

Health and Adult Social Care Overview and Scrutiny Committee



Report subject	Closure of Christchurch Medical Centre branch Practices in Burton and Bransgore
Meeting date	4 March 2024
Status	Public Report
Executive summary	NHS Dorset have received an application to close the branch Practices at Burton and Bransgore.
Recommendations	It is RECOMMENDED that: The Health and Adult Social Care Overview and Scrutiny Committee scrutinise the contents of this report and raise any questions at a subsequent committee meeting with the commissioners.
Reason for recommendations	As members of NHS Dorset Integrated Care Board, we have a joint duty to work together on matters relating to the planning, provision and operation of health services in Dorset

Portfolio Holder(s):	<i>For Council to update</i>
Corporate Director	Kate Calvert, Acting Chief Officer, Commissioning, NHS Dorset Rob Payne, Deputy Director of Strategic Commissioning, NHS Dorset
Contributors	Celia Canter, Project Lead, NHS Dorset
Wards	
Classification	For information

1. Background

- 1.1 Christchurch Medical Centre (CMC) have applied to close their two branch sites. The closure of Bransgore Medical Centre on 31 January 2024 has been approved by the ICB. The closure of Burton Medical Centre on 1 April 2024 is under consideration by the ICB. CMC propose to retain their registered population offering appointments at the main site.
- 1.2 The two branch sites are owned by ex-partners or their families who wish to sell the properties. This has been the catalyst for change. NHS Dorset and the practice have explored options in relation to retaining the premises for GP use but to date no viable option is available.
- 1.3 There are currently 17,766 patients registered with CMC who access the Christchurch Medical Centre at Purewell and the nearby Burton Health Centre.
- 1.4 Burton Health Centre, Burton is 1.74 miles from the main site at Purewell by transport or 1.3 miles by foot.
- 1.5 Bransgore does not see patients face-to-face on site and is situated over the border in Hampshire, adjacent to a Practice (Twin Oaks) which falls under the Hampshire and Isle of Wight ICB. The distance to Twin Oaks is 0.0miles by transport, and the main site at Purewell is 4.61miles by transport, 3.8miles by foot
- 1.6 Following closure, patients will remain registered with CMC and able to access services at Purewell. There is no need to re-register.
- 1.7 Patients who reside in the Bransgore area may choose to register with Twin Oaks. We are working with Hampshire and IOW ICB to manage activity and capacity should patients wish to change Practices.
- 1.8 There is no foreseeable impact on employees and it is the intention to retain all current employees of the Practice.

2. Review of the Process & Outcomes

- 2.1 NHS Dorset have a process for branch closure which includes patient, staff and wider stakeholder engagement to ensure that accurate and timely information is shared. Importantly for patients it is imperative that they understand there is no change to their registration and they may access their usual services at the main CMC site in Purewell.
- 2.2 NHS Dorset has approved the closure of Bransgore as it does not see patients face-to-face and is across the border with Hampshire, therefore relatively low impact on patients.
- 2.3 The closure of Burton is under discussion pending further enquiries.
- 2.4 There are currently 17,766 patients registered with CMC who access services across four sites: two neighbouring premises in Purewell and two branch sites in Burton and Bransgore.

3. Primary Care Network (PCN) Changes

- 3.1 There are no planned changes to the Christchurch PCN.

4. Stakeholder Engagement

- 4.1 A comprehensive programme of engagement with patients, wider healthcare communities, HOSC, Healthwatch, NHS England (NHSE), Primary Care Support England (PCSE) and Public Health is under way:
 - a. Since announcing a possible consolidation of existing services in late 2023, staff at Christchurch Medical Practice have been inviting feedback and questions from registered patients who have raised their concerns from ongoing care and waiting times through to the number of parking spaces.
 - b. To help reassure patients about the future, senior GP partner Dr Clive Quinnell has created a series of videos which are available online, answering some key questions. For those who do not have internet access, the videos have also been produced as a handout which is available at all current Christchurch Medical Practice sites. These are available on the practice website.
<https://www.christchurchmedicalpractice.nhs.uk/>
 - c. Further communication/general information for patients and wider stakeholders can be found at:
 - i. <https://youtu.be/9leF1cvlegU> .
 - ii. Answers to key questions raised by patients: https://youtu.be/o-O_pbODipU .
 - iii. Full version of all FAQs, visit: https://youtu.be/jFOWvk_o1IQ

- 4.2** There has been some media interest, as would be expected; and community groups have raised some concerns. NHS Dorset Communications Team are supporting the practices to ensure that patients have accurate information about the changes and know where they may access services in the future.

5. Service Provision

- 5.1 Services will continue to be provided for the registered population of CMC at the main site in Purewell.

6. Summary of legal implications

- 6.1 There are no legal implications.

7. Summary of human resources implications

- 7.1 Some staff may be eligible for redundancy payments.

8. Summary of environmental impact

- 8.1 No environmental change implications identified.

9. Summary of public health implications

- 9.1 No Public Health Implications.

10. Summary of equality implications

- 10.1 EIA drafted. To be completed and submitted with subsequent report to committee.

11. Summary of risk assessment

- 11.1 A risk assessment will be undertaken to ensure fair and equitable access for patients.

12. Background papers

- 12.1 No background papers attached.

13. Appendices

- 13.1 No appendices attached.