

Supplement to the agenda

Health, Care and Wellbeing Scrutiny Committee

Tuesday 28 May 2024, 12.30 pm

Conference Room 1 - Herefordshire Council, Plough Lane Offices, Hereford, HR4 0LE

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Title of report: Relocation of Taurus Healthcare

Meeting: Health, Care and Wellbeing Scrutiny Committee

Meeting date: Tuesday 28 May 2024

Report by: Statutory Scrutiny Officer

Classification

Open

Decision type

This is not an executive decision

Wards affected

(All Wards);

Purpose

This report provides the Health, Care and Wellbeing Scrutiny Committee with an overview of the proposal to relocate out of hours GP services in Herefordshire.

Recommendation(s)

That:

- a) The committee note the report; and**
- b) Make recommendations to Taurus Healthcare and to Herefordshire Council following scrutiny of the report.**

Alternative options

1. For scrutiny to not consider the proposed relocation. This is not recommended as the committee has a remit to carry out the “review and scrutiny of any matter relating to the planning provision and operation of health services affecting the area” on behalf of Herefordshire Council.

Key considerations

2. Out of hours GP care in Herefordshire is run by Taurus Healthcare on behalf of Herefordshire General Practice. If NHS 111 refer patients to this service, they may be asked to attend a face-to-face appointment. At the moment, this would be at the Station Medical Centre (near the train station), in Hereford. However, there are plans to move this service to a new location from this

autumn. This will not affect home visits or other health services run from Station Medical Centre delivered by Hereford Medical Group. The new location is proposed to be the Nelson Building, which is on Whitecross Road in Hereford, close to the city centre.

3. A presentation from Taurus Healthcare is attached at Appendix 1. The committee is invited to provide any suggestions / feedback to mitigate barriers should the proposals be accepted.

Community impact

4. Scrutiny committees do not make decisions for Herefordshire Council. They make recommendations to Cabinet and to Council, which those bodies must decide whether to accept or reject. The community impact of implementing any recommendation should be assessed when Cabinet or Council decide to adopt the recommendation.

Environmental impact

5. Whilst this is a decision on back office functions and will have minimal environmental impacts, consideration has been made to minimise waste and resource use in line with the council's Environmental Policy.

Equality duty

6. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. As this is a decision on back office functions, we do not believe that it will have an impact on our equality duty.

Resource implications

7. There are no resource implications in considering this report and appendices.

Legal implications

8. Herefordshire Council has designated statutory health scrutiny powers including the review and scrutiny of any matter relating to the planning provision and operation of health services affecting the area and to make reports and recommendations on these matters to the Health, Care and Wellbeing Scrutiny.
9. It has the responsibility to make reports and recommendations to a responsible person on any matter it has reviewed or scrutinised or to be consulted by a relevant NHS body or health service provider in accordance with the Regulations (2013/218) as amended. In this regard health service includes services designed to secure improvement:
 - a. in the physical and mental health of the people of England, and
 - b. in the prevention, diagnosis and treatment of physical and mental illness, and
 - c. any services provided in pursuance of arrangements under section 75 in relation to the exercise of health-related functions of a local authority

Risk management

10. There are no specific risks identified in considering this report.

Consultees

No consultation was carried out in the production of this report.

Appendices

Appendix 1: Presentation: Consideration of the proposed move of GP Out of Hours Service

Background papers

None identified



Health, Care and Wellbeing Scrutiny Committee

Consideration of the proposed move of GP Out of Hours Service

28 May 2024

Purpose of the scrutiny review:

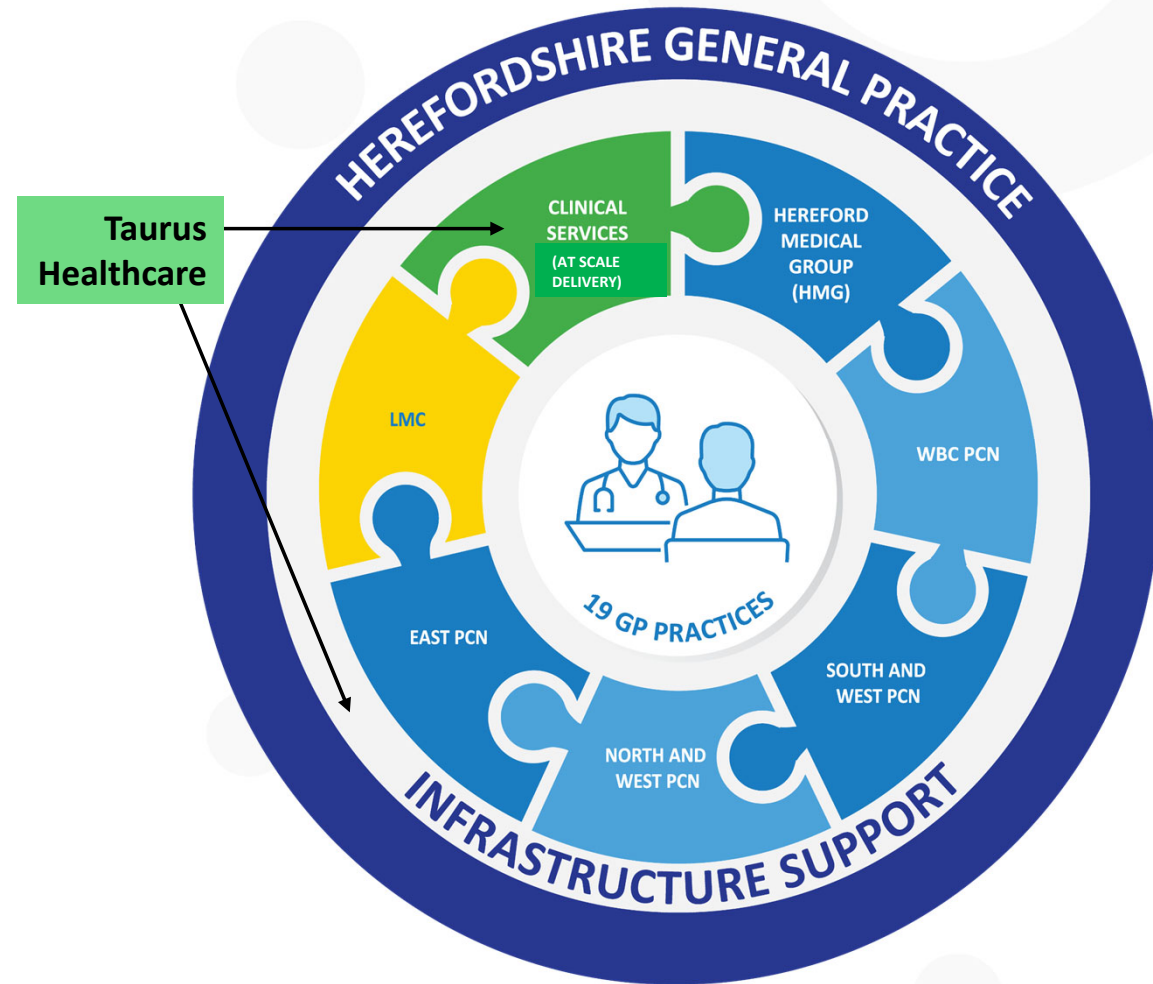
- Review of the proposed relocation of the GP Out of Hours Service in Hereford
 - ❖ Any suggestions/feedback to mitigate barriers should the proposals be accepted

Who are Taurus Healthcare?



Providing NHS services

- Private Ltd company that operates as a not-for-profit organisation delivering NHS services
- All 19 Herefordshire practices are shareholders
- Any surplus is reinvested back into support Herefordshire General Practice and Herefordshire patients



Patients | People | Partnerships

Drivers for change

- **Taurus Healthcare currently operates across three main sites:**
 - a. Berrows House, Hereford (Operational/corporate)
 - b. Station Medical Centre (Clinical/patient facing – Out of Hours, Extended Access hub)
 - c. Until January 2024 - Elgar House, Hereford:
 - a. Patient facing – Healthchecks, vaccinations – moved to Maylord Orchards (June 24)
 - b. Community Integrated Response Hub (CIRH) (Wye Valley Trust staff) – Belmont
 - c. Primary Care Network development teams, business intelligence and other corporate functions – currently no allocated space (mix of home/touch down/hired facilities)
- Consolidating community health teams into one premises would deliver operational and financial efficiency to further improve patient care for Herefordshire residents.

Proposal – Relocate GP Out of Hours service



- Taurus currently deliver GP Out of Hours service from rented accommodation at Station Medical Centre
- Proposal to relocate the service to integrate with other urgent care community health services (WVT) and the operational and infrastructure support teams
- No reduction in service or change of staff working in the service
- Enhanced access service (evening and weekend routine appointments) will remain at Station Medical Centre



Urgent GP Out of Hours service

- The GP Out of Hours Service is an NHS urgent care service that helps patients from all around the county. The service is only available following referral by NHS 111. It operates when your usual GP practice is closed. This is not the same as the Enhanced Access service (also run by Taurus) that offers routine appointments in the evenings and weekend
- All on one system (EMIS) which enables your own GP practice to see any interaction with the Out of Hours or Extended Access service (evenings and weekend routine appointment) – this not the norm and a unique advantage of the quality of the service and end to end system in Herefordshire

Proposed location - The Nelson Building

The building:

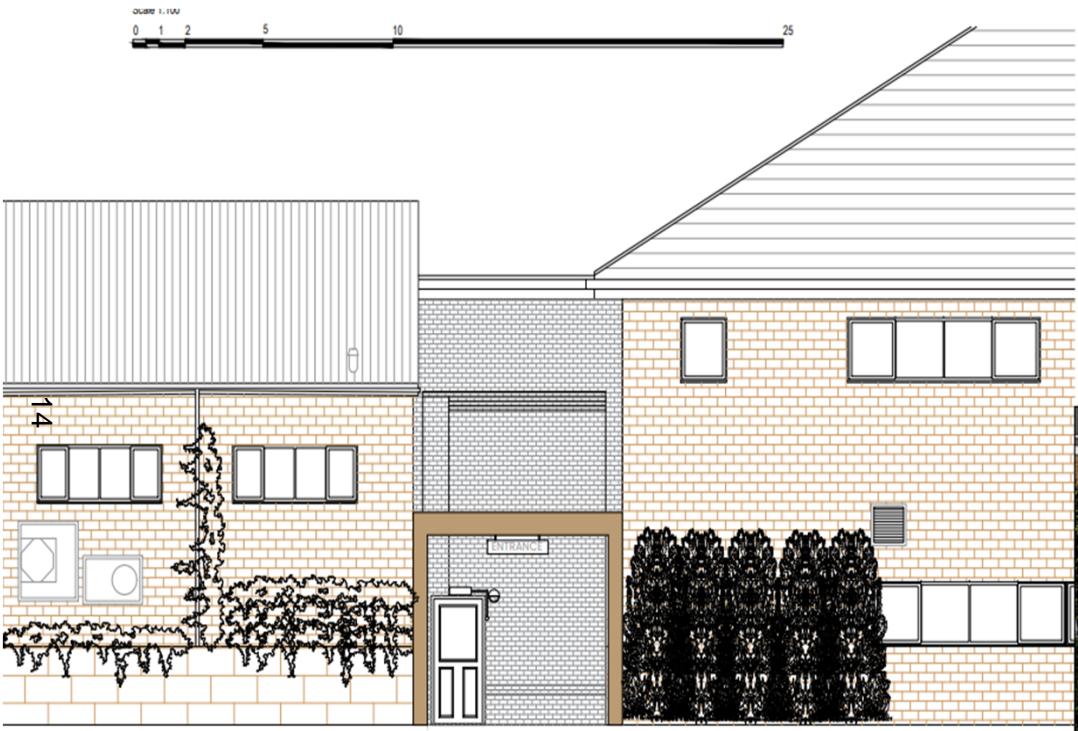
- Approx 15,000 square ft set over two floors
- Allocated car parking to the rear
- Prime location close to two supermarkets (Aldi and Sainsburys)
- Walkable to the city centre (around 7 mins)
- Close to low-cost car parks (80p and £3 per day)

Planned use of the building:

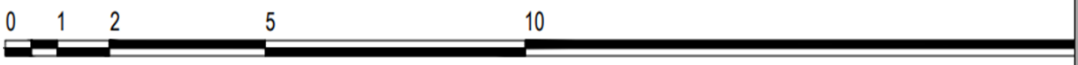
- Clinical facility (requires modifications) e.g. Healthchecks, vaccinations, social prescribing, GP consultations)
- Co-location with WVT community health team
- Training facilities for Herefordshire General Practice
- Office accommodation – all staff
- Available for use by wider General Practice



Proposed Patient Entrance – Clinical Facility



Proposed Rear Elevation
Scale 1:100



Proposed Block Plan Scale 1:200



REVISION	DESCRIPTION	DATE	BY	CHECK
<p>HIGHBURY DESIGN Chartered Architects Project Managers CDM Co-ordinators</p> <p>HIGHBURY HOUSE 11 HOLT ROAD STUDLEY WARWICKSHIRE B80 7NX Tel Fax: (01527) 857092 Email: info@highburydesign.com</p> <p>CLIENT Taurus Healthcare</p> <p>PROJECT New Clinic & Office, Nelson House, Whitecross Road, Hereford</p> <p>TITLE Proposed Canopy and Landscaping</p>				
Date	Scale	Drawn	Drawing No	Rev
01.02.24	1:100	JS	4264_032	A
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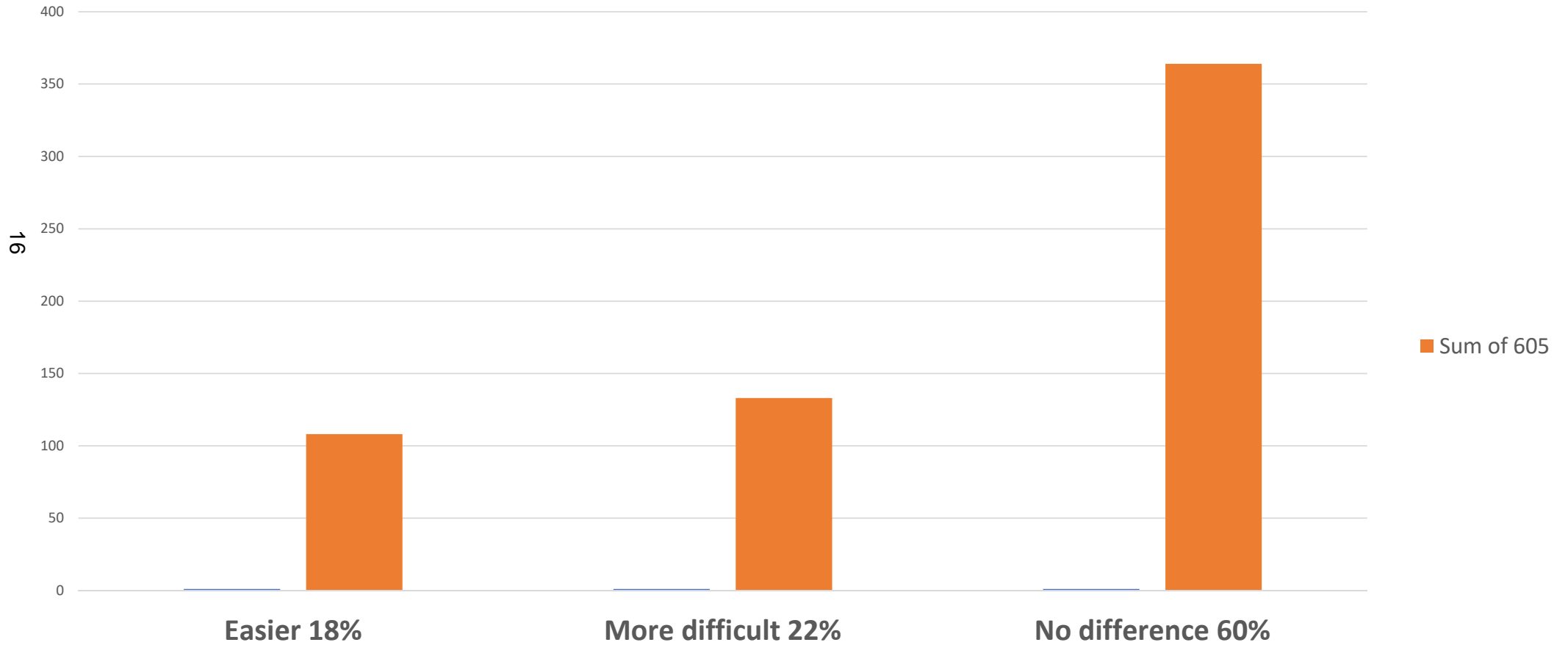


Public Consultation - Approach

- Healthwatch led a 6-week public consultation
- Engagement took place in a variety of forms to reach as many people as possible.
- Healthwatch produced video, explaining the current and proposed location, including where to access the proposed new building and the parking facilities.
- The details of the proposed changes and the online survey were promoted through social media channels. There was a wide geographical spread of responses across the county
- There were 8 focus groups that took place in the Leominster, Bromyard, Ross, Kington, Peterchurch and two in Hereford city (The Kindle & Hereford Library). The consultation was promoted at the Talk Wellbeing hub in Hereford city (Maylord Orchards) and dedicated sessions held at this location
- Healthwatch also offered to speak to public over email, telephone or face to face if the focus group times were not convenient

Outcome of the Consultation

How do you think the proposed relocation of services would affect the accessibility & convenience of Out of Hours Urgent GP care for patients?



Comments

Transport was the main theme, mentioning it 100 times. Comments about people who can't drive and are reliant on public transport or taxis which can be expensive.

A lot of the comments relate to challenges that people already face with transport to an out of hours service at the current location.



Recommendations from the consultation

- **Specialised equipment for disabled users** - including hoists and appropriate weighing scales
- **Public transport** - investigate whether the route of the Zipper bus could be altered to stop off at the proposed new site, if the changes were to take place. Other bus & train services coming into Hereford from the rural areas should be examined to communicate effectively to the public how public transport can be used at the weekend when accessing this service.
- **Signage and directions to the building** - routes are designed from the more rural areas, which avoid some of the busier routes of the city, and communicated to the public so that they can plan how they would access the service should they need to.
- **Pharmacy options** for out of hours, overnight and at the weekend - communicate these well to the public using the service.
- **Lack of understanding about various health services** and how they are run, with confusion on which organisations run certain services - communication campaign to reach out to the public and inform them as much as possible
- **Parking arrangements** - recommended there is adequate disabled bays and parent & child bays
- **Safety** - good outside lighting all around the building.
- **Clear signage** outside of the building stating the name of the building

Decision making – next steps

- Outcome of the consultation considered by the HGP Board and remain supportive of the proposal as the preferred option
- Compelling reasons operationally and economically to relocate the service
- 19 • Final decision will be made by the commissioners of the service in June
- Feedback from the committee welcome



