



Doncaster Council

Date: 28th January, 2021

To the Chair and Members of the Health and Adult Social Care Scrutiny Panel

SUBSTANTIAL VARIATION – Bentley Surgery and Nelson Practice Proposed Merger

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Councillor Rachael Blake - Portfolio Holder for Adult Social Care	Roman Ridge Bentley Sprotborough	None

EXECUTIVE SUMMARY

1. The purpose of the report is for Doncaster's Clinical Commissioning Group (CCG) to provide an opportunity to Scrutiny Members to be consulted on the Bentley Surgery and Nelson Practice Proposed Merger which will culminate in the closure of the Nelson practice site at Scawthorpe.

EXEMPT REPORT

2. There is no exempt information contained in the report.

RECOMMENDATIONS

3. That the Scrutiny Panel considers the information presented.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The Overview and Scrutiny function has the potential to impact upon all of the Council's key objectives by holding decision makers to account, reviewing performance and developing policy.

BACKGROUND

5. The CCG's Primary Care Commissioning Committee (the Committee) considered a business case proposal and application in respect of the merger of Bentley Surgery, High Street Bentley with the Nelson Practice which has its main site on Amersall Road, Scawthorpe and a branch site at Newton Medical Centre

Sprotbrough. The proposal included plans to close the Scawthorpe site and consolidate on the Bentley and Sprotbrough sites (Appendix B refers).

6. The business case was approved in principle in July 2020 subject to a robust patient/public and stakeholder engagement exercise taking place over a 90 day period (Minute extract at Appendix C refers)
7. The substantial variation is the proposal to close the Scawthorpe site which is currently the main site to the Nelson Practice. A consideration has been that the Scawthorpe branch of the Ransome practice on the same site closed in 2017. The engagement process identified some concerns with the proposed closure and plans have been amended accordingly. Although the merger is planned for April 2021 a revised lease has been negotiated with the landlord of the Scawthorpe site to allow extended use of the site until at least 2023. This is to allow premises developments to take place at the Newton Health Centre and Bentley sites as well as at the Petersgate Medical Practice which is also situated on Amersall Road in Scawthorpe.

OPTIONS CONSIDERED

8. There are no alternative options within this report as the Scrutiny Panel is required to be consulted on any substantial variation to a current service.

REASONS FOR RECOMMENDED OPTION

9. There are no alternative options within this report as the Scrutiny Panel is required to be consulted on any substantial variation to a current service.

IMPACT ON THE COUNCIL'S KEY PRIORITIES

10.

	Outcomes	Implications
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	
	<p>Doncaster Living: Our vision is for Doncaster's people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p>	

	<ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	
	<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	
	<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, 	

	<p>whole life focus on the needs and aspirations of residents</p> <ul style="list-style-type: none"> • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective leadership and governance 	
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	

RISKS AND ASSUMPTIONS

11. The specific risks and assumptions relating to this issue are set out in the attached report.

LEGAL IMPLICATIONS [Officer Initials SRF Date 08/01/21]

12. Section 2B of the National Health Service Act 2006 (as amended by Section 12 of the Health and Social Care Act 2012) introduced a new duty on Councils in England to take appropriate steps to improve the health of the people who live in their area.
13. An application has been made to merge the Bentley Surgery with the Nelson Practice. As part of the process for considering this application, the Council's overview and scrutiny panel for Health and Adult Social Care will be consulted.
14. Section 244 of the National Health Service Act 2006 sets out the functions of the overview and scrutiny committee within the Council. The overview and scrutiny committee may review and scrutinise the health service within its area; it may make reports and recommendations to local NHS bodies, the secretary of state and the regulator; and it may consider and consult on local NHS matters as well as requiring the local NHS body to attend committee to answer questions.
15. Regulation 23 of the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 (The Regulation's) places an obligation on the local NHS body to consult with the Overview and Scrutiny panel where

they are considering any proposal for substantial developments or substantial variations to health services other than where a decision must be made as a result of the risk to safety or welfare of patients or staff.

16. Under the Regulation's, the Overview and Scrutiny panel may make comments and recommendations on the proposal consulted upon. If those comments and/or recommendations are not agreed with by the local NHS body, then both the Overview and Scrutiny panel and the local NHS body n have to try to reach a practicable agreement. If agreement cannot be reached then the Overview and Scrutiny panel can issue a report to the Secretary of State where:
 - a. the Overview and Scrutiny panel is not satisfied that consultation on any proposal has been adequate in relation to content or time allowed;
 - b. the Overview and Scrutiny panel is not satisfied that the reasons given by the NHS body not to consult are adequate; or
 - c. the Overview and Scrutiny panel considers that the proposal would not be in the interests of the health service in its area.

FINANCIAL IMPLICATIONS [Officer Initials...RLI... Date...11/01/21...]

17. The financial implications of the proposed merger are set out in the attached report. There are no direct financial implications for the Council from this report.

HUMAN RESOURCES IMPLICATIONS [EL - 08/01/2021]

18. There are no direct human resource implications for the Council from this report.

TECHNOLOGY IMPLICATIONS [Officer Initials...PW Date...07/01/21]

19. There are no technology implications arising from this report.

HEALTH IMPLICATIONS [Officer Initials...RS... Date...12/01/2021]

20. There are good reasons for the proposed changes including improved choice of gender of GP and more resilient General practice. Decision makers will want to assure themselves that any inequalities in accessing services are addressed. This should include reviewing the Equality Impact Assessment. The temporary extension of the lease at Scawthorpe provides additional time to work through any issues

EQUALITY IMPLICATIONS

21. Within its programme of work Overview and Scrutiny gives due consideration to the extent to which the Council has complied with its Public Equality Duty and given due regard to the need to eliminate discrimination, promote equality of opportunity and foster good relations between different communities. An Equality Impact Assessment is included as Appendix A.

CONSULTATION

22. Consultation is outlined in the attached report at Appendix D pages 26 onwards. This is Overview and Scrutiny's opportunity to contribute to the proposed GP Practice closure.

BACKGROUND PAPERS

23. Appendix A – D attached

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

CCG – Clinical Commissioning Group

CO – Corporate Objective

EMIS – Egton Medical Information Systems

GMS – General Medical Services

PMS – Personal Medical Services

PPG – Patient Participation Group

WTE – Whole Time Equivalent

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Name & Title of Lead Officer

Jackie Pederson

Chief Officer

Doncaster CCG

APPENDIX A – EQUALITY IMPACT ASSESSMENT

Subject of equality analysis	Merger of the Nelson Practice and Bentley Surgery including proposed closure of Scawthorpe site	
Type		Tick
	Policy	
	Strategy	
	Business case	✓
	Commissioning service redesign	
	Contract / Procurement	
	Event / consultation	
Owner	Name:	Emma Ross and Carolyn Ogle
	Job Title:	Primary Care Engagement Officer and Associate Director of Primary Care and Commissioning
Date	9 December 2020	
Assessment Summary	<p><i>There is a significant number of positive impacts through-out this assessment; they are around religion, gender and disability. The merged practice would have a greater number of female clinicians which could improve uptake of national screening programs in religions where female patients would prefer to see female clinicians.</i></p> <p><i>Bentley and Sprotborough both have newer buildings with more adequate access for patients with disabilities.</i></p> <p><i>The only negative impact is around the distance of travel for patients living in the vicinity of Amersall Road who will potentially have further to travel for face to face appointments, but given the advances in technology this year, it may not be an issue. The practice estimate a 50/50 split of patients use either the main site or branch, exact figures are not possible due to the different clinical systems used by Bentley and Nelson pre-clinical system merger.</i></p> <p><i>The CCG are working very closely with Petersgate Medical Centre who could be impacted as patients may choose to move to this neighbouring practice.</i></p>	
Stakeholders		Tick
	Staff	✓
	General public	✓
	Service users	✓
	Partners	✓
	Providers	✓
	Other	

<p>Data collection and consultation</p>	<p>The population of both The Bentley Surgery and The Nelson Practice combined is 13,094 (data taken from April 2020 list sizes). Both practices are situated within the North Neighbourhood.</p> <ul style="list-style-type: none"> • North Doncaster has a similar population of children & young people to the rest of Doncaster • North Doncaster has a similar proportion of ethnic minorities to East & South Doncaster • North Doncaster has the highest prevalence of obesity • North Doncaster has the lowest male life expectancy • North Doncaster has the highest rate of referrals to IAPT <p>• The Doncaster average practice size is approx. 8,076 patients meaning the merged practice would be larger than Doncaster average, and also England average which stands at 8,583 (data extracted from Public Health Fingertips website)</p> <p>Bentley specific health data has been extracted from Doncaster community profiles, which are hosted by Team Doncaster Data Observatory and can be found at http://www.teamdoncaster.org.uk/doncaster-data-observatory</p> <p>Area Health Priorities</p> <ul style="list-style-type: none"> • Poverty is a key issue, with 40.5% of children living in poverty and 31.7% of households in the ward are means tested. There are high levels of unemployment, particularly ESA (employment support allowance) claimants due to a health condition. • Low school attainment at early years and secondary school level. • Poor healthy life expectancy - it would be important to consider high smoking levels and the link to the prevalence of COPD and lung cancer. • Inactive deprived households with children and young people alongside high levels of childhood and adult obesity. <p>Doncaster Specific</p> <ul style="list-style-type: none"> • Doncaster is ranked 39 in a list of the most deprived areas in England by the Index of Deprivation 2010. • The age profile in Doncaster is broadly similar to the national picture with a slightly higher proportion of older people (65+) and slightly lower proportion of working age people (16-64). The number of younger people (0-15) from the 2011 Census was 57,493 (19% of population), working age people (16-64) was 193,768 (64.1%) and older people (65+) was 51,141 (16.9%). • In 2011 21.7% (65,535) of Doncaster people reported some form of disability compared to the national average of 17.9%. Of these 33,644 (11.1%) indicated that their day-to-day activities were
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limited a lot and 31,891 (10.5%) residents indicated that day-to-day activities were limited a little.

- The gender ratio in Doncaster is very similar from birth up until 65+. From the 2011 Census the ratio between the ages 0-17 are Male 50.51% and Female 49.49%. Between the ages of 18-64 the ratio is Male 50.31% and Female 49.69%. However at 65+ the ratio becomes Male 44.37% and Female 55.63%.
- Based on Census 2011 data, the proportion of total population in Doncaster classified as 'White British' equates to 91.8%, and the national average is 80.45%. Those from Black & Minority Ethnic (BME) backgrounds represent 8.2% of the total population. Young people from BME backgrounds represent 10.2% of the total 0-19 population. The working age population from a BME background represent 8.8%, and older people from BME backgrounds represent 2.9%. The ethnic group that is the second largest in Doncaster after 'white' is 'white other' which includes 0.4% Irish, 0.2% Gypsy or Irish Traveller, and 2.8% White Other. The 6 largest ethnic groups in Doncaster in order of size are a) White British, b) White Polish, c) Pakistani or British Pakistani, d) Indian or British Indian, e) White and Black Caribbean, f) African.
- The proportion of people in Doncaster who speak English as their main language is 95.9% compared to the national figure of 92%. Other main languages spoken in Doncaster are Polish 1.6%, Urdu 0.3%, Chinese 0.2% and Punjabi 0.2%.
- Most of the population of Doncaster in the 2011 Census stated their religion as Christian at 65.9% compared to 59.3% nationally. A further 24.4% stated they had no religion, 2.9% was made up of other religions and 6.9% did not state their religion.
- There is no specific question on the 2011 Census regarding sexual orientation, however in 2010 the Office of National Statistics received responses on their Integrated Housing Survey that suggested that around 1.4% of the population considered themselves as gay, lesbian or bisexual. If this was applied to Doncaster's population this would equate to 4,223 residents.
- Doncaster has a higher proportion of babies born with low birth weight at 9.7% compared to the national average of 7.4%. Teenage conceptions in Doncaster were at a rate of 39.7 per 1000 women, this is above the national rate of 30.0 per 1000 women.
- The 2011 Census did not include a specific question in respect of gender reassignment. It is estimated from national research that 1 in 10,000 are referred to as being transgender or transsexual. This would equate to around 30 residents in Doncaster.
- The proportion of people over the age of 16 who were married in Doncaster is 46.91% which is similar to the national average of 46.6%. In Doncaster 32.21% of people were single, 0.2% were in a civil partnership, 13.1% were separated/divorced and 7.7% were widows/surviving member of civil partnership.

	A Doncaster wide communication plan is in place for the new year for members of the public, patients and NHS colleagues, once the majority of Practices have the system implemented.			
Protected characteristic	Positive	Neutral	Negative	Negative: What are the risks? Positive: What are the benefits / opportunities?
Age		√		
Disability	√			The CCG along with other local partners are currently scoping plans for a new building in Bentley which would be DDA compliant, the practice situated in Bentley would be held within this building.
Gender	√			Patients registered at The Bentley Surgery currently have greater access to female clinicians; the merger would ensure that patients at The Nelson Practice also have this opportunity.
Race		√		
Religion & Belief	√			2.9% of residents in Doncaster were noted in the 2011 census at other religion, it is expected that a number of this could be made up of religions where they would prefer to see a female clinician, the Bentley Surgery have a greater number of female clinicians, this will make a positive impact on the accessibility for anyone who's faith encourages female clinicians.
Sexual Orientation		√		

Gender reassignment		√		
Pregnancy & Maternity		√		
Marriage & Civil Partnership		√		
Social Inclusion / Community Cohesion			√	<p>Patients in the vicinity of Amersall Road will need to travel further for face to face care although given the advances in use of technology which accelerated through the COVID pandemic this could negate regular travel, the maximum extra travel distance is:</p> <p>1 mile to Bentley surgery in car, 19 mins walk, 18 min on bus (Google maps 10.6.20) 2.4 miles to Newton Lane in car, 35 mins walk, 32 min on bus (Google maps 10.6.20)</p>
Conclusion & Recommendations including any resulting action plan	The engagement exercise will particularly pick up any needs expressed by these patients and an action plan be developed accordingly.			
Review date	April 2022			

Appendix B

Application submitted to CCG's Primary Care Commissioning Committee 9 July 2020.

Meeting name	Primary Care Commissioning Committee
Meeting date	9 July 2020
Title of paper	Application for Consideration of Contractual Merger Bentley Surgery & The Nelson Practice and the Closure of the Scawthorpe Site for the Nelson Practice

Executive / Clinical Lead(s)	Anthony Fitzgerald, Director of Strategy & Delivery
Author(s)	Carolyn Ogle, Associate Director of Primary Care & Commissioning, Debbie Forbes-Hughes, Practice Manager Bentley Surgery & The Nelson Practice

Status of the Report	
To approve	<input checked="" type="checkbox"/> <input type="checkbox"/>
To note	<input type="checkbox"/> <input type="checkbox"/>

Purpose of Paper - Executive Summary
<p>At its November 2019 meeting the Primary Care Commissioning Committee considered and approved in principle an early proposal from Bentley Surgery and the Nelson Practice about their future intentions to work more closely together.</p> <p>Since then the Nelson Practice has moved to EMIS web so that both practices operate on the same clinical system. The partners have joined each others contracts so that the partnership is the same for the two contracts. The practices already share the same practice manager.</p> <p>Doncaster CCG has now received the formal notification of intent to merge Bentley Surgery and the Nelson Practice with effect from 1 April 2021. This will lead to the termination of the Nelson Practice as both practices will operate under the Bentley Surgery C code.</p> <p>The practices have submitted an Application for Consideration of a Contractual Merger and a Business Case setting out:</p> <ul style="list-style-type: none"> - The reasons for the merger - The benefits of the merger for the practice - The benefits of the merger for patients - Details of any proposed estates and technology changes - What consultation with staff and patients is planned

The Application states that the merger will allow access to a wider range of services, increased choice of practitioner including female GPs, greater efficiency and better staff security and safety.

The Nelson Practice has also submitted an application to close its Scawthorpe site. Appendix C

The Nelson Practice is a PMS Practice within the North Locality/PCN. It currently operates over two sites:

- Main Site – Amersall Road, Scawthorpe, Doncaster
- Branch Site – Newton Medical Centre, Newton Lane, Sprotbrough

The Practice has requested approval to close their main site, The Nelson Practice, Amersall Road, Scawthorpe. The merger with the Bentley Surgery will mean patients from the Nelson Practice can also access services in Bentley and this will become the main site.

It should be noted that the Ransome Practice closed their branch site at Scawthorpe in 2017. The closure of the Nelson Practice site will mean that only Petersgate Medical Practice is available in Scawthorpe.

The Practice has completed the attached Branch Closure Application Form which includes the rationale, risks and benefits to practice and patients of the closure. Also attached is the practices mobilisation plan.

The Committee needs to be assured that:

- The CCG complies with its responsibilities under the duty to involve patients in decision making Section 14Z2
- To consider the consequences and implications of the proposed change and discuss any alternative options.
- To consider the benefits to patients and any financial implications
- The patients of the two practices will have access to a single consistently provided service
- The practice boundary makes sense
- The premises are suitable
- The impact of patient choice has been considered

Recommendation(s)

The Primary Care Commissioning Committee is asked to consider the Application and agree:

- To support the merger, subject to the outcome of the patient and stakeholder engagement process and the equality impact assessment.
- To fund the clinical system merger (which would be in-line with previous Committee decisions and is already built into the budget)
- To support the closure of the Scawthorpe premises in principle subject to full consultation and impact assessments being carried out.

Report Exempt from Public Disclosure

Yes

No

If yes, detail grounds for exemption:

Impact analysis		
Quality impact	A Quality Impact Assessment will be undertaken to inform the decision making process	
Equality impact	An Equality Impact Assessment is required but has not yet been completed	
	<i>An Equality Impact Analysis/Assessment is not required for this report.</i>	Tick relevant box
	<i>An Equality Impact Analysis/Assessment has been completed and approved by the lead Director for Equality and Diversity. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.</i>	
	<i>An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in section xx in the enclosed report.</i>	
Sustainability impact	Increasing sustainability is one of the main reasons the practices wish to merge. By becoming one entity this will have a positive impact on the resilience of both practices	
Financial implications	The merger will have a positive impact on the practice as they will join resources and share financial risks. The CCG is being asked to finance the clinical system merger, the migration already having been funded.	
Legal implications	Risk that the CCG could face a challenge from the practices if the merger is not approved. Risk if consultation processes not followed in line with involvement and consultation responsibilities	
Management of Conflicts of Interest	Will be preserved through the Committee's constitution, the salaried GP at Bentley Surgery is a non voting member of the Committee. A partner at Bentley Surgery is the Chair of the CCG but he is not included in the Primary Care Commissioning Committee membership or decision making process. The minute taker at the meeting is a patient of the Nelson Practice.	
Consultation / Engagement (internal departments, clinical, stakeholder and	A three month consultation period is required	

public/patient)																																								
Report previously presented at	Proposal document approved in principle by PCCC at the November 2019 meeting.																																							
Risk analysis	Included in report																																							
Corporative Objective / Assurance Framework	CO2 & CO3																																							
Primary Care Statutory Duties (only)	<i>[Complete this section if submitting a report to Primary Care Commissioning Committee / Primary Care Delivery Group. For any other committee, delete this row on the report template.]</i>																																							
	<table border="1"> <thead> <tr> <th>Statutory Duty</th> <th>Section</th> <th>Tick Relevant Box</th> </tr> </thead> <tbody> <tr> <td>Management of Conflicts of Interest</td> <td>14O</td> <td></td> </tr> <tr> <td>Duty to promote the NHS Constitution</td> <td>14P</td> <td></td> </tr> <tr> <td>Duty to exercise its functions effectively, efficiently and economically</td> <td>14Q</td> <td></td> </tr> <tr> <td>Duty as to improvement in quality of services</td> <td>14R</td> <td></td> </tr> <tr> <td>Duty in relation to quality of primary medical services</td> <td>14S</td> <td></td> </tr> <tr> <td>Duties as to reducing inequalities</td> <td>14T</td> <td></td> </tr> <tr> <td>Duty to promote the involvement of each patient</td> <td>14U</td> <td></td> </tr> <tr> <td>Duty as to patient choice</td> <td>14V</td> <td></td> </tr> <tr> <td>Duty as to promoting integration</td> <td>14Z1</td> <td>√</td> </tr> <tr> <td>Public involvement and consultation</td> <td>14Z2</td> <td></td> </tr> <tr> <td>GMS, PMS and APMS contracts (including the design of PMS and APMS contracts, monitoring of contracts, taking contractual action such as issuing branch/remedial notices, and removing a contract)</td> <td>83</td> <td></td> </tr> <tr> <td>Newly designed enhanced services ("Local Enhanced Services" and "Directed Enhanced Services")</td> <td>83</td> <td></td> </tr> </tbody> </table>	Statutory Duty	Section	Tick Relevant Box	Management of Conflicts of Interest	14O		Duty to promote the NHS Constitution	14P		Duty to exercise its functions effectively, efficiently and economically	14Q		Duty as to improvement in quality of services	14R		Duty in relation to quality of primary medical services	14S		Duties as to reducing inequalities	14T		Duty to promote the involvement of each patient	14U		Duty as to patient choice	14V		Duty as to promoting integration	14Z1	√	Public involvement and consultation	14Z2		GMS, PMS and APMS contracts (including the design of PMS and APMS contracts, monitoring of contracts, taking contractual action such as issuing branch/remedial notices, and removing a contract)	83		Newly designed enhanced services ("Local Enhanced Services" and "Directed Enhanced Services")	83	
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	Design of local incentive schemes as an alternative to the Quality Outcomes Framework	83	
	Decision making on whether to establish new GP practices in an area	83	
	Approving Practice mergers	83	√
	Making decisions on 'discretionary' payment (e.g., returner / retainer schemes)	83	
	To plan, including needs assessment, primary medical care services in Doncaster		
	To undertake reviews of primary medical care services in Doncaster		
	To co-ordinate a common approach to the commissioning of primary care services generally		
	To manage the budget for commissioning of primary medical care services in Doncaster		

Application for consideration of a contractual merger

(Please add additional pages if you have insufficient room to complete fully)

Practice stamp



Please complete the following:

1. Details of the two contractual agreements you are proposing to merge

Name and Address Practice A	Name and Address Practice B
Bentley Surgery 128 High Street Bentley Doncaster DN5 0AT	Nelson Practice Newton Lane Sprotbrough Doncaster DN5 8DA
	Nelson Practice Amersall Road Scawthorpe Doncaster DN5 9PQ

Practice Code	Practice Code
C86023	C86613
GMS/PMS	GMS/PMS
GMS	PMS

Number GPs	Number GPs
7	4
WTE GP's	WTE GP's
4	2.5
Number of Nurses and Grade	Number of Nurses and Grade
Four Nurses all Practice Nurse trained	Two nurses Practitioner trained Two nurses both Practice Nurse trained
WTE Nurses	WTE Nurses
3	2
Premises: Owned/Leased/NHS Property	Premises: Owned/Leased/NHS Property
Owned	Leased
Patient List Size	Patient List Size
8,000 approx.	5,000 approx.

Premises Arrangements

2. Indicate whether you intend to operate from all premises

No

a. If yes, which premises will be considered the main and which is to be considered the branch (if applicable)

b. If no, which premises do you intend to practice from

Bentley Surgery to be main site
Sprotbrough site to be branch site



Bentley Surgery – Geographical area of practice patient population



Please indicate the practice boundary for the proposed merged practice

Maintaining the boundary from both practices

I.T. Information

3. Indicate which IT systems are currently in use at each practice

Practice A	Practice B –	
IT system: EMIS Web	IT system: EMIS Web	
Has IT been consulted to assess if the systems are compatible to be merged? Yes		

Has IT confirmed the costs of the IT systems merger? No	
Has IT confirmed the timescale of merging the databases? Yes	
Have the costs been approved by the CCG? No	
Additional Comments Once approval of the merge, costs will be sourced and shared with the CCG	

4. Provide full details of the benefits you feel your registered patients will receive as a result of this proposed merger.

Two highly rated practices coming together to improve patient care and staff job satisfaction in a more resilient organisation.

Wider set of services due to a wider skill mix (for example minor surgery and vasectomy service, nurse practitioner triage, chronic disease management by higher qualified nurses)

Increased choice of practitioner for patients including a greater access to female GPs for Nelson Practice patients.

Better telephone and digital access via single dedicated contact centre (also improved confidentiality at receptions and less queuing at reception)

Greater efficiency from admin and clinical teams so that more time available for patient-facing roles (need one GP lead for service areas instead of two for example)

No more lone working for staff which will aid recruitment (has been cited as the reason for two GPs declining jobs offered at the Nelson Practice)

Increased GP, nurse and HCA training capacity (physical space for training and increased number of trainers planned)

Combined clinical governance team able to plan and supervise quality improvement activity and provide assurance

Existing clinicians retained so continuity of care not diminished

Recruitment of new GP so that locums only required for cover in exceptional circumstances to increase continuity of care

More efficient use of space at Newton Medical Centre to provide extra physical capacity and better utilise the minor surgery suite and training rooms

Practice areas overlap already so only patients in the immediate vicinity of Amersall Road site will need to travel further for face to face care (estimated at x% of combined practice population) and maximum extra travel distance is:

1 mile to Bentley surgery in car, 19 mins walk, 18 min on bus (Google maps 10.6.20)

2.4 miles to Newton Lane in car, 35 mins walk, 32 min on bus (Google maps 10.6.20)

Patients currently registered at the Nelson Practice who live in Bentley or some parts of Scawthorpe will have less distance to travel for face to face consultations by accessing the Bentley Surgery site. Patients currently registered at Bentley Surgery who live in Sprotbrough, Cusworth and Scawsby will on the whole have less distance to travel by accessing the Newton Medical centre site

Services Currently Provided

Enhanced Services Currently provided at:	
Both Practices:	
Tier 1 Overarching Specification	
Glucose Tolerance Testing	
Helicobacter pylori Infection (Carbon-13 Urea Breath Test)	
Vaccination against Hepatitis B	
Methotrexate Monitoring	
Prostate Cancer Monitoring / Follow Up	
Ring Pessary Change	
Single Dose Vaccine	
Endometrial Biopsy	
IUCDs	
Insulin Initiation	
Removal of Cervical Polyps	
Ring Pessary Fit	
Minor Surgery	
Nelson Practice only:	
Vasectomy	

5. Details of services currently provided Practice A

Opening Times:

	Morning		Afternoon		Evening	
	Open	Close	Open	Close	Open	Close
Monday	8am					6pm
Tuesday	7.30am					7.30pm
Wednesday	8am					6pm
Thursday	7.30am					6pm
Friday	8am					6pm
Saturday						
Sunday						

Services Currently Provided

All GMS Core services

5. Details of services currently provided Practice B –

Opening Times:

	Morning		Afternoon		Evening	
	Open	Close	Open	Close	Open	Close
Monday	8am					6pm
Tuesday	8am					6pm
Wednesday	8am					7.30pm
Thursday	8am					6pm
Friday	8am					6pm
Saturday						
Sunday						

Please provide details of the extended hours currently provided at:

Practice A: Tuesday 7.30am – 8am and 6.30pm – 7.30pm. Thursday 7.30am – 8am

Practice B : Wednesday 6.30pm – 7.30pm

6. Please provide as much detail as possible as to how the current registered patients from the existing practices will access a single service.

Better telephone and digital access via single dedicated contact centre
Choice of location for face to face consultations

MERGED PRACTICE**NAME OF MERGED PRACTICE**

TBC

MERGED PRACTICE C Code

C86023

PROPOSED DATE OF MERGER

1 April 2021

Merged Practice Opening Times:

	Morning		Afternoon		Evening	
	Open	Close	Open	Close	Open	Close
Monday	8am					6pm
Tuesday	7.30am					7.30pm
Wednesday	8am					7.30pm
Thursday	7.30am					6pm
Friday	8am					6pm
Saturday						
Sunday						

Please provide details of any proposed changes to the future delivery of extended hours, the rationale behind any changes and details of any patient consultation that may have taken place regarding the changes:

Merged Practice

No changes proposed

Enhanced Services to be provided at:

Merged Practice

Tier 1 Overarching Specification
Glucose Tolerance Testing
Helicobacter pylori Infection (Carbon-13 Urea Breath Test)
Vaccination against Hepatitis B
Methotrexate Monitoring
Prostate Cancer Monitoring / Follow Up
Ring Pessary Change
Single Dose Vaccine
Endometrial Biopsy
IUCDs
Insulin Initiation
Removal of Cervical Polyps
Ring Pessary Fit
Minor Surgery
Vasectomy

7. How do you propose to consult with your patients about this proposal, communicate actual change to patients and ensure patient choice throughout:

Patient engagement to be undertaken as per CCG guidance

1. Please provide as much detail as possible about how this proposed practice closure will impact on your current registered patients, including:

- access to the main surgery site i.e. public transport, ease of access;
- capacity at main surgery site;
- booking appointments;
- additional and enhanced services;
- opening hours;
- extended hours; and
- dispensing services (if applicable)

The main surgery is situated on the main road running through Bentley. A regular bus service operates through the village. The Sprotbrough site has potential for additional capacity and Bentley is included in Doncaster CCG Estates plan for a new building to house both Bentley Surgery and Nelson Practice population. Better telephone and digital access for patients is planned via a single dedicated contact centre including the use of online access for appointments. All current services and opening hours will remain unchanged.

*Minutes extract from Primary Care Commissioning Committee (confidential session)
9th July 2020*

7.2 Bentley Surgery & The Nelson Practice Merger

A paper was shared, ahead of the meeting. At the November 2019 Primary Care Commissioning Committee, the Committee had agreed in principle a proposal outlining the direction of travel for Bentley Surgery and The Nelson Practice. C Ogle updated the Committee on progress to date:

- Both Practices now have the same group of GP Partners
- Both Practices are now using EMIS web clinical system. As part of this, the Practices have requested funding for the costs of the clinical system merger and details were included within the paper.
- Both Practices share the same Practice Manager

The Practices have submitted a business case and an Application for consideration of a contractual merger from 1 April 2021, which was included within the papers. The merger would lead to the termination of The Nelson Practice contract and both would operate under the Bentley Surgery C Code. It was confirmed that the merger ties in with the Estates Plan for Bentley.

Along with the application to merge, the Nelson Practice has put forward a proposal to close the main surgery based at Scawthorpe and would operate from their merged main site at Bentley Surgery, with Sprotbrough surgery remaining as a branch site. It was noted that previously The Ransome Practice also closed a site in Scawthorpe in 2017. The proposal to close the site would be put forward to the Overview & Scrutiny panel for discussion.

If the Committee agrees to support the contractual merger, the Practices will begin undertaking an Equality Impact Assessment and full Public Consultation.

The Primary Care Commissioning Committee agreed to approve the contractual merger subject to the outcomes of the public engagement and equality impact assessment.

The Committee also agreed to fund the costs for the clinical system merger.

The Committee agreed to support the closure of the Scawthorpe site of The Nelson Practice in principle.

It was agreed to add the item to the Forward Planner for further discussion at the November 2020 meeting.

Engagement Report



**Proposals for the merger of Bentley Surgery and the Nelson Practice:
Patient Engagement Report**

Executive summary

This report sets out the process by which the two practices engaged with their registered patients regarding their proposals for merger and consequent branch site closure. It also sets out the findings of the engagement process and the responses from the two practices to their respective patients.

The engagement process was undertaken by the practices with advice and support from NHS Doncaster CCG and Healthwatch Doncaster. Approximately 1715 patients, comprising 13% of the combined registered list size of the two practices, were reached by the patient survey and social media channels. The responses from patients were varied and indicated either support for the proposals or concerns relating to risks to the ability of the proposed merged practice to be responsive and/or accessible.

The practices have revisited their proposals in the light of the patient engagement and provided mitigations to these risks. They now seek formal approval to proceed.

Introduction and background

Bentley Surgery and the Nelson Practice are two NHS general practices in North Doncaster. Bentley Surgery is based on Bentley High Street and serves 8,000 patients including some who live in Sprotbrough and Scawthorpe as well as surrounding areas. The Nelson Practice is based at sites in Sprotbrough and Scawthorpe and serves 5,000 patients including some who live in Bentley and surrounding areas.

Practice merger proposal

The two practices have worked closely together in the past few years, are run by the same medical partnership of eight GPs and have had a joint practice manager since 2018. The two practices would like to become one because this will allow patients of both practices access to the full range of clinical staff and services which they currently have to provide separately under two separate contracts with NHS England. A merger of the two practices, and the consolidation onto two modern

sites, will make it easier to expand the service offer to patients and to secure the future of the practice by recruiting and training future generations of staff including new roles such as clinical pharmacists and practice mental health workers.

Branch site closure proposal

Both practices serve patients in an overlapping area. The Sprotbrough site is relatively new and has teaching and minor surgery facilities with unused internal space to expand into. Bentley Surgery operates from a converted house on the High Street. Plans are in development for Bentley Surgery to move into purpose-built premises nearby and these plans are supported by NHS Doncaster CCG and Doncaster Metropolitan Borough Council. The walking distance between the Sprotbrough and Bentley sites is approximately two miles.

The Nelson Practice site on Amersall Road in Scawthorpe sits between the Sprotbrough and Bentley sites being approximately two miles from the Sprotbrough site and one mile from the Bentley site. It is small, poorly situated and laid out in a way which is not helpful for modern patient care. Operating the Nelson Practice from two sites means doctors and staff are often alone on site which has affected recruitment to the Nelson Practice and the ability of teams to get together for training.

The COVID-19 pandemic has accelerated changes in the way in which technology can support the more efficient delivery of primary health care. An expansion of telephone and video consulting and the secure electronic transmission of prescriptions and medical certificates have meant that patients can still be cared for within the constraints of social distancing. Staff sickness and isolation due to COVID-19 in 2020 meant that the Scawthorpe site was forced to close to face-to-face appointments between March and July 2020. Carrying out administrative work and remote consulting from Scawthorpe and face to face consulting from Sprotbrough preserved the service to patients with those who needed a lift, bus or taxi to Sprotbrough accommodated by flexible clinic times and home visits being provided as usual to those who needed a home visit for medical reasons.

The future vision of the two practices is that all registered patients have access to the full range of core and enhanced general practice services with those needing face to face care having the choice of two modern, well-equipped and purpose-built health centres (while those with a medical need for care in a residential facility or their own home are visited there). The lease on the Scawthorpe premises is being renewed in the interim to keep this site in use until the development of the Sprotbrough and Bentley sites is completed. The closure of this site is currently planned for 2023.

The decision-making process for the merger and site closure proposals

The practices submitted their proposals to the Primary Care Commissioning Committee of NHS Doncaster CCG in July 2020. The Committee agreed the proposals in principle subject to the outcome of robust patient, public and stakeholder engagement exercise. This report describes that process and its outcomes.

The engagement process

The two practices had to adjust their initial engagement plans in order to take account of the social distancing constraints of the COVID-19 pandemic. This meant that although public meetings could not be held patients were contacted and involved in a variety of other ways. Healthwatch Doncaster has been invaluable in advising and supporting this process to provide as many opportunities for patients to be involved as possible.

The first step was to hold a virtual meeting with each of the Patient Participation Groups (PPGs) in August 2020 to discuss the proposals for merger and site closure. The engagement plan was discussed with and approved by the PPG members who were supportive of the proposals.

The practices produced a patient leaflet (see pg 27), a patient survey and a frequently asked questions (FAQ) sheet detailing the reasons for the proposals. Healthwatch agreed to host a virtual patient and public meeting in September 2020 and gather the results from the patient feedback on behalf of the practices.

The patient information leaflet and the invitation to complete the survey and join the meeting were shared with patients by:

- notices on the home pages of the two practice websites;
- posts on the Facebook sites for both practices;
- messages posted on Twitter;
- text messages sent to all patients with a recent mobile telephone number known to the practice;
- paper copies which were made available at the practice sites and distributed at the influenza vaccination clinics;
- paper copies which were posted to patient home addresses upon request;
- a video recording of the doctors, nurses, other staff and a PPG member talking about the proposals which was published on Facebook and the YouTube platform and promoted on the practice websites.

Local stakeholders were informed by letter and/or e-mail and these comprised:

- local elected members;
- Sprotbrough and Cusworth Parish Council;
- Ed Miliband MP;
- neighbouring practices;
- the community nursing service;
- community pharmacies;
- schools;
- dental practices;

- optometrists.

Numbers of patients reached by the engagement process

Four members from the PPGs attended each practice PPG meeting and six members of the public attended the Healthwatch online public meeting.

A total of 176 patients completed the patient survey and these comprised:

Patients using Bentley Surgery	65 patients
Patients using Nelson Practice Scawthorpe site	59 patients
Patients using Nelson Practice Sprotbrough site	52 patients

Responses online and via social media comprised:

Facebook and Twitter posts	17 likes 22 shares
Staff and PPG member video	1,300 views on YouTube 200 views on Facebook

Comments from patients received separate from the survey comprised:

Contacted the practices directly	11 patients
Contacted Healthwatch directly	2 patients

Content of the responses

Members of the Patient Participation Groups and patients who joined the virtual public meeting

The PPG members and those present at the public meeting hosted by Healthwatch were positive about the proposals and understood and supported the reasons for them. The main questions raised were:

Is Bentley Surgery big enough to accommodate more patients? - the practices confirmed the increase and improvements to health care premises in Bentley village is currently at the planning stage with external bodies.

What are the transport options for patients living near the Scawthorpe site to either of the two proposed practice sites? - the practices confirmed that Dial a Ride and

Ledger Bus services are available in the local area, that telephone and video consultations would continue after the COVID-19 pandemic and that face to face appointment times would be made flexibly to accommodate patients who were being brought to surgery by family or friends or by public transport.

The meetings made helpful suggestions to improve the engagement plan included adding pictures to our patient leaflet so people could see where the practices were geographically located and verbally informing patients of the plan via a video recording. These suggestions were adopted by the practices.

Responses to the patient survey and direct to the practice or Healthwatch Doncaster

The patient survey results were aggregated and analysed by Healthwatch Doncaster.

There was a broadly even spread of responses from patients who identified as regular users of the three current premises (Question 1). Most (89%) of the survey responses were made by patients on their own behalf (Q2). Of those patients who usually used the Scawthorpe site 22% travelled there on foot (Q3). Overall 55% of patients identified concerns with the proposals (27% did not have concerns and 17% did not know) (Q4).

The concerns raised by patients were varied (Q5) but predominantly related to the risk that a larger practice size will negatively affect access and continuity of care:

- getting through to a practice with more patients;
- longer waits for appointments with more patients;
- a larger practice losing the personal touch;
- ability to see their own usual GP;
- the future of Bentley Surgery;
- having to travel to a site far away;
- car parking at the Bentley site;
- capacity at the Nelson Practice Sprotbrough site.

There were also concerns about the fact that some patients who normally use the Scawthorpe site would have to travel further and that this may adversely affect older people living close to that site.

Many patients made suggestions about how the proposals could be improved (Q6) and these included ensuring that access to services were maintained and that the ethos of their local practice did not change. Some patients mentioned that they did not have enough information about the proposals, some wanted to ensure that appointments were available at different times of day and that those who work, are elderly or are without internet access are not disadvantaged.

Most patients (77%) expressed a preference in the event of the Scawthorpe site closing with 62% of patients who answered saying they would use the Sprotbrough site and 38% saying they would use the Bentley site (Q7).

There were a small number of suggestions for a new name for the new practice (Q8).

Healthwatch Doncaster has confirmed that it is satisfied with the patient engagement process which the practices have carried out (see page 30).

How the practices will respond to the issues raised by the patient engagement process

The patient engagement process has highlighted that the practices have not communicated clearly enough some of the features of the proposed merger. In particular those features which preserve access to the doctors and nurses which patients usually consult and offer a choice of site for face to face consultations. The plans for bringing into use additional space within the Sprotbrough building and developing purpose-built premises in Bentley have also not been highlighted sufficiently. Each practice will therefore produce and publicise an updated FAQs document to address the issues raised by its patients (attached as Appendix 4 and Appendix 5).

The practices acknowledge that some patients are concerned that access to services will be reduced and that this may affect some types of patients, including older patients, in particular. The practices will ensure that staffing and services will not be reduced if the merger goes ahead (and in fact there will be greater access to a wider range of staff and skills as a result) and in the light of the patient survey results will carefully monitor the impact of any changes on older people and ensure that changes take their needs into account.

As well as the need for clearer communication of the proposals and, if approved, implementing them in a way which pays particular regard to certain groups of patients, some of the issues raised have also led to the practices amending their plans and in particular by:

- negotiating a flexible lease on the Scawthorpe premises with the property owner so that all the necessary works at Sprotbrough and Bentley are completed before the practice gives the necessary notice to move out (which in any case will not occur before 2023);
- extending a further invitation to Park View Surgery, which shares the Sprotbrough site, to join the merged practice so that even more efficient use can be made of the whole building and not just the currently unused space.

Conclusions

The practices have worked hard with guidance and support from their PPGs, NHS Doncaster CCG and Healthwatch Doncaster to engage with as many patients as possible within the constraints of the COVID-19 pandemic.

Nearly 200 patients took the time to respond to the engagement process and they provided important and useful feedback to the practices on the proposals which the practices are acting on.

The proposals for practice merger and eventual site closure will provide additional benefits to patients and the practices seek permission to proceed with them.

Mrs Debbie Forbes-Hughes

Joint Practice Manager on behalf of Bentley Surgery and the Nelson Practice

PATIENT LEAFLET

Are you a patient of Bentley Surgery or the Nelson Practice?

If so we need *your* help!

We are thinking about joining together and we need to know what you think about this idea.

What is the proposal?

The GPs at Bentley Surgery and the Nelson Practice would like to join the two practices together to become one practice. This would create one organisation and one team to deliver patient care.

Why do the doctors want to do this?

The rising demand on the NHS means that practices are finding it hard to maintain good access for patients and to recruit and retain doctors, nurses and other staff. New ways of working can overcome these problems and improve patient and staff satisfaction and this is what the merger proposal is intended to do.

Both practices work well separately but the GPs believe that advantages of a merger would be:

- greater range of staff and skills available to all patients;
- increased range of skills and staffing will speed up access to the right care;
- long term security of staffing by training our own in-house and less reliance on temporary staff;
- better working environment for staff and which is more attractive to new recruits;
- less bureaucracy so more time for practice development and working with others to improve the health of our communities.

What would stay the same?

- all the existing staff would be part of the new practice so you would still be able to see the doctors, nurses and other staff you are used to;
- the practice area will stay the same so if you are registered with either practice you would become part of the new practice (unless you chose not to);
- the range of services the practices provide would stay the same (though new services could be developed as well).

What would change?

- there would be one management and administration team to run and develop the practice;
- there would be one patient participation group to represent patients in deciding how the practice develops;

- there would be investment in Bentley and Sprotbrough to expand services there but the Scawthorpe site on Amersall Road would close at the end of October 2021;
- there would be new training opportunities for doctors, nurses, medical students, pharmacists and other staff.
- Should you require a face to face appointment patients will be able to attend the Sprotbrough or Bentley site depending on who you wish to see and within what timeframe.
- Appointments during extended hours will be available to all patients; Bentley Surgery is open Tuesdays and Thursdays 7.30am-8am and Tuesdays 6.30pm – 7.30pm. Nelson Practice is open Wednesdays 6.30 – 7.30pm;
- Patients living in Scawthorpe and nearby can choose whether to use the Bentley or Sprotbrough sites instead. Appointment times will be arranged around transport availability

Why would the Scawthorpe branch site close in October 2021?

The GPs believe that investing in the Bentley and Sprotbrough premises and closing the Amersall Road building will benefit patients and staff because:

- it is proving increasingly difficult to recruit doctors and nurses who are happy to work on their own at sites;
- spreading staff across three sites after a merger would not be efficient when the doctors want to have more reception staff on site to manage patient queries and answer the phones;
- the Amersall Road building is small and the layout is no longer what is needed to provide up to date patient care

How can I have my say on this?

We want to know what you think about this proposal. Is there anything you think we should consider before any decision is made? Are there things which haven't been thought of? How would it affect you (if at all)? What changes would you like to see in the practices? How could this plan be improved?

We will be talking to as many patients as possible about this proposal in the next 2-3 months in order to make sure we have listened carefully and taken into account what patients have said before deciding whether to put forward a plan to the local NHS for decision.

In order to get as much feedback as possible we will be contacting patients in a variety of ways including patient meetings (this will be remotely due to coronavirus), leaflets, text messages, letters, posters and telephone. If you have internet access you will also find links on our websites - www.bentleysurgery.co.uk and www.thenelsonpractice.co.uk.

We would like to invite you to join a meeting hosted by Healthwatch, details of which are below:

Topic: Public meeting and discussion – Bentley Surgery and Nelson Practice merger
 Date: 16 September 2020
 Time: 4pm – 6pm

This meeting and discussion will be hosted and facilitated by Healthwatch Doncaster – an independent local organisation who engage with local people and support them to have their voices heard to influence and improve health and care services in Doncaster.

Join Zoom Meeting

<https://zoom.us/j/8479159356>

Meeting ID: 847 915 9356

If you are unable to join the above meeting, please share your views by completing the online survey: <https://www.surveymonkey.co.uk/r/Patientsurveymergingpractices>

If you would like to discuss any of this information with Healthwatch please contact them:

Healthwatch Doncaster, 3 Cavendish Court, South Parade, DN1 2DJ Tel: 01302 965450

info@healthwatchdoncaster.org.uk

Website: www.healthwatchdoncaster.org.uk

Twitter: [@hwdoncaster](https://twitter.com/hwdoncaster)

Facebook: www.facebook.com/hwdoncaster

If you would like a copy of this information in large print or braille please e-mail the practice on either:

donccg.bentleysurgery@nhs.net

donccg.nelson-practice@nhs.net

Thank you for your continued support of our practices and for your help in considering and improving the proposal we have to strengthen them. We believe that coming together will allow us to continue serving our patients and their families in the best possible way for generations to come.

Dr Fox
Dr Crichton
Dr Hubbard
Dr Forshaw
Dr McHardy
Dr Clark

Dr Grimwood
Dr Connor
Dr Parker
Dr Alsindi
Dr Wells

Bentley Surgery and The Nelson Practice merger

Patient and public engagement

November 2020

1. Background

Healthwatch Doncaster were contacted by the Practice Manager for Bentley Surgery and The Nelson Practice in July 2020 to arrange a discussion about the proposed Practice merger and engagement of local people.

Healthwatch Doncaster were asked to provide advice, guidance and support to the Practices so that they could develop and implement an effective approach to engagement and transparent communication with local people who form the Practice populations.

2. Engagement

Both Bentley Surgery and The Nelson Practice took an open and transparent approach to their communication and engagement with local people. Their approach was well planned and thought through and demonstrated a commitment to listening to local people and engaging them in conversations about the proposed merger.

A range of different methods and models of engagement were used so that as many people as possible were given an opportunity to discuss any issues, raise any questions or make any comments that they wanted to make.

The engagement and communication with local people took place over a 3 month period during the Covid-19 pandemic.

3. What did the Practices do to encourage as many people as possible to receive accurate information about the merger and for them to have their say?

- Text messages were sent to all patients who had provided their mobile number as part of their registration details with their Practice – clear information about the proposed merger was sent to patients
- Websites were updated with information about the merger and opportunities to attend a public Zoom meeting
- A public Zoom meeting – hosted by Healthwatch Doncaster – was arranged and promoted across local networks and social media. GPs attended and talked through the background to the merger and the clinical rationale and benefits. Members of the public who attended were able to ask questions and receive further clarity
- A survey was developed and shared through social media and Practice websites. 188 people responded to the survey – analysis of the responses has provided both qualitative and quantitative data

- Paper copies of the survey were made available in each Practice for patients who attended face-to-face appointments
- All Practice staff were aware of the details of the merger and were able to respond and signpost patients to sources of more information if questions were raised
- The Practices had meetings and discussions with their Patient Participation Group members
- Letters were sent to all stakeholder partners in the local area including the local MP and Doncaster Council who were asked to share the information with local Elected Members

4. Assurance

Healthwatch Doncaster recognises that engagement with local people about changes to local GP Practices is essential. Engagement and communication needs to be open, clear and effective so that local people have the opportunity to receive information, provide their views and comments and the have their questions answered.

Bentley Surgery and The Nelson Practice undertook an effective and well-planned programme of engagement in the Covid-19 pandemic. There are challenges associated with large-scale engagement during a pandemic. These were overcome using digital zoom meetings, social media, text messaging and opportunities for patients to talk when attending face-to-face appointments.

Healthwatch Doncaster is assured that local people and patients of Bentley Surgery and The Nelson Practice were given opportunities to engage in an open and transparent process that enabled them to share their views, ask questions, and receive answers and to be provided with additional information.



Proposals for the merger of Bentley Surgery and the Nelson Practice: Frequently Asked Questions

Introduction

The GPs at Bentley Surgery have proposed a practice merger with the Nelson Practice.

The Nelson Practice has three GPs, four nurses and two Healthcare Assistants. It is based at sites in Sprotbrough and Scawthorpe and serves 5,000 patients including some who live in Bentley and surrounding areas.

The two practices have worked closely together in the past few years and would like to merge because this will allow patients of both practices access to the full range of clinical staff and services which they currently provide separately. A merger will make it easier for the practices to train and recruit new staff which has been difficult across the NHS in recent years.

All the patients at Bentley Surgery were invited to say what they thought of the proposal to merge and this report sets out answers to the questions most often raised by the people who replied.

The proposal will now be considered by the local NHS authority and if approved will take place from April next year.

If you would like to find out more, or join our Patient Participation Group, then please contact us at: donccg.bentleysurgery@nhs.net

Frequently asked questions (with answers)

Question raised by patients	Answer
Will Bentley Surgery close as a result?	No. Bentley Surgery will be one of the two sites if the practices merge. We plan to move into a more spacious and modern building in Bentley village but until that can happen the current premises will continue to be open as usual.

Will it be more difficult to get an appointment if there are more patients?	No. The number of appointments will not reduce and there will still be a same day urgent service. In fact there will be a greater number of different staff for you to choose from as the doctors, nurses and other professionals from the Nelson Practice join the team and we plan to introduce more appointments for mental health, physiotherapy and medication reviews.
Will I still be able to choose to see the GP or nurse I prefer?	Yes. The existing staff will all become part of the new practice.
Will I have to travel to Sprotbrough to be seen?	No. You will be able to choose whether to be seen at Bentley or Sprotbrough if you need a face to face appointment.



Proposals for the merger of Bentley Surgery and the Nelson Practice: Frequently Asked Questions

Introduction

Dr Grimwood, Dr Connor and Dr Parker have proposed a practice merger with Bentley Surgery.

The two practices have worked closely together in the past few years and would like to merge because this will allow patients of both practices access to the full range of clinical staff and services which they currently provide separately. A merger will make it easier for the practices to train and recruit new staff which has been difficult across the NHS in recent years. The Nelson Practice found it hard to replace Dr Wagstaff and Bentley Surgery GPs have helped us out a lot this year.

All the patients at the Nelson Practice were invited to say what they thought of the proposal to merge and this report sets out answers to the questions most often raised by the people who replied.

The merger proposal will now be considered by the local NHS authority and if approved will take place from April next year. The planned move out of the Scawthorpe site will not take place until at least 2023 to allow time for internal works on the Sprotbrough site to increase capacity there and plans for new purpose-built premises at Bentley have been progressed.

If you would like to find out more, or join our Patient Participation Group, then please contact us at: donccg.nelson-practice@nhs.net

Frequently asked questions (with answers)

Question raised by patients	Answer
Will it be more difficult to get an appointment if there are more patients?	<p>No. The number of appointments will not reduce and there will still be a same day urgent service. In fact there will be a greater number of different staff for you to choose from as the doctors, nurses and other professionals from Bentley Surgery join the team and we plan to introduce more appointments for mental health, physiotherapy and medication reviews.</p> <p>Bentley Surgery is a training practice which means we can “grow our own” future GPs (we already train nurses and medical students at Sprotbrough).</p>
Will I still be able to choose to see the GP or nurse I prefer?	Yes. The existing staff will all become part of the new practice. It is very important to us that the advantages of being bigger do not reduce the personal touch.
Will I have to travel to Bentley to be seen?	No. You will be able to choose whether to be seen at Bentley or Sprotbrough if you need a face to face appointment (and Scawthorpe until at least 2023).
Will there be enough space at Sprotbrough?	Yes. We are developing rooms in the building which are not currently in use so that there will be enough clinical space to expand into. Our teaching, training and meeting areas and minor surgery suite will continue to be used.
Will patients who live near the Scawthorpe site be unable to access	No. The Scawthorpe site was closed for six months due to Covid-related staff absences. In this time we expanded

<p>appointments when this is not used in future?</p>	<p>services at Sprotbrough and offered flexible appointments to patients who needed a lift to this site and this worked very well. Having access to the Bentley site will mean that patients can choose to be seen there if that is more convenient. Although there is not currently a direct bus route from Scawthorpe to Sprotbrough there is a Dial-a-Ride service and Ledger Bus service.</p> <p>Despite all this we appreciate there will be some inconvenience to some patients. Having served us, and Dr Nelson before us, well in the past the Scawthorpe building is increasingly unfit for purpose and splitting staff across sites has made recruitment of new GPs very difficult as they do not wish to work alone.</p> <p>We have negotiated a new lease with the owners of the Scawthorpe building and this means that we will not have to move out until all the developments at Sprotbrough are complete.</p> <p>We will carefully monitor patient satisfaction with the changes we make to make sure that new arrangements are sensitive to the needs of all our patients.</p>
<p>What about working with Park View Surgery which shares the Sprotbrough building with the Nelson Practice?</p>	<p>We work very closely with Dr Deepak who is the current lead GP at Park View Surgery. He has been happy to support the internal work in the building and we have asked him if he would like to join with us in the new merged practice in the future.</p>