



Stakeholder Report Collings Park Surgery | January 2021

1. Executive summary

This report details feedback and recommendations following a piece of engagement work which sought the views of patients with regards the future of Collings Park Surgery, Plymouth. Collings Park Surgery is one of six practices which collectively operate as Mayflower Medical Group, part of Devon Doctors Group Limited. Detailed information regarding the exact localities of these practices can be found within the full report.

The practices involved in Mayflower Medical Group are amalgamated under Access Health Care (AHC), which was contracted by NHS England to take over the management of the practices (Stirling Road, Mount Gould, Ernesettle, Mannamead, Collings Park and Trelawny) throughout the period of April 2016 - July 2019 following a series of contract handbacks.

There are currently 3598 patients registered at Collings Park Surgery, with the majority of the registered patient population aged 46 years or older. Collings Park Surgery does not have a substantive General Practitioner (GP) in place, and therefore patient care has been provided on an ongoing basis through a number of locum GPs, in conjunction with a regular team of Practice Nurses, Health Care Assistants (HCAs) and the Administration team.

Following the escalation of the COVID-19 pandemic in Spring 2020 and additional challenges that arose as a result (including staffing cover due to guidance on symptomatic isolation), it was necessary to temporarily relocate services from Collings Park Surgery to two of Mayflower's nearby branch practices; Mannamead Surgery and Mount Gould Medical Centre, to ensure safe levels of service were maintained for our patients during this unprecedented period.

We recently conducted a Patient and Stakeholder Engagement to seek the views of patients regarding the effects the temporary closure may have caused, as well as determining any adverse effects that may arise as a result of the closure being made permanent. A total of 478 responses were received back from patients and stakeholders in a variety of formats. Further information regarding the rates of response and key themes identified are contained within the content of the main report.

Following the completion of the Patient and Stakeholder Engagement on Monday 30th November, and a review of the feedback received, Mayflower Medical Group is proposing that the temporary closure of Collings Park Surgery is formalised as permanent. Mayflower is able to offer suitable alternative primary care medical services to the Collings Park Surgery's registered patient population from Mannamead Surgery which is situated in close proximity (0.2miles/350 yards), with patients having the choice to access and be seen at any of the practices within the Group if they wish to do so. We have been providing care to Collings Park Surgery patients across the Group since the temporary closure was implemented in March 2020, so patients to date have been receiving medical care throughout the pandemic period. We are able to evidence a number of changes and improvements that have been made to date in response to patient feedback which can demonstrate our commitment to ensuring we are Putting Patients First by providing a safe, efficient and effective service.

If the proposal to permanently close Collings Park were to be accepted by our commissioners, NHS Devon Clinical Commissioning Group, we would be seeking to formalise this with all relevant parties and for this to be communicated to patients and stakeholders to confirm of a permanent closure by 31st March 2021.



2. Introduction / situation analysis

Mayflower Medical Group, which is part of Devon Doctors Group, currently operates six surgeries within Plymouth at the following locations;

- Stirling Road Surgery (Main Site) [Stirling Rd, St Budeaux, Plymouth, PL5 1PL]
- Ernesettle Medical Centre (Branch Site) [21 Ernesettle Green, Plymouth, PL5 2ST]
- Trelawny Surgery (Branch Site) [Ham Drive, Plymouth, PL2 2NL]
- Mannamead Surgery (Branch Site) [22 Eggbuckland Rd, Plymouth, PL3 5HF]
- Mount Gould Medical Centre (Branch Site) [200 Mount Gould Rd, Plymouth, PL4 7PY]
- Collings Park Surgery (Branch Site) [57 Eggbuckland Rd, Plymouth, PL3 5JR]





There are currently 3,598 patients registered at Collings Park Surgery, based on the following demographics: The data

1. Capitation data

Age Range	Female	Avg. Female %	Male	Avg. Male %	Total
0 - 17	355	51.15%	339	48.85%	694
18 - 25	114	38.78%	180	61.22%	294
26 - 35	180	45.45%	216	54.55%	396
36 - 45	212	53.13%	187	46.87%	399
46 - 55	265	50.77%	257	49.23%	522
56 - 65	271	51.62%	254	48.38%	525
66 - 75	201	51.15%	192	48.85%	393
76 - 85	160	57.76%	117	42.24%	277
86+	69	70.41%	29	29.59%	98
Grand Total	1,827	52.25%	1,771	47.75%	3,598

At the point of integration with the existing Access Health Care practices (Ernesettle, Mount Gould Trelawny) in November 2017, Collings Park Surgery did not have a substantive GP in place, and therefore patient care was provided on an ongoing basis through a number of locum GPs, in conjunction with a regular team of Practice Nurses, HCAs and the Administration team. An ongoing advert for the GP position was advertised repeatedly but no individuals were successfully appointed after a number of recruitment adverts. This presented ongoing challenges to provide adequate GP staffing cover to the registered patients of Collings Park Surgery, and as a result this had an effect on the continuity of care provided to patients due to the number of locums that covered the different sessions each week.

In July 2019, Mannamead Surgery joined Mayflower Medical Group. This resulted in there being two operational practices within Mayflower Medical Group within a very close proximity (0.2miles / 350 yards). The former GP partners at Mannamead Surgery opted to remain within Mayflower Medical Group and, together with regular long-term locums, continued to provide continuity of care for their registered patients.

Following the escalation of the COVID-19 pandemic in Spring 2020 and additional challenges that arose as a result (including staffing cover due to guidance on symptomatic isolation), it was necessary to temporarily relocate services from Collings Park Surgery to two of Mayflower's nearby branch practices; Mannamead Surgery and Mount Gould Medical Centre, to ensure safe levels of service were maintained for our patients during this unprecedented period.

As a result of operating across fewer sites during the pandemic period, we have been working hard towards improving access and continuity of care for our patients, as well as developing new innovative ways of working to support changes in national guidance.

Our ethos of 'Putting Patients First' has remained central to our considerations as we seek to continue to provide a safe and quality service to our patients in the future.



We have recently completed a Patient and Stakeholder Engagement and the purpose of this was to seek feedback on the impact the temporary closure has had on patients, as well as to support in the evaluation of whether the best interests of the Collings Park patient population might be served by making this closure permanent. We sought feedback from patients registered at Collings Park, and other stakeholders to determine what effect, if any, the temporary closure has had on them and whether they could foresee any issues should it [the temporary closure] be made permanent.

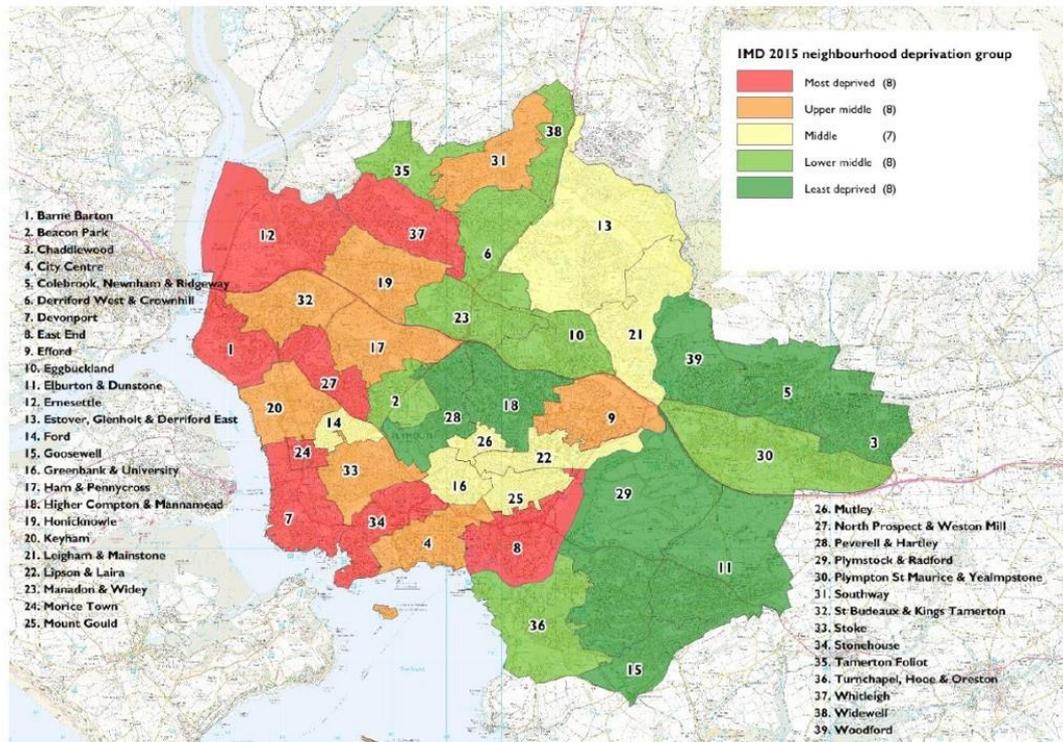
We reached out to patients and stakeholders in a variety of ways to gather feedback and in addition to engaging with our patients, we are also sought feedback from a variety of local services and stakeholders.

Demographics of population health & neighbourhood profiling for Collings Park patients

The demographics of the patient population health are varied between the practices of Mayflower Medical Group; many of which are in areas containing high levels of deprivation. The Indices of Deprivation (ID2015) are based on 37 separate indicators organised across seven domains of deprivation; income, employment, education, health, crime, housing and environment. These domains are subsequently combined with appropriate weightings to formulate the Index of Multiple Deprivation 2015 (IMD 2015); the overall measure of deprivation experienced by people living in any given area in England.

Image courtesy of Plymouth City Council

Neighbourhoods by IMD 2015 neighbourhood deprivation group



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The figure above reflects the distribution of deprivation between each of the city's 39 neighbourhoods. Compared against the practice location map on the previous page, it is evident that the three Mayflower practices based in the West of the city are located within neighbourhoods recognised as being the most deprived in Plymouth, with the practices in the East being based in areas that are Middle-Least deprived on the scale. Collings Park Surgery (and Mannamead Surgery) are both located within neighbourhood 18 (Higher Compton and Mannamead) which highlights that this neighbourhood is one of the areas within the city that have the least deprivation based against the IMD2015 scoring system.



The IMD 2015 is the current official measure of deprivation and combines the aforementioned indicators to cover a range of issues/domains into a single deprivation score. Deprivation scoring identifies communities where the need for health care is greater, material resources are less and as such the capacity to cope with the consequences of ill health is less than more affluent neighbourhoods. Areas are considered deprived if there is inadequate education and housing, higher than average levels of unemployment, insufficient income and poor health outcomes.

The IMD 2015 is not routinely available at neighbourhood level, so additional analysis has been conducted by Plymouth City Council, Office of the Director of Public Health to measure deprivation in each of the 39 neighbourhoods within Plymouth. The higher the score, the more deprived the neighbourhood is in that particular domain. Neighbourhoods are ranked overall from 1 (most deprived) to 39 (least deprived).

The following data sets reflect the neighbourhood analysis undertaken for each of the immediate neighbourhoods attached to the practices of Mayflower Medical Group. Each outcome has been colour-keyed accordingly against the overall Plymouth average to reflect respective improvements or impairments in outcomes for the area. Full neighbourhood profiles are available as an attachment.

Collings Park (& Mannamead) (Branch Surgery)

Profile Indicator	Plymouth Average	Neighbourhoods Attached to Practice		
		Higher Compton & Mannamead	Eggbuckland	Peverell & Hartley
Total Population	264,200	9,200	6,122	9,322
IMD Deprivation Score	69 / 326 (national)	10.9	14.2	9.8
Neighbourhood Score (1=most deprived and 39=least deprived)	19.5 (median)	35	28	38
% population claiming a form of benefit	15.4%	8.3%	10.1%	7.4%
Rate of anti-social behaviour per 1000 population	38.5	16.0	16.2%	17.4
Rate of crime per 1000 population	72.0	26.1	29.4	40.3
Rate of children aged 0-17 considered 'in need' per 10,000 population	1126.7	473.0	442.5	405.8
% pupils attaining five or more GCSEs (A*-C)	50.4%	68.5%	52.9%	69.3%
Life expectancy (years)	80.6	82.2	83.6	81.4
Rate of emergency hospital admissions per 10,000 population	1042.7	827.3	970.0	827.6
All age, all cause, mortality rate per 10,000 population	96.8	71.6	49.2	82.4
% Private sector housing stock considered 'non-decent'	33.3%	34.1%	25.9%	41.9%
Rate of care package receipt per 10,000 population	220.1	281.7	149.6	158.1
Rate of patients with a learning disability per 10,000 population	52.5	43.2	73.2	40.4
NEIGHBOURHOOD PROFILES				
Plymouth Average				
Improved outcome compared to Plymouth Average				
Impaired outcome compared to Plymouth Average				



The data above demonstrates the comparative outcomes for patients residing in neighbourhoods in the East of the city when compared with the Plymouth Average. Patients in neighbourhoods immediately adjacent to the practices in the East have improved life expectancy rate against the city average. Furthermore, patients have outcomes that are above the city average; neighbourhood affluence is particularly strong in some of the localities and, therefore, patients within their attached neighbourhoods are less likely to have additional social circumstances that have a subsequent impact on their health.

Current model & levels of demand

Prior to the temporary closure in March 2020 as a result of the COVID-19 pandemic, Collings Park Surgery operated as part of the wider Mayflower Medical Group appointment system. This meant that any registered patient potentially had access to be seen at any of the practices within the group on the basis of preferred clinician or appointment availability. Acute Care was triaged centrally, through our Stirling Road Hub, with planned care and face-to-face appointments booked either at Collings Park or at another surgery of the patient's choice. A report based on the typical demand placed on the service in a typical week (outside of the pandemic changes) by the registered patient population of Collings Park is as follows:

Demand Type	Number of contacts
Appointments	304
Letters/Documents	219
Home Visits	12
Pathology Processed	101
Prescriptions Issued	425
Referrals	4

As Collings Park Surgery had 9 sessions of GP time each week, in conjunction with 8 sessions of practice nurse time and 4 sessions of HCA time, there were limitations on both the staff available and the accessible rooms available in order to increase this provision. Consequently, a number of appointments prior to the pandemic occurred at other practices within the group. A number of the functions outlined within the table above are hosted centrally through Mayflower Medical Group and not specifically at Collings Park Surgery, therefore patients have continued to benefit from this model.

In February 2020, Mayflower Medical Group implemented a total triage model of appointments, facilitated via eConsult, that enabled the practice to effectively manage the patient flow and clinical demand to prioritise patient care.

Reasons for closure / rationale

As a result of issues arising as part of the COVID-19 pandemic, Collings Park Surgery was temporarily closed in Spring 2020 with patients provided services from other practices within the Group. The surgery was used during the summer period to provide services for Extremely Vulnerable (Shielded) patients. This is now provided on an ongoing basis with priority early appointments at the other practices within the Group. We have recently completed a Patient and Stakeholder Engagement and the purpose of this was to seek feedback on the impact the temporary closure has had on patients, as well as to support in the evaluation of whether the best interests of the Collings Park patient population might be served by making this closure permanent. We sought feedback from patients registered at Collings Park and other stakeholders to determine what effect, if any, the temporary closure has had on them and whether they could foresee any issues should it [the temporary closure] be made permanent.

We reached out to patients and stakeholders in a variety of ways to gather feedback:

- SMS / text message to patients inviting them to participate in the engagement
- Online questionnaire for completion
- Hard copy questionnaire forms available at practices
- Posters in the waiting rooms at practices
- Leaflets provided during consultations
- Engagement with practice's Patient Participation Group (PPG)



- Details of the proposal on our website and social media
- A letter outlining the proposal and ways in which patients are able to engage and respond with feedback sent to Collings Park registered patients

In addition to engaging with our patients, we are also sought feedback from a variety of local services and stakeholders:

- NHS Devon CCG
- Plymouth City Council
- Local councillors
- Local MP
- GP Practices within a one mile radius of Collings Park Surgery
- Community services (e.g. pharmacies) within a one-mile radius of Collings Park Surgery
- Healthwatch
- University Hospital Plymouth (Derriford)
- Livewell Southwest

Rationale for seeking permanent closure

By operating from fewer sites across the group throughout the pandemic has enabled Mayflower Medical Group to deliver improved access and clinical care to our Collings Park patient population. Through reducing the number of operational sites and increasing the level of staff at our remaining sites, we have been able to offer greater resilience; both now during unprecedented times and in the future, as well as combining our clinical and non-clinical teams to deliver a wider set of innovative services to our patients. This has included us being a national leading practice of eConsult, as well as having Health and Wellbeing Hubs based within our practices and strengthening support networks with local providers to provide services to patients.

Following the temporary relocation of services from Collings Park Surgery because of the pandemic, all Collings Park staff were relocated to our Mannamead and Mount Gould sites to continue providing the high standards of care that our patients are accustomed to receiving. This provided familiarity for our Collings Park patients when they visited a new site that may have been unfamiliar previously and also ensured continuity of care was maintained and we were not losing valuable staffing resource.

We recognised that travelling across the city to our main site (Stirling Road) to access urgent care was not always an option for our patients. We have listened to the feedback received to ensure that services are accessible to our patients from our Mannamead and Mount Gould surgeries. As a result, we have introduced an urgent care hub at our Mannamead surgery to be closer to our patients in the East locality of our practice boundary. This means that if a patient registered with our Collings Park, Mannamead or Mount Gould practices requires an urgent same-day appointment, they can now be seen at Mannamead Surgery as opposed to being expected to travel across the city to Stirling Road.

Patients have already utilised the Mannamead hub to access urgent care. This demonstrates our values and commitment to providing high-quality clinical care to our patients and ensuring they have the choice and opportunity to receive care at a site close to their home. It also enables us to explore opportunities to increase and extend patient access through having appointment availability at alternative times of the day / week (including evenings and weekends) that may not have been available previously.

Through operating on fewer sites, we are able to explore economies of scale through increasing the volume and type of services we are able to offer to patients. As an example, our Mount Gould practice (adjacent to Mount Gould Hospital) has purpose-built premises for offering primary care services that includes a fully functional minor operations suite which we have been utilising to provide an enhanced service for our patients.

Both our Mannamead and Mount Gould practices are fully accessible to patients with lift access where required and parking for patients attending appointments. Both surgeries are also on main public transport routes. Mannamead Surgery is one bus stop further ahead than Collings Park Surgery and is served directly by both the number 27 and number 28 buses from Citybus Plymouth.



Findings / results

The Patient and Stakeholder Engagement was operational for a total of 32 days from Friday 30th October 2020 until Monday 30th November 2020. The deadline date for submissions was extended following a delay in the dispatch of hard copies of the document and questionnaire to patients as a result of technical issues at point of dispatch.

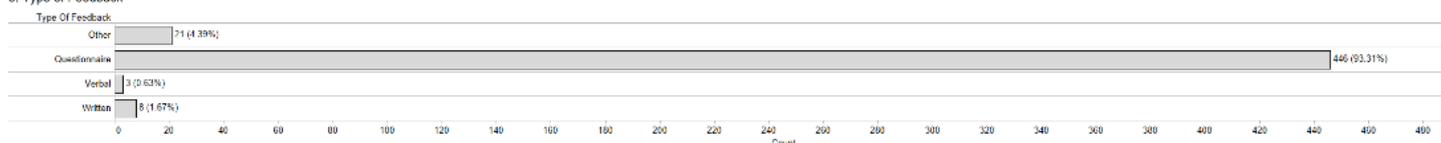
A total of 478 responses/feedback were received back from patients in a variety of formats out of a registered population of 3598, this represents a 13.29% response rate. The segmentation of feedback received is detailed below:

2. Response Rate

Monitoring: Age	Count	Count %
18-25	4	0.84%
26-35	7	1.46%
36-45	15	3.14%
46-55	44	9.21%
56-65	89	18.62%
66-75	132	27.62%
76-85	112	23.43%
85+	33	6.90%
No Response	37	7.74%
Prefer Not to Disclose	5	1.05%
Grand Total	478	100.00%

The types of feedback received are outlined below, with the vast majority of responses being generated through the questionnaires that were provided to patients and stakeholders. Full size graphs are available within the appendices.

3. Type of Feedback



We sought to determine the status of the respondent in terms of them being a patient, a parent/relative/carer of a patient, a staff member or other external stakeholder. The vast majority of respondents for questionnaires were patients, with 7 indicating they were also a parent/relative/carer.

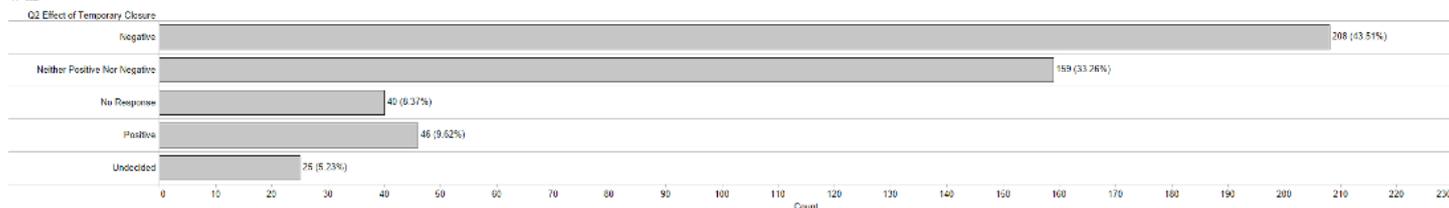
External stakeholders provided their feedback through verbal or other channels.

Effects of the temporary closure of Collings park Surgery on patients

We sought to ascertain the effect the temporary closure of Collings Park had on the registered patients, and whether this was positive, negative or neither positive nor negative.



4. Q2



A total of 208 respondents (43.51%) felt the temporary closure had been negative. Key themes in the feedback supplied focussed on the requirements to have to travel to other sites, in particular Stirling Road Surgery to access acute medical care and that this had resulted in additional time and travel costs, or burden upon family members to take them to appointments. Some respondents felt that this had reduced their level of independence as previously they were able to walk into Collings Park Surgery to ask for support. Additionally, some patients felt that combined with the effects of the pandemic and not being able to easily walk into a practice, that it was taking longer than reasonably expected to access the practice by telephone, or did not have access to suitable technology or the level of technology literacy to complete an eConsult.

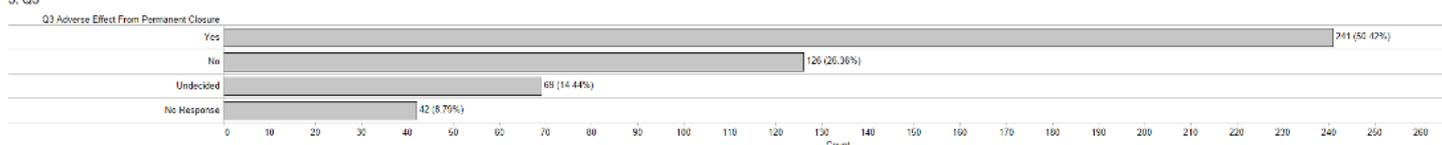
Of the 159 respondents (33.26%) felt the temporary closure had been Neither Positive nor Negative, this was largely as a result of having access to transport and being able to travel easily to other practices within the group to access care. Alternatively they felt that they could access the practice suitably via alternative means such as eConsult which had proved to be a suitable alternative for their query. Some patients had not had a need to access the service during this period, therefore felt unable to comment.

For patients that responded positively, they had been able to access care at other surgeries, such as Mount Gould, that they personally felt was more modern or better equipped than Collings Park in terms of facilities provided. Of the patients that had accessed Mannamead Surgery during this period, they felt the environment was pleasant and that staff were warm and friendly, so would have no concerns using the surgery in the future. The patients had also had positive consultations with the GPs so felt comfortable seeing them again in the future.

Adverse effects of permanent closure of Collings Park Surgery

Following on from determining the effect of the temporary closure, we sought to obtain feedback on whether patients felt there would be any adverse effects if Collings Park were to close permanently.

5. Q3



A total of 241 respondents (50.42%) felt there would be a negative effect if this were to occur. We have summarised the feedback received and provided a response to the concerns raised.

Accessing GP services within a close proximity to home

It is our intention that all Collings Park Surgery registered patients will be automatically transferred to Mannamead Surgery to continue receiving health care services as and when required. This is less than half a mile from Collings Park. Patients also have the option to be seen at any of our other four sites, as follows:

- Ernesettle Medical Centre, Ernesettle Green, Plymouth PL5 2ST
- Mount Gould Medical Centre, 200 Mount Gould Road, Plymouth PL4 7PY
- Stirling Road Medical Centre, Stirling Road, St Budeaux, Plymouth PL5 1PL
- Trelawny GP Surgery, 45 Ham Drive, Plymouth PL2 2NJ



Decreased appointment availability and increased waiting times

We have a system for appointment requests, which means we assess every patient and offer face-to-face appointments based on clinical need. We have introduced new technology over the last year that improves the way in which patients can access the GP practice team. For some patients this can be online or remotely, for others a telephone consultation or face-to-face appointments are beneficial. If patients need to be seen, a clinician will determine what is best, based on individual patient circumstances. We are continuously reviewing this system to make sure it meets the needs of our patients

Security for Collings Park staff members

All staff have been relocated to either Mannamead Surgery or Mount Gould Medical Centre. We have not made any staff redundant. Therefore, if patients have an appointment at either of these practices, there is a high likelihood they will see a familiar face on their visit.

Pandemic-related closure

The pandemic has forced us to work in different ways, but it has also led us to make improvements to the way we deliver our GP practice service. Over the last year, we have found many benefits of working across fewer sites.

Changing surgeries and getting to know a new clinical team

Mannamead Surgery employs the following clinicians on a permanent basis:

- GPs: Dr Peter Leman (male), Dr Claire Harnett (female), Dr Sarah Adams (female), Dr Clare Ashford (female);
- Advanced Nurse Practitioners: Andrew and John
- Nurses: Anita and Janet
- Health Care Assistants: Joanne and Kelli

We also have a number of regular locum staff that support the team to ensure continuity for our patients, as well as full support from the central Mayflower clinical, pharmacy, and community visiting teams to ensure that we are able to provide a high standard of care to our registered patients.

Travel to other Mayflower sites when requiring urgent care

There may be occasions that an appointment at an alternative branch practice further afield is offered, however, we have been working hard in the last few months to ensure that patients are seen at a practice as close to where they live as possible. To that effect, we have allocated Mannamead Surgery as our second urgent-care hub, which means we will offer urgent same-day appointments there for patients with an urgent medical need as required, to ensure travel across the city is minimised.

Parking arrangements

Mannamead Surgery has allocated off-road parking spaces adjacent to the surgery in Rosevean Gardens. Some patients prefer to park in Brandreth Road or Eggbuckland Road for the short duration of their visit.

Capacity / space at Mannamead surgery

As part of our COVID-secure protocol, we have had to temporarily reduce the number of patients in our waiting rooms in accordance with social-distancing guidelines. We also need to ask some additional screening questions to every patient presenting at the door, so this can increase the time it takes for us to allow patients to enter the premises. Patients can be assured we are following the guidance very closely, so will ensure our processes are updated accordingly as and when updated guidance is issued from the Governemnt.

Travel distance to other surgeries

For some patients, there would be a short increase (0.3 miles) in the distance required to travel to Mannamead Surgery in comparison to Collings Park Surgery, while other patients would need to travel less far. We aim to ensure patients are only required to attend the practice in person when absolutely necessary. If required to attend the practice, we have ensured the building is fully accessible and we are continuing to improve and develop the supporting technology for our patients.



Change to community services (eg pharmacy)

There would be no change to other services such as pharmacies.

Contacting the practice by phone

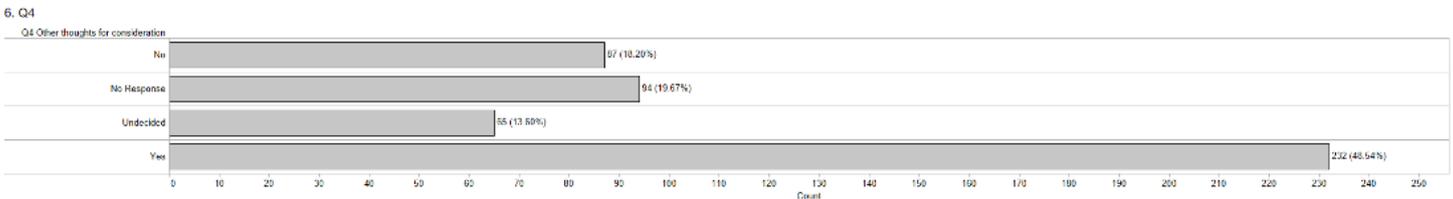
Following the COVID-19 pandemic, there has been a great increase in the use of our services accessed by phone and online. If patients have experienced a decline in the expected levels of service during this period, we apologise. We are currently reviewing all of our systems and processes and exploring new and better ways of enabling access to our practice.

The number of patients from Collings Park Surgery affected by this change

There are 3,530 patients that are currently registered at Collings Park Surgery; all of who would be transferred automatically to Mannamead Surgery to continue receiving health care services from Mayflower Medical Group.

Other thoughts for consideration

As a final question, we sought feedback from patients with regards to whether they felt there were any other factors we ought to consider during our review of the Patient Engagement.

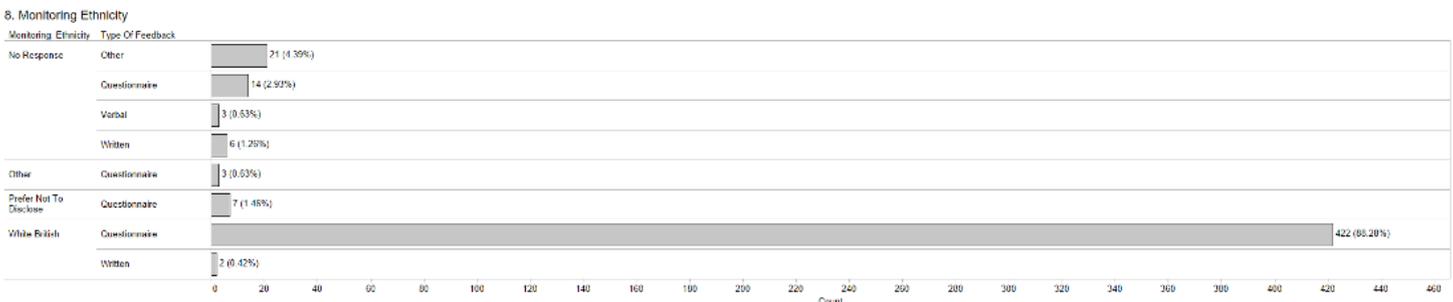


232 respondents (48.54%) offered further thoughts regarding factors that ought to be considered, which echoed responses provided in previous questions. Concerns were raised regarding bus routes, travel infrastructure and having to walk further if they were feeling particularly unwell. There were concerns regarding practice infrastructure and the ability to obtain appointments within a reasonable timescale when it had been heavily publicised in the media that General Practice is at capacity. There were some concerns expressed over the use of the Collings Park building in the event it were to be closed and how this would impact immediate residents, with suggestions that it ought to be brought back into much needed residential housing.

Monitoring questions

We asked additional optional monitoring questions to respondents and received the following responses;

Ethnicity

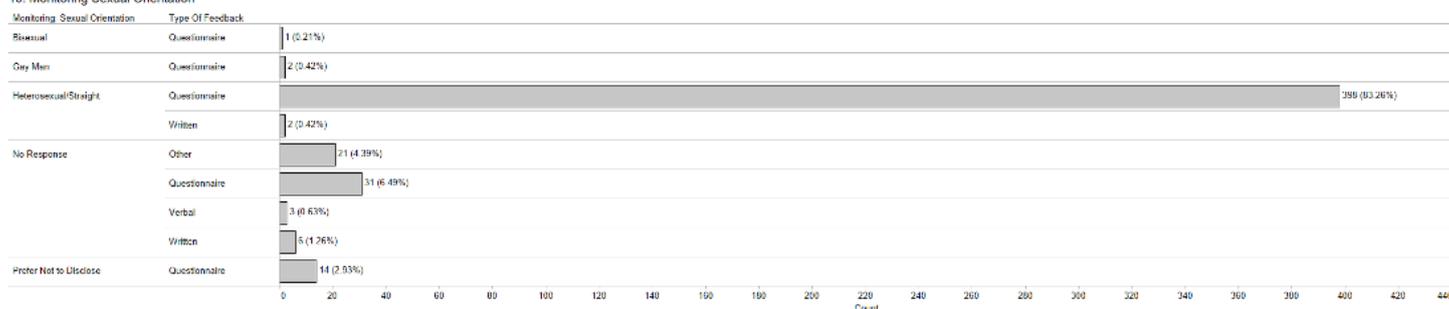


422 respondents (88.28%) indicated that their Ethnicity was White British.



Sexual orientation

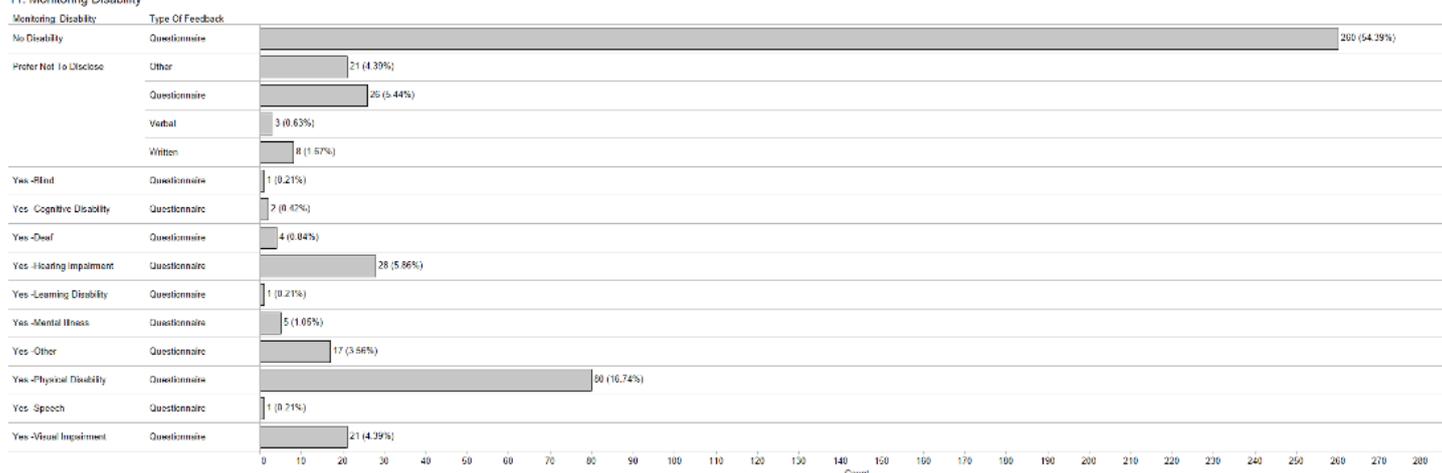
10. Monitoring Sexual Orientation



398 respondents (83.26%) indicated their Sexual Orientation was Heterosexual/Straight.

Disability

11. Monitoring Disability



260 respondents (54.39%) indicated they had No Disability, whilst of the respondents who identified they had a disability or other impairment, 80 (16.74%) had a physical disability, 28 (5.86%) had a hearing impairment and 21 (4.39%) had a visual impairment.

The themes identified from the Monitoring Questions are aligned with the demographic of the registered patient population of Collings Park Surgery and are very similar to the patient demographics at Mannamead Surgery due to the proximity of the surgeries. Therefore patients would have equal access to community service provisions as well as the service from the practice, so would not see any change. For example there is also a pharmacy closely located to Mannamead Surgery, so access to the pharmacy would be improved for patients.

Proposal

Following the completion of the Patient and Stakeholder Engagement on Monday 30th November and a review of the feedback received, Mayflower Medical Group is proposing that the temporary closure of Collings Park Surgery is formalised as permanent. Mayflower are able to offer suitable alternative primary care medical services to the Collings Park Surgery's registered patient population from Mannamead Surgery which is situated in close proximity (0.2miles/350 yards), with patients having the choice to access and be seen at any of the practices within the Group if they wish to do so. We have been providing care to Collings Park Surgery patients across the Group since the temporary closure was implemented in March 2020, so patients to date have been receiving medical care throughout the pandemic period. Furthermore, we have listened to concerns raised from patients regarding having to travel across the city to Stirling Road for urgent and acute care and have since October 2020 have implemented a second Urgent Care Hub within our Group, based at Man-



namead Surgery, to ensure that patients located within the East of the city do not have to travel excessively (particularly pertinent during the current pandemic) and can receive care that's local to them with a consistent team of salaried GPs to provide continuity of care.

If the proposal to permanently close Collings Park were to be accepted, we would be seeking to formalise this with all relevant parties and for this to be communicated to patients and stakeholders to confirm of a permanent closure by 31st March 2021.

Should the proposal to make the closure of Collings Park permanent be accepted, we would provide assurances regarding continuity of care with substantive GPs and naming these GPs so patients are able to begin to familiarise themselves with the clinicians during upcoming contacts with the practice. Parking is available at Mannamead Surgery and assurances can be provided to patients that they will not be routinely expected to travel to Stirling Road for acute care. We are addressing concerns regarding our telephony queues through investment in technology, additional staffing and patients would continue to contact the practice via the same telephony number as they do now.

One of the concerns with regards to the Collings Park premises is the lack of suitable access to the upper floor due to there being no lift present. Whilst the ground floor level is fully accessible, there are only four clinical rooms available which limits the amount of expansion the practice can have in terms of providing additional clinical services to patients. In comparison, Mannamead Surgery has full lift access to both floors of the building and therefore enables patients access to a potential of 12 clinicians. Our Mount Gould premises has flat-level access across all consultation rooms and also includes a purpose-designed Minor Ops suite which is an additional service we have been able to provide to Mayflower patients. Both Mannamead Surgery and Mount Gould have allocated parking for patients. In the current climate we have minimised the number of patients attending our practices, but have still been able to invite patients to attend if, for example, they have no access to digital technology and have a medical need that requires a review by a clinician.

In response to the feedback provided during the Engagement period, we appreciate that the potential closure and change of a GP Surgery that has provided care to generations of family over many years may cause some anxieties. However, if the proposal were to be accepted then we would seek to provide assurances to patients as soon as possible to support a smooth transition so that they can continue to receive the high-quality patient care that Mayflower seeks to deliver in demonstrating our ethos of 'Putting Patients First'.

Appendices

- Collings Park Patient & Stakeholder Engagement Document
- Collings Park Patient & Stakeholder Questionnaire
- Neighbourhood profiles for the area(s) [Eggbuckland/Higher Compton/ Hartley & Mannamead]
- Summary of dataset responses (spreadsheet)
- Copy of complete dataset graphs