

PROPOSED SERVICE CHANGE OR DEVELOPMENT:
IMPACT ASSESSMENT

Originating NHS Organisation	Shiphay & Abbey Road Surgeries
Impact assessment completed by	Mark Thomas, Practice Manager Chelston Hall, Shiphay & Abbey Road Surgeries
Date of submission to OSC	5 th February 2010
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OSC area(s) impacted by proposals	Primary Care Service

Brief overview of proposal or service development	<p>Background</p> <p>The retirement of the Senior Partner Dr A W Ellis on the 31st March 2010 and that of the Practice Manager, Mrs J Ellis on 28th February 2010 has allowed the new partnership of Drs Monnell and Braakenburg to complete a strategic business review which identified both short term and long term goals, key objectives and a vision which will serve improvement for our patients.</p> <p>Overview</p> <p>To provide General Medical Services in partnership as Drs Monnell and Braakenburg. The employment of 2 part time shared doctors to provide additional medical services. The appointment of Mr Mark Thomas of Chelston Hall Surgery from the 1st November to jointly manage the new partnership. Mark will continue with his current role allowing us to utilise his management experience and knowledge. He is well known and respected both by his peers and the Care Trust.</p> <p>To provide general medical services to the list currently registered at Shiphay Manor surgery but to relocate the premises to Chelston Hall Surgery.</p> <p>To continue to provide general medical services to the patients currently registered at Abbey Road surgery under new lease</p>
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	<p>arrangements with the premises owner. (DrAW Ellis)</p> <p>Relocation of Shiphay Manor</p>
Anticipated timetable	April 2010
Brief overview of factors which have led to this proposal or service development	<p>The JSNA of 2007 provided by Public Health shows that only 18.9% of the current registered list at Shiphay Manor Surgery is resident there, the remainder being spread principally between Tomohon (28.1%), Cockington with Chelston (17.6%) and Elcombe (12.8%). The few patients registered at Marlon and Kingskerswell will not incur any greater journey.</p> <p>Patients at Shiphay Manor Surgery are disadvantaged in terms of service delivery and the services available to them.</p> <p>Shiphay Road is no longer adequate or fit for general practice purposes.</p> <p>Shiphay Manor Surgery is an adapted residential dwelling and whilst the current building has enabled the delivery of traditional Primary Care Services over several decades there is no scope for expansion or modernisation. The ability to offer enhanced services that in particular are demanded by our patients is not deliverable.</p> <p>Shiphay Manor is spread over two floors offering impractical space and is not disability compliant.</p> <p>The range of services cannot be developed further due to lack of additional clinical space. Additional community services including midwives, health visitors and district nursing are constrained by lack of suitable facility and patient services are impacted to their detriment.</p> <p>We are unable to increase staff numbers for similar space reasons, limiting service provision and redesign.</p>

	<p>The Shiphay premises are in a poor state of repair, with subsidence on 2 aspects of the building causing the ingress of damp and uneven flooring.</p> <p>Disabled facilities to services on the second floor are currently not provided. Current building cannot be developed to meet the new regulations.</p> <p>Shiphay and Abbey Road close every Wednesday afternoon and general medical services are provided by Old Mill Surgery so our patients are already familiar with the Chelston Hall facilities.</p>
<p>Overall objective of proposals (eg. improving quality of services, more cost effective service etc)</p>	<p>The move to Chelston Hall Surgery will provide the benefits of purpose built premises to the patients of Shiphay Manor Surgery. Chelston Hall Surgery was built under a cost rent scheme to house the patients from the old Wadhut Road and Old Mill Surgeries. The Care Trust has invested in modern general practice facilities and there is currently capacity within the building to immediately provide consultation rooms, treatment rooms, patient reception and administration facilities.</p> <p>Chelston Hall Surgery is due to be expanded by the addition of facilities for meetings, teaching, additional administration and consulting rooms. Expansion funding is being provided by a Deanery grant and the new facilities must be available for April 2010 fitting exactly to our move timescales.</p> <p>On site and off road parking for patients with additional parking for GPs and staff as part of the new extension.</p> <p>Bus routes are already in place with Chelston Hall well served by the number 32 and 12. Both routes continue to Shiphay and Torbay Hospital.</p> <p>Level Access to the surgery.</p>

	<p>Lift access to all levels of the site.</p> <p>On Site Pharmacy. The pharmacy offers a full range of both additional and enhanced services including minor ailments scheme and the supervised consumption of methadone to drug users.</p> <p>In house accommodation for Community Services including Midwives, Health Visitors, Mental Health Services and Social Services. The ability to provide access to a range of local health services, specialist health professionals, healthy lifestyle facilities and a local pharmacy. (Allowing easy access to over 75% of patients registered.)</p> <p>Looking to bring together a full range of service providers under one roof creating a one stop shop</p> <p>Additional, expanded facilities for multi disciplinary meetings.</p> <p>The provision of Registrar and Medical Student teaching to Shiphay Manor patients.</p> <p>The potential for on-site delivery of commissioned services under PBC or similar.</p> <p>We are unable to offer any enhanced services, cardiac / specialist clinics or to offer patients access to e.g. Citizen Advice Bureau staff and counselling resource as space is not available. Shiphay is only able to offer limited disabled access to patients and inadequate accommodation for any disabled staff. Therefore our patients are disadvantaged, as we cannot offer them the best NHS developments locally. (Managing their illness / concerns locally - without transport issues). A rising under 5 population with HV / midwife impact without the facilities to offer additional clinics. Pace of NHS change restricted by current facilities.</p> <p>Rising population with further housing developments already identified. Preston Gas works / & further development of the Torne Marine site.</p>
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	We recognise the valuable role we play in the local community and are striving to offer facilities that best suits our aspirations, our patients and remain at the very heart of the community we serve. Chelston Hall would achieve our vision.
Details of public and patient involvement undertaken to date and how this has shaped proposals	<p>Early conversations with Torbay Care Trust when our initial plans were developing in November 2009 discussed patient involvement. To that aim we informed the patients of Shiphay Manor of our proposed plans and invited their comments. (new letter and patient feedback included for your perusal).</p> <p>Clearly patients recognise the difficulties we have with our current facility and the list of benefits gained from a move to Chelston Hall has been positively received.</p>
Other NHS organisations impacted by proposal or service development and their views from involvement	N/A
Views of PPFs from involvement to date	

The following assessment relates to patients*:	North Devon	Exeter	Mid-Devon	East Devon	Teignbridge
	South Ham s/W est Devon	South Devon			

* Highlight from which areas patients will be affected by the proposal

1. Impact upon access to services

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A	Eligibility of patients to receive the service		No change	
B	Ability of patients to access the service	+	The proposal is designed to improve local access and to provide additional services for our patients. Our patients are disadvantaged, as we cannot offer them latest NHS developments locally. These include Cardiac Gym, Teenage Pregnancy advice, Smoking Cessation Group, Chis and a Dietician / Nutritionist services.	Additional car parking is being created at Chelston Hall and we will communicate with public transport to improve accessibility further.
C	Waiting times to receive service	+	Improved access to both current service and new services.	
D	Long term sustainability of the service	-	Shipway Manor is no longer suitable to match the needs or aspirations of our patients	
E	Reducing health inequalities	+	The ability to offer a full	

			<p>range of patient services will improve health and well being, reducing health inequalities as a result of a one stop medical centre.</p> <p>To provide the services we believe our patients require.</p> <p>To be ready for any future NHS development/ requirements</p> <p>To provide disabled users with proper facilities/ access etc.</p>	
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2. Impact upon quality of services

Ref	Aspect	+ or - impact	Details	Plan to minimise negative impact
A	Clinical performance/outcomes	+	<p>A general practice that provides health and social care services in an integrated way will improve the clinical outcomes for local people.</p> <p>We will be</p>	

			able to offer services that are tailored to meet the needs of local people.	
B	Statutory NHS targets	+	To provide the services we believe our patients require. To be ready for any future NHS development / requirements To provide disabled users with proper facilities / access etc.	
C	Patient Choice	+	Pace of NHS change restricted by current facilities. Restriction of patient list as our facilities now at capacity.	
D	Cohesion with wider NHS strategies	+	We are unable to offer any enhanced services, cardiac / specialist clinic sort of offer patients access to e.g. Citizen Advice Bureau staff and counselling resource as space is not available. We will be able to	

			offer patients the latest NHS developments locally.	
E	Operational effectiveness	+	A greater staff and skill mix under new management proposals, the workforce would be reviewed and expanded as we develop and enhance current service provision. A holistic approach to the management of Chronic Disease will ensure that the new facility will achieve all local and national care pathways utilising all of the expected resources available from either the Zone or our internal partners.	

3. Impact upon patients and carers

Ref	Aspect	+ or- impact	Details	Plan to minimise negative impact
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A	Patient care standards	+	The ability to provide access to a range of local health services, specialist health professionals, healthy lifestyle facilities and a local pharmacy. (All within easy access to over 75% of patients registered.)	
B	Privacy and dignity	+		
C	Patient care journeys/pathways	+	One stop medical centre offering enhanced services, access to greater integrated care and additional resource such as an on-site pharmacy.	
D	Patient experience	+	Significant improvement in the services and access available.	
E	Care experience	+	See above!	

4. Impact upon wider community

Ref	Aspect	+ or- impact	Details	Plans to minimise
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				negative impact
A	Local economy	+	Recreation to purpose built modern medical facilities	
B	Transport	+	To further enhance our current local transport services	Chelston Hall is well provided with local transport services but we will look to improve this further. However 75% of our patients reside within walking distance of Chelston Hall
C	Community Safety	+	Improved access to purpose built medical facility with the services demanded under the latest NHS plan.	
D	Environment	+	Patient access to modern purpose built medical facility built to the highest building specification. Chelston Hall was opened on 1 st October 2007.	
E	Social Care	+	Rapid / improved integration.	

			Patients from all surgeries will benefit from improved access to the community services providing true integration.	
F	Cohesion with Community Strategy	+	Improved co-ordination of local community services	

5. Partnership working / involvement

How has the PC T involved the following groups in the development of these proposals?	Details
Patient & Public Involvement	See attached newsletter and patient comments
Staff / Human Resources / Unions	The staff are enthused by the opportunity to offer improved services to their patients. All have been involved in the discussion process and are looking forward into developing new ways of working that enhance the

	patient journey.
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6. Financial impact

Ref	Aspect	+ or- impact	Details	Plan to minimise negative impact
A	Implications for NHS organisation	+	Reduced premises cost for the TCT	
B	Implications for Health Community	+	True integration of teams improving service for patients. Improved access to service for patients.	
C	Implications for Peninsula	No change		
D	Implications for Local Authorities	No change		
E	Implications for Voluntary Sector	+	Facilities to offer patient services, education and training	
F	Implications for patient/patient's family	+	One stop shop with access to new and enhanced services.	

7. Anticipated climate of opinion

Ref	Aspect	+ or - impact	Details	Plan to minimise negative impact
A	Clinical opinion	+	The retirement of the DrAW Ellis will have an effect on our patients with several changing GP surgery. However the relocation to a new facility has been met enthusiastically by the majority and we are encouraged that patients have recognised the benefits of the move and are keen to see the growth and development of our practice	
B	Local community	+	Shiphay Manor will thrive as it establishes new services demanded by patients in accordance with the latest NHS plan.	
C	Political	+	Improved access to services within the local	
D	Media	+	See above	
E	Staff	+	The staff are excited at the opportunities presented including	

			stream lined working .The developm ent of dedicated adm inistrative staff roles. These w ill include the developm ent of central sw itchboard , event coding and data capture , front line reception and modern IT support. Additional staff recruitment w ill follow relocation .	
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8. Any other impacts not covered above

Ref	Aspect	+ or- impact	Details	Plan to minimise negative impact
A				
B				
C				

NHS comments on impact assessment and view on whether the proposed change is substantial	The proposed relocation of patient services from Shipway Manor to Chelston Hall will improve and enhance services currently provided . All service providers w ill be able to offer more in terms of access to appointments in a new and improved way of working . Integration in its truest form . Patients w ill have greater access to services based at Chelston Hall regardless of the practice they belong to .
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9. Outcome of assessment by OSC

Date of decision	
Overview and Scrutiny Committee	
Substantial variation?	Yes/No
Reasons for decision reached	
Other comments	