

Health Scrutiny Committee – Briefing

Briefing date	20 September 2019
Paper author	NHS Dorset CCG
Subject of brief	Branch Closure of Crescent Street Surgery and relocation to Providence Surgery
GP practices affected	Providence Surgery, Boscombe
Appendices	
CCG contact	Name: Jane Thomas Job title: Programme Lead Tel: 01305 213538 Email: jane.thomas4@dorsetccg.nhs.uk

1. Background

- 1.1 System-wide transformation of delivery of services is taking place across the Boscombe area.
- 1.2 Boscombe and Springbourne Health Centre will be transferring ownership from NHS Property Services to Dorset Healthcare on 30 September 2019.
- 1.3 Dorset Healthcare need vacant possession which means that Crescent Surgery need to relocate their services.

2. Service Overview

- 2.1 Providence Surgery has a registered list size of 15,634 patients, of which 3,550 are associated with Crescent Surgery.
- 2.2 The practice provides services from the following locations:
 - Main Surgery: Providence Surgery, 12 Walpole Road, Bournemouth, Dorset, BH1 4HA
 - Branch Site: Crescent Surgery, 68 Palmerston Road, Bournemouth, Dorset, BH1 4HT
- 2.3 Patients currently have access to all the clinical services provided by The Providence Surgery but they must access them across the two locations. They are within approximately 0.2 miles of each other.
- 2.4 The practice holds a PMS (Primary Medical Services) contract.

- 2.5 Providence will be taking occupancy of 14 Walpole (adjacent to the main surgery).
- 2.6 At the main site there is designated parking, 2 disabled parking spaces on site of road, plentiful nearby road side parking, multiple bus routes and local bus station 0.5 miles from 14 Walpole Road. There is step free access to the premises for patients who have mobility issues, pushchairs, mobility scooters or walking aids.

3. Stakeholder Engagement

- 3.1 The surgery has shared the minutes of their PPG meeting.
- 3.2 Main themes from patient survey and PPG feedback related to concerns over car parking, access to clinicians and appointments.
- 3.3 A patient survey conducted at the Crescent site was completed by 66 patients over four days detailed: 45.5% of patients travelled by foot and 27% via car. FAQs assured patients that parking was available on-site as well as plenty of on-road parking. There is potential to use car parking at the rear of the building but no plans yet to utilise this.
- 3.4 PPG were assured that all staff were being retained so they will have access to the same clinicians.
- 3.5 There are additional clinical rooms available and resources will be shared between the two interconnecting properties (12 and 14 Walpole Road).
- 3.6 PPG were assured by all answers and felt very positive about the change, and do not see any issues that will affect the level of service.
- 3.7 An open evening for patients to view the new premises is planned week commencing 25th November 2019 and all registered patients will receive an invite via a letter.
- 3.8 All registered patients with mobile numbers recorded on their record will have an SMS sent to them 2 weeks prior to the relocation date containing a link to the letter to remind patients of the changes.

4. Next steps

- 4.1 Dorset CCG will continue to work closely with Providence Surgery.
- 4.2 The Committee is asked to note the report.