



Health, Care and Wellbeing Scrutiny Committee

Consideration of the proposed move of GP Out of Hours Service

29 July 2024

Purpose of the scrutiny review:

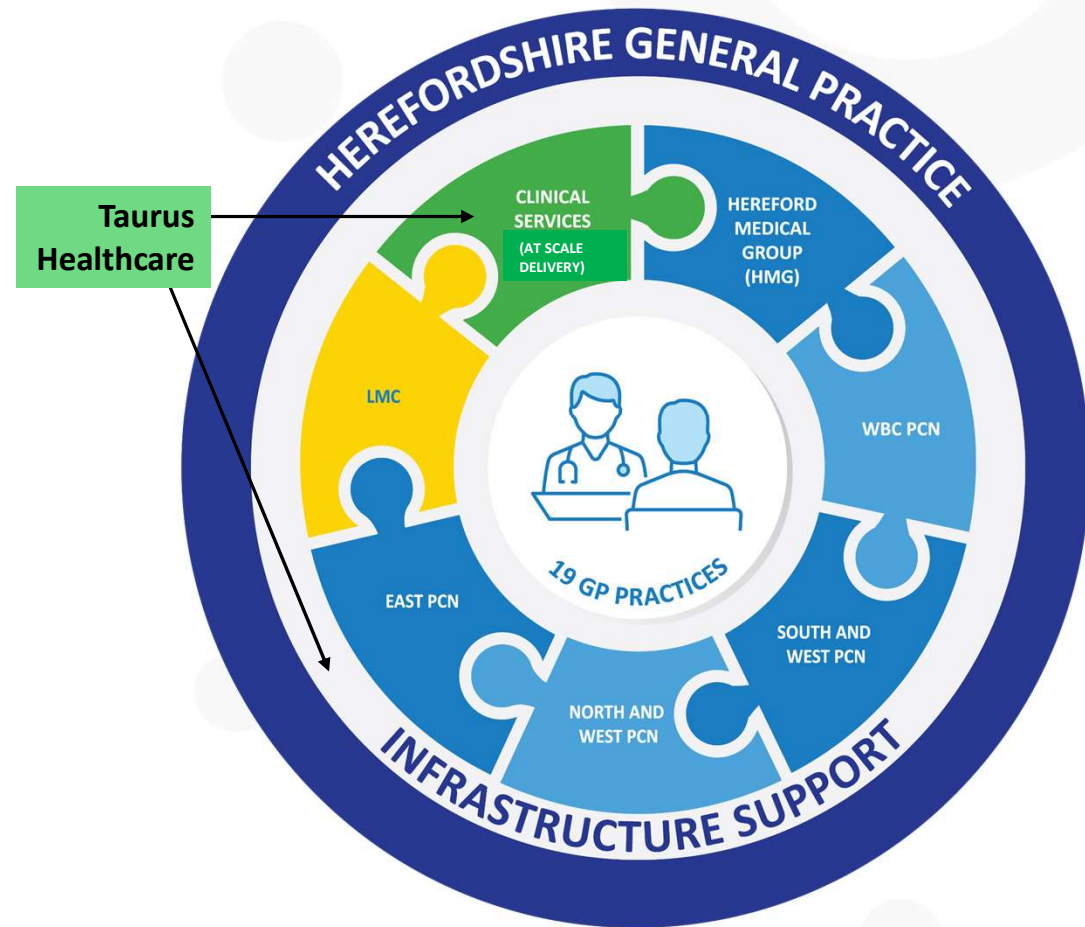
- Review of the proposed relocation of the GP Out of Hours Service in Hereford
 - ❖ Any suggestions/feedback to mitigate barriers should the proposals be accepted

Who are Taurus Healthcare?

- 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



Providing NHS services



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 (August 2024)
 - 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 Block Plan Scale 1:200



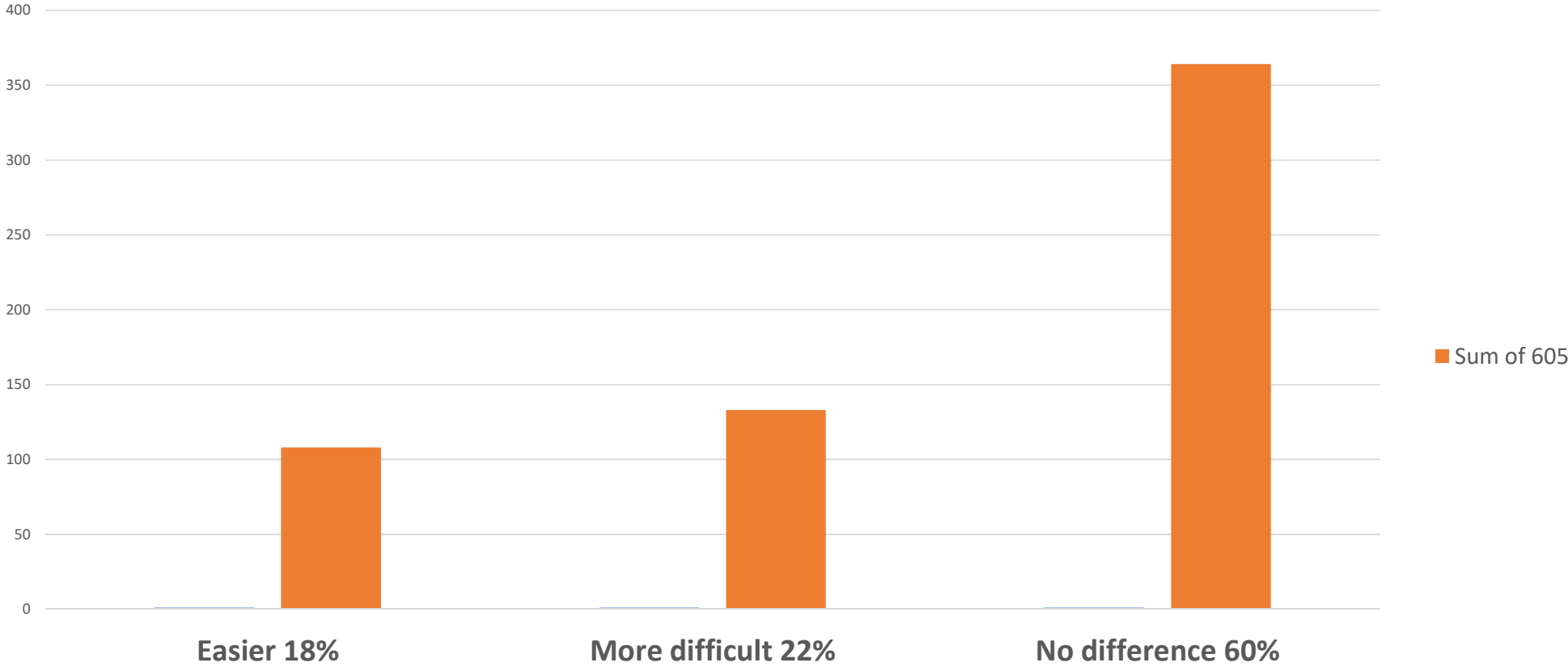
Public Consultation - Approach

- Healthwatch led a 6-week public consultation (April 24)
- 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
- Final decision will be made by the commissioners following feedback from Health, Care and Wellbeing Scrutiny Committee
- Feedback from the committee welcome