pilsley Surgery, which is a branch Surgery of Staffa Health.

A 60 day consultation ran from 24<sup>th</sup> June 2019 to 23<sup>rd</sup> August 2019. The aim of the consultation was to gather the views of patients, stakeholders and the wider public to understand the potential impact of the proposed closure of the branch Surgery.

# 2. Background

Staffa Health is a GP Practice in Derbyshire with 16,850 registered patients. It comprises the primary site in Tibshelf and three branch surgeries in Holmewood, Pilsley and Stonebroom.

In common with other Practices throughout the country Staffa Health has experienced a reduction in the number of GPs working for the Practice and recruitment to vacant GP posts has been challenging for over 3 years. Alongside this the Practice has experienced an increase in its registered population due to new housing developments in its catchment area.

In December 2017 a Salaried GP resigned from the Practice; in July 2018 a GP Partner resigned and in April 2019 a second GP Partner resigned from the Practice. Other Partners have reduced their hours and recruitment to the Practice's vacant GP posts has only been partially successful. Analysis of GP session time since 2016 shows that the Practice was down by 5 sessions of GP time per week at the 1st April 2019 compared to 3 years previous. At the 1<sup>st</sup> December 2019 this is 6 sessions.

The Practice has a policy to only provide services to patients in any Surgery when there is a GP on the premises. With the reduction in GP numbers, staffing 4 sites with a GP has become increasingly difficult and at times this hasn't been achievable. In 2017 the Practice reduced sessions in two of the branch surgeries when servicing the branches had become more difficult for the Practice.

In 2018 the Practice resorted to using Locums to cover at some branch sites, increasing locum spend and overall costs for the Practice considerably.

In 2018 the Practice has employed 3 trainee Advanced Clinical Practitioners to provide home visits and appointments which has helped with capacity to some extent.

While the lack of recruitment of GPs has caused the Practice to consider how it is operating over multiple sites, the Practice also has aspirations to redesign the way it delivers care to its patients in line with the new longer term NHS Strategy.

A reduction in the number of sites would lead to the longer term sustainability of the Practice because it would allow a redesign of some aspects of care delivery by co-locating staff on fewer sites.



Examples of the benefits that a reduction in the number of sites would bring include:

- Ability to improve access to same day urgent care through a re-designed urgent care model that puts the GP at the centre of the process and involves a range of multi-disciplinary team members seeing and treating patients. The GP would triage the majority of patients and be responsible for the supervision and debrief of the team involved with providing the direct care.
- Greater ability to skill-mix and develop a high quality workforce.
- Greater ability for the Practice to maintain and expand its Training Practice commitments of supporting doctors, nurses, pharmacists and other clinical practitioners in training, by having a GP responsible for the supervision of more than one trainee on a larger site. This increases appointments for patients and also supports the training and development of a future Primary Care workforce.
- Fewer sites makes the Practice a more attractive place to work as a GP due to a more supportive and less isolated working environment which is likely to improve recruitment and retention.
- Fewer sites makes the Practice a more attractive Practice to join as a Partner due to a more supportive and less isolated working environment and reduced capital investments costs.
- Ability to review timing of GP and nurse sessions which could enable appointments during lunch times and/or earlier in the morning benefiting both patients and staff.
- Improved continuity of care for patients as staff are stretched less thinly across fewer sites.
- Arrangements for call answering, administration and reception staffing can be reviewed leading to improvements and reduced waiting times on the telephone for patients making enquiries and bookings.

The Practice therefore submitted an application to the Hardwick Clinical Commissioning Group Primary Care Co-commissioning Committee in March 2019 to close the Pilsley Surgery to allow it to operate from fewer sites.

### 3. Proposal

The Practice is proposing the closure of the branch Surgery in Pilsley. This is the only Surgery from the 4 current Staffa Health sites that would close. There has previously been consideration of a longer term strategy to reduce the number of sites to 1 in future, however this has now been discounted.

Pilsley is the Surgery nominated because it has the closest proximity to other GP services. The other 3 Staffa Health sites are located within a few miles radius of Pilsley and many patients already travel to these other sites. There is hourly public transport from Pilsley to Stonebroom or Tibshelf. Pilsley is also the smallest of the 4 Staffa Health sites, with the fewest patients registered there.

The Practice would not be asking any patients to leave the Practice. Patients would still have the choice to access all General Practice services at the remaining 3 sites at Tibshelf, Stonebroom and Holmewood and would continue to be registered with Staffa Health.

All staff would be retained and the appointment time they currently provide at Pilsley would be transferred to the other surgeries.

The Practice recognises that not all patients would be able or willing to travel to one of the other surgeries. Any patients who may choose not to remain registered with Staffa Health would be fully supported and offered advice on how to re-register with a different Practice.

To help improve access, telephone appointments and on-line consultations would be offered to patients where appropriate. Home visits would continue to be provided for patients where they are medically necessary, in accordance with the Practice's home visiting policy.

The Practice applied to the NHS Hardwick Clinical Commissioning Group Primary Care Co-commissioning Committee to close the Pilsley site in March 2019. The Primary Care Co-Commissioning Committee considered the application on Wednesday the 20<sup>th</sup> March 2019. The Committee confirmed that the branch closure was agreed 'in principle' subject to patient, staff and stakeholder engagement taking place. The Committee suggested an engagement period of 60 days due to the work involved in a full engagement process.

The Committee requested a follow up report with the results and feedback received from the patients, staff and stakeholder engagement. This is to include evidence of the Practice acting on any reasonable recommendations made during the engagement process.

## 4. Format of the Consultation

The 60 day consultation ran from 24th June 2019 to 23rd August 2019.

A robust range of feedback approaches was utilised during the Consultation period:

- Meetings with affected staff prior to the Consultation launch
- Involvement of the Staffa Health Patient Participation Group prior to the consultation launch, in discussions about the Consultation and the Communications and Engagement Plan
- Letter to all Pilsley households with a registered patient, explaining the reasoning behind the proposal and inviting them to provide their views during the Consultation period (Appendix 1). A Frequently Asked Questions sheet (Appendix 2) and a Questionnaire were included with the letter (Appendix 3)
- Letter to patients registered at Stonebroom, Holmewood or Tibshelf sites who had visited the Pilsley Surgery in the preceding 12 months (Appendix 1). A Frequently Asked Questions sheet (Appendix 2) and a Questionnaire were included with the letter (Appendix 3)
- Text message to all Staffa Health patients with a registered mobile phone (14,062) alerting them to the Consultation and inviting them to participate
- Three face-to-face drop-in sessions held at Pilsley Surgery
- Telephone discussions with the Practice Manager
- Email / letter/ telephone communication to key stakeholders including MPs, local Councillors, local Pharmacy Manager, neighbouring GP Practices
- 4 Meetings with local Councillors at the Surgery or Community venues
- Staffa Health website and social media publicity
- Posters in all surgeries and community areas such as the Pilsley Community Hall, local shop, café etc.

- Attendance at 'Nosh and Natter' Group at the Pilsley Community Hall
- Attendance at Derbyshire Health Improvement and Scrutiny Committee.

An overview of the communications approach can be found in Appendix 4.

## 5. Consultation Response

A total of 951 responses were received by the Practice during the Consultation period. These include:

- 879 responses to the survey
- 51 people attending public drop-in meetings
- 21 letters or email correspondences.
- A petition containing 592 signatures

The main themes of the feedback patients and stakeholders told us for each type of response is summarised below.

### 5.1. Survey Results

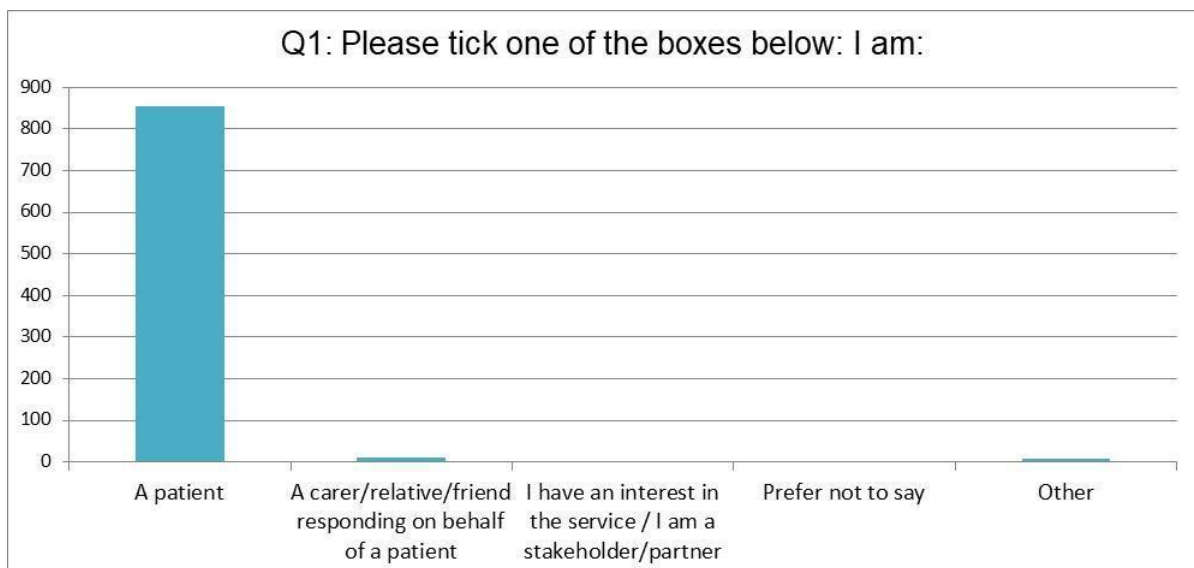
A total of 879 survey responses were received. Responses to the survey were captured in paper form or on-line. 557 patients/stakeholder filled in a paper questionnaire. 322 responses were received on-line.

The responses have been collated and each question has been summarised below.

#### 5.1.1. Question 1: 'I am... patient / carer / relative / friend / stakeholder...etc'

The majority of responders were patients, 11 were carers and one was a stakeholder.

**Figure 1: Question 1 – all responses**

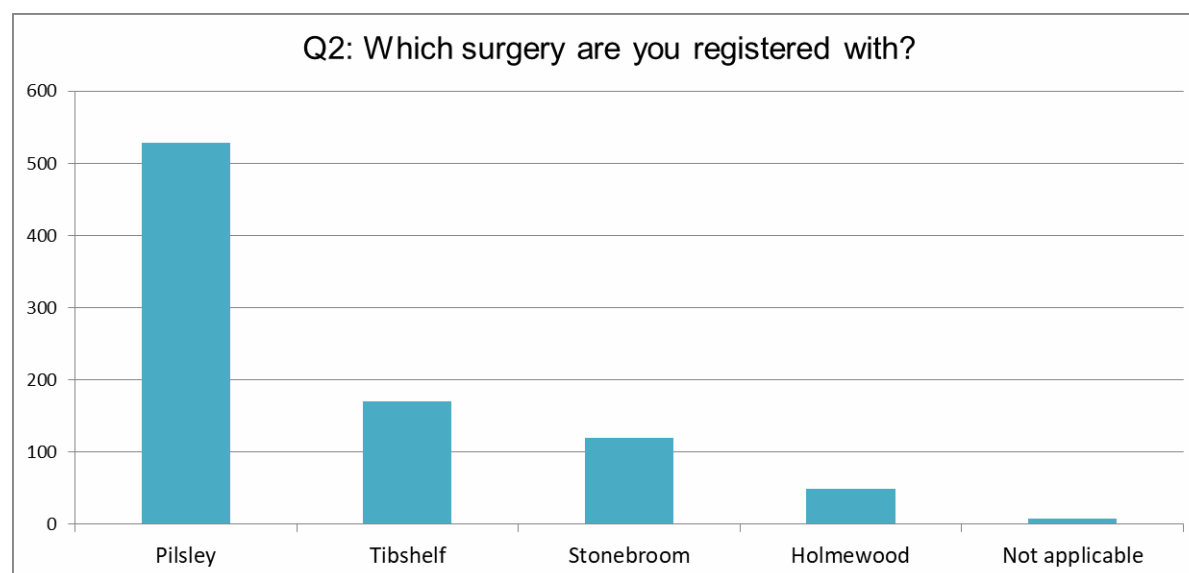


**Table 1: Question 1 – all responses**

Answer Choices	Responses	
A patient	97.37%	853
A carer/relative/friend responding on behalf of a patient	1.26%	11
I have an interest in the service / I am a stakeholder/partner	0.11%	1
Prefer not to say	0.34%	3
Other	0.91%	8
<b>Answered</b>		<b>876</b>
<b>Skipped</b>		<b>3</b>

### 5.1.2. Question 2: 'Which Surgery are you registered with?'

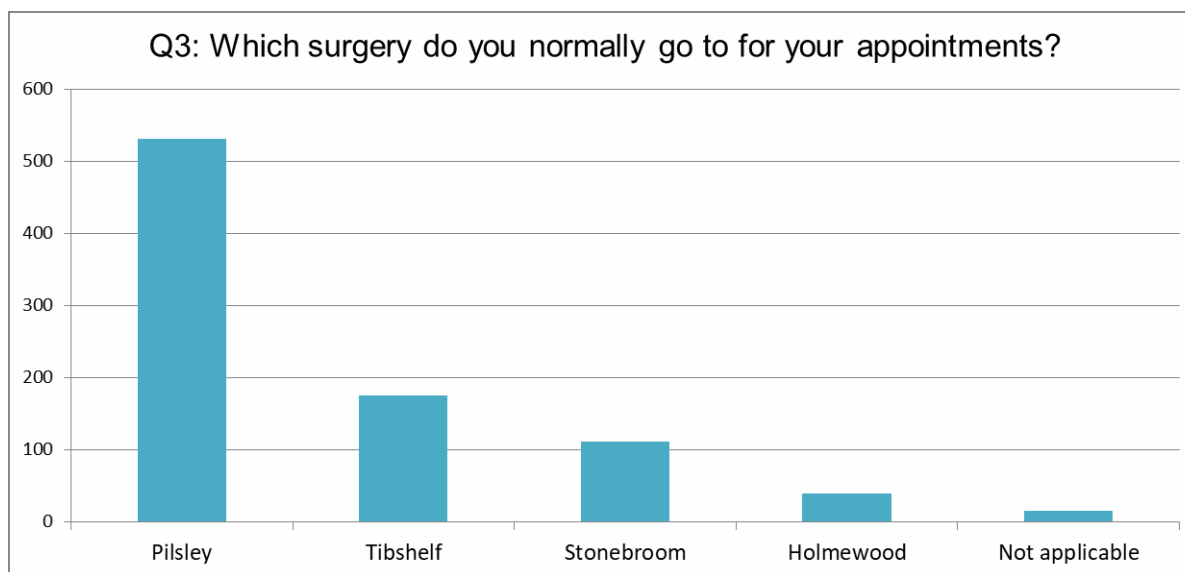
61% of responders were patients who are registered at the Pilsley Surgery.

**Figure 2: Question 2 – all responses****Table 2: Question 2 – all responses**

Answer Choices	Responses	
Pilsley	60.53%	529
Tibshelf	19.45%	170
Stonebroom	13.62%	119
Holmewood	5.61%	49
Not applicable	0.80%	7
<b>Answered</b>		<b>874</b>
<b>Skipped</b>		<b>5</b>

### 5.1.3. Question 3: 'Which Surgery do you normally go to for appointments?'

**Figure 3: Question 3 – all responses**



**Table 3: Question 3 – all responses**

Q3: All responses			
Answer Choices		Responses	
Pilsley		60.89%	531
Tibshelf		20.07%	175
Stonebroom		12.73%	111
Holmewood		4.59%	40
Not applicable		1.72%	15
Answered			872
Skipped			7

#### Results for patients registered at Pilsley:

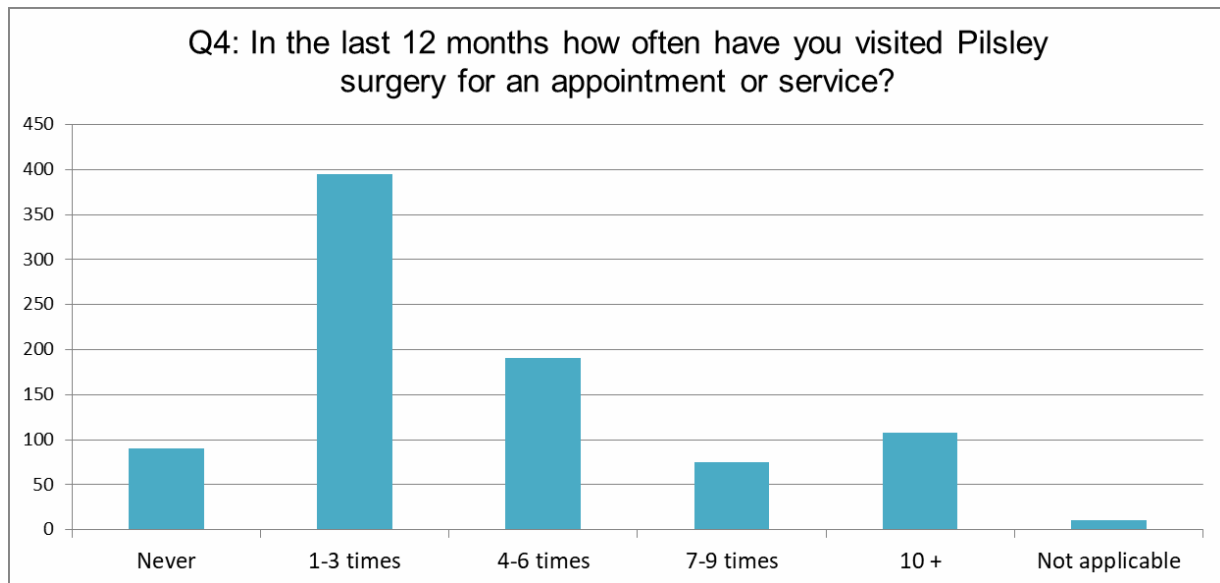
525 patients from Pilsley answered question 3 about which Surgery they usually attended for appointments out of the total responses of 872. The usual surgery Pilsley patients tended to use was their local Pilsley Surgery:

**Table 4: Question 3 – responses for patients registered at Pilsley only**

Q3: Pilsley patients only			
Answer choices		Responses	
Pilsley		96.00%	504
Tibshelf		3.05%	16
Stonebroom		0.57%	3
Holmewood		0.00%	0
Not applicable		0.38%	2
Answered			525
Skipped			4

#### 5.1.4. Question 4: 'In the last 12 months how often have you visited Pilsley Surgery for an appointment or service?'

**Figure 4: Question 4 – all responses**



**Table 5: Question 4 – all responses**

Q4: All responses		Answer Choices		Responses	
Never				10.34%	90
1-3 times				45.40%	395
4-6 times				21.95%	191
7-9 times				8.62%	75
10 +				12.41%	108
Not applicable				1.26%	11
		<b>Answered</b>		<b>870</b>	
		<b>Skipped</b>		<b>9</b>	

#### **Results for patients registered at Pilsley:**

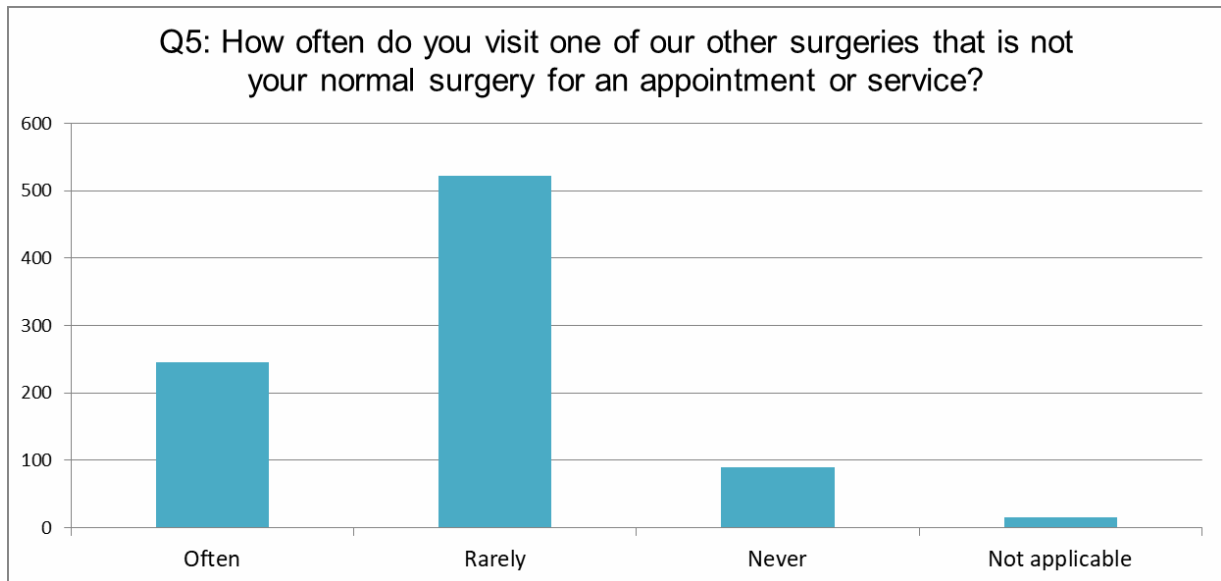
521 patients from Pilsley answered this question out of the total responses of 870, and their frequency of visits to Pilsley Surgery was as follows:

**Table 6: Question 4 – responses for patients registered at Pilsley only**

Q4: Pilsley Patients Only		Answer Choices		Responses	
Never				2.69%	14
1-3 times				34.17%	178
4-6 times				29.94%	156
7-9 times				12.86%	67
10 +				19.19%	100
Not applicable				1.15%	6
		<b>Answered</b>		<b>521</b>	
		<b>Skipped</b>		<b>8</b>	

### 5.1.5. Question 5: 'How often do you visit one of our other surgeries that is not your normal Surgery for an appointment or service?'

**Figure 5: Question 5 – all responses**



**Table 7: Question 5 – all responses**

Q5: All responses			
	Answer Choices	Responses	
Often		28.06%	245
Rarely		59.79%	522
Never		10.31%	90
Not applicable		1.83%	16
		<b>Answered</b>	<b>873</b>
		<b>Skipped</b>	<b>6</b>

#### Results for patients registered at Pilsley:

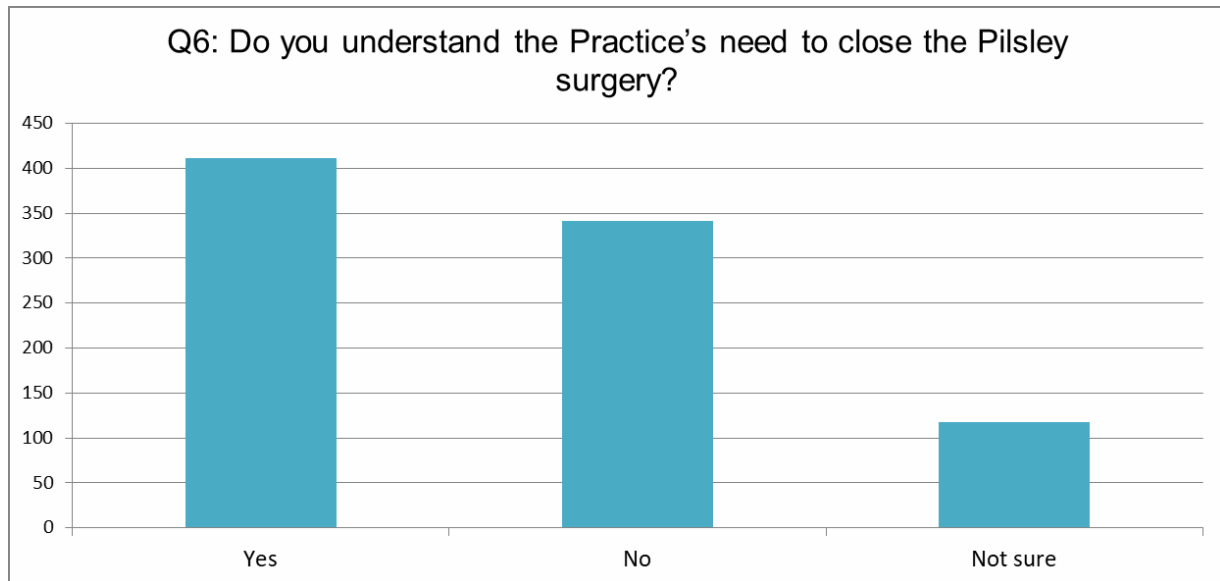
524 patients from Pilsley answered this question out of the total responses of 873. The frequency they visited other surgeries was as follows:

**Table 8: Question 5 – responses for patients registered at Pilsley only**

Q5: Pilsley Patients Only			
	Answer Choices	Responses	
Often		19.08%	100
Rarely		64.89%	340
Never		13.93%	73
Not applicable		2.10%	11
		<b>Answered</b>	<b>524</b>
		<b>Skipped</b>	<b>5</b>

### 5.1.6. Question 6: 'Do you understand the Practice's need to close the Pilsley Surgery?'

**Figure 6: Question 6 – all responses**



**Table 9: Question 6 – all responses**

Q6: All responses			
Answer Choices		Responses	
Yes		47.24%	411
No		39.20%	341
Not sure		13.56%	118
		<b>Answered</b>	<b>870</b>
		<b>Skipped</b>	<b>9</b>

#### Results for patients registered at Pilsley:

524 patients from Pilsley answered this question out of the total responses of 870. Their responses are as follows:

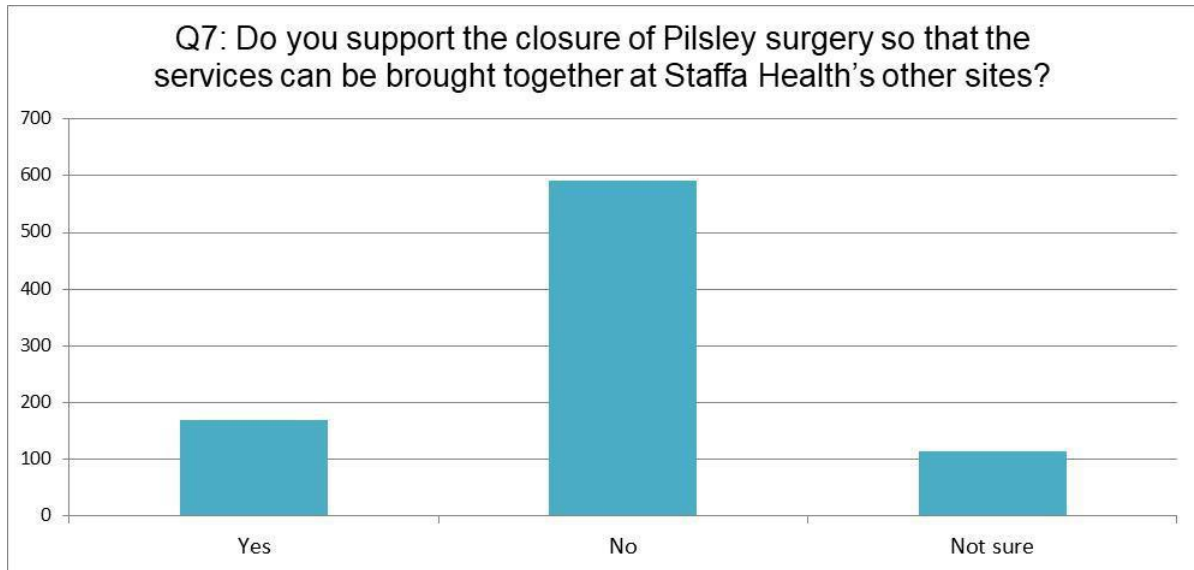
**Table 10: Question 6 – responses for patients registered at Pilsley only**

Q6: Pilsley Patients Only			
Answer choices		Responses	
Yes		32.25%	169
No		53.82%	282
Not sure		13.93%	73
		<b>Answered</b>	<b>524</b>
		<b>Skipped</b>	<b>5</b>



### 5.1.7. Question 7: 'Do you support the closure of Pilsley Surgery so that the services can be brought together at Staffa Health's other sites?'

**Figure 7: Question 7 – all responses**



**Table 11: Question 7 – all responses**

Q7: All responses			
	Answer Choices	Responses	
Yes		19.27%	168
No		67.78%	591
Not sure		12.96%	113
		<b>Answered</b>	<b>872</b>
		<b>Skipped</b>	<b>7</b>

#### Results for patients registered at Pilsley:

526 patients from Pilsley answered this question out of the total responses of 872 of which:

- 6.65% (35) answered yes (in support of the closure)
- 85.55% (450) answered no (not in support)
- 7.79% (41) were not sure

**Table 12: Question 7 – responses from Pilsley patients only**

Q7: Pilsley Patients Only			
	Answer choices	Responses	
Yes		6.65%	35
No		85.55%	450
Not sure		7.79%	41
		<b>Answered</b>	<b>526</b>
		<b>Skipped</b>	<b>3</b>

Patients registered at Tibshelf, Stonebroom and Holmewood responded in the following way to this question, with proportionately more patients responding that they were in support of the closure:-

**Patients Registered at Tibshelf**

- 39.29% answered yes (in support of the closure)
- 44.64% answered no (not in support)
- 16.07% not sure.

**Patients Registered at Stonebroom**

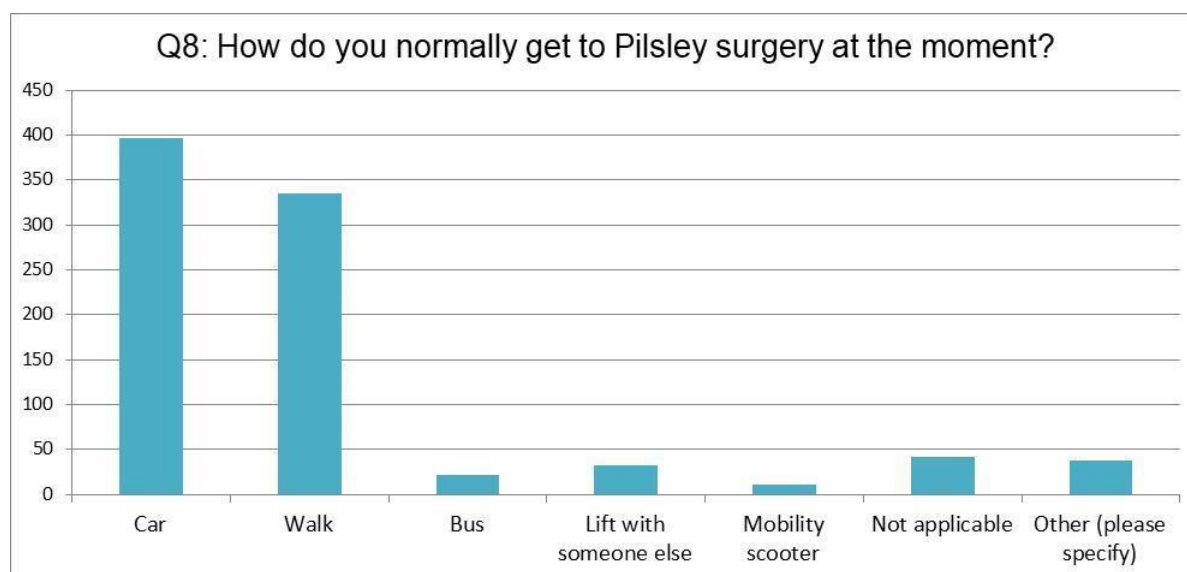
- 39.83% answered yes (in support of the closure)
- 33.90% answered no (not in support)
- 26.27% not sure.

**Patients Registered at Holmewood**

- 36.73% answered yes (in support of the closure)
- 36.73% answered no (not in support)
- 26.53% not sure.

### 5.1.8. Question 8: 'How do you normally get to Pilsley Surgery at the moment?'

**Figure 8: Question 8 – all responses**



**Table 13: Question 8 – all responses**

Answer Choices	Responses	
Car	45.37%	397
Walk	38.29%	335
Bus	2.40%	21
Lift with someone else	3.66%	32
Mobility scooter	1.26%	11
Not applicable	4.69%	41
Other (please specify)	4.34%	38
<b>Answered</b>		<b>875</b>
<b>Skipped</b>		<b>4</b>

### Results for patients registered at Pilsley:

527 patients from Pilsley answered this question out of the total responses of 875.

**Table 14: Question 8 – responses for patients registered at Pilsley only**

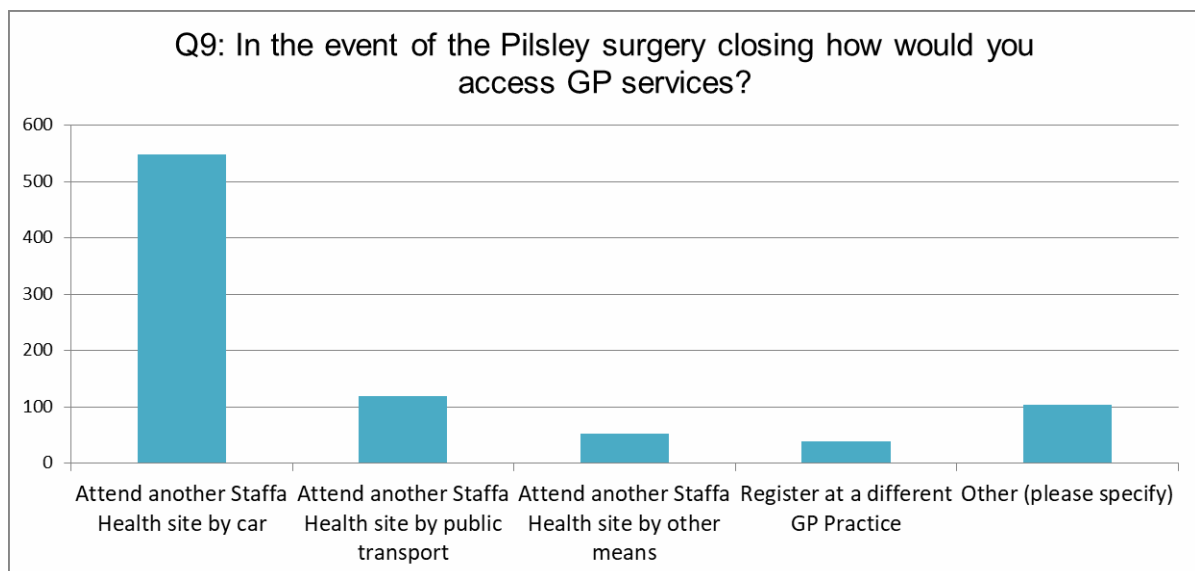
Q8: Pilsley Patients Only			
Answer choices		Responses	
Car		23.34%	123
Walk		61.29%	323
Bus		2.66%	14
Lift with someone else		4.55%	24
Mobility scooter		1.71%	9
Not applicable		0.19%	1
Other (please specify)		6.26%	33
		<b>Answered</b>	<b>527</b>
		<b>Skipped</b>	<b>2</b>

‘Other’ responses include:

- Taxi
- Home visits
- Combinations of more than one method i.e. car, walk, bus, lift, mobility scooter.

#### 5.1.9. Question 9: ‘In the event of the Pilsley Surgery closing how would you access GP services?’

**Figure 9: Question 9 – all responses**



**Table 15: Question 9 – all responses**

Q9: All responses			
	Answer Choices	Responses	
	Attend another Staffa Health site by car	63.65%	548
	Attend another Staffa Health site by public transport	13.82%	119
	Attend another Staffa Health site by other means	6.16%	53
	Register at a different GP Practice	4.41%	38
	Other (please specify)	11.96%	103
	<b>Answered</b>		<b>861</b>
	<b>Skipped</b>		<b>18</b>

**Results for patients registered at Pilsley:**

519 patients from Pilsley answered this question out of the total responses of 861:

**Table 16: Question 9 – responses for patients registered at Pilsley only**

Q9: Pilsley Patients Only			
	Answer choices	Responses	
	Attend another Staffa Health site by car	51.64%	268
	Attend another Staffa Health site by public transport	20.81%	108
	Attend another Staffa Health site by other means	6.17%	32
	Register at a different GP Practice	6.55%	34
	Other (please specify)	14.84%	77
	<b>Answered</b>		<b>519</b>
	<b>Skipped</b>		<b>10</b>

The 'other' responses included comments that explained that patients would do the following to access GP services:

- Use a taxi
- Request a home visit
- Ask family or friends to take me
- Were not sure

#### **5.1.10. Question 10: 'Thinking about the proposed closure of Pilsley Surgery, what impact you consider this will have on you?'**

Question 10 on the Consultation questionnaire asked patients and stakeholders what kind of an impact the closure of the Pilsley Surgery would have on them i.e.

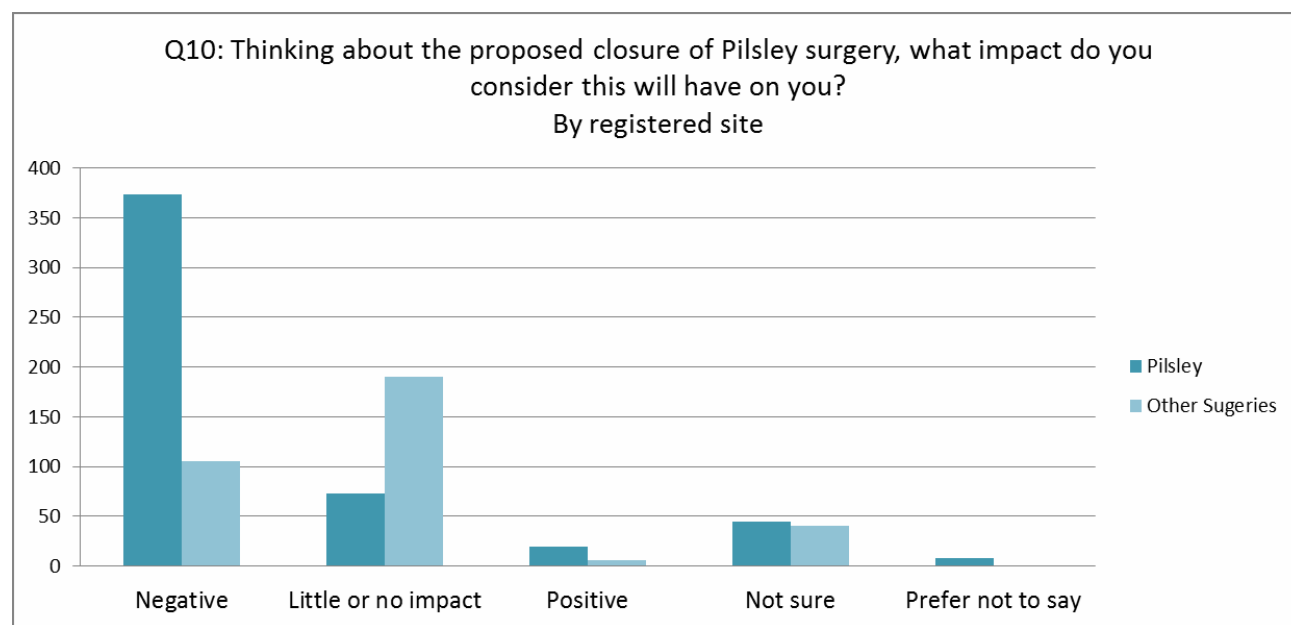
- Little or no impact
- Positive impact
- Negative impact
- Not sure
- Prefer not to say

127 people responded to say that the closure of the Pilsley Surgery would have a positive impact on them. However when asked for their rationale about why they provided this answer 102 of the 127 respondents identified reasons which were clearly negative e.g. *'It will take longer to get to and from*

*the Surgery for us', 'I would find it much more difficult and expensive to attend other surgeries', 'more difficult to get an appointment at the other surgeries'.*

It was therefore decided that these 102 respondents actually viewed the closure as having a negative rather than positive impact and there had perhaps been some misunderstanding of the question wording. The data has therefore been manually re-categorised to reflect this error in response.

**Figure 10: Question 10 –all responses**



**Table 17: Question 10 – all responses**

Q10: All responses	Pilsley		Other surgeries or no surgery	
Negative	72.01%	373	30.70%	105
Little or no impact	14.09%	73	55.56%	190
Positive	3.67%	19	1.75%	6
Not sure	8.69%	45	11.70%	40
Prefer not to say	1.54%	8	0.29%	1
	<b>Answered</b>	<b>518</b>		<b>342</b>
	<b>Skipped</b>	<b>11</b>		<b>4</b>

659 patients completed the comments field of this question explaining their reasons for why there was a particular impact on them.

Reasons given by patients for a positive impact related to being able to improve the service and included comments such as:

*"As you have said that will be likely to improve availability of doctors and make them less stretched which can only be a good thing"*

*"GPs and services won't be stretched out between 4 sites. Quality which is already great will be maintained at the other sites. "*

The patients who had reported that there would be little or no impact stated that this was because they were generally fit and well, didn't attend very much or already travelled to other sites.

412 people who said that the closure would have a negative impact left a comment. These comments have been categorised into their main themes. Many people responded about impacts on other people e.g. other local residents or relatives rather than the impact on themselves personally.

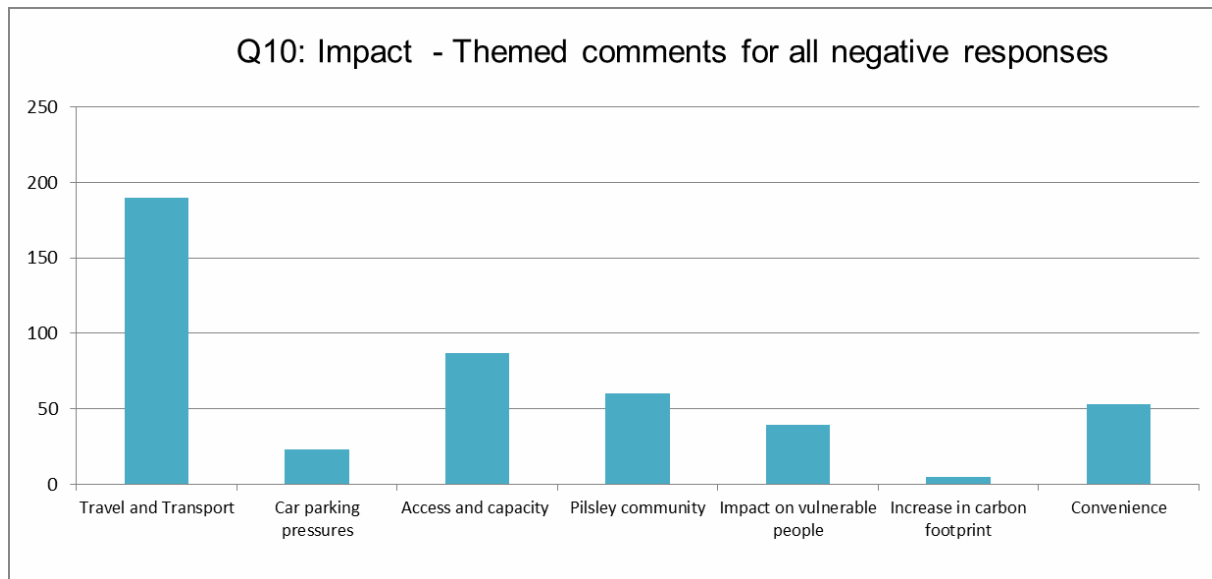
The themes are as follows:

**Table 18: Question 10 - Main themes for comments made by people recording a negative impact**

Question 10: Main themes for comments made by people recording a <u>negative impact</u>
<p><b>Travel and transport – accessing alternative Staffa Health locations</b></p> <ul style="list-style-type: none"> <li>• Infrequent bus service to other</li> <li>• Unreliable bus service</li> <li>• Future bus service not guaranteed</li> <li>• Increases time needed if travelling by bus</li> <li>• Times of buses not matching appointments and no evening buses</li> <li>• Difficulties on public transport for elderly patients or patients with reduced mobility</li> <li>• Weather conditions unpleasant if travelling in winter time</li> <li>• Lack of bus shelters</li> <li>• Walking required from/to the bus stops</li> <li>• Difficult to travel while feeling ill</li> <li>• Stress of travel</li> <li>• Expense of using public transport and taxis</li> <li>• May have to rely on others to take them</li> <li>• Able to drive now but may not in future.</li> </ul>
<p><b>Car Parking Pressures</b></p> <ul style="list-style-type: none"> <li>• Lack of car parking space at other Staffa Health surgeries.</li> </ul>
<p><b>Access and capacity</b></p> <ul style="list-style-type: none"> <li>• Extra pressure on Staffa Health's other surgeries/services</li> <li>• Concern there would be longer wait for appointments</li> <li>• Concern there would be fewer appointments and harder to get appointments</li> <li>• Less choice of location</li> <li>• Difficulty ordering and collecting repeat prescriptions if local Surgery was closed.</li> </ul>
<p><b>Impact on the Pilsley community</b></p> <ul style="list-style-type: none"> <li>• Loss of local health service</li> <li>• Concerns re viability of the Pharmacy</li> <li>• Increase in population is expected (new housing), therefore more services are required not less</li> <li>• Pilsley reception staff and the service they offer are highly valued.</li> </ul>
<p><b>Impact on vulnerable people</b></p> <ul style="list-style-type: none"> <li>• Older people</li> <li>• Disabled</li> <li>• Mental health</li> </ul>

<ul style="list-style-type: none"> <li>• People in poor health</li> <li>• Carers</li> <li>• Young people and families.</li> </ul>
<b>Increase in carbon footprint</b> <ul style="list-style-type: none"> <li>• Increased carbon emissions through increased travel and transport.</li> </ul>
<b>Convenience</b> <ul style="list-style-type: none"> <li>• Additional time required to travel to other surgeries</li> <li>• Pilsley is handy to get to</li> <li>• Going to Pilsley fits round work</li> <li>• Feel comfortable at Pilsley.</li> </ul>
<b>Other (mentioned infrequently)</b> <ul style="list-style-type: none"> <li>• Seems unfair</li> <li>• Impact of other services (999 and A&amp;E)</li> <li>• Other Practices not accepting patients from Pilsley catchment area</li> <li>• Practice's reasons for closure not justified.</li> </ul>

All comments given in answer to question 10 were categorised into the above main themes. Some comments raised more than one concern or theme. All concerns were categorised and counted. In total 480 concerns were raised in response to this question. The frequency of the type of concerns expressed is as follows:



#### **5.1.11. Question 11: ‘Please tell us what concerns, if any, you may have regarding the proposed closure of the Pilsley Surgery?’**

Question 11 was an open question asking patients to tell us what concerns, if any, they may have regarding the proposed closure of the Pilsley Surgery.

749 patients documented a response to this question, 474 from patients registered at Pilsley and 275 from other surgeries.

The concerns from patients and stakeholders who responded have been categorised into their main themes. Many of the responders documented more than one concern. The themes are as follows:

**Table 19: Question 11 –main themes for concerns – all patients**

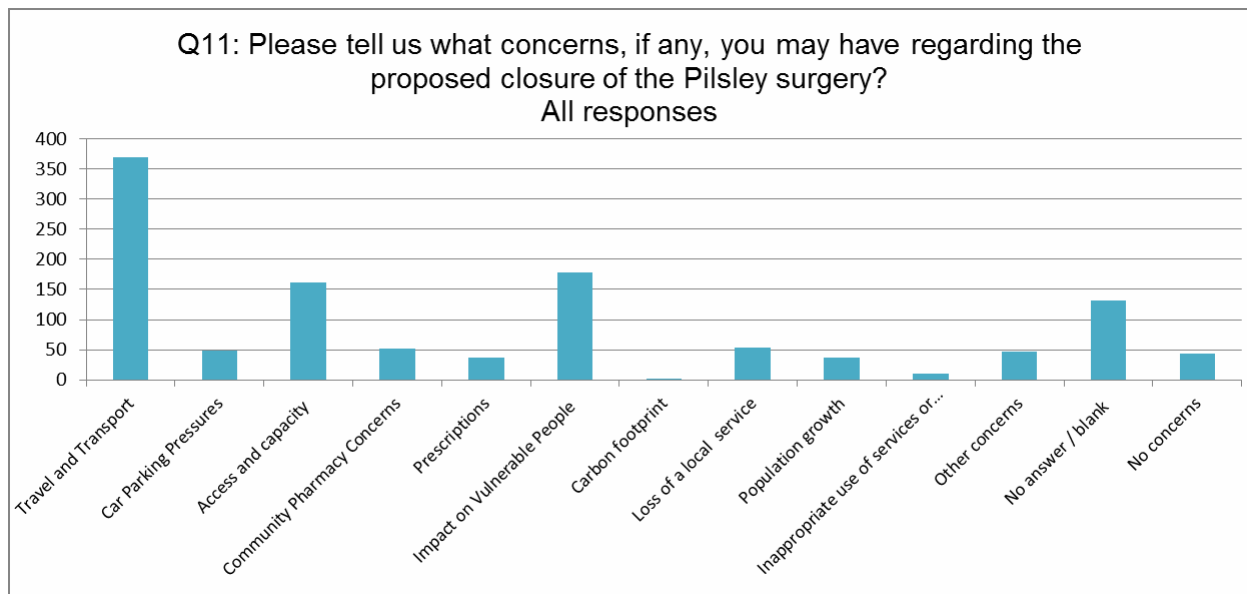
Question 11: Concerns - main themes
<p><b>Travel and transport – accessing alternative Staffa Health locations</b></p> <ul style="list-style-type: none"> <li>• Infrequent bus service</li> <li>• Unreliable bus service</li> <li>• Future bus service not guaranteed</li> <li>• Increased time taken if travelling by bus</li> <li>• Times of buses not matching appointments and no evening buses</li> <li>• Difficulties on public transport for elderly patients, patients with reduced mobility</li> <li>• Weather conditions unpleasant while travelling in winter time</li> <li>• Lack of bus shelters</li> <li>• Walking required from/to the bus stops</li> <li>• Difficult to travel while feeling ill</li> <li>• Stress of travel</li> <li>• Expense of using public transport and taxis</li> <li>• Able to drive now but may not in future.</li> </ul>
<p><b>Car Parking Pressures</b></p> <ul style="list-style-type: none"> <li>• Lack of car parking space at other Staffa Health surgeries.</li> </ul>
<p><b>Access and capacity</b></p> <ul style="list-style-type: none"> <li>• Extra pressure on Staffa Health’s other surgeries/services</li> <li>• Concern there would be longer wait for appointments</li> <li>• Concern there would be fewer appointments and harder to get appointments</li> <li>• Reduced choice of location</li> <li>• Busier surgeries</li> <li>• More difficulty seeing preferred/same GP</li> <li>• More stressed GPs</li> <li>• Difficulty ordering and collecting repeat prescriptions if local Surgery was closed.</li> </ul>
<p><b>Community Pharmacy</b></p> <ul style="list-style-type: none"> <li>• Ongoing viability of the community Pharmacy.</li> </ul>
<p><b>Prescriptions</b></p> <ul style="list-style-type: none"> <li>• How would patients order repeat prescriptions?</li> <li>• Ordering in the Surgery is quicker and easier than on the telephone</li> <li>• How would patients collect repeat prescriptions?</li> </ul>
<p><b>Impact on vulnerable people</b></p> <ul style="list-style-type: none"> <li>• Older people</li> <li>• Disabled</li> <li>• Mental health</li> </ul>



<ul style="list-style-type: none"> <li>• Reduced mobility</li> <li>• Low incomes</li> <li>• Carers</li> <li>• Ex mine workers.</li> </ul>
<b>Increased Carbon footprint</b> <ul style="list-style-type: none"> <li>• Increased carbon emissions through increased travel and transport.</li> </ul>
<b>Loss of a local service</b> <ul style="list-style-type: none"> <li>• Negative impact on the village</li> <li>• Inconvenience to residents</li> <li>• Loss of a village facility.</li> </ul>
<b>Population growth</b> <ul style="list-style-type: none"> <li>• Pilsley population is increasing due to new housing projects</li> <li>• Stonebroom and Holmewood populations are also increasing.</li> </ul>
<b>Inappropriate use of other services or patients not accessing services</b> <ul style="list-style-type: none"> <li>• Patients not accessing services</li> <li>• Increased demand for home visits</li> <li>• Increased use of emergency services (999 and A&amp;E).</li> </ul>
<b>No Concerns</b> <ul style="list-style-type: none"> <li>• No concerns</li> <li>• Doesn't affect me</li> <li>• Will improve care</li> <li>• Makes sense to consolidate</li> <li>• More cost effective.</li> </ul>
<b>Other concerns</b> <ul style="list-style-type: none"> <li>• Seems unfair</li> <li>• Would other surgeries be next?</li> <li>• Suspicion about Practice's reasons for closure.</li> </ul>

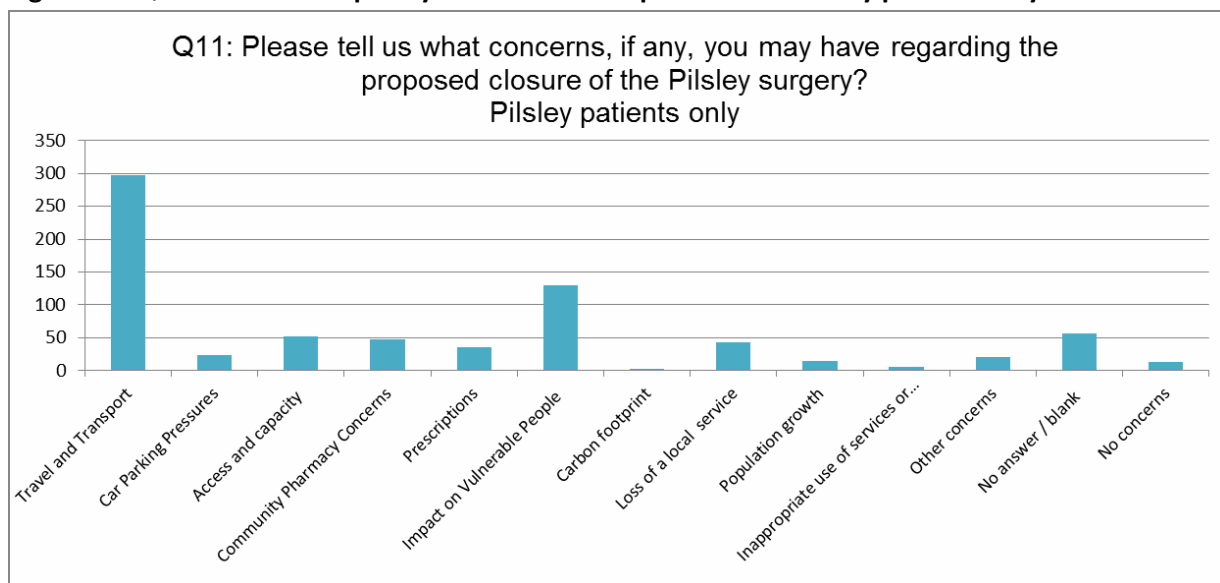
The frequency of types of concerns has been summarised. Many of the responders documented more than one concern:

**Figure 11: Question 11 – frequency of concerns- all responses**



The concerns raised by Pilsley patients only are as follows:

**Figure 12: Question 11 – frequency of concerns - responses from Pilsley patients only**



**Table 20: Question 11: Total number of times a concern was raised - all patients**

Theme / Concern raised	Pilsley patients	Other Surgeries or no Surgery
Travel and Transport	298	71
Car Parking Pressures	24	25
Access and capacity	52	110
Community Pharmacy Concerns	47	4
Prescriptions	35	1
Impact on Vulnerable People	130	49
Carbon footprint	2	0
Loss of a local service	43	10
Population growth	15	21
Inappropriate use of services or not accessing services	6	5
Other concerns	21	25
No answer / blank	56	76
No concerns	13	30
<b>Total</b>	<b>742</b>	<b>427</b>

The patients registered at Pilsley Surgery were concerned most with how they would get to the remaining surgeries and travel and transport issues. The transport issues overwhelmingly related to the unreliability and infrequency of the bus service. Many patients who reported that this impact would be felt most by vulnerable patients, low income families, and patients with mobility problems who would find accessing public transport difficult. Concerns about using public transport in the bad weather were also noted. Patients who currently use mobility scooters to access the Pilsley Surgery had concerns about how they would use public transport.

The second most common concern raised was in relation to general impacts on vulnerable patients such as the elderly, those with reduced mobility, those with mental health issues, disabled and young families. Many of the responders that commented on this type of impact were expressing a general concern for people in the village and not the responder them self.

The third most reported concern for patients registered at the Pilsley Surgery was how the closure would impact on access and capacity, and fourthly whether there would be an impact on the Community Pharmacy that would lead to it closing. People were also concerned about the loss of a local service and would impact the village as a community generally.

The patients registered at Tibshelf, Stonebroom or Holmewood were mostly concerned about the extra pressure the closure of Pilsley Surgery would have on the appointment systems at the other three surgeries and the possibility of longer waiting times.

4% of all patients were concerned about the problem of car parking (especially at Tibshelf and Stonebroom) and how this could be exacerbated with the additional patients from Pilsley accessing these surgeries.

### 5.1.12. Question 12: Please tell us if there is anything you feel could be done to resolve your concerns.

Question 12 sought to seek solutions to patients' concerns and people were asked to tell us if they felt anything could be done to resolve their concerns.

There was a good response to this open question relating to possible solutions. 407 comments or suggestions were made by Pilsley patients and 187 comments were made by patients at the other 3 surgeries.

The comments have been themed into major categories as to the type of response. Some comments raised more than suggestion. All suggestions were counted and categorised.

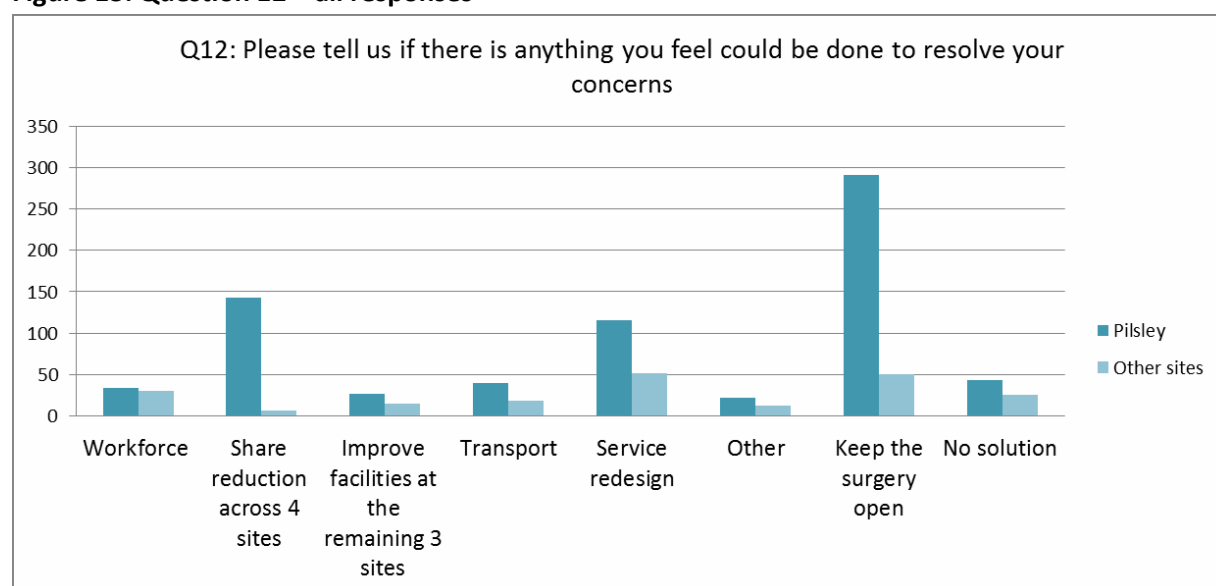
**Table 21: Question 12 - solutions to resolve concerns - all patients**

Question 12: Solutions to resolve concerns	
<b>Workforce</b>	<ul style="list-style-type: none"> <li>Recruit more GPs</li> <li>Recruit more nurses</li> <li>GPs to increase their hours</li> <li>GPs should not retire early</li> <li>Train more GPs</li> <li>Offer better incentives to GPs to join or to stay.</li> </ul>
<b>Share reduction across all 4 sites</b>	<ul style="list-style-type: none"> <li>Reduce hours at all 4 sites</li> <li>Close a different site.</li> </ul>
<b>Improve facilities at the remaining 3 sites</b>	<ul style="list-style-type: none"> <li>Improve facilities at the other 3 sites</li> <li>Invest in a new modern facility for Tibshelf</li> <li>Increase car parking provision at other sites</li> <li>Staff to park off-site.</li> </ul>
<b>Transport</b>	<ul style="list-style-type: none"> <li>More frequent, direct bus service</li> <li>Set up free transport</li> <li>Pay for transport</li> </ul>
<b>Service redesign</b>	<ul style="list-style-type: none"> <li>A nurse led service</li> <li>Reduce hours at Pilsley instead of complete closure</li> <li>Run Surgery with nurses</li> <li>Pop up / mobile surgeries</li> <li>Provide more home visits</li> <li>Provide video consultations</li> <li>Increase numbers of appointments across the remaining 3 surgeries</li> <li>Later Surgery opening times or Saturdays</li> </ul>

<ul style="list-style-type: none"> <li>• Make repeat prescriptions automatic again</li> <li>• Reduce waiting time for appointments</li> <li>• Invest in service</li> <li>• Reassurance the overall service redesign proposed will lead to improvements for patients.</li> </ul>
<b>Other</b> <ul style="list-style-type: none"> <li>• Reduce the number of patients who do not turn up for appointments (to increase capacity)</li> <li>• Less paperwork for GPs</li> <li>• Reduce NHS management costs (CCGs) and increase Clinicians</li> <li>• Increase NHS funding</li> <li>• Do not take on new patients</li> <li>• Another Practice to take over Pilsley Surgery (4)</li> <li>• Enhance the Pharmacy or ensure it stays open (1)</li> <li>• Community to run the Surgery</li> <li>• Reassurance other surgeries won't close.</li> </ul>
<b>Keep the Surgery open</b>
<b>No solution</b> <ul style="list-style-type: none"> <li>• Not concerned</li> <li>• Nothing can be done</li> <li>• Can't think of a solution</li> <li>• Decision has already been made</li> <li>• Other comment that did not offer a solution.</li> </ul>

The number of times solutions were referenced is shown on the graph below. Many of the responders documented more than one idea:

**Figure 13: Question 12 – all responses**



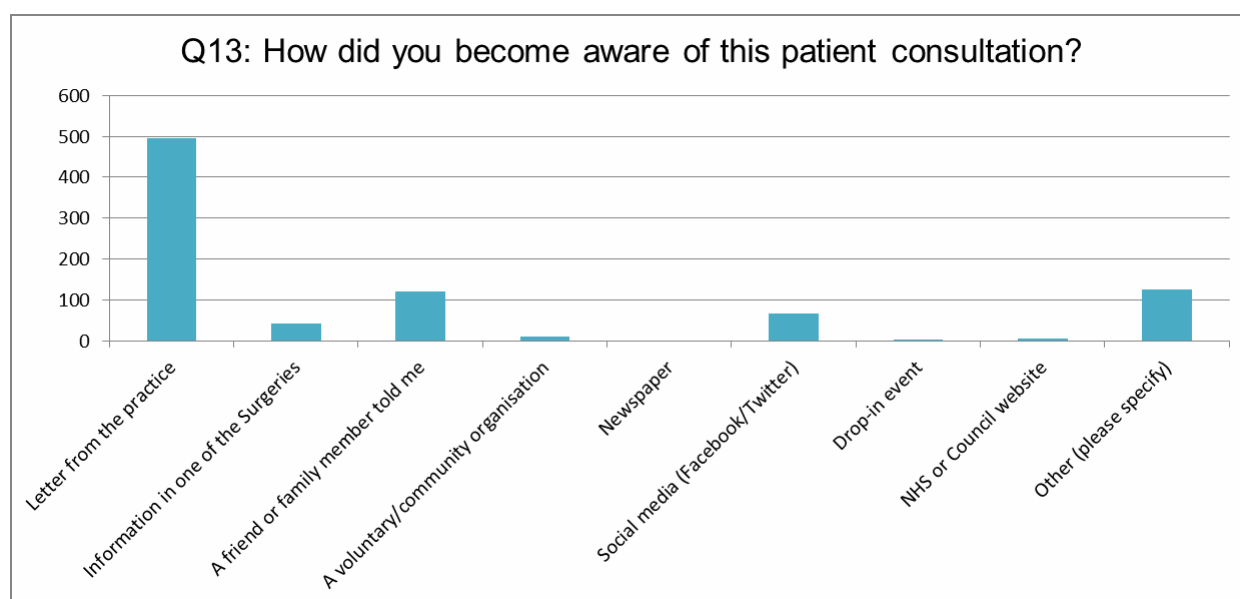
Overwhelmingly the patients registered at Pilsley said that the way to resolve their concerns would be to keep the Surgery open and 143 patients registered at the Pilsley Surgery felt a reduction of services should be spread across all four sites to enable the Pilsley Surgery to remain open. The next

largest number of responses related to service design; looking at how services could be provided in a different way.

### 5.1.13. Q13: How did you become aware of this patient consultation?

The majority of patients who completed a questionnaire had received a letter from the Practice which had a questionnaire included. Over 100 had been informed by a friend or family member. The 'other' category was mainly by text message.

**Figure 14: Question 13 – all responses**



### 5.1.14. Question 14: Is there anything else you would like to make us aware of regarding this proposal?

324 people gave an answer to this question. The responses were very much in line with the responses to the previous open questions as documented for questions 10, 11 and 12 such as:

- Dissatisfaction at the situation
- The impact on vulnerable patients and carers
- Impact on the Pilsley community and loss to the village
- Growing population in the area
- Dissatisfaction relating to GP recruitment and early retirement
- Dissatisfaction with the government
- Financial decision/cost cutting exercise
- Issues relating to travel and public transport
- Parking at other sites being a problem
- Concerns about inappropriate use of emergency services and A&E
- Concerns about capacity at the Practice
- Impact on the local Pharmacy

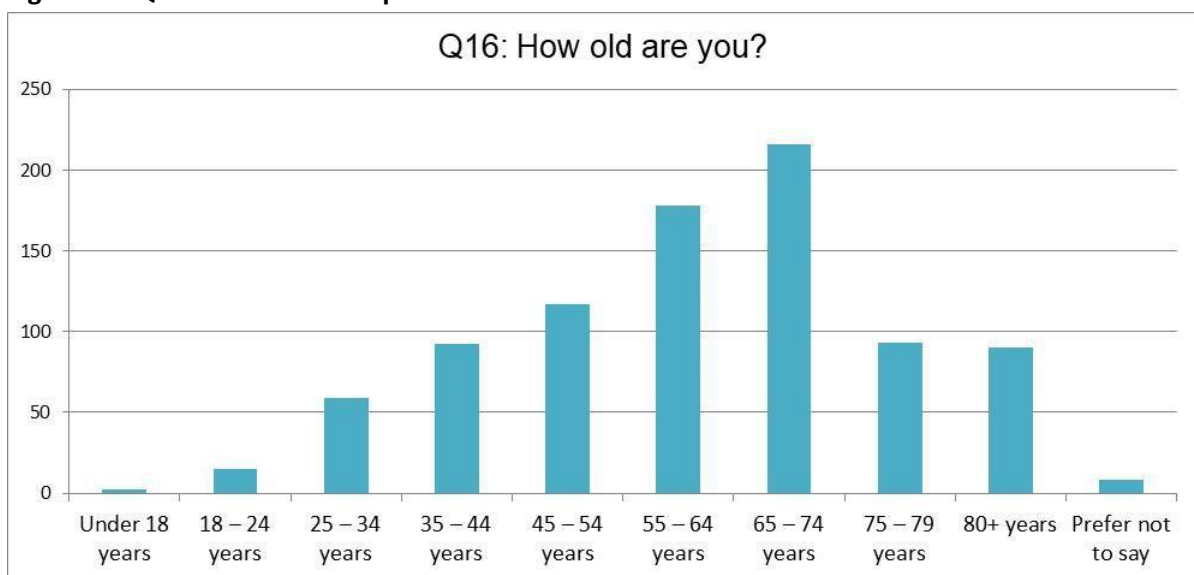
- Only one Consultation questionnaire per household rather than per patient
- Positive comments about how satisfied patients were with the care they had received.

### 5.1.15. Question 15: Location

Questions 15 explained the equality and diversity data collection section of the questionnaire and asked for the first 4 digits of the patient postcode. The majority of patients reside in the DE55 or S45 8 areas.

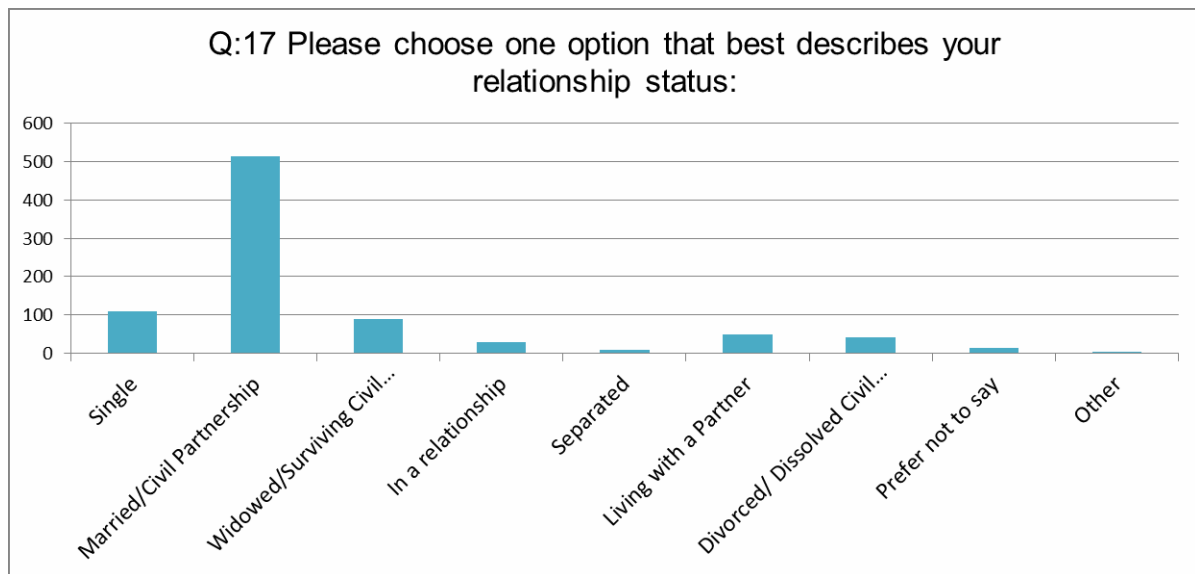
### 5.1.16. Question 16: Age

**Figure 15: Question 16 – all responses**



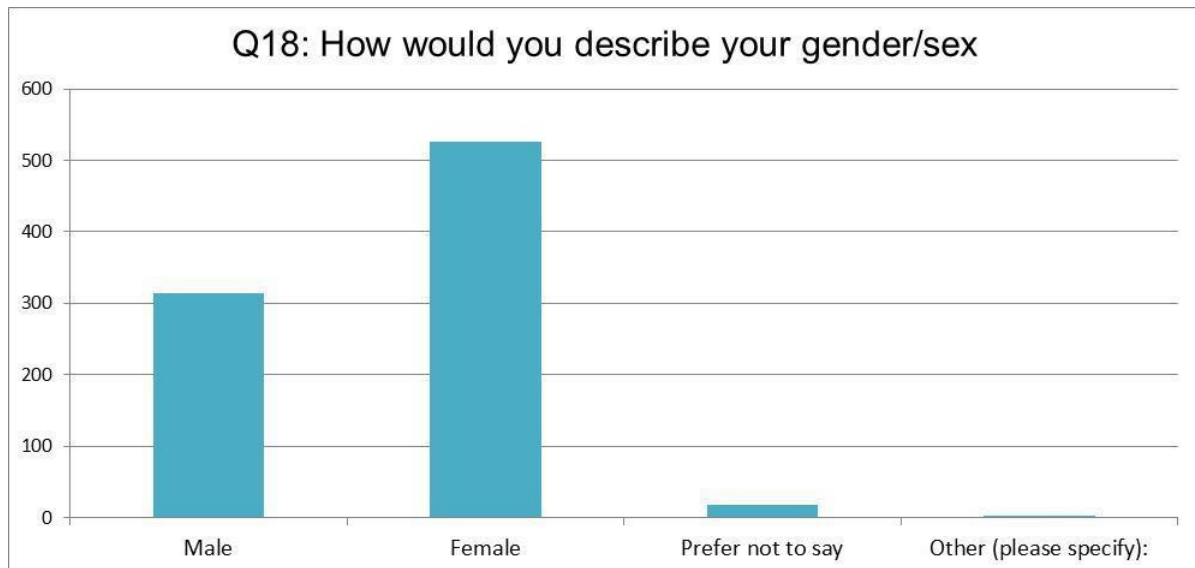
### 5.1.17. Question 17: Relationship status

Figure 16: Question 17 – all responses



### 5.1.18. Question 18: Gender

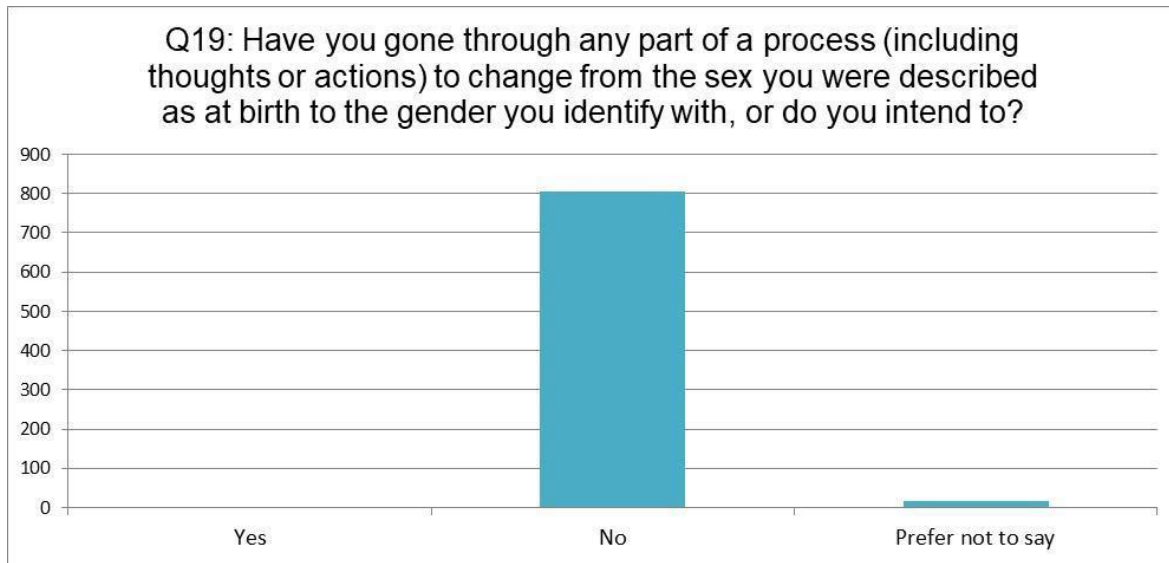
Figure 17: Question 18 – all responses





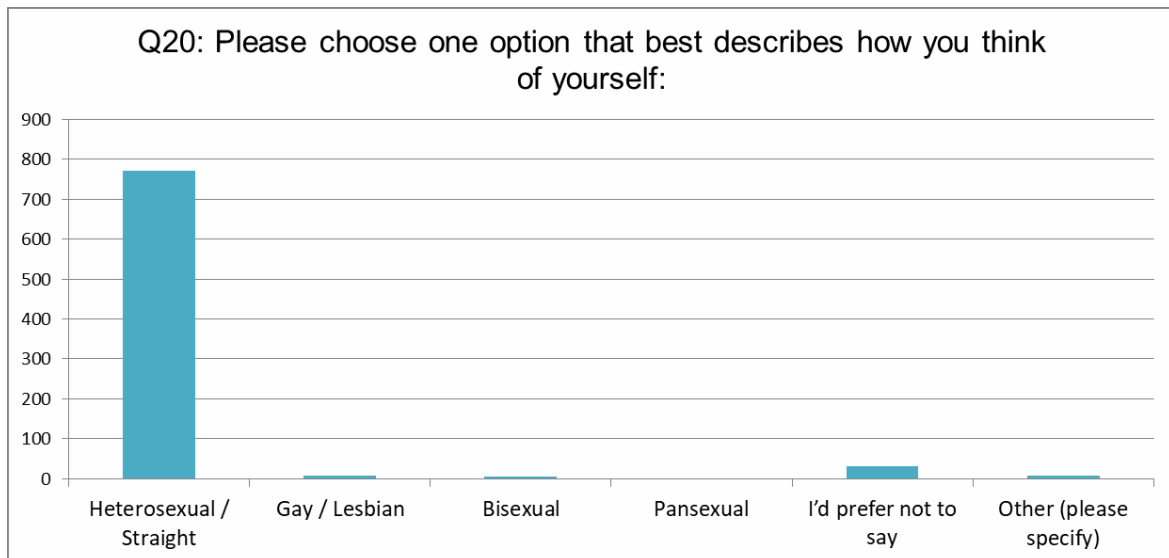
### 5.1.19. Question 19: Gender change

Figure 18: Question 19 – all responses



### 5.1.20. Question 20: Sexuality

Figure 19: Question 20 – all responses



### 5.1.21. Question 21: Long term conditions

Figure 20: Question 21 – all responses



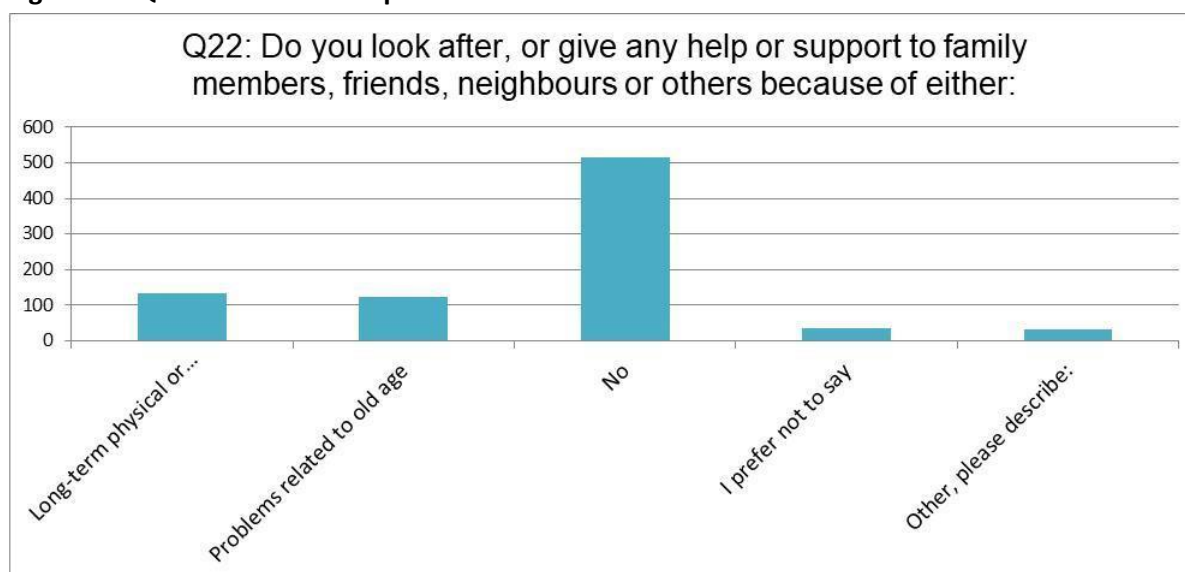
Table 22: Question 21 – all responses

Answer Choices	Responses	
Vision (such as due to blindness or partial sight)	3.69%	31
Hearing (such as due to deafness or partial hearing)	12.02%	101
Mobility (such as difficulty walking short distances, climbing stairs)	28.33%	238
Dexterity (such as lifting and carrying objects, using a keyboard)	9.29%	78
Ability to concentrate, learn or understand (Learning Disability/Difficulty)	3.21%	27
Memory	6.07%	51
Mental ill-health	8.93%	75
Stamina or breathing difficulty or fatigue	15.24%	128
Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)	1.43%	12
No	46.90%	394
I prefer not to say	7.02%	59
Any other condition or illness, please describe:	15.24%	128
<b>Answered</b>		<b>840</b>
<b>Skipped</b>		<b>39</b>

The majority of patients did not have a long term health condition that limited their day to day activity. Those that selected an 'Other' condition recorded a range of conditions such as diabetes, heart conditions, arthritis, depression, cancer, blood pressure, old age.

### 5.1.22. Question 22: Carers

**Figure 21: Question 22 – all responses**



**Table 23: Question 22 – all responses**

Answer Choices	Responses	
Long-term physical or mental-ill-health/disability	15.71%	132
Problems related to old age	14.76%	124
No	61.31%	515
I prefer not to say	4.29%	36
Other, please describe:	3.93%	33
<b>Answered</b>		<b>840</b>
<b>Skipped</b>		<b>39</b>

#### **Patients registered at Pilsley:**

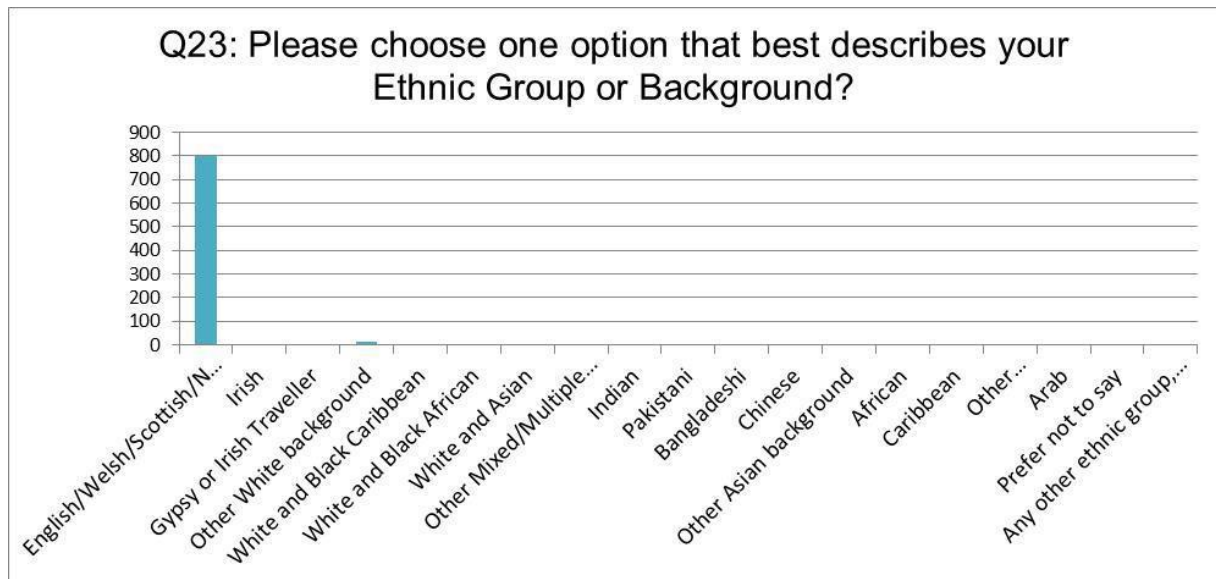
497 patients from Pilsley answered this question out of the total responses of 840 of which:

- 15.69 % (78 respondents) supported someone with a Long Term Physical or Mental Condition
- 13.48% (67 respondents) supported someone of old age
- 61.97% (308 respondents) did not support anyone
- 4.02% (20) preferred not to say
- 4.83% (24 respondents) responded 'other'.

Responses that described 'other' support were either a combination of conditions e.g. 'Long-term physical or mental-ill-health/disability and problems related to old age' or described caring for children.

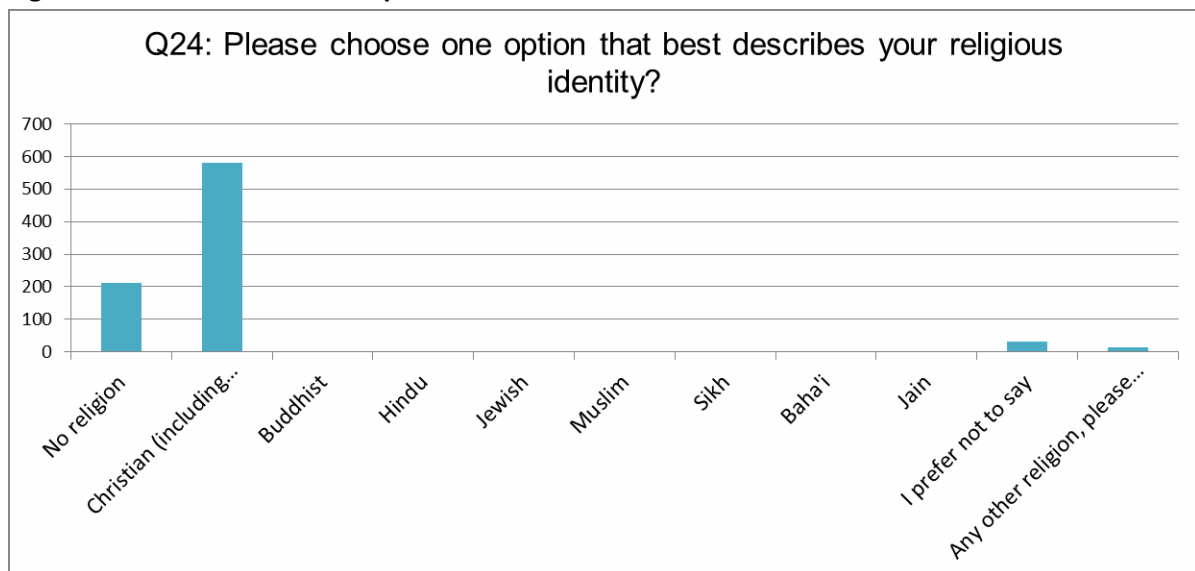
### 5.1.23. Question 23: Ethnicity

Figure 22: Question 23 – all responses



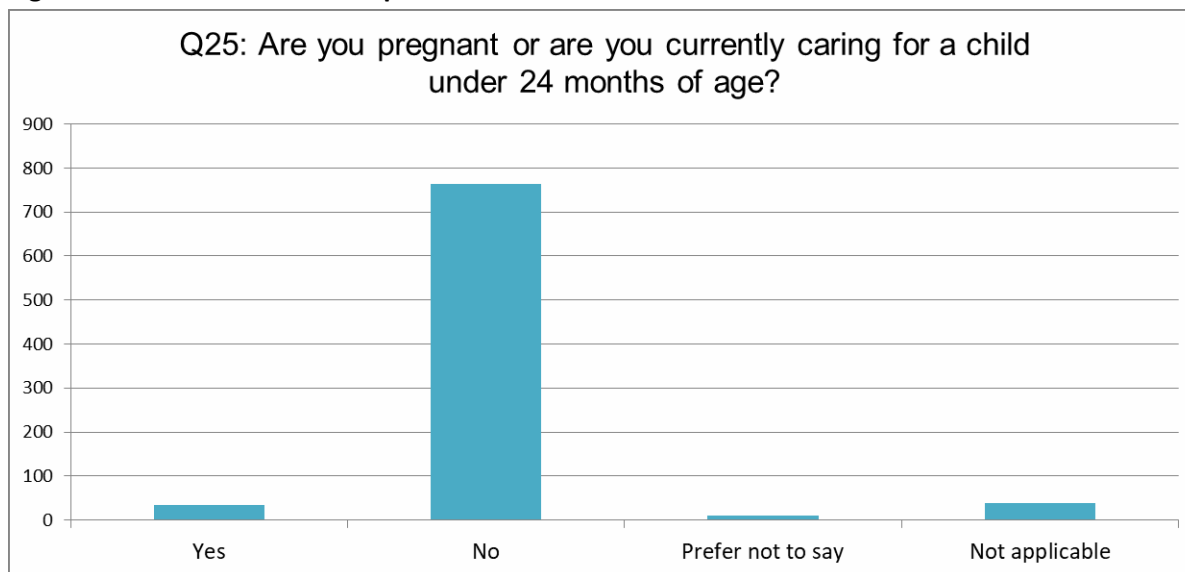
### 5.1.24. Question 24: Religion

Figure 23: Question 24 – all responses



### 5.1.25. Question 25: Responsibly for children

**Figure 24: Question 25 – all responses**



## 5.2. Drop-in Session Feedback

Three drop-in sessions were held at Pilsley Surgery. A variety of senior Practice staff (GP Partners and Practice Manager), Patient Participation Group members and CCG staff were available to meet with patients on a 1:1 or small group basis. The sessions were held on different days of the week and staggered across the morning, afternoon and evening to enable as many people as possible to attend.

Attendance was as follows:

- Wednesday 10th July, 3.00pm to 7.00pm - 26 attendees
- Monday 29th July, 8.30am to 10.30am - 15 attendees
- Tuesday 30th July, 1.00pm to 3.00pm - 7 attendees

Total: 48 attendees.

Most of the attendees were patients that attended the sessions. Each staff member made notes of the themes raised in each discussion. The meetings served as a useful way to capture concerns but also to answer questions people raised. In some instances staff were able to alleviate concerns, dispel rumour or misunderstandings. Some people attended to discuss their own personal concerns and impacts on themselves and others voiced concerns on behalf of others e.g. neighbours, relatives. These sessions also generated discussions about solutions to the issue and ways to mitigate the impacts of a potential closure.

In addition to the drop-in sessions three other people attended at other times and had discussions with the Practice Manager.

The comments and concerns raised by these 51 people are summarised as follows:

**Table 24: Feedback received at drop-in sessions**

Feedback (drop-in sessions)	No of times raised
<b>Accessing alternative locations</b> <ul style="list-style-type: none"> <li>• Buses are too infrequent - only 1 bus to each Surgery in an hour</li> <li>• The bus service is unreliable, buses are late or do not turn up</li> <li>• The cost of the bus is £4 return</li> <li>• The pensioners' bus pass is not free until 09:30am</li> <li>• Patients missing a bus could mean they are waiting an hour for the next one</li> <li>• Patients will have to wait in the cold</li> <li>• Nowhere to sit down while waiting for the bus</li> <li>• Patients may miss a bus due to appointment running late</li> <li>• Patients may miss appointments due to bus running late</li> <li>• There is a long walk from the bus stop at Holmewood to the Surgery (1 mile)</li> <li>• Not all appointments will be accessible by bus, due to the running times.</li> <li>• Frail, elderly, disabled, young families can't travel on public transport</li> <li>• Walking from bus stop is difficult for some – e.g. 300yds from Tibshelf</li> <li>• Bus stops are not directly outside the other surgeries</li> </ul>	27

<ul style="list-style-type: none"> <li>• Not safe to cross road at Tibshelf from the bus stop</li> <li>• Not feasible to travel if unwell</li> <li>• Taxi journeys are costly (£8 each way)</li> <li>• What if the bus service ceases</li> <li>• Carers will need to support the cared for more in order to travel by bus</li> <li>• Mobility scooter users can easily access Surgery but cannot use the bus.</li> </ul>	
<b>Car Parking Pressures</b> <ul style="list-style-type: none"> <li>• Car parking inadequate at Tibshelf and Stonebroom and cannot accommodate the Pilsley patients.</li> </ul>	<b>7</b>
<b>Access and capacity</b> <ul style="list-style-type: none"> <li>• Concerns about capacity generally and how the Practice will cope with the same limited numbers of staff</li> <li>• Continuity and being able to see the same clinician as now, will that be more difficult?</li> </ul>	<b>2</b>
<b>Loss of local Pharmacy</b> <ul style="list-style-type: none"> <li>• Concern that without the GP Practice the Pharmacy would close.</li> </ul>	<b>6</b>
<b>Loss of non-appointment Primary Care services</b> These tended to be references to non GP services that were easy to access because the Surgery was in the village e.g. <ul style="list-style-type: none"> <li>• Being able to come in and order prescriptions</li> <li>• Cost of phoning the medicines order line instead</li> <li>• Will flu clinics still happen in the village?</li> <li>• Using the Blood Pressure machine in Surgery to monitor Blood Pressure</li> <li>• Dropping off sharps boxes.</li> </ul>	<b>8</b>
<b>Impact on vulnerable people:</b> <ul style="list-style-type: none"> <li>• Frail elderly</li> <li>• Less mobile</li> <li>• Disabled</li> <li>• Low incomes</li> <li>• Mental health</li> <li>• Young families.</li> </ul>	<b>12</b>
<b>Negative impact on the village</b> <ul style="list-style-type: none"> <li>• Makes the village more isolated</li> <li>• The Surgery is the heart of the village.</li> </ul>	<b>3</b>
<b>Increasing village population</b> <ul style="list-style-type: none"> <li>• Increase in Practice population due to new housing - community is growing.</li> </ul>	<b>3</b>

<b>Inappropriate use of other services or not accessing services</b> <ul style="list-style-type: none"> <li>Patients won't come for routine or non-essential appointments e.g. medication reviews</li> <li>Patients will leave things too late - will put strain on ambulance service</li> <li>Concerned not having local Surgery will reduce motivation to improve own health.</li> </ul>	<b>3</b>
<b>Conflict of interest / the Consultation process</b> <ul style="list-style-type: none"> <li>Dr Cooper has a role on CCG Board.</li> </ul>	<b>1</b>
<b>Rationale / information provided</b> <ul style="list-style-type: none"> <li>Concern it is for financial reasons</li> <li>Trying to raise money for car park at Tibshelf</li> <li>It is further to drive between the surgeries than the straight line distances quoted in the document</li> <li>There is one bus per hour to Tibshelf and Stonebroom not 2 buses per hour</li> <li>Why does the questionnaire ask about gender etc.</li> </ul>	<b>7</b>
<b>Personal feelings</b> <ul style="list-style-type: none"> <li>Feeling let down</li> <li>Pilsley patients feel second rate, discriminated against</li> </ul>	<b>2</b>
<b>Other</b> <ul style="list-style-type: none"> <li>Holmewood should close first as they were the 'last in'</li> <li>Holmewood gets all the investment</li> <li>Holmewood not fit for purpose</li> <li>Accessibility at Holmewood an issue – car park and upstairs</li> </ul>	<b>6</b>

In addition to expressing their concerns many attendees suggested solutions or compromises that they would prefer to see rather than the Surgery close.

**Table 25: Suggestions received at drop-in sessions**

<b>Suggestions received (drop-in sessions)</b>	<b>No of times raised</b>
<b>Alternatives to closing:</b> <ul style="list-style-type: none"> <li>Reduce hours at Pilsley rather than close completely e.g. open 1, 1.5 or 2 days a week</li> <li>Reduce days/hours at other surgeries, share the reduction out across 4 sites</li> <li>Align patients who can travel to other surgeries and reserve some appointments at Pilsley for those who can't travel</li> <li>GPs to Skype each other to reduce isolation</li> </ul>	



<ul style="list-style-type: none"> <li>• Recruit new staff at Pilsley</li> <li>• Pilsley to be taken over by another Practice</li> </ul> <p><b>If Pilsley was to close:</b></p> <ul style="list-style-type: none"> <li>• Negotiate with a taxi company for discretionary rates</li> <li>• Set up a community transport service or use volunteer drivers</li> <li>• Open Pilsley as a trainee academy</li> <li>• Have a box at Pilsley for dropping prescriptions off</li> <li>• Ensure appointments at other sites fit round bus timetable</li> <li>• Co-ordinate appointments so patients don't have to make multiple trips</li> </ul>	<p><b>15</b></p>
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### 5.3. Letters and emails Received

21 letters and emails were received:

- 4 from District Councillors
- 5 from Pilsley Parish Council
- 1 Holmewood Parish Council
- 1 Stonebroom Parish Council
- 1 Pilsley Women's Institute
- 1 Local MP
- 8 from Pilsley residents.

Themes raised in letters and emails were similar to those from the Questionnaires and drop-in sessions. Some emails asked for further information, asked questions or sought some clarification and did not raise concerns. The letters and emails that gave feedback and raised concerns have been summarised below to give the main themes of the views raised. The letters have not been reproduced in full in this report due to many containing sensitive personal information, however they are securely filed at the Practice and can be made available for viewing in a redacted form if required and appropriate. Many letters raised more than one concern, the concerns raised and their frequency is as follows:

**Table 26: Feedback Received from letters and emails**

Feedback / concerns (Letters and emails)	Total
Travel and transport - accessing alternative Staffa Health locations	15
Car Parking Pressures	7
Access and capacity	6
Loss of local Pharmacy	8
Impact on vulnerable people	12
Impact on the Pilsley Community	3
Population growth	8
Inappropriate use of other services or not accessing services	5
Concerns about a conflict of interest / the process	6
Concern raise about the rationale or information provided in the Consultation documents	10
Lack of availability of other services	6
That GP numbers will increase and the surgery will have already closed	7

6 letters or emails also raised solutions. These were in line with the solutions suggested in Question 12 of the questionnaire such as recruit more doctors, change GP contracts, use of other staff, share the closed hours across all surgeries.

## **5.4. Community Group Discussions**

On the 26<sup>th</sup> July the Practice Manager attended the weekly 'Nosh and Natter' Group that meets from 1pm to 3pm in the Pilsley Community Centre for a lunch, a quiz and bingo. The Practice Manager went round all the tables and spoke with individuals that wanted to ask questions or give their view. One patient was supported to complete a Questionnaire on behalf of herself and two family members. Concerns raised by members of the group were in line with those previously described above.

## **5.5. Petition**

A petition was received by the Practice on the 22<sup>nd</sup> August 2019 from Mrs J Baldwin and Mrs E Hardwick. The petition was entitled 'Keep Pilsley GP Surgery Open, Petition to oppose the closure of Pilsley GP Surgery'.

Mrs J Baldwin and Mrs E Hardwick had heard feedback from residents that the Questionnaire was complicated and some households hadn't received one. In response they had visited nearly every property in Pilsley and submitted the petition in order to demonstrate the strength of local opinion.

The petition contains 592 signatures along with the names and addresses of those who signed it.

The petition has been filed at the Practice along with all the other data received as part of the Consultation. A copy has not been included as an Appendix due to the sensitive personal data (names and addresses etc.) contained in the document.

## **5.6. Patient Participation Group (PPG)**

The Practice has worked closely with their PPG during the Consultation period. PPG members offered their support to the Practice at various meetings and took part in the drop-in sessions by meeting with patients and taking their feedback. The Practice is very grateful to the PPG for the role they played in supporting patients to give feedback on the proposal.

The PPG received a draft of the Consultation report at their meeting on the 5th of December 2019. The proposal to close the Surgery was also discussed at this meeting with the members of the group. The PPG is generally understanding of the reasons behind the Practice's request to close the Surgery, but are mindful of the impacts this may have on a section of the Practice's patients. Members

offered feedback on the report itself and made suggestions around the presentation of data and commentary.

## 6. Practice's Response to Feedback Received

The Practice has considered all feedback, concerns raised and suggested solutions from the questionnaire, letters and emails and at the face-to-face drop-in meetings.

Having carefully considered the concerns, the Practice then considered any possible mitigations that were available to reduce patient and stakeholder concerns.

The table below summarises the feedback received from all the methods used in the Consultation (questionnaire, drop-in, letter, email etc.) and gives a response to each theme.

**Table 27: Response to concerns and mitigations**

Issue / Concern / Impact	Response and Mitigations
<p><b>Travel and transport - accessing alternative Staffa Health locations</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Buses are too infrequent - only 1 bus to each Practice in an hour, means a wait in-between buses before/after appointments</li> <li>• The bus service is unreliable, buses are late or do not turn up.</li> <li>• Lack of bus shelters- waiting in the cold, nowhere to sit down while waiting for the bus</li> <li>• Expense of using public transport and taxis</li> <li>• Times of buses matching appointments and no evening buses.</li> <li>• Difficulty for patients with reduced mobility</li> <li>• Unpleasant and hazardous conditions waiting for buses in the open air in the winter</li> <li>• Not all appointments will be accessible by bus due to the running times.</li> <li>• Frail, elderly, disabled, young families can't travel on public transport</li> <li>• Walking from bus stop is difficult for some</li> <li>• There is a long walk from the bus stop at Holmewood to the Surgery (1 mile)</li> <li>• What if the bus service ceases</li> </ul>	<p>The main concern that was raised in the consultation was how difficult it may be for patients to get to another Staffa Health Surgery on public transport.</p> <p>It is accepted that there are issues with travelling by bus to another Surgery by bus from Pilsley.</p> <p>322 respondents said that they currently walk to the Surgery and 108 respondents said that they would need to travel by bus to get to another site. This is approximately 20% of all Pilsley patients who responded.</p> <p>There is a bus service from Pilsley that travels to Stonebroom and one that travels to Tibshelf. See Appendix 5 for a copy of the current timetables and journey costs.</p> <p>The no. 55 bus travels to Stonebroom and stops in Pilsley at 11 stops throughout the village between North Wingfield through Lower Pilsley and Morton.</p> <p>The no. 56 bus travels to Tibshelf and stops in Pilsley at 12 stops throughout the village between North Wingfield through Lower Pilsley to Hardsoft.</p> <p>The nearest stop in Tibshelf to the Tibshelf Surgery is outside Waverley Street, approximately a 1 minute or 200m walk to the Surgery.</p> <p>The nearest stop in Stonebroom to the Stonebroom Surgery is Carlyle Road or Queensway, approximately a 2 minute walk or 500m to the Surgery.</p> <p>The buses run between the core Practice hours of 8am and 6.30pm</p> <p>The bus that passes nearest to Holmewood Surgery stops 1 mile from the Surgery and patients would have to walk from there or catch another bus. This is not feasible for most people and the Practice would not anticipate many Pilsley patients who have to</p>

<ul style="list-style-type: none"> <li>• Carers will need to support the cared for more in order to travel by bus</li> <li>• Mobility scooter users can easily access Surgery but cannot use the bus</li> <li>• Not feasible to travel if unwell</li> <li>• Taxi journeys are costly (£8 each way)</li> </ul>	<p>travel on public transport would utilise the Holmewood Surgery if the Pilsley Surgery closed. Staff would therefore mainly be relocated to Stonebroom and Tibshelf Surgery.</p> <p>There is also concern that while there is a bus service currently in place, the ongoing security of the bus service is not guaranteed. Stagecoach, the company that provides the transport have recently reviewed all their timetables for 2020. Their website gives a statement on this that reads as follows:</p> <p><i>Service 55 Chesterfield – Alferton</i></p> <p><i>Service 56 Chesterfield - Alferton</i></p> <p><i>There will be some minor timetable changes on Mondays to Fridays.</i></p> <p><a href="https://www.stagecoachbus.com/service-updates/serviceupdatesarticle?SituationId=ID-17/12/2019-15:18:34:717">https://www.stagecoachbus.com/service-updates/serviceupdatesarticle?SituationId=ID-17/12/2019-15:18:34:717</a></p> <p>This information was up to date as at December 30<sup>th</sup> 2019. It is therefore anticipated that the bus route will be continuing at present. An increase in numbers of people requiring these transport links may make the existing service more viable for the future.</p> <p>There are costs associated with travelling to another site for those that normally walk to the Pilsley Surgery. People of pensionable age are entitled to free travel at off peak times however. A single ticket from Pilsley to Stonebroom is £2.10 and from Pilsley to Tibshelf it is £2.70.</p> <p>Private taxis could be used by patients to attend appointments at other sites, however these are more costly than public transport (£8 each way from Pilsley to Tibshelf for example). A discounted rate with a local taxi firm could perhaps be negotiated by the Practice.</p> <p>A community transport service could be set up locally that patients could use for accessing healthcare and other journeys.</p> <p>To minimise the need to travel to Surgeries the Practice will plan to implement video consultations where appropriate and where patients wish to consult in this way. This would allow patients to consult with clinicians remotely. The Practice will also explore how we could provide a facility in the community for patients to access the internet to have a video consultation with a clinician.</p> <p>The Practice is working towards a more streamlined system of routine reviews for patients with long term conditions. This will mean that the majority of patients will be reviewed once a year for all of their long term conditions and medication review, rather than having to attend several separate appointments</p>
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	<p>for different reasons. This will minimise the number of journeys all patients are required to make for routine reviews.</p> <p>The Practice will ensure appointment timings take into consideration availability of bus travel and transport, and the reliability of the service is accepted as a reason patients may be late to appointments.</p>
<p><b>Car parking pressures</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Lack of car parking space at other sites already</li> <li>• Additional patients from Pilsley will put more pressure on the car parking.</li> </ul>	<p>Car parking is provided at all three of Staffa Health's other sites, however it is accepted that at times the number of patients and staff needing to park cars is in excess of the spaces available.</p> <p>Car parking space is more pressurised at Stonebroom or Tibshelf Surgery, but it varies depending on the day of the week and types of clinics being held. There is a large car park at Holmewood Surgery available for patients' use which is approximately 100 meters from the entrance and there are always spaces available in this car park.</p> <p>Car parking at Tibshelf surgery is already identified by the Practice as something that would benefit patients and staff if it could be improved. We have been working with local stakeholders on this matter for some years. The Practice will continue to work with Tibshelf Parish Council and Bolsover District Council to extend car parking provisions at Tibshelf Surgery. There is already a plan to extend the car park at Tibshelf that is being worked up by the landowners of the Tibshelf site. Other options are also in development for the vacant land adjacent to the Tibshelf Surgery. There are therefore positive developments in this area, however any plans would be subject to Local Authority approval.</p> <p>The Practice will work with Stonebroom Parish Council on improving car parking arrangements at Stonebroom Surgery.</p>
<p><b>Access and capacity</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Increased pressure on appointment systems at the remaining surgeries</li> <li>• Overall lack of GPs</li> <li>• Reduction in choice of location</li> <li>• Longer wait for appointments</li> <li>• Continuity - being able to see the same clinician may be more difficult</li> <li>• Increased home visits</li> </ul>	<p>The Practice is not intending to reduce clinical resource as part of this proposal. All staff that provide appointments at Pilsley Surgery will be retained but they will be relocated to the remaining 3 surgeries.</p> <p>The Practice will continue to actively recruit to all vacancies and have a long term workforce plan and succession plan for staff that are nearing retirement.</p> <p>The Practices' plans for service redesign will provide an increase in efficiency and better use of our current capacity by introducing different ways of working. For example relocating a GP to the Tibshelf Surgery to</p>

<ul style="list-style-type: none"> <li>Concerns about capacity generally and how the Practice will cope with the same limited numbers of staff</li> </ul>	<p>provide additional telephone triage will ensure that appointments are triaged prior to booking, saved for those that need them and are used most appropriately.</p> <p>The Practice currently has more home visiting capacity than ever before through the nurse-led visiting service that it provides and there is capacity available in this team for home visiting. These clinicians focus on providing care to the frail elderly and housebound and through their more specialised role are able to offer more comprehensive care and better integration with other community services too. The staff in these advanced roles are given daily debrief and supervision by a GP. We hope to expand the use of these types of clinicians in future, with GPs providing an on-site supervisory role. This will help give additional capacity and expertise in home visiting and face-to-face appointments in Surgery when it is required.</p>
<p><b>Loss of local Pharmacy</b></p> <p>Example of concern:</p> <ul style="list-style-type: none"> <li>Concern that without the Surgery the Pharmacy would close</li> </ul>	<p>Well Pharmacy have reassured the Practice that they would not look to make a decision about the future of the Well branch at Pilsley until a year after the Surgery closed. They intend to monitor the impact initially. Provided the Pharmacy continues to be well utilised, there would be no need to close the Pharmacy.</p> <p>The majority of patient Prescriptions can be sent electronically to any Pharmacy of the patient's choosing therefore there will be no change to patients' ability to collect prescriptions in Pilsley and the numbers of items the Pharmacy dispenses.</p> <p>The Practice will work together with the Pharmacy to look at offering some services from the Pharmacy, such as:</p> <ul style="list-style-type: none"> <li>Blood pressure monitoring</li> <li>Blood taking clinics</li> <li>Drop-off point for prescriptions for patients unable to use the Medicines Order Line</li> </ul> <p>It is hoped that this will support the Community Pharmacy and perhaps increase footfall.</p>
<p><b>Loss of other, non-appointment Primary Care services</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>Being able to go to Surgery and order and collect prescriptions</li> <li>Cost of phoning the medicines order line</li> <li>Flu clinics in the village</li> <li>Using the Blood Pressure machine in</li> </ul>	<p>The majority of Prescriptions can be sent electronically to any Pharmacy of the patients choosing therefore there will be no change to patients' ability to collect prescriptions in Pilsley and the numbers of items the Pharmacy dispenses, no matter where the patient is consulted with.</p> <p>The Medicines Order Line is the preferred method of ordering prescriptions for all patients across Derbyshire. This is due to the robust conversation that happens with patients at the point of ordering that improves safety and medicines compliance and</p>



<p>Surgery to monitor Blood Pressure</p> <ul style="list-style-type: none"> <li>• Dropping off sharps boxes</li> <li>• Blood tests</li> <li>• Samples</li> <li>• Reception service</li> <li>• Long term condition monitoring</li> <li>• Baby clinics</li> </ul>	<p>reduces waste.</p> <p>The Practice will continue to provide flu clinics in community venues as they have in past years.</p> <p>The Practice intend to work together with the Pharmacy to look at offering some services from the Pharmacy, such as:</p> <ul style="list-style-type: none"> <li>• Blood pressure monitoring</li> <li>• Blood taking clinics</li> <li>• Drop-off point for prescriptions for patients unable to use the Medicines Order Line</li> </ul> <p>Pilsley patients will be able to access all Primary Care services at other Staffa Health sites.</p>
<p><b>Impact on vulnerable people</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Frail elderly</li> <li>• Less mobile</li> <li>• Disabled</li> <li>• Low incomes</li> <li>• Mental health</li> <li>• Young families</li> <li>• Carers</li> <li>• People in poor health</li> </ul>	<p>The Practice will ensure that patients who are unwell and eligible for a home visit because of frailty, lack of mobility and ill health will be visited at home, according to current Practice policy.</p> <p>The Practice currently has more home visiting capacity than ever had before through the nurse-led visiting service that it provides. These clinicians focus on providing care to the frail elderly and housebound and through their more specialised role are able to offer more comprehensive care and better integration with other community services. The Practice is developing this service and the care that these nurses offer in line with the Ageing Well Programme; expanding anticipatory care for moderate to severe frail elderly patients through Comprehensive Geriatric Assessments and more proactive holistic care rather than just meeting acute needs.</p> <p>The Practice recognises that all groups of patients feel increasingly lonely and isolated and that the closure of the Surgery may impact on this further. The Practice is now supporting these patients through their new Social Prescriber whose remit is to talk with them and signpost these patients to services that may assist them. Any patient registered with the Practice can access this service.</p> <p>The Practice will continue to identify new ways of providing supportive and proactive care to our most vulnerable patients such as the frail elderly, mentally ill and those with long term illness.</p>
<p><b>Negative impact on the village</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Loss of a service</li> <li>• Building becoming derelict</li> </ul>	<p>The Practice accepts that the Surgery is a much valued part of the village and that its loss will be felt.</p> <p>The Pilsley community has the Practice's assurances that the building will not be left to fall into disrepair</p>

<ul style="list-style-type: none"> <li>• Village becomes more isolated</li> <li>• The Surgery is the heart of the village</li> </ul>	<p>while the Practice owns it.</p>
<p><b>Increasing village population</b></p> <p>Example of concern:</p> <ul style="list-style-type: none"> <li>• Community is growing due to new housing</li> <li>• More servicers are required not less</li> </ul>	<p>There are a number of housing schemes in the area that will increase the housing stock and the general population of Pilsley. The Practice is not intending to restrict registration of any new patients at this stage and new patients will be able to register with Staffa Health and access services at the remaining 3 Staffa Health surgeries.</p> <p>If Pilsley Surgery was to close and the number of surgeries is reduced the service redesign that is planned is intended to help the Practice manage an increase in demand utilising the resources (personnel and financial) available to it.</p>
<p><b>Inappropriate use of other services or not accessing services</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Patients may not access routine or non-essential appointments e.g. medication reviews</li> <li>• Not having a local Surgery will reduce motivation to improve own health</li> <li>• Increased demand for home visits as patients cant travel to Surgery</li> <li>• Increased use of emergency services (999 and A&amp;E).</li> </ul>	<p>The service redesign that is planned is intended to help the Practice manage demand utilising the resources (personnel and financial) available to it. One of the changes planned is to make the use of staff available to deal with urgent, on the day demand more effective and efficient. At the forefront of this model is an initial telephone triage consultation with a GP. This should mean advice can be provided in a timely way and patients signposted to the most appropriate point of care (right person, first time, at the right time). Patients will not need to call an ambulance or use A&amp;E services unless medically necessary as the Practice will be ensuring there is an easy point of access to telephone advice each day.</p>
<p><b>Conflict of interest / the process</b></p> <ul style="list-style-type: none"> <li>• Dr Cooper (Staffa Health GP Partner) has a role on Clinical Commissioning Group (CCG) Board and has a conflict of interest.</li> </ul>	<p>Dr Cooper is a member of the Derby and Derbyshire Clinical Commissioning Group's (CCG) Governing body.</p> <p>The Clinical Commissioning Group Primary Care Co-Commissioning Committee (PCCC) is the body that considered the Practices proposal to close the Surgery and requested that the Practice undertake a Public Consultation exercise.</p> <p>Dr Cooper is not a member of the PCCC and her interests have been declared formally via the CCG's Register of Interests, which is made available in the public domain, both at Governing Body meetings and on the CCG's website. The final decision on whether or not to allow the Practice to close its Pilsley branch</p>

	<p>will be made at a PCCC meeting and not by the Governing Body. GPs are not members of the PCCC due to the potential conflicts of interest in the nature of the Committee's discussions. When the PCCC minutes are taken to the governing body, Dr Cooper will declare an interest in this matter; she will not at any point take part in the decision making process.</p> <p>The proposal has also been taken through the Derbyshire County Health Improvement and Scrutiny Committee and the CCG's Engagement Committee, the membership of which consists of CCG Lay Members and Representatives.</p>
<p><b>Rationale / information provided in the Consultation</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Concern the closure is for financial reasons such as trying to raise money for a car park at Tibshelf</li> <li>• It is further to drive between the surgeries than the straight line distances quoted in the document.</li> <li>• There is one bus per hour to Tibshelf and Stonebroom not 2 buses per hour</li> <li>• Why does the questionnaire ask about gender etc.</li> </ul>	<p>Plans to increase car parking at Tibshelf have been ongoing over the last 5 years and are not related to the proposal to close Pilsley Surgery or any income that may be realised from the closure.</p> <p>The distances that were quoted between the surgeries that were documented in the Consultation information were provided as straight line distances. They were not expressed as distances that would be required to be travelled by road or foot.</p> <p>Currently there is an hourly bus service that travels to Stonebroom and Tibshelf from Pilsley. See Appendix 5 for a copy of the current timetables.</p> <p>The Clinical Commissioning group recommended that equality and diversity data be collected in the questionnaire to ensure that the responses received could be considered a fair representation of the community of Pilsley. This is best Practice in all Consultations where public opinion is sought and the Practice followed this guidance.</p>
<p><b>Carbon footprint</b></p> <ul style="list-style-type: none"> <li>• Increase in carbon emissions due to increased travel between sites</li> </ul>	<p>It is accepted that there will be an increase in travel required by patients who may walk to the Pilsley Surgery.</p> <p>The Practice is working towards a more streamlined system of routine reviews for patients with long term conditions. This will mean that the majority of patients will be reviewed once a year for all of their long term conditions and medication review, rather than having to attend several separate appointments for different reasons. This will minimise the number of journeys all patients are required to make for routine reviews.</p> <p>The Practice will be offering alternative methods of receiving care through on-line and telephone consultations, reducing the need to travel to surgery where appropriate.</p>

<p><b>Availability of other GP services</b></p> <p>Examples of concerns:</p> <ul style="list-style-type: none"> <li>• Other Practices not accepting patients from Pilsley catchment area</li> <li>• Limited availability of other Practices to register with</li> </ul>	<p>Depending on their address patients may be able to register at another GP Practice in the area. The Practice are not asking any patients to register elsewhere and all patients will remain registered with Staffa Health unless a patient chooses to register elsewhere.</p>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Holmewood should close first as they were the last Surgery to join Staffa Health</li> <li>• Holmewood gets all the investment</li> <li>• Holmewood not fit for purpose</li> <li>• Accessibility at Holmewood an issue – car park and upstairs</li> </ul>	<p>The Practice understands the view that by taking on the Holmewood Surgery in 2008 it may have put additional pressure on the Practice. However the Holmewood Surgery and its patients have been part of Staffa Health for over 10 years and have not contributed in any way to this proposal to close the Pilsley Surgery.</p> <p>The Holmewood Surgery would benefit from an upgrade to the premises and this will be something the Practice will look at once the outcome of the Consultation is decided.</p>

## 7. Practice Decision

The Practice Partners and Senior Managers have carefully considered the feedback received from the public Consultation and the mitigations that were suggested by patients and stakeholders.

The Practice did not begin the Public Consultation lightly. We were aware that Pilsley Surgery is highly valued by Pilsley residents as an integral part of the village and a convenient way for local residents to access their essential healthcare. This report demonstrates the strength of that view and the very real concerns and risks that exist for the members of the community if it is to close.

We have listened to the feedback raised during the Consultation and heard a number of alternative suggestions that either avoided a closure or reduced the risks associated with the closure.

**The Practice has decided to continue the application process to close the Pilsley Surgery** as we believe continuing to staff 4 surgeries would mean the sustainability of the overall service would remain at risk. Moving all staff to other sites will make the service more sustainable and allow the Practice to manage patient demand more effectively by implementing new ways of working.

We know this decision will not be popular with local patients and stakeholders but we will continue to offer a quality and reliable service to all patients in the longer term.

The Practice seeks agreement from the Primary Care Co-Commissioning Committee to close Pilsley Surgery, but to postpone the overall closure for 1 year from the date agreement is given. This time-period will allow us to undertake some work on our premises to increase the number of clinical rooms at Tibshelf and continue to seek solutions to the car parking issues.

During this year-long period we propose to reduce the sessions at Pilsley Surgery to three half days per week or one full day and one half day, depending on staffing availability. We will endeavour to reserve the appointments provided at the Pilsley Surgery for Pilsley patients who would find it difficult to travel to other sites.

Having considered the suggestions that were made in the Public Consultation the Practice will offer the following mitigations to reduce the risks to patients at the point the Surgery closes in full:

- Redesign the service to help the Practice provide an increase in capacity overall e.g. relocating a GP to provide additional capacity to triage demand for same day urgent care
- Work with the Pharmacy to look at ways we could provide some services to patients from the Pharmacy site
- Implement more telephone consultations, on-line and video consultations
- Support patients to access online consultations
- Streamline routine reviews for patients with long term conditions so that the majority of patients will only need to attend for a review once a year for all of their long term conditions and medications
- Ensure appointment timings take into consideration availability of bus travel and transport, and the reliability of the service is accepted as a reason patients may be late to appointments
- Continue to push for improved car parking arrangements at other Practice sites
- Identify new ways of providing supportive and proactive care to our most vulnerable patients such as the frail elderly, mentally ill and those with long term illness

- Continue to invest in an appropriate amount of home visiting capacity to support the housebound and frail elderly and any increase that may arise
- We will not reduce clinical resources. Staff that are currently employed will remain in post, but they will be relocated
- We will continue to try to recruit quality staff to our vacancies
- Continue to review operational models, timing of appointments, appointment types and methods and administration systems to make systems and processes as efficient and effective as possible for patients, improving access wherever possible and reducing the requirement to travel to Surgery
- We will continually monitor the impact of the closure and implement new mitigations or supportive solutions to our Pilsley patients wherever possible.

## 8. Next Steps

The report will be presented to Primary Care Co-Commissioning Committee of NHS Derby and Derbyshire Clinical Commissioning Group in January 2020. The Consultation Report will be made available on [www.staffahealth.co.uk/pilsley-consultation](http://www.staffahealth.co.uk/pilsley-consultation)

Thank you to everyone who took part in this Consultation.

## 9. Appendices

### **Contents:**

Appendix 1 - Letter to Patients

Appendix 2 - Frequently Asked Questions sheet

Appendix 3 - Questionnaire

Appendix 4 - Overview of the communications approach – Communications and Engagement Plan

Appendix 5 - Bus timetables.

## Appendix 1: - Letter to Patients



### IMPORTANT LETTER TO ALL OUR PATIENTS THAT USE PILSLEY SURGERY

**Monday 24<sup>th</sup> June 2019**

#### **Staffa Health Patient Consultation**

Staffa Health have had to make the difficult decision to commence a Consultation with our patients and stakeholders to propose to permanently close Pilsley surgery.

#### **Background**

Staffa Health provides a high degree of choice to our patients in terms of appointment type, location, time of day, day of the week and the ability to book ahead and on the day.

Operating in this way over our four sites and providing effective GP cover is challenging. For some time the Practice has been experiencing increasing difficulty in sustaining clinical GP cover over four sites. In common with other Practices across the country we have experienced a reduction in the number of GPs working for the Practice and we have not been able to recruit to our vacant GP posts.

As a Practice we are primarily concerned with the well-being of our patients and we now believe that bringing services together on fewer sites is the only way that we will be able to continue to deliver high quality care to our patients.

#### **Why is the Change Being Proposed?**

The proposal is almost entirely due to the decrease in the number of GPs we have working in the Practice as we are unable to continue to cover four sites with the GP staff available. We also believe however, that operating clinical services on fewer sites will allow us to redesign aspects of our service overall. This will allow the Practice to remain sustainable in the longer term and to continue to provide a quality service into the future.

We understand the service is highly valued by local residents, and has been a feature of the village for many years, however we consider the reasons for the proposed closure are compelling. We believe that by reducing the number of surgeries we provide clinical services from we will be able to continue to offer an efficient and sustainable GP service that retains the standard of quality our patients have come to expect from us.

#### **What This May Mean For Patients**

We are proposing the closure of the branch surgery in Pilsley. It is only the surgery that would close.

We would not be asking any of our patients to leave the Practice. Patients would still have the choice to access all our General Practice services at our remaining three sites at Tibshelf, Stonebroom and Holmewood and would continue to be registered with Staffa Health.

We would retain all of our staff and transfer the appointments currently provided at Pilsley to the other surgeries. To help improve access we would offer telephone appointments to our patients where appropriate and we would also explore the provision of online appointments for patients.



Home visits would continue to be provided for patients where they are medically necessary in accordance with our home visiting policy.

We recognise that not all our patients would be able or willing to travel to one of our other surgeries. Any patients who may choose not to remain registered with Staffa Health would be fully supported and offered advice on how to re-register with a different Practice.

### **How You Can Have Your Say**

A formal Consultation about the proposed closure of the Pilsley Branch Surgery will begin on the 24<sup>th</sup> June 2019. The Consultation will take place over 60 days and will end at the close of business on the 23<sup>rd</sup> August 2019.

The purpose of the Consultation is to understand and consider the views of our patients and stakeholders on the proposal and understand more fully what the impacts of the change may be. We will welcome all your views.

You can take part in the Consultation by completing the Questionnaire enclosed. The Questionnaire is also available online at <https://www.staffahealth.co.uk/pilsley-consultation/>.

Please contact us on 01773 309030 if you require additional printed copies of the Questionnaire, need the information in another format or language, or need help completing the survey. Copies of the Questionnaire will also be available from the reception at all Staffa Health surgeries.

We will be holding a series of drop-in sessions to answer any questions that people may have. The drop-in sessions will be held on:

**Wednesday 10th July – 3.00pm to 7.00pm – Pilsley Surgery**

**Monday 29th July – 8.30am to 10.30am – Pilsley Surgery**

**Tuesday 30th July - 1.00pm to 3.00pm – Pilsley Surgery**

Please attend at any time between the times detailed above. There will be a senior member of the Staffa Health Practice team available to answer your questions at every session.

Once the formal Consultation is complete the findings will be presented to NHS England and the Derby and Derbyshire Clinical Commissioning Group who will then decide on the final outcome. We will of course notify patients of the decision of the CCG once it is known.

We regret the necessity of proposing this action but it is essential for the future of the Practice. We ask for your understanding and support to work with us through this proposed change.

Yours sincerely

Staffa Health



### Staffa Health Patient Consultation

#### FREQUENTLY ASKED QUESTIONS

##### **Why are we consulting with you on closing our Pilsley surgery?**

Staffa Health provides a high degree of choice to our patients in terms of appointment type, location, time of day, day of the week and the ability to book ahead and on the day.

Operating in this way over our four sites and providing effective GP cover is challenging. For some time the Practice has been experiencing increasing difficulty in sustaining clinical GP cover over four sites. In common with other Practices across the country we have experienced a reduction in the number of GPs working for the Practice and we have not been able to recruit to our vacant GP posts.

As a Practice we are primarily concerned with the well-being of our patients and we now believe that bringing services together on fewer sites is the only way that we will be able to continue to deliver high quality care to our patients.

##### **Why Pilsley surgery?**

Pilsley is the Surgery nominated because:

- It has the closest proximity to other GP services. Our other Practice sites are still local within a few miles radius of Pilsley and many patients already travel to our other sites;
  - Tibshelf - 1.4 miles
  - Holmewood – 2.2 miles
  - Stonebroom – 2.2 miles
- There are two public transport routes from Pilsley to Stonebroom and Tibshelf.
- It is the smallest of all four Staffa Health sites, with the fewest registered patients.
- The Pilsley Surgery accommodation requires an additional degree of repair and maintenance and the access to the building is not easy for our disabled patients. We believe we can offer patients a higher standard of care with appointments at our other surgeries.

##### **If the Pilsley branch surgery is to close, which GP practice could I attend?**

All our existing patients would remain registered at Staffa Health and would be able to access all services at Tibshelf, Stonebroom and Holmewood. Our patients can choose to register at a different Practice if they so wish, although this would depend on whether that Practice is accepting new patients and if you live within the Practices boundary.

##### **What about transport?**

There are two public transport routes from Pilsley to Stonebroom and Tibshelf that operate hourly. Through the Consultation there will opportunities to comment on potential transport issues and /or

any other concerns. The outcome of the Consultation and issues to be considered, like transport, will be consulted upon with other agencies including the Local Authorities.

### **Can I continue to make appointments at Pilsley?**

Yes, the surgery is still open and you can continue to book appointments and attend the Practice as usual until the outcome of the Consultation is known and a formal decision is announced.

### **When will the Surgery close?**

At this moment in time there has been no decision made on whether or not Pilsley surgery will close, therefore it remains open as usual.

### **How would it help Staffa Health by closing the Pilsley surgery?**

Whilst we appreciate the disruption to patients who utilise Pilsley, we believe that the proposal would give long term sustainability to the **whole** Practice by:

- Enabling us to review and improve access to GP and nurse appointments without having to spread staff thinly over four sites;
- Allowing us to redesign the way we provide some aspects of the service. We plan to improve access to same day urgent care, telephone and online consultations;
- Reducing some of the activities that are duplicated across multiple sites, providing greater efficiency;
- Giving the Practice a greater ability to support doctors, nurses and pharmacists in training by supervising them on fewer sites. This would help us to provide quality learning for our future workforce;
- Making the Practice a more attractive place to work due to a more supportive, less stressful and less isolated working environment which should improve recruitment and retention.

### **Will it be more difficult to get an appointment in future?**

No, Staffa Health would retain all staff that work from Pilsley surgery and the appointments that we currently provide would be transferred to other surgeries. We would not be reducing our staffing, we are trying to utilise the resources we do have more effectively to allow us to meet patient need as best we can into the future.

### **What about car parking at the other surgeries?**

We understand that it can be difficult to park at Tibshelf and Stonebroom surgeries. If Pilsley surgery were to close we would relocate some of our administration staff from Tibshelf surgery to the Pilsley site as a short-term measure to free up car parking spaces and room space at Tibshelf surgery. We are hoping to build an extension at Tibshelf surgery and we are working with the Local Authorities to expand the car park there. Once this is complete our administration staff would move back to Tibshelf surgery.

### **Why is there a shortage of GPs?**

The worsening shortage of GPs is not just a local issue but a national problem. Data from NHS Digital shows that the numbers of qualified GP practitioners in England has been decreasing year on year

since 2015<sup>12</sup>. Many remaining GPs are approaching retirement, therefore the situation is expected to get worse in the near future.

### **What proactive things have the Practice done to-date to address the situation?**

In response to GP staffing difficulties we have developed a broader skill mix across our Practice team over the last few years. This has included investing in 3 additional Advanced Nurse Practitioners, a Clinical Pharmacist and a Pharmacy Technician. We have also introduced new ways of working, which include telephone triage of requests for urgent appointments, new roles for dealing with the administration of clinical correspondence and active signposting by our reception team to help patients to get to see the most appropriate members of our clinical team. We will continue to look for innovative solutions to help us meet the needs of our patients in the future.

### **How long will the Consultation run for and what happens next?**

It has been agreed the formal Consultation will run for 60 days beginning on the 24th June 2019 and ending on the 23rd August 2019.

Once the Consultation has closed an Outcome Report will be compiled which will include a full analysis of the responses, key issues, recommendations and objections. The outcome report will be presented to NHS England and NHS Derby and Derbyshire Clinical Commissioning Group (CCG). Following detailed consideration of the Consultation analysis they will make the decision on whether or not to allow the closure. We anticipate that this decision will be made around October 2019.

The outcome of this process will be shared with patients who utilise the Pilsley branch by personal letter, the Practice website and Practice information boards in all our surgeries. If the decision is taken to close the surgery there would be a period of notice given before that would happen.

### **How can you get involved?**

If you would like to share your views or ask questions then we would like to hear from you.

We are inviting patients and stakeholders to share their views by **completing a Questionnaire**. The Questionnaire is available online at: <https://www.staffahealth.co.uk/pilsley-consultation/>

Consultation documents and paper copies of the Questionnaire are available in all our surgeries or can be requested by post for those unable to obtain one otherwise. A paper copy of the consultation document and the questionnaire will be posted to patients who utilise Pilsley surgery.

If you need this information in another format or language, or if you would like help completing the Consultation Questionnaire please call 01773 309030.

We will also be holding **drop-in information sessions** at the Pilsley Surgery for people to drop in and ask any further questions.

The drop-in sessions will be held on:

**Wednesday 10<sup>th</sup> July – 3.00pm to 7.00pm – Pilsley Surgery**

**Monday 29<sup>th</sup> July – 8.30am to 10.30am – Pilsley Surgery**

**Tuesday 30<sup>th</sup> July - 1.00pm to 3.00pm – Pilsley Surgery**

Please attend at any time between the times detailed above. There will be a senior member of the Staffa Health Practice team available to answer your questions at every session.

You can **email** your views to: [admin.staffahealth@nhs.net](mailto:admin.staffahealth@nhs.net)

Or you can **write** to us at:

The Practice Manager

Staffa Health

3 Waverly Street

Tibshelf

Derbyshire

DE55 5PS

1 - <https://digital.nhs.uk/data-and-information/publications/statistical/general-practice-trends-in-the-uk/general-practice-trends-in-the-uk-2017>

2 - <https://files.digital.nhs.uk/1A/892727/GPW%20Mar2019%20Report.pdf>



## Formal Consultation Regarding the Proposed Closure of Pilsley Surgery Consultation Questionnaire

Staffa Health are Consulting with our patients and stakeholders to propose to permanently close our surgery at Pilsley.

The Consultation will begin on the 24th June 2019. The Consultation will take place over 60 days and will end at the close of business on the 23rd August 2019.

The purpose of the Consultation is to understand and consider the views of our patients and stakeholders on the proposal and understand more fully what the impacts of the change may be. We will welcome all your views.

Patients that utilise Pilsley surgery will receive a letter giving them more information on the proposal and inviting them to take part in the Consultation by completing the Questionnaire below. The letter and additional Consultation documents are also available on the practice's website – <http://www.staffahealth.co.uk/pilsley-consultation/>.

We ask that you read these documents to understand the reasons for the proposal before you complete the Questionnaire.

If you need this information in another format or language, or if you would like help completing the Consultation Questionnaire please call 01773 309030.

Your views are important. Please take a few minutes to complete this Questionnaire to give your views about the proposal:

### 1. Please tick one of the boxes below:

I am:

- ☐ A patient
- ☐ A carer/relative/friend responding on behalf of a patient
- ☐ I have an interest in the service / I am a stakeholder/partner
- ☐ Prefer not to say
- ☐ Other

### 2. Which surgery are you registered with?

- ☐ Pilsley
- ☐ Tibshelf
- ☐ Stonebroom
- ☐ Holmewood

☐ Not applicable

**3. Which surgery do you normally go to for your appointments?**

- ☐ Pilsley
- ☐ Tibshelf
- ☐ Stonebroom
- ☐ Holmewood
- ☐ Not applicable

**4. In the last 12 months how often have you visited Pilsley surgery for an appointment or service?**

- ☐ Never
- ☐ 1-3 times
- ☐ 4-6 times
- ☐ 7-9 times
- ☐ 10 +
- ☐ Not applicable

**5. How often do you visit one of our other surgeries that is not your normal surgery for an appointment or service?**

- ☐ Often
- ☐ Rarely
- ☐ Never
- ☐ Not applicable

**6. Do you understand the Practice's need to close the Pilsley surgery?**

- ☐ Yes
- ☐ No
- ☐ Not sure

**7. Do you support the closure of Pilsley surgery so that the services can be brought together at Staffa Health's other sites?**

- ☐ Yes
- ☐ No
- ☐ Not sure

**8. How do you normally get to Pilsley surgery at the moment?**

- ☐ Car
- ☐ Walk
- ☐ Bus
- ☐ Lift with someone else
- ☐ Mobility scooter

- ☐ Not applicable  
☐ Other (please specify)

**9. In the event of the Pilsley surgery closing how would you access GP services?**

- ☐ Attend another Staffa Health site by car  
☐ Attend another Staffa Health site by public transport  
☐ Attend another Staffa Health site by other means  
☐ Register at a different GP Practice  
☐ Other (please specify)

**10. Thinking about the proposed closure of Pilsley surgery, what impact do you consider this will have on you?**

- ☐ Little or no impact  
☐ Positive  
☐ Negative  
☐ Not sure  
☐ Prefer not to say

Please tell us the reason for your answer:

**11. Please tell us what concerns, if any, you may have regarding the proposed closure of the Pilsley surgery?**

**12. Please tell us if there is anything you feel could be done to resolve your concerns.**



**13. How did you become aware of this patient consultation?**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Letter from the practice                         |
| <input type="checkbox"/> | Information in one of the Staff Health surgeries |
| <input type="checkbox"/> | A friend or family member told me                |
| <input type="checkbox"/> | A voluntary/community organisation informed me   |
| <input type="checkbox"/> | Newspaper  |
| <input type="checkbox"/> | Social media (Facebook/Twitter)                  |
| <input type="checkbox"/> | Drop-in event                                    |
| <input type="checkbox"/> | NHS or Council website                           |
| <input type="checkbox"/> | Other (please specify)                           |

**14. Is there anything else you would like to make us aware of regarding this proposal?**

**Equality Questions**

Staffa Health recognises and actively promotes the benefits of diversity and is committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

To ensure that we understand who has given us feedback we would like you to complete the short monitoring section below in relation to yourself or if you are representing another person in relation to them. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

Our Commitment to Data Privacy and Confidentiality Issues:

We are committed to protecting your privacy and will only process data in accordance with the Data Protection Legislation. This includes the General Data Protection Regulation (EU) 2016/679 (GDPR), the Data Protection Act (DPA) 2018, the Law Enforcement Directive (Directive (EU) 2016/680) (LED) and any applicable national Laws implementing them as amended from time to time.

In addition, consideration will also be given to all applicable Law concerning privacy, confidentiality, the processing and sharing of personal data including the Human Rights Act 1998, the Health and Social Care Act 2012 as amended by the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive) Regulations.

**15. Please enter the first 4 letters of your postcode:**

**16. How old are you?**

- |                          |                   |
|--------------------------|-------------------|
| <input type="checkbox"/> | Under 18 years    |
| <input type="checkbox"/> | 18 – 24 years     |
| <input type="checkbox"/> | 25 – 34 years     |
| <input type="checkbox"/> | 35 – 44 years     |
| <input type="checkbox"/> | 45 – 54 years     |
| <input type="checkbox"/> | 55 – 64 years     |
| <input type="checkbox"/> | 65 – 74 years     |
| <input type="checkbox"/> | 75 – 79 years     |
| <input type="checkbox"/> | 80+ year          |
| <input type="checkbox"/> | Prefer not to say |

**17. Please choose one option that best describes your relationship status:**

- |                          |                                       |
|--------------------------|---------------------------------------|
| <input type="checkbox"/> | Single                                |
| <input type="checkbox"/> | Married/Civil Partnership             |
| <input type="checkbox"/> | Widowed/Surviving Civil Partner       |
| <input type="checkbox"/> | In a relationship                     |
| <input type="checkbox"/> | Separated                             |
| <input type="checkbox"/> | Living with a Partner                 |
| <input type="checkbox"/> | Divorced/ Dissolved Civil Partnership |
| <input type="checkbox"/> | Prefer not to say                     |
| <input type="checkbox"/> | Other                                 |

**18. How would you describe your gender/sex**

- |                          |                         |
|--------------------------|-------------------------|
| <input type="checkbox"/> | Male                    |
| <input type="checkbox"/> | Female                  |
| <input type="checkbox"/> | Prefer not to say       |
| <input type="checkbox"/> | Other (please specify): |

**19. Have you gone through any part of a process (including thoughts or actions) to change from the sex you were described as at birth to the gender you identify with, or do you intend to? (This could include changing your name, wearing different clothes, taking hormones or having gender reassignment surgery)**

- |                          |                   |
|--------------------------|-------------------|
| <input type="checkbox"/> | Yes               |
| <input type="checkbox"/> | No                |
| <input type="checkbox"/> | Prefer not to say |

**20. Please choose one option that best describes how you think of yourself:**

- ☐ Heterosexual / Straight
- ☐ Gay / Lesbian
- ☐ Bisexual
- ☐ Pansexual
- ☐ I'd prefer not to say
- ☐ Other (please specify)

**21. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)**

- ☐ Vision (such as due to blindness or partial sight)
- ☐ Hearing (such as due to deafness or partial hearing)
- ☐ Mobility (such as difficulty walking short distances, climbing stairs)
- ☐ Dexterity (such as lifting and carrying objects, using a keyboard)
- ☐ Ability to concentrate, learn or understand (Learning Disability/Difficulty)
- ☐ Memory
- ☐ Mental ill-health
- ☐ Stamina or breathing difficulty or fatigue
- ☐ Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Aspergers' Syndrome)
- ☐ No
- ☐ Prefer not to say
- ☐ Any other condition or illness, please describe:

**22. Do you look after, or give any help or support to family members, friends, neighbours or others because of either:**

- ☐ Long-term physical or mental-ill-health/disability
- ☐ Problems related to old age
- ☐ No
- ☐ I prefer not to say
- ☐ Other, please describe:

**23. Please choose one option that best describes your Ethnic Group or Background?**

- ☐ English/Welsh/Scottish/Northern Irish/British
- ☐ Irish

- ☐ Gypsy or Irish Traveller
- ☐ Other White background
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Other Mixed/Multiple ethnic background
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Other Asian background
- ☐ African
- ☐ Caribbean
- ☐ Other Black/African/Caribbean background
- ☐ Arab
- ☐ Any other ethnic group, please describe

**24. Please choose one option that best describes your religious identity?**

- ☐ No religion
- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- ☐ Buddhist
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Baha'i
- ☐ Jain
- ☐ I prefer not to say
- ☐ Any other religion, please describe:

**25. Are you pregnant or are you currently caring for a child under 24 months of age?**

- ☐ Yes
- ☐ No
- ☐ Prefer not to say
- ☐ Not applicable

**Thank you for taking the time to complete this Questionnaire.**

**Please return your Questionnaire to any of the Staffa Health surgeries before the 23<sup>rd</sup> of August 2019.**

## Staffa Health Pilsley Surgery Branch Closure Engagement Project Plan



Page 1 of 4

Last updated: 30.12.19

	Item	Completion by	Comments
<b>Pre-Consultation preparation</b>			
	Stakeholder identification and analysis	01.05.19	COMPLETE
	Identify patients affected	20.06.19	COMPLETE
	Draft and agree letter to patients	20.06.19	COMPLETE
	Draft and agree fact sheet / leaflet	20.06.19	COMPLETE
	Draft and agree questionnaire	20.06.19	COMPLETE
	Draft poster	20.06.19	COMPLETE
	Draft briefing for stakeholders	20.06.19	COMPLETE
	Build web page	20.06.19	COMPLETE
	Build questionnaire in Survey Monkey	20.06.19	COMPLETE
	Share Communications materials with CCG and gain input and approval	20.06.19	COMPLETE
	Inform Commisioners & NHS England of start date of the consultation	20.06.19	COMPLETE
<b>Staff Announcement</b>			
	Announce proposal and consultation to staff that may be affected	13.06.19	COMPLETE
	Announce to all other staff	14.06.19	COMPLETE
<b>Announcements / Communications</b>			
	Attend Parish Council	12.06.19	COMPLETE
	PPG	13.06.19	COMPLETE
	Pilsley Pharmacy	19.06.19	COMPLETE
	Chair Pilsley Parish Council	23.06.19	COMPLETE
	MP - Dennis Skinner - Bolsover	23.06.19	COMPLETE
	MP - Lee Rowley - North East Derbyshire	11.07.19	COMPLETE
	County Councillor - Kevin Gillott	23.06.19	COMPLETE

## Staffa Health Pilsley Surgery Branch Closure Engagement Project Plan



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Announcements / Communications continued...		
District Councillor - Andrew Cooper	23.06.19	COMPLETE
District Councillor - Ann Holmes	23.06.19	COMPLETE
District Councillor - John Funnell	23.06.19	COMPLETE
Other local GP practices - all Hardwick Practice Managers	23.06.19	COMPLETE
GP Federation	23.06.19	COMPLETE
Healthwatch	23.06.19	COMPLETE
Local Medical Committee	24.06.19	COMPLETE
Citizens Advice	28.06.19	COMPLETE
Social care	28.06.19	COMPLETE
Other local parish councils - Morton	28.06.19	COMPLETE
Other local parish councils - Stretton	28.06.19	COMPLETE
Other local parish councils - Brackenfield	28.06.19	COMPLETE
Other local parish councils - Shirland and Higham	28.06.19	COMPLETE
Other local parish councils - Wessington	28.06.19	COMPLETE
Other local parish councils - Clay Cross	28.06.19	COMPLETE
Other local parish councils - North Wingfield	28.06.19	COMPLETE
Other local parish councils - Heath and Holmewood	28.06.19	COMPLETE
Other local parish councils - Tibshelf	28.06.19	COMPLETE
Other local parish councils - Blackwell	28.06.19	COMPLETE
Other local parish councils - Ault Hucknall	28.06.19	COMPLETE
Other local parish councils - South Normanton	28.06.19	COMPLETE
Derbyshire Community Health Service	28.06.19	COMPLETE
Local voluntary sector and community groups; NDVA	28.06.19	COMPLETE

## Staffa Health Pilsley Surgery Branch Closure Engagement Project Plan



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Public Consultation Phase		
Conusultation start date	24.06.19	COMPLETE
Launch consulation on website	24.06.19	COMPLETE
Lettter to each household where a patient has visited Pilsley OR has a registered patient sent via docmail	25.06.19	COMPLETE
Patient feedback questionnaire distributed in all sites and available on the website	24.06.19	COMPLETE
Poster Campaign in all sites, local pharmacies, post office + other community areas	22.07.19	COMPLETE
Send Text message to Staffa Health patients that have a mobile number	22.07.19	COMPLETE
Reminder text message to all Staffa Health patients that have a mobile number	16.08.19	COMPLETE
Drop in sessions by appointment	10th, 29th, 30th July	COMPLETE
Telephone consultations as required	From 24.06.19	COMPLETE
Practice Website coverage	From 24.06.19	COMPLETE
Social Media communications	Scheduled from 27.06.19	COMPLETE
Meetings with staff	ongoing from 24.06.19	COMPLETE
Meetings with stakeholders	ongoing from 24.06.19	COMPLETE
Meeting with PPG / updates	08.08.19	COMPLETE
Consultation closes		
60 day consultation ends	23.08.19	COMPLETE
Post consultation activities		
Patient engagement analysis begins	23.08.19	COMPLETE
Draft patient engagement report completed	06.11.19	COMPLETE
Consideration and reflection on patient engagement report by the Practice, consideration of further mitigations, make final decsion regarding next steps	06.11.19	COMPLETE
Communicate to staff Practice decsion	03.12.19	COMPLETE
Consultation report completed	31.01.19	COMPLETE

## Staffa Health Pilsley Surgery Branch Closure Engagement Project Plan



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Post consultation activities continued...			
	Submit consultation report to CCG/NHS England	31.01.19	
	Attendance at CCG Engagement Committee	08.01.20	
	Attendance at Health Scrutiny Committee	20.01.19	
	Report to CCG Co-Commissioning Committee	22.01.19	



## Appendix 5: Bus Timetables

### 5A: Pilsley to Tibshelf













#### Journey results

Pilsley, Derbyshire to Tibshelf, Derbyshire      leaving 08:00 on Mon 6 Jan      1 passenger

There are high priority updates for your journey results

#### Suggested routes

Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
07:47	07:53	0	00 hrs 06 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
08:47	08:53	0	00 hrs 06 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
09:52	09:58	0	00 hrs 06 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
10:52	10:58	0	00 hrs 06 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
11:57	12:03	0	00 hrs 06 mins	
 bus 56				

© 2019 Stagecoach UK Bus

## Journey results

Pilsley, Derbyshire to Tibshelf, Derbyshire      leaving 11:57 on Mon 6 Jan      1 passenger

There are high priority updates for your journey results

### Suggested routes

#### Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
11:57	12:03	0	00 hrs 06 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
12:57	13:03	0	00 hrs 06 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
14:02	14:08	0	00 hrs 06 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
15:02	15:08	0	00 hrs 06 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
16:07	16:13	0	00 hrs 06 mins	

 bus 56

## Journey results

Pilsley, Derbyshire to Tibshelf, Derbyshire leaving 16:07 on Mon 6 Jan 1 passenger

There are high priority updates for your journey results

### Suggested routes

#### Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
16:07	16:13	0	00 hrs 06 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
17:07	17:13	0	00 hrs 06 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.50
18:12	18:18	0	00 hrs 06 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £23.00
18:41	19:45	2	01 hrs 04 mins	

 bus 55 >  >  bus X1 >  >  bus 1 > 

Depart	Arrive	Changes	Traveltime	 Tickets from £23.00
19:17	23:06	2	03 hrs 49 mins	

 bus 56 >  >  bus PRO >  >  bus 1

## 5B: Tibshelf to Pilsley













### Journey results

Tibshelf, Derbyshire to Pilsley, Derbyshire      leaving 07:45 on Mon 6 Jan      1 passenger

There are high priority updates for your journey results

### Suggested routes

#### Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
07:38	07:46	0	00 hrs 08 mins	
 <b>bus 56</b>				
Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
08:44	08:52	0	00 hrs 08 mins	
 <b>bus 56</b>				
Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
09:44	09:52	0	00 hrs 08 mins	
 <b>bus 56</b>				
Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
10:49	10:57	0	00 hrs 08 mins	
 <b>bus 56</b>				
Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
11:49	11:57	0	00 hrs 08 mins	
 <b>bus 56</b>				











## Journey results

Tibshelf, Derbyshire to Pilsley, Derbyshire leaving 11:49 on Mon 6 Jan 1 passenger

There are high priority updates for your journey results

### Suggested routes

#### Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
11:49	11:57	0	00 hrs 08 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
12:54	13:02	0	00 hrs 08 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
13:54	14:02	0	00 hrs 08 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
14:59	15:07	0	00 hrs 08 mins	
 bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
15:59	16:07	0	00 hrs 08 mins	
 bus 56				

## Journey results

Tibshelf, Derbyshire to Pilsley, Derbyshire      leaving 15:59 on Mon 6 Jan      1 passenger

There are high priority updates for your journey results

### Suggested routes

#### Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
15:59	16:07	0	00 hrs 08 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
17:04	17:12	0	00 hrs 08 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.50
18:04	18:12	0	00 hrs 08 mins	

 bus 56

Depart	Arrive	Changes	Traveltime	 Tickets from £2.50
19:09	19:17	0	00 hrs 08 mins	

 bus 56

#### Travelling on Tue 07 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.70
06:54	07:02	0	00 hrs 08 mins	

 bus 56

## 5C: Pilsley to Stonebroom



### Journey results

Pilsley, Derbyshire to Stonebroom,  
Derbyshire

leaving 07:45 on Mon 6 Jan

1 passenger

There are high priority updates for your journey results

### Suggested routes

Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	Tickets from £2.70
06:55	07:01	0	00 hrs 06 mins	

bus 55

Depart	Arrive	Changes	Traveltime	Tickets from £2.70
08:21	08:28	0	00 hrs 07 mins	

bus 55

Depart	Arrive	Changes	Traveltime	Tickets from £2.70
09:26	09:33	0	00 hrs 07 mins	

bus 55

Depart	Arrive	Changes	Traveltime	Tickets from £2.70
10:28	10:35	0	00 hrs 07 mins	

bus 55

Depart	Arrive	Changes	Traveltime	Tickets from £2.70
11:28	11:35	0	00 hrs 07 mins	

bus 55

## Journey results

Pilsley, Derbyshire to Stonebroom,  
Derbyshire

leaving 11:28 on Mon 6 Jan

1 passenger

There are high priority updates for your journey results

## Suggested routes

Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
11:28	11:35	0	00 hrs 07 mins	

 bus 55

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
12:28	12:35	0	00 hrs 07 mins	

 bus 55

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
13:41	13:48	0	00 hrs 07 mins	

 bus 55

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
14:41	14:48	0	00 hrs 07 mins	

 bus 55

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
15:46	15:53	0	00 hrs 07 mins	

 bus 55



## Journey results

Pilsley, Derbyshire to Stonebroom,  
Derbyshire

leaving 15:46 on Mon 6 Jan

1 passenger

There are high priority updates for your journey results

### Suggested routes

#### Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
15:46	15:53	0	00 hrs 07 mins	

 **bus 55**

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
16:46	16:53	0	00 hrs 07 mins	

 **bus 55**

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
17:45	17:52	0	00 hrs 07 mins	

 **bus X55**

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
18:41	18:48	0	00 hrs 07 mins	

 **bus 55**

#### Travelling on Tue 07 Jan

Depart	Arrive	Changes	Traveltime	 <a href="#">Tickets from £2.70</a>
06:55	07:01	0	00 hrs 06 mins	

 **bus 55**

## 5D: Stonebroom to Pilsley



### Journey results

Stonebroom, Derbyshire to Pilsley,  
Derbyshire

leaving 07:45 on Mon 6 Jan

1 passenger

There are high priority updates for your journey results

### Suggested routes

Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	Tickets from £2.10
06:58	07:10	0	00 hrs 12 mins	

> bus 55

Depart	Arrive	Changes	Traveltime	Tickets from £2.00
07:50	08:04	0	00 hrs 14 mins	

> bus X55

Depart	Arrive	Changes	Traveltime	Tickets from £2.10
09:03	09:15	0	00 hrs 12 mins	

> bus 55

Depart	Arrive	Changes	Traveltime	Tickets from £2.10
10:05	10:17	0	00 hrs 12 mins	

> bus 55

Depart	Arrive	Changes	Traveltime	Tickets from £2.10
11:05	11:17	0	00 hrs 12 mins	

> bus 55
















## Journey results

Stonebroom, Derbyshire to Pilsley, Derbyshire      leaving 11:05 on Mon 6 Jan      1 passenger

There are high priority updates for your journey results

### Suggested routes

Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
11:05	11:17	0	00 hrs 12 mins	
 >  bus 55				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
12:13	12:25	0	00 hrs 12 mins	
 >  bus 55				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
13:13	13:25	0	00 hrs 12 mins	
 >  bus 55				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
14:18	14:30	0	00 hrs 12 mins	
 >  bus 55				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
15:18	15:30	0	00 hrs 12 mins	
 >  bus 55				
















## Journey results

Stonebroom, Derbyshire to Pilsley, Derbyshire      leaving 15:18 on Mon 6 Jan      1 passenger

There are high priority updates for your journey results

### Suggested routes

#### Travelling on Mon 06 Jan

Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
15:18	15:30	0	00 hrs 12 mins	
 >  bus 55				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
16:23	16:35	0	00 hrs 12 mins	
 >  bus 55				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.10
17:28	17:40	0	00 hrs 12 mins	
 >  bus 55				
Depart	Arrive	Changes	Traveltime	 Tickets from £6.00
17:52	19:17	1	01 hrs 25 mins	
 bus X55 >  bus 56				
Depart	Arrive	Changes	Traveltime	 Tickets from £2.50
18:16	19:19	0	01 hrs 03 mins	
 >  bus 55 > 