

NHS Merton CCG

THE FUTURE OF SERVICES ON THE WILSON SITE

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Dr Andrew Murray

31 January 2017

Agenda Item 8



right care
right place
right time
right outcome

Agenda

1. Closure of the Wilson GP Practice
2. Closure of the Wilson Walk-in Centre and Improved access to Primary Care in Mitcham
3. Future Plans for the Wilson Site

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Why must we close the GP Practice?

- The fixed-term contract to run the GP service ends on 31 March 2017. It has already been extended 3 times and cannot be extended further without re-procurement.
- Planning consent of the temporary premises expires on 1st May 2017.
- NHS Property Services are unable to provide any alternative accommodation.

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How the decision was made

- Discussion with NHS England on approach – following a well established national process.
- 3 options were considered (extend, re-procure, disperse).
- Practices within 1.5 miles confirmed collectively there was sufficient capacity in Merton to absorb the full list size.
- Package of support agreed to GPs to assist in transfer.



How many patients affected?

Age Sex Breakdown	Male	Female	Total
Age Group 0-4	241	235	476
Age Group 5-14	379	370	749
Age Group 15-44	1572	1510	3082
Age Group 45-64	641	567	1208
Age Group 65-74	119	109	228
Age Group 75-84	34	65	99
Age Group 85 And Over	18	16	34
Total	3004	2872	5876

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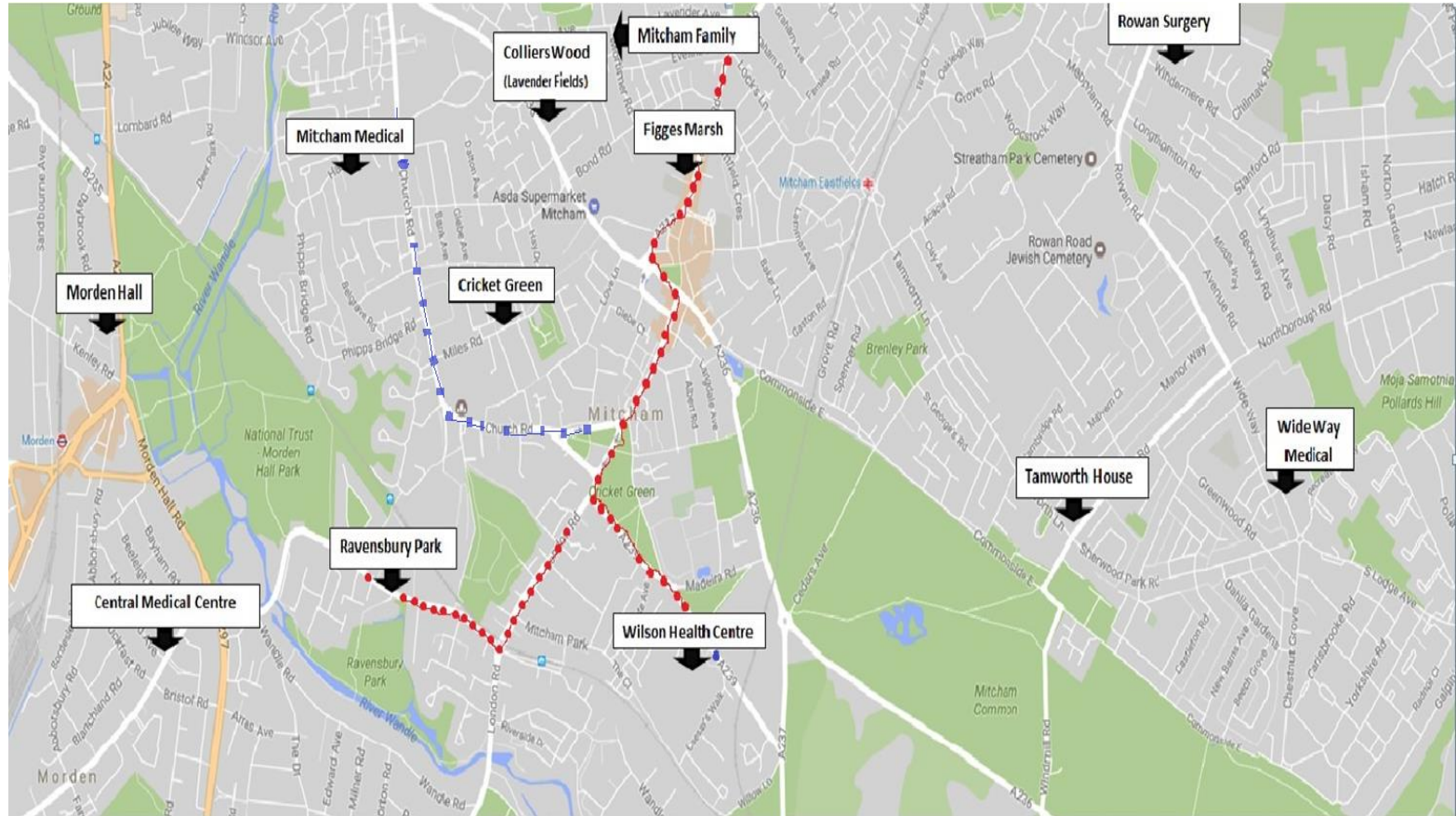
Support Available

- Patient letters and drop-in sessions – advice leaflets, maps, local transport details, catchment area information available for other Merton practices.
- Dedicated telephone and email address for questions.
- Highly vulnerable patients identified, supported, ‘tracked’.
- Dr Karen Worthington, Clinical Director – Primary Care providing clinical support and oversight.



Local Practices

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Any questions on why the GP Practice is closing and what help is available to registered patients?



Why close the walk-in centre?

- The Wilson Walk-in Centre **does not meet the latest Standards** for Urgent Care Centres (which apply to all services previously known as Walk-in-Centres, Minor Injury Units and GP-led health centres).
- Planning permission for the temporary accommodation housing the Walk-in Centre has expired.
- Having previously been extended, the service contract to deliver the walk-in centre expires on 31 March 2017.
- The site needs to be vacated as identified as future East Merton Health and Wellbeing Centre location.



Urgent Care Centre Criteria

National Urgent and Emergency Care Review (UECR) requires Urgent Care Centres:

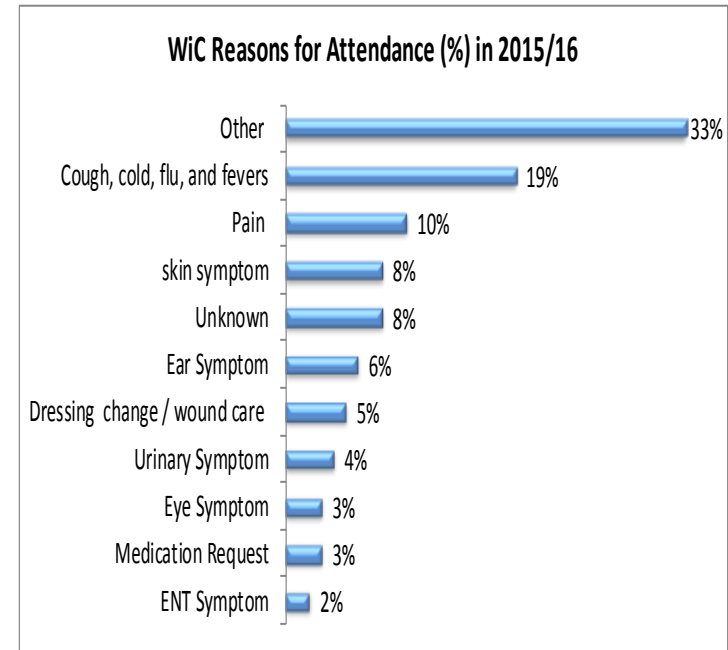
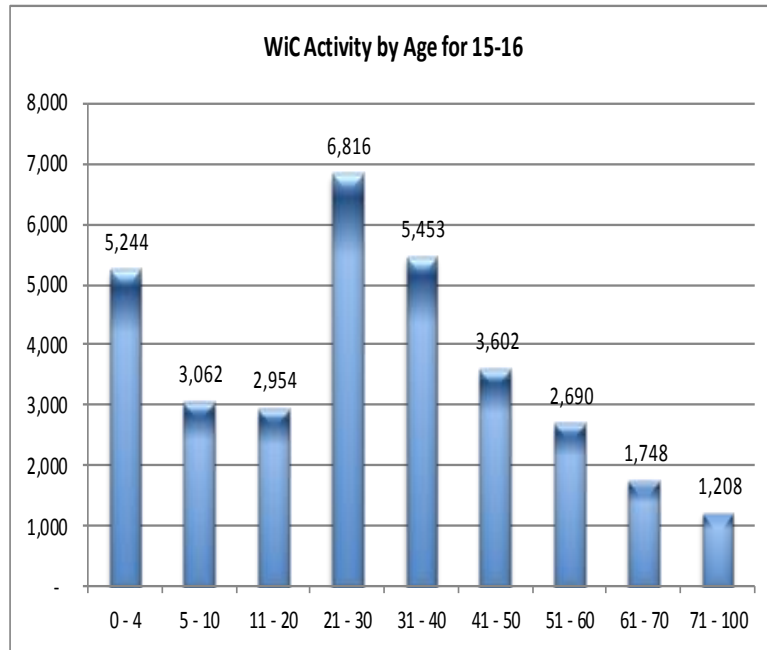
- Be open and staffed consistently for at least 16 hours per day.
- Where appropriate, co-located with emergency centres on hospital sites.
- Have access to X-Ray and blood tests.



Who uses the walk-in centre and why

In-depth analysis of patients who attend the Walk-in Centre has been conducted:

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What we have heard

Merton Healthwatch report September 2014:

- More sites with extended GP opening
- Two out of hours bases
- Better use of technology

Patient feedback (including “community conversations”)

- Can't get through on the phone
- Can't get appointments



What we are doing

- By developing an approved proposal we have accessed significant extra investment into GP access for Merton.
- Aligned with Wandsworth.
- 2 Primary Care Centres (hubs) 6.30pm-8pm, with 8am-8pm Sat, and one on Sun 8-8.
- More appointments and priority for children 0-5years.
- Funds to improve GP access for all patients (including telephone answering and support for patients with communication difficulties).
- Integrated with existing 24/7 111 and out of hours GP services.



Any questions on the walk-in closure and what will be available from April?



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East Merton Model of Health and Wellbeing

- **Autumn 2014** - Merton residents asked to indicate preferred site for a new facility in Mitcham. Wilson site preferred.
- **January 2015** - Merton CCG confirms Wilson Hospital as chosen site.
- **Summer 2015** - Economic case prepared and submitted to NHS England.
- **Nov- Dec 2015** - local engagement begins on model of care. Model of care becomes Model of Health and Wellbeing.
- **March 2016** - CCG and council organise visit (including local Council Members & MP) to see Bromley-by-Bow Centre.
- **Summer 2016** - Local conversations to shape the Model.

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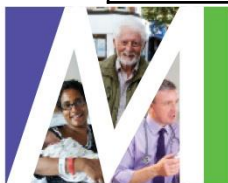


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Wilson redevelopment – Next steps:

Finalise Service Model	March 2017
Develop communications plan	April 2017
Develop Community component financial model	June 2017
Work up community campus building plans & financial case	December 2017
Sign off on plans and start on site	March 2018
Building work finished	December 2019
Building operational (doors open to public)	June 2020

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Community at the heart of the development

To date, we have had:

- ‘Community conversation’ engagement events (Aug-Sep 2016)
- Merton Voluntary Services Council
- Provider and Stakeholder Workshop (Dec 2016)
- Community ideas for the community component

Future events will include:

- On-going ‘conversations’ including use of online/social media
- Extensive input of community & voluntary groups
- Establish a community board /‘shareholder’ group approach for the community component



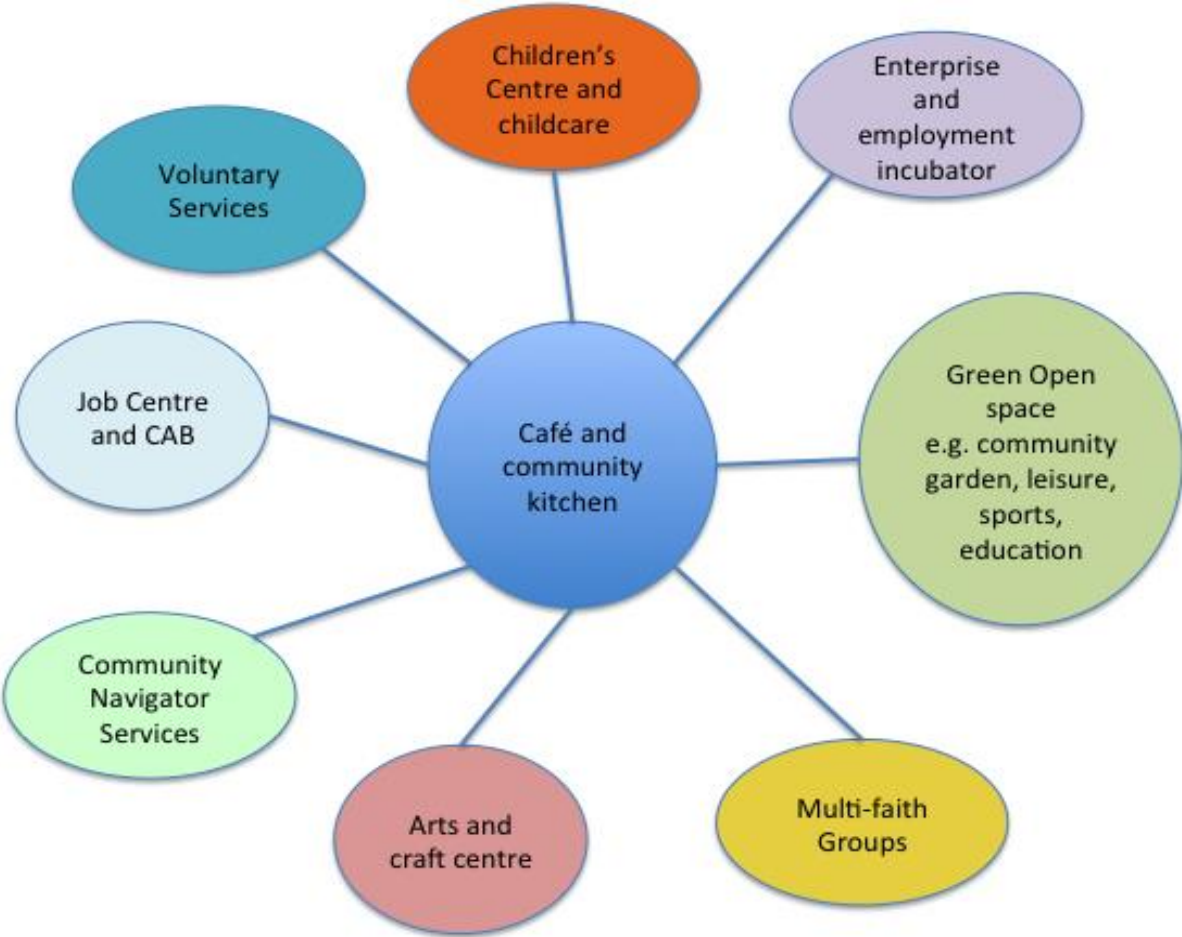
Health & Wellbeing services

Primary Care services	Rehabilitation services
Diagnostic services	Community resource hub
Rapid assessment & investigation	Community café
Community therapies	Consultation & treatment areas
Adult mental health services	Pharmacy
Children’s physical & mental health	Community transport

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Community Component



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Questions?

