

Dr Saddiq (at Morley Health Centre) merger with Fountain Medical Centre

Involvement Report

December 2022

Executive Summary

Background

Dr Saddiq is a single partner practice based in Morley Health Centre and is 1 of 7 practices in Morley and District Primary Care Network (PCN). PCNs are groups of practices working together to deliver the health needs of the local population. NHS England fund additional staff to work at scale across the local population of Leeds to achieve their ambition of overcoming the challenges that the NHS faces, such as staff shortages and growing demand for services. The Leeds Health and Wellbeing strategy has the ambition of Leeds being the best city for health and wellbeing where people who are the poorest improve their health the fastest.

Fountain Medical Centre & Dr Saddiq's practice currently occupying space within Morley Health Centre are planning to merge to create a single combined patient list. The two practices will pool their management and clinical teams to offer greater resilience and a wider choice of services to all our patients. By merging, both practices will share clinical experience and resources and patients will benefit from improved access to a wider range of clinical services and appointments

NHS West Yorkshire Integrated Care Board (which organises the delivery of NHS services in the Leeds area) accepted a request from both practices to involve our registered patients in the proposal to merge Morley Health Centre with Fountain Medical Centre. As part of this, we are proposing to close the site at Morley Health Centre. This proposal **does not affect all of Morley Health Centre, only the area currently occupied by Dr Saddiq's practice.**

There is increasing pressure on Dr Saddiq as a single-handed GP working at Morley Health Centre and he is unable to continue working without support from a bigger clinical team. There are ongoing difficulties recruiting GPs and other clinical staff which has a significant impact on single-handed GPs

By merging both practices it will increase the number and range of staff working at Fountain Medical Centre serving the combined population. This will improve the overall range and quality of services to patients by offering a wider choice of healthcare professionals operating from one site with a high standard of clinical rooms and facilities. In addition, there will be increased GP and clinic availability improving patient choice by offering access to a wider skill-mix of clinical staff.

There will be minimal disruption for patients registered with Dr Saddiq at Morley Health Centre when the merger takes place in April 2023 subject to approval as their medical records will be automatically transferred to Fountain Medical Centre. Dr Saddiq's patients will have the choice if they do not wish to move to Fountain Medical Centre and they will be able to register at another local practice if they wish to do so. The transfer of patients will be done in a managed way with minimal disruption to patients at both practices.

Dr Saddiq and his team will transfer to Fountain Medical Centre which means that Morley Health Centre patients will have continuity of care with familiar faces. The involvement process gave people the opportunity to provide feedback on any issues this may create as a result of the merger between both practices.

The patient involvement process ran from 14 October to 25 November 2022. In order to seek the views of as many registered patients as possible we did the following:

- Held meetings with our respective Patient Reference Groups (PPG) to seek their views on how we should communicate the proposals. Suggestions made by the PPG were incorporated into the final documents.
- Both practices wrote to all registered households to tell them about the proposed merger and to explain how they could submit any questions via a survey or attend a public event to ask questions. Options were available for all the communications to be provided in an alternative format (such as alternative languages and easy to read).
- Details of the merger were posted on our websites along with frequently asked questions (FAQ) and a link to an online survey.
- Printed copies of all the communications were available in both surgeries for patients who did not have access to the information online. Also, patients were offered support face to face to complete the survey.
- Patients were also texted a link to the proposed merger information on the website.
- Public events were held both face to face and online where patients could find out more about the merger and ask questions.

235 patients actively engaged in our involvement activities, through either attending a meeting or submitting a survey

The involvement identified several key themes that are important to patients when they access the surgery:

- The quality of health they receive.
- Same day appointments.
- Seeing a specific clinician at the practice.
- Good communication.
- Being able to access a range of different services locally.
- The opening times of the practice.
- Feeling that it is a safe environment.

The report gives a background to the proposed merger and outlines how we involved people. The report details what patients told us during the involvement and outlines how we have responded to their feedback.

How did we identify and involve patients and wider stakeholders?

Working alongside and with support from the NHS West Yorkshire Integrated Care Board (ICB) we identified several key stakeholders that we needed to engage with during this involvement process:

- Prior to the involvement commencing we met the Fountain and Morley Health Centre PPG to discuss ways in which patient's voices could be heard throughout the process.
- We were supported and worked closely with the ICB during the involvement including senior managers and the communications team.
- We developed a range of ways to involve all registered patients in the change in particular patients who may need additional support in accessing information in a more accessible way.
- We held face to face and virtual meetings with patients so that they could express their views and ask questions.
- Local councillors and other stakeholders' views were requested and no objections were made.
- We liaised and informed other local GP practices within the Morley and District area and their views were supportive of the merger.
- Feedback was taken from the local pharmacies about patients moving to the in-house pharmacy at Fountain. Patients have a choice as to which pharmacy they would like to use.

Letters to registered households

Fountain Medical Centre and Dr Saddiq's practice sent letters to each household registered on 14 October 2022. This explained the proposal to merge both practices and the background for the proposal. It also contained details about the public meetings which patients were welcome to attend and ask questions. There may have been a slight delay in households receiving the letter due to the postal strike, however patients received adequate notice of the meetings and received a reminder via the MJOG text messaging service.

Patient survey

Letters to each registered household provided a link to an online survey and frequently asked questions so that patients could share their views. **184** people shared their views using the survey. The survey was also available in paper format (on request) and in different formats such as easy to read and different languages.

Who took part in our involvement?

Information about people who were involved in this work

We collected equality monitoring information for some of our involvement activities via the patient survey. This allowed us to understand who is sharing their views, and more importantly, where gaps in feedback are.

Response by practice

The survey was completed by **138** patients from Fountain and **45** patients from Morley Health Centre.

Response by age

There was a spread of age ranges from the respondents who completed the survey who told us their age, with over 57.99 % of respondents over the age of 66.

- 2 respondents were aged 16-25.
- 5 respondents were aged 26-35.
- 10 respondents were aged 36-45.
- 11 respondents were aged 46-55.
- 35 respondents were aged 56-65.
- 62 respondents were aged 66-75.
- 23 respondents were aged 76-85.
- 2 respondents were aged 86+.

Response by gender

- 92 of the respondents described themselves as a woman.
- 56 of the respondents described themselves as a man.

Response by ethnicity

Not all respondents completed this section, but of those that did.

- 4 respondents were White European.
- 1 respondent was Indian.
- 1 respondent was Asian (Hong Kong).
- 1 respondent was African.
- 142 respondents were White British.
1 respondent was White Polish.
- 1 respondent was mixed or multiple ethnic group.

Response by religion and belief

- 1 respondent chose Hinduism.
- 86 respondents chose Christianity.
- 50 respondents chose no religion.
- 7 respondents chose not to say.
- 5 respondents chose Catholic, Orthodox and Roman Catholic.

Response by disability

- 35 respondents told us they considered themselves to have a disability.
- 110 respondents told us they did not.
- 5 respondents preferred not to answer.

Type of disability

- 20 respondents said they had a long-standing illness.
- 21 respondents said they had a physical impairment.
- 1 respondent said they had a learning disability.

- 5 respondents said they had a mental health condition.
- 12 respondents said they had a hearing impairment (such as deaf or hard of hearing).
- 3 respondents said they had a visual impairment (such as blind or partially sighted).
- 2 respondents preferred not to answer.
- 3 respondents answered other, degenerative spine disease and Chiari malformation, getting old and COPD.






Response by Carer (A carer is someone who provides unpaid support/care for a family member, friend etc who needs help with their day-to-day life; this is because they are disabled, have a long-term illness or they are elderly?)



- 24 respondents said that they are a carer.
- 118 respondents said they are not.
- 2 respondents preferred not to say.
- 18 respondents said they have unpaid responsibility for children as a parent/grandparent/guardian.

What did people tell us?

What matters to people when they use their GP practice?

We also asked patients to tell us which things are important when they use their GP practice. This helps us to understand what matters to local people when they use our services and we use this feedback to shape our decisions about other health services in the future.

Which three things are most important to you when you make an appointment at our practice (please pick three)				
Answer Choices			Response Percent	Response Total
1	Same day appointments		73.33%	132
2	Seeing a specific person at the practice		50.56%	91
3	The quality of care I receive		84.44%	152
4	Feeling that it is a safe environment		8.89%	16
5	Good communication		42.78%	77

Which three things are most important to you when you make an appointment at our practice (please pick three)				
6	The opening times of the practice		18.33%	33
7	Being able to access a range of different services locally		31.67%	57

Questions about using online services

We asked patients if they used online services to contact the practice (e.g., online appointment booking or ordering repeat medication). **183** patients responded to this question.

- 103 respondents confirmed they were using online services.
- 80 respondents said they did not use online services and of these patients 12 patients have said they would welcome additional support by our digital champion to set up this service.

General comments

The survey gave patients the opportunity to make general comments about the proposed merger. These were consistent with comments made at the public meetings, and for ease they have been divided into themes.

Key themes and recommendations

Theme/issue	Comments	Responses
Access to appointments		
	If the merger goes ahead with Dr Saddiq's practice there will be an additional 2400 patients and we will have more difficulty in getting an appointment with a nurse or GP.	<p>There should be no additional difficulty in getting an appointment with a GP or nurse once the merger takes place.</p> <p>Dr Saddiq and his clinical team will continue to work and treat patients but this will be from Fountain Medical Centre.</p> <p>Fountain have already employed an additional GP working over 3</p>

		<p>days to provide more appointments in preparation for the merger.</p> <p>Not all appointments need to be with a GP. Some research undertaken by NHSE has indicated that 24% of the patients seen by a GP could have been treated by another healthcare professional.</p> <p>Both practices are already part of Morley and District Primary Care Network (along with 4 other practices) and employ a variety of other clinical staff to offer more access for patients for appointments with</p> <ul style="list-style-type: none"> • GP's • Nurse & HCA • Social Prescriber • First Contact Physiotherapy • Community Pharmacy Consultation Service • Healthy Minds Service/ but also employ 2 Mental Health Practitioners on a PCN footprint • Occupational Therapy • Pharmacists • Working closely with the LCP and Leeds Community Health colleagues <p>Not all patients will transfer to Fountain, as it continues to be their choice of where they wish to register.</p>
	<p>What is the patient/GP ratio at both practices?</p>	<p>Dr Saddiq is a single-handed GP and currently has 2400 patients. Fountain Medical Centre have 8.75 whole time equivalent (WTE) GPs for 15400 patients. .</p> <p>Fountain Medical have a wider team of clinical staff such as</p>

		<p>Advanced Nurse Practitioners, Physician Associates and Pharmacists who work alongside the GP's treating patients.</p> <p>Fountain also plans to become a GP training practice again in 2023 and extra appointments will be available with GP registrars.</p> <p>Fountain have already appointed another GP ahead of the merger working at the practice for 3 days per week. In addition, Dr Saddiq will continue to work from Fountain Medical Centre after the merger to provide continuity for his patients.</p> <p>We will review this further when the merger completes, and we have the definitive number of patients who have transferred.</p>
	<p>At certain times of the day, it is already difficult to contact the surgery by telephone as the lines are busy – will this be worse after the merger?</p>	<p>Administrative staff from Morley Health Centre will be moving and working at Fountain to help to answer the calls. Extra administration support staff are being recruited prior to the merger to be able to meet any additional demand.</p> <p>Fountain will be promoting different ways that patients can access services at the practice. This will highlight different methods of how to contact the surgery and show what other supporting services are available to patients. This will run in January 2023. Fountain is aiming to get support from members of the PPG, Healthwatch Leeds, ICB Comms team and other agencies.</p>

		<p>Fountain offers a separate telephone number for patients to use that are aged over 75 as well as specific appointments each day for them to use. Other direct numbers are available for the prescription team, secretaries, and administrative teams.</p> <p>Fountain have upgraded their telephone system in 2022 and it offers addition facilities to allow a call monitoring display. This enables the practice to have more staff answering calls at peak times throughout the day to meet demand. All telephone calls into the surgery can be tracked once in the system to be able to see if calls are missed or how many patients are in the queue etc.</p> <p>Fountain continually monitors all incoming calls to the practice and these are displayed in the reception office for the team to view whilst they are working.</p> <p>Fountain will be offering a new facility called 'call buster' in the coming months. This will reduce the length of time that patients are 'on hold'. Patients will have the option to press a key and they will automatically be called back (on the same number they dialled in on) whilst keeping their place in the queue.</p> <p>Fountain has recently completed a patient survey. This showed that 70.45% of patients found it easy/fairly easy to get through to the surgery by telephone. Over 75% of patients said their experience of making an appointment is good/fairly good.</p>
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		<p>Survey results are on display on Fountain website.</p>
	<p>Will the telephone number change? Will we still be able to book appointments online and use other online services.</p>	<p>The telephone numbers will remain the same for patients that are registered at Fountain. Dr Saddiq's patients will contact the surgery using the same number as Fountain, with all patients being advised of their new number before the move. Call forwarding will be added to the old number at Morley Health Centre to redirect the calls to Fountain. This will last for several months. Both practices are keen to make the system as simple as possible for patients.</p> <p>The merger will not affect access to online services for patients at either practice as this will be automatically transferred post-merger.</p> <p>Fountain actively encourages patients to register for online access and to use/download the NHS App. Fountain has digital champions who offer support to patients to set up and use these services. These are run in small group sessions.</p>
	<p>Will I be able to see the same GP or nurse for continuity of care?</p>	<p>As a rule, GPs and nurses prefer to follow up their consultations with patients by seeing them again. We very much value all the one-to-one relationships our patients have with our doctors, nurses, and other clinical staff. It is therefore expected that merging practices will further increase our ability to provide patients with continuity of care and access to their usually doctor or nurse.</p>

		<p>On occasions where the patient needs to be seen urgently this is not always possible. We have a mixture of part time and full time GPs and nurses if a patient needs a clinical review and their usual clinician does not have any available appointments, this may need to be undertaken by another GP, nurse or clinician.</p>
	<p>What types of appointments do you offer and will we be able to see a GP face to face?</p>	<p>Most of the appointments offered in the last 12 months have been face-to-face. However, if it is the patient's preference and they do not need to be examined the surgery can offer telephone consultations.</p> <p>Information regarding numbers and what types of appointments offered are available for the public to view on NHS Digital, Practice Level Data.</p> <p>We also offer online access to our clinical team via One Contact. Patients can complete the questions and they are reviewed and actioned by a clinical member of the team.</p>
<p>Services and treatment</p>		
	<p>Who makes the decision about which kind of health professional will treat me?</p>	<p>When you contact the surgery a care navigator (receptionist) will ask questions to make sure you are seen by the most appropriate person. All the information you give is recorded onto a template within your medical records. For example, if you have back pain, they will make an appointment with a physiotherapist. If it concerns your medication, you will be able to</p>

		<p>discuss this with the pharmacist or the pharmacy team.</p> <p>If it is clinically urgent for the day you will receive a same day appointment with a GP or other appropriate clinician.</p>
	<p>What training will be given to staff regarding Accessible standards?</p>	<p>Fountain already works closely with Healthwatch Leeds to improve all accessibility to patients when they contact the surgery. Longer appointments are available for patients who require them as well as alternative methods to contact the surgery.</p> <p>From early 2023 both practices will be promoting the Accessibility standard via patient questionnaires. Patients will be asked if they have any information or communication needs and how we can meet their needs.</p> <p>We will record those needs clearly and in a set way. Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs.</p>
	<p>Do you offer home visits?</p>	<p>Yes, for patients who are housebound and unable to attend the surgery we can offer home visits. This will be by the most clinically appropriate person.</p>
	<p>I sometimes go to Windsor House Surgery for an appointment at the weekend and evenings. Can I continue to do this?</p>	<p>Yes. Windsor House Surgery is a practice within the Morley and District Primary Care Network. Patients registered at Practices across Morley and the locality can access weekend and evening appointments.</p>

Facilities		
	Will there be enough car parking spaces at Fountain?	<p>There are currently 50 car parking spaces at Fountain which includes 3 disabled parking spaces.</p> <p>8 of the spaces are for GP/clinical staff with the remainder available for patients to use for the duration of their appointment.</p> <p>Clinic times are planned so as not to overwhelm the car park.</p> <p>Additional free car parking is available at Morrisons which is run by Leeds City Council.</p>
	What other facilities are available at Fountain?	<p>Fountain is a large modern purpose-built medical centre set over 3 floors. Patients can access GP services on the ground and first floor. There is also a theatre on the ground floor which is used for minor surgery, joint injections, endoscopies, and sigmoidoscopies.</p> <p>Additional services available within Fountain Medical Centre are:</p> <ul style="list-style-type: none"> - On site Pharmacy. - On site Dentist. - ENT and audiology. - Minor Surgery and Joint Injection clinics. - Pinpoint testing. - Bariatric Nurse clinic. - Various out-patient clinics. - Physiotherapy. - Ultrasound. - Midwife. - Community Wound clinic. - Social Prescribing clinics. - Healthy Minds service. - Occupational Therapy.

	<p>After the merger will I need to change my nominated Pharmacy when I collect my medication.</p>	<p>Patients can choose which pharmacy they nominate to manage their prescriptions.</p> <p>They can remain at their current Pharmacy or choose to nominate the inhouse Pharmacy at Fountain. This will not affect how prescriptions are processed and they can be sent electronically to a pharmacy of their choice.</p>

Appendix

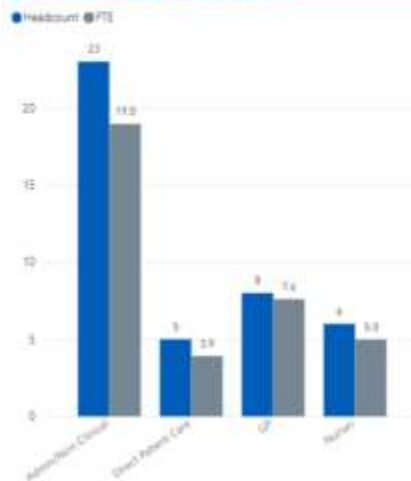
Sub-ICB Location

Practice Patients

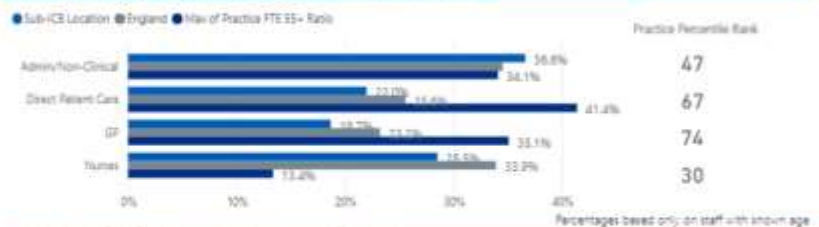
NHS West Yorkshire ICB - 15F Leeds

15,085

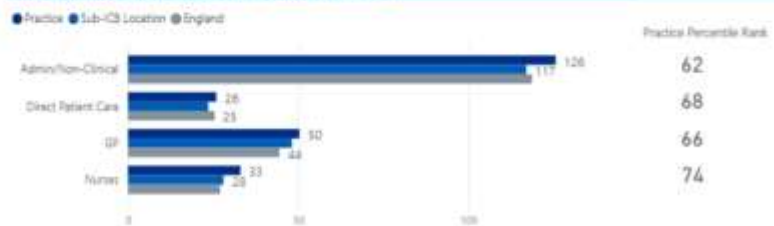
Practice headcount and FTE by staff group



Percentage of staff aged 55 or over, by FTE, Sub-ICB Location and England



Staff FTE per 100,000 patients, Sub-ICB Location and England



Practice-level figures do not include fully-estimated records, as full estimation is calculated at Sub-ICB Level and upwards. See the Background Data Quality Statement page of the latest publication for full details of the estimation methodology. GP in Training Grade records are excluded from these visuals to allow for fair comparison, as not all training placement locations are identified in the data.

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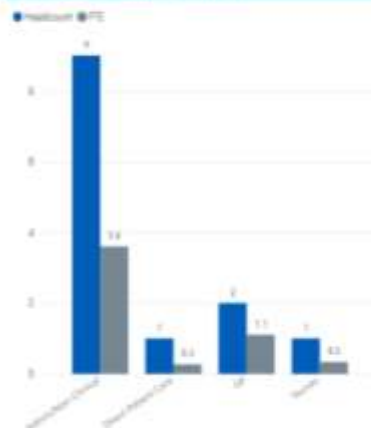
Sub-ICB Location

Practice Patients

NHS West Yorkshire ICB - 15F Leeds

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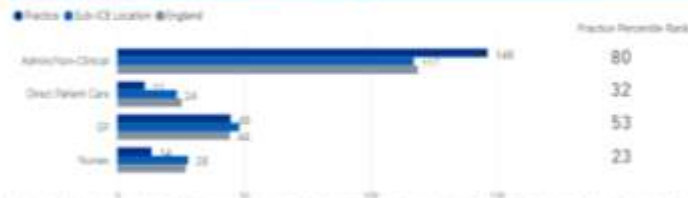
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