

Additional information that Healthwatch Portsmouth has been able to find out in answers to questions raised by our Board members regarding the future closure of Queens Road GP Surgery on 30th June 2017:

- **Can the 3 designated surgeries cope with the 5500 extra patients?** There are no designated surgeries for patients who are re-registering from Queens Rd. However the two nearest practices have told the CCG they would be able to accommodate all patients if they chose to register with them following the closure of Queens Road Surgery.
- **How will the CCG allocate those patients who do not register with another surgery? What are the deadlines for this and how will the CCG inform patients about this process?** The CCG will be allocating patients who have not re-registered as at the 1st July 2017. This was outlined in the letter sent to patients in April. The CCG will work with the other practices in the city to ensure all remaining patients are allocated a GP near to the current Queens Road site.
- **Will there be support provided for patients to register at the other surgeries?** Letters were sent to all patients registered at Queens Road Surgery inviting them to register at alternative surgeries with the details of the two closest surgeries included in the letter. The two closest GP surgeries do have capacity to take on the patients from Queens Road wishing to register there and this process has already started. However all r patients who were with Queens Road are able to register with surgeries of their choice. Portsmouth CCG has asked Queens Road to identify a cohort of patients who may face additional barriers to undertake the process of registering with an alternative GP practice. The Practice Manager is already helping these patients to register with alternative surgeries and has been asked by the CCG to notify them of the number of patients still likely to be affected by 30th June. The CCG will arrange for support to be offered to the remaining patients who have not by then registered with alternative surgeries. Queens Road stopped taking on new patients in February.
- **With the changes, how does this impact the ratio of patients to GPs in the city? How does this compare with any guidance given nationally re suitable levels?** Practices are already looking at how they can employ other healthcare professionals to meet the needs of their patients e.g. pharmacists or nurse prescribers. Therefore the ratio of GPs to patients will change but patients should see access improving and their needs will be met by the most appropriate healthcare professional.
- **Could the CCG employ a GP directly to work with these issues and others as they arise across the city?** The NHS Act prohibits CCG from employing GPs for the direct provision of patient care
- **Will there be any savings achieved by the CCG with Queens Road closing? If so, will this be reinvested back into city health services?** There won't be savings to the CCG in the first year after the closure since funding for the patient care follows the patient.
- **Who owns Queens Road and what will happen to the property when the GP practice closes?** The GPs own the property at Queens Road and therefore the CCG is unaware of the future of the building. The computer equipment used by the GPs is owned by the NHS and will be recycled where possible
- **Is it possible to see a copy of the communication and engagement plan for this process?** The GPs at Queens Road surgery took the decision to give notice on their contract .The CCG explored all options, including a potential merger with another practice but none were viable. Therefore the CCG's responsibility was to inform patients of the closure and to provide information about next steps and to continue to encourage patients to re-register.
- **What is the opportunity for people with mobility problems to choose one of the alternative surgeries available that provides them with the most convenient access options –e.g. bus routes,**

disabled parking spaces, step free access? The Queens Road Practice Manager is helping patients with particular needs or issues.

- **Will the transfer of patients to alternative surgeries follow a 'localities approach' ?** A 'localities approach' is not relevant to this situation since the CCG is not transferring patients.
- **When will the digital footprint of the surgery be taken down off P CCG service directory/NHS Choices etc websites in order to prevent confusion for new patient enquirers?** The CCG is checking that the information about the Queens Road closure is up to date on all relevant webpages and will ensure this is removed once the practice has closed.
- **Does Portsmouth CCG have an actual process now to follow regarding GP surgery closure due to retirement etc It may be that Queens Road closure is not just a one off?** There is a defined process that commissioners of Primary Medical Care Services have to follow when a contract is being terminated for whatever reason. These take into account the specific issues of that practice and the implications for the wider population, what alternatives might be available at the time and therefore what the solutions might be. The CCG is working with NHS England, the LMC and practices to try and ensure that practices are sustainable for now and into the future.
- **Could you please organise for a review in September of the closure process so that any lessons learned can be incorporated into future GP Surgery Closure policies?** The CCG will prepare a final report when the surgery has closed to identify lessons learnt. Healthwatch Portsmouth will be invited to comment on the final report.

Healthwatch Portsmouth
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