



Somerset
Partnership

Somerset Partnership
NHS Foundation Trust



The Future of Milverton Branch Surgery September 2017



Working together

Everyone counts

Making a difference

Lister House Surgery and Milverton Surgery



Wiveliscombe

3.6 miles by Road

Milverton



Somerset
Partnership

Why it is necessary to consider the future of Milverton surgery

- All the partners retired or left in 2016 creating a risk that the surgery may have to close
- During Due Diligence it was clear the financial position that the partnership was facing in the future was not sustainable unless the model of service delivery changed
- Somerset Partnership took over management in September 2016 to support the ongoing provision of Primary Care to the local communities
- First priority was to look to recruit new doctors as all partners left immediately – cost of locums was high and provided lack of continuity
- Second priority was to provide new services to support provision of quality and responsive services for the local communities

Working together

Everyone counts

Making a difference



Somerset
Partnership

Recruitment of GPs

- There is a national shortage of GPs and Somerset has the second highest proportion of GPs approaching retirement.
- Some success with recruitment but also some set backs
- More doctors are joining the practice –an extra 3 GPs have been recruited in recent months
- A team based approach to healthcare has been introduced providing access to specialist nurses, physiotherapists, mental health specialists and Village Agents
- This additional resource has recently enabled appointment times with GPs to be extended

Working together

Everyone counts

Making a difference



Somerset
Partnership

Quality of care and services

- The way that GPs provide care has changed and is now much more of a team approach
- On a daily basis, the Drs, Nurses, Specialist staff and others such as health visitors will meet to discuss cases.
- This approach is seen as best practice and enables discussions to be held which will support patients getting the best possible care
- This means there is less reliance on an individual doctor but also that the patients see the right specialist at the right time

Working together

Everyone counts

Making a difference



Somerset
Partnership

Why are we considering closing Milverton?

- The lack of GPs has made it harder to provide GP sessions at Milverton.
- The building is old and in need of repair and is no longer considered to be at the standard for delivering quality healthcare services.
- GPs feel uncomfortable working there in isolation as it is harder to summon help in an emergency.
- Team working is much harder when working across two sites.

Working together

Everyone counts

Making a difference



Somerset
Partnership

Delivering Safe Services

- The safety of our patients is the top priority
- The number of surgeries held at Milverton has been reduced to maximise the number of patient appointments available
- GPs want to be able to discuss difficult cases with colleagues every day – the need to travel to Milverton prevents this
- Access to the wider team is impossible over two sites – greater efficiency is achieved if the focus on care is at one site
- The current building was noted as not supporting easy access for disabled patients by CQC

Working together

Everyone counts

Making a difference



Somerset
Partnership

What are the options?

1. Continue to run the service as it is.
2. Provide services at Milverton using nurses or other health staff.
3. Provide all services from the main surgery in Wiveliscombe and support patients who will have difficulty accessing services. – this is our preferred option

Working together

Everyone counts

Making a difference



Somerset
Partnership

Why is closing Milverton Surgery the preferred option?

- We can focus the GPs and clinical staff time on providing quality care to local patients
- It enables the team working environment that newer GPs are used to working in – potentially will help with recruitment of doctors
- The national shortage of doctors is not decreasing – however we are seeing an increase in interest in working at Lister House with the new ways of working and the move to a new IT system
- We want to provide long term sustainable primary care services for the local population of Wiveliscombe, Milverton and surrounding areas – focussing care in one building supports this

Working together

Everyone counts

Making a difference



Somerset
Partnership

Consultation process

- Workshop held with Surgery Staff, Patient Group, Milverton Parish Council representatives to determine the options
- Production of a leaflet to outline the position for the surgery and overall concerns relating to delivery of Primary Care in the Wiveliscombe and Milverton areas
- Meetings held with Milverton Parish Council to discuss issues
- Development of working group to include key stakeholders within Milverton and Lister House Patient Group
- Conversation with owners of Lister House Surgery to understand whether appetite for investment
- Conversation with NHS England to understand potential for support for investment required

Working together

Everyone counts

Making a difference



Somerset
Partnership

Guidelines from NHS England on size of GP practices

Number of patients	2,000	4,000	6,000	8,000	10,000
Type of premises (see notes (i) and (ii))	A	A	B	B	B
Gross internal area (GIA) allowance	199	333	500	667	833

- Size of Lister House Surgery: 675 m²
- Size of Milverton: 134 m²
- Total size of both practices = 809 m²
- Total Patient List at Lister House and Milverton = 6,800

Working together

Everyone counts

Making a difference



Somerset
Partnership

What happens next?

- Public consultation completed on 4 September.
- Public and patient views will be looked at alongside the issues described earlier.
- A report will be written for the Somerset Partnership Board.
- If option 3 remains the preferred option, an application will be made to NHS England.
- NHS England will take the final decision.

Working together

Everyone counts

Making a difference