

A Consultation on proposed changes to the opening hours for Holmewood Surgery.

Introduction

Since February 2008 Staffa Health has managed the GP medical service to the population of Holmewood. When we took over the service our aim was to ensure the same level of service offered across all our sites. We enhanced the service at Holmewood by offering GP and Nurse Clinician appointments and by ensuring services are provided through the multidisciplinary team giving patients greater access to a range of clinicians.

Why do we need to make changes?

The Practice has now been allocated less money to provide our services and this budget will continue to be squeezed in the coming years. We want to maintain the quality of our services providing them fairly across the Practice.

How we propose to change our service

We need to make savings and suggest we can achieve this by reducing our opening hours at Holmewood whilst ensuring we maintain the range and quality of services to our whole population.

Our services

Staffa Health provides service to patients registered with the practice from four locations. Patients registering with the practice can consult with any of our clinicians at any of our sites. This gives people greater access to clinicians and places to be seen. The organisation has integrated systems so that patient records are accessible from any location. We provide multidisciplinary services enabling access to a range of professionals from health and social services to support health care provision for the community from our Holmewood surgery. The majority of these professionals run services in the morning with Doctor and nurse sessions running all day.

Practice Population Site Allocation and Opening

| Site | Patient Population | Weekly opening | | Appointments available per week | | Closed |
|--------------|--------------------|----------------|------|---------------------------------|----|---|
| | | Hours | Days | Number | % | |
| Tibshelf | 6715 | 62 | 6 | 508 | 47 | |
| Stonebroom | 4206 | 47 | 5 | 242 | 22 | |
| Pilsley | 2528 | 32 | 5 | 135 | 12 | Wed/Fri afternoon |
| Holmewood | 2447 | 47 (now) | 5 | 203 | 19 | Proposed closure Tues/Fri Afternoon |
| | | 37 (future) | 5 | 166 | 16 | |
| Total | 15896 | | | | | |

Equitable Access

We provide services for a similar population at Holmewood to that at Pilsley. The surgery at Pilsley is open for 32 hours per week over 5 days. We are proposing to reduce our opening hours at Holmewood from 48 to 37 hours per week over 5 days.

Appointment Audit

Reviewing the services at Holmewood we have audited our appointments for over a year from January 2010 to April 2011. On average 36 appointments are lost each week. Of these 42% are urgent appointments not allocated and 48% are lost by patients not attending for pre arranged appointments.

An average Nurse/GP clinic accommodates 12-18 patients which equates to a minimum of 2 clinic sessions a week which are routinely lost to the service. The displaced nurse appointments will continue to be available to patients across the Practice. The quietest afternoons at the surgery are Tuesday and Friday

STAFFA HEALTH PROPOSE TO:

CONTINUE to OPEN Holmewood surgery every day from Monday to Friday and to have access to Doctors and nurses available each day on site.

CLOSE the surgery on a Tuesday and Friday afternoon, opening in the morning from 8.30-1pm on these days.

CONTINUE TO ALLOW Holmewood patients to contact Staffa Health and arrange both urgent (same day) and non-urgent appointments at our other sites at times when Holmewood surgery is closed.

Your feedback is important to us.

We are seeking your views on this proposal and welcome your comments.

Your comments can be returned to the surgery at Holmewood either by post in an envelope marked **Opening Hours consultation** or by posting in the box available in the reception at Holmewood surgery.

The end of the consultation period is 16th October 2011.