



**NHS**  
**Peterborough**  
*Leader of your local NHS*

## **‘The Right Care at the Right Time’**

**Improving Unscheduled and Urgent Primary Care Services**

**The future of services currently provided at Alma Road  
Primary Care Centre**

**Consultation Document**

## Why are we consulting you?

NHS Peterborough is in the process of reviewing all of the elements of its urgent care services. These services provide treatment for less serious illnesses and injuries which require immediate care, but which do not require the full services of an accident and emergency department.

What is needed is efficient, high-quality, cost effective services. When people need urgent care they do not want or need to have to negotiate a complex system of services. We need a simple system that allows people to access the right care at the right time.

There is a need to improve access to timely and appropriate urgent care to patients, and provide information and advice so that patients can make an informed choice about which service they use and when.

The current configuration of urgent care services could be improved to better meet patient needs. There is an element of duplication and lack of efficiency in the current system which could be changed. This should result in more streamlined services, and ones which will also contribute to improving NHS Peterborough's financial position as part of its turnaround programme.

We are asking for your views, along with a number of other stakeholders, so that they can be reflected in the decision making process.

### **Right care, at the right time**

The variety of services available can sometimes be confusing - NHS Direct, pharmacies, GP services, Walk-in Centres and A&E. Many people attend their local A&E department because they need urgent or immediate treatment – but many patients attend A&E because they feel it is the easiest place to get the care they need. These patients could easily be seen by their own GP or at the City Care Centre Walk-in Centre.

Many ailments and queries can also be dealt with by a pharmacist who is the expert in medicine management and offering a quick and safe remedy. These are in a number of locations across the city. Going direct to hospital or dialling 999 should only be for serious illness or injuries considered to be critical or life threatening.

To help Peterborough residents seek the right treatment, in the right place, at the right time, NHS Peterborough launched a new campaign this winter encouraging people to 'Choose Well'. The Choose Well campaign aims are to tell people what local services are available and provide them with guidance to ensure they can make the right choice according to the symptoms they have.

## What are we consulting on?

The current services which provide urgent care in Peterborough are:

- Accident and Emergency Services
- The City Care Centre Walk-in Centre

- Primary care access for patients needing urgent care
- The Alma Road Primary Care Centre
- Primary Care Out-of-Hours service.

We are consulting you on the Alma Road Primary Care Centre and how this fits into the wider system of urgent care services.

### Alma Road PCC

Alma Road Primary Care Centre currently provides a walk-in service for non-registered patients and for registered patients. The service opened in April 2009 as part of a national directive from the Department of Health, arising from the Interim Report of Lord Ara Darzi.

The Alma Road Primary Care Centre was originally commissioned on the basis that it would provide services for 1500 registered patients by the end of its first year and 2000 registered patients by the end of its second year, while treating 350 walk-in patients per week.

The facility is open from 7am until 10pm each day, and has seen an average of 300 walk-in patients per week since it opened, and that this has grown to 500 per week in June and July. Latest figures (July 2010) show there are currently 618 patients registered with Alma Road Primary Care Centre for GP services.

## **Consideration**

NHS Peterborough has assessed the service according to the extent to which it is duplicating similar nearby services, how these services could alternatively be provided and whether the money it costs could be better utilised.

### *Primary care services*

Alma Road is providing primary care to 618 registered patients (July figures). This is problematic for a number of reasons:

- It is below the patient list size of 1500 -2000 that was anticipated for years 1 & 2.
- That such a small list size is not sustainable as a stand-alone primary care entity.
- There is duplication in that there are 11 other GP practices within 1 mile of the centre which are open for new patients (see Annex for list of practices).

### *Primary care walk-in services*

The walk-in element of Alma Road Primary Care Centre is a duplication of the similar nearby, walk-in services offered at the City Care Centre and at other local GP practices.

- The City Care Centre walk in service is also open 7 days a week from 7am – 10pm. It provides a similar service which is nurse-led, but it works closely with on-site GPs during cross over times (evenings and early mornings) with the co-located medical Out of Hours Service. It is 1.1 miles distance from Alma

Road (based on postcodes and the NHS Choices web-site) which is an “as the crow flies” measurement, so actual travelling distance will be longer.

- The nearby 11 GP practices also offer a walk-in service to their patients (as part of their standard contract). Some of these practices also offer extended hours, so further giving choice for patients outside core hours. One practice which is across the road from Alma road is the Millfield Medical Centre. This is a well established practice with a growing and diverse list. They share their building with the Co-op pharmacy which fronts the main road (Lincoln Road). This practice also provides a range of services for the newly arrived population in Peterborough and they have employed additional multi-lingual staff to support this work.

#### *Other factors*

NHS Peterborough has also considered the following:

- That the number of registered patients at Alma Road is relatively low and could easily be accommodated through the 11 close-by GP practices. These other practices (see attachment) already provide services for over 50,000 patients. They all have open lists and collectively they could more than accommodate all the 650 patients currently registered at Alma Road. These practices work from a variety of types of facilities, including new build facilities, refurbished and extended terraced and residential houses. They have the same standard primary care equipment offered at Alma Road, and they offer a full range of primary care services.
- NB One small, single-handed practice (Millfield Surgery) close to Alma Road is due to close at the end of July. The information available to the PCT shows that not many Millfield patients have chosen to register at Alma road. This practice is not included within the list of 11 nearby practices due to its imminent closure.
- The PCT would support the process of enabling patients to choose and then register at the other practices. NHS Peterborough has a well tested process whereby it would contact all the affected registered patients to ensure they were aware of and offered alternatives, and depending on patient choice, NHS Peterborough would support the transfer (e.g. ensuring patient notes were moved). This would therefore be a managed process to ensure minimum inconvenience for patients.
- The City Care based Walk in Centre provides a similar service and it can be backed up by a much larger range of co-located services (on-site diagnostics (x-ray and ultrasound), in-patient beds, regular specialists on site for OP consultations, therapies, on-site pharmacy, minor procedure rooms etc).
- Initial soundings from GP leaders in Peterborough support this proposal based on the fact the current service is not being fully utilised, and clinical services available elsewhere have the capacity to treat those that are using the service. We are planning consultation with the wider group of GPs to ensure they are supportive of our approach.
- All of the practices close to Alma Road are PMS practices which are very difficult to terminate without cause. None of the practices concerned have any performance or contractual issues which would allow the PCT to take such action.

NHS Peterborough is also looking at ways it can improve other elements of the urgent care system. It would like to build up primary care presence in the City Care Centre, and to reconfigure the current walk-in services. It will also be working with GPs to ensure they provide services for patients with urgent care needs

### *Costs*

The Alma Road centre costs the people of Peterborough roughly £1m per annum (staff and rental). If the centre were closed and patients accessed alternative providers, a significant element of this cost could be saved. Although there would be some initial termination costs to close the service, the costs of providing the services from other sites would be considerably less. While it is difficult to determine alternative costs exactly, our best estimate is that we could save 80% of the current running costs. The alternative costs would be less because:

- The patients registering with other GPs would cost less as they would represent marginal additional costs to practices which are already established, and for which the PCT would only pay a small amount to reflect the higher list size of those practices.
- The walk-in service costs would be contained primarily through patients accessing the nearby Walk-in Centre, which is run under a “block contract”, and to a lesser extent through patients visiting local GPs, for which there is effectively no additional charge for this element of service.

The saving of £0.8m per annum (full year effect) would otherwise need to be found through finding savings in other services. To give a sense of the scale of other service costs, this saving would equate to cutting other services by e.g. reducing A&E attendances by 9,000 patients.

## **The Options**

### **Option 1**

To close the services at Alma Rd.

To facilitate patients in choosing to register at one of the nearby GP practices and to support them to ensure they move to their new practices with the minimum of hassle.

To undertake communications through the existing Choose Well and other processes, to ensure that patients are aware of the alternative similar walk-in services at the City Care Centre and GP practices.

### **Option 2**

To retain the existing Alma Road facility and services and to find roughly £0.8m of savings through alternative means.

### **Benefits of Recommendation**

NHS Peterborough has identified Option 1 as its preferred option on the basis that it retains patient choice and access and that it is significantly more efficient for the health care system overall.

It also has the following benefits:

- The rationalisation of the urgent care services will provide straightforward access to the right care in the right location by simplifying the route of access.
- Walk in service provision will no longer be offered in competing locations in Peterborough, avoiding unnecessary duplication.
- Through the continued promotion of other primary care services, there will be good care provision available to all patients – including vulnerable and excluded groups.
- There are real opportunities to educate patients via Choose Well campaign regarding the appropriate use of health services including those currently offered at the Alma road Primary Care Centre.

It would make a significant contribution to NHS Peterborough's financial turnaround plan while making the least difference to the quality and range of urgent care services available to local people.

### **Negatives of Recommendation**

- The disruption of having to register at a new GP practice and to build relationships with a new GP and other practice staff. In particular this will be a second change for the small number of patients who have recently registered at Alma Road following the Millfield Road closure.
- Some patients may find accessing walk in services similar to those offered by Alma Road difficult due to the extra distance to the City Care Centre, although all but one of the practices closest to Alma Road offer extended access.

## **How to have your say**

This public consultation runs until 14th September 2010.

1. Do you agree or disagree that we need to simplify urgent care treatment in the city to ensure you know where to get the right care at the right time?
2. Do you agree or disagree with our recommended option?
3. If you disagree, what other options or proposals would you put forward to achieve the needed improvements?
4. Is there anything else you think we should consider?

There are a number of ways you can contribute, either by:

- Writing to us at:

**Freepost NAT 12255  
Alma Road Consultation  
Peterborough Primary Care Trust  
2<sup>nd</sup> Floor  
Town Hall  
Peterborough  
PE1 1BR**

- Calling us on **01733 758500**
- Emailing us at [involvement@peterboroughpct.nhs.uk](mailto:involvement@peterboroughpct.nhs.uk)
- Attending the public meeting:

**On 12<sup>th</sup> August and in September (date to be confirmed) 2010.**

Once we have received your and other stakeholders' views, we will summarise these as part of the decision-making process. The final decision will take these into account, and we propose that this should be made at our Board meeting on 30th September.

If the Board approves this recommendation, then a change could occur anytime in the following 4 months, only once we were sure we had put in place arrangements to support the smooth transfer of services.

## **Need more information?**

This consultation can be found on our website [www.peterborough.nhs.uk](http://www.peterborough.nhs.uk).

Alternatively you can contact us by phone, letter or email at the addresses given above. We will be visiting organisations and groups during the consultation. If you would like a member of our team to come and talk to your organisation or group, please contact us to arrange an appropriate time.

If you or someone you know needs help with this document in another language or format, please contact us using the details given above.

## **GP Practices within one mile of Alma Road<sup>1</sup> (with open lists for patients to register)**

Millfield Medical Centre, St Martins Street, Peterborough, Cambs PE13BF  
0.06 miles. Opening times: Monday-Thursday 8.45-20.00, Friday 8.45 – 18:30,  
Saturday 9.00-13.00

Minster Medical Practice, Thomas Walker Medical Centre, Princes Street,  
Peterborough, Cambridgeshire PE12QP  
0.26 mile. Opening times: Monday-Friday 8.15-18.00

Huntly Grove Practice Thomas Walker Medical Centre, Princes Street, Peterborough,  
Cambridgeshire PE12QP. 0.26 miles. Opening times: Monday, Wednesday,  
Thursday and Friday 8.30-18.00, Tuesday 8.30-19.40

The Thomas Walker Surgery, The Thomas Walker Medical Centre, Princes Street,  
Peterborough, Cambridgeshire PE12QP. 0.26 miles. Opening times: Monday-  
Thursday 8.30-18.00, Friday 7.00-18.00

94 Burghley Road, 94 Burghley Road, Peterborough, Cambridgeshire, PE12QE  
0.44 miles. Opening times: Monday-Friday 8.00-18:30

Park Medical Centre, 164 Park Road, Peterborough, Cambs PE12UF  
0.45 miles. Opening times: Monday, Friday 8.00-18.30, Tuesday, Wednesday 8.00-  
19.30, Thursday 8.00-21.00

63 Lincoln Road Surgery, 63 Lincoln Road, Peterborough, Cambs PE12SF  
0.62 miles. Opening times: Monday 8.15-12.15/13.00-20.00, Tuesday-Friday 8.15-  
12.15/13.00-18.00

Church Walk Surgery, 14 Church Walk, Peterborough, PE12TP. 0.63 miles. Opening  
times: Monday, Tuesday, Thursday 8.30-18.30, Wednesday, Friday 8.30-13.00

Thistle Moor Road, 6 Thistle Moor Road, Peterborough, Cambridgeshire PE13HP.  
0.71 miles. Opening times – Monday-Wednesday, Friday 9.00-18.30, Thursday 9.00-  
12.00, Saturday 9-11.30m

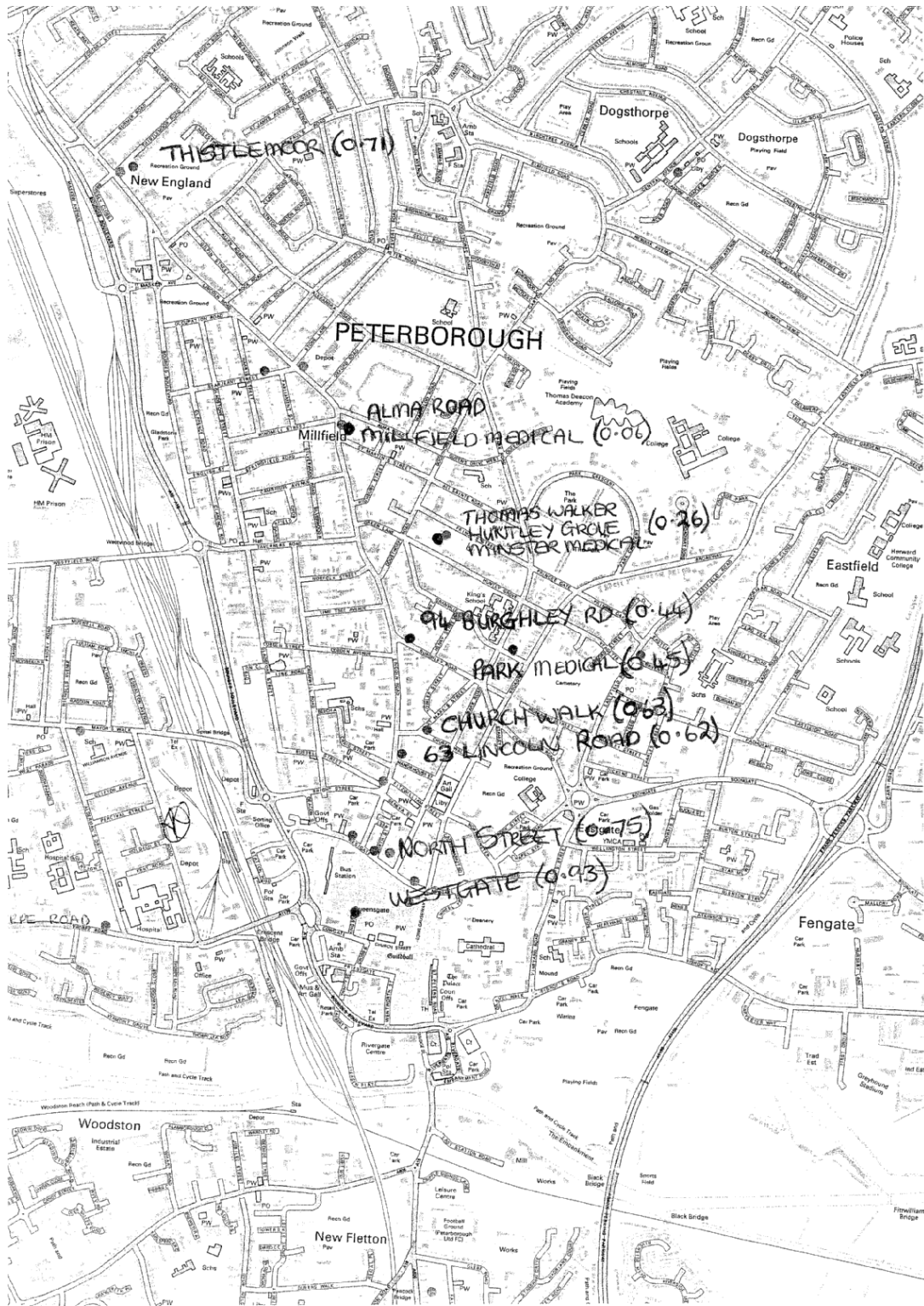
North Street Medical Practice, 1 North Street, Peterborough, Cambs PE12RA  
0.75 miles. Opening times – Monday-Friday 8.15-18.30, Saturday 8.30-12.30

Westgate Surgery, Queensgate Centre, Peterborough, Cambs PE11NW  
0.93 miles. Opening times – Monday-Wednesday, Friday 8.30-18.30, Thursday 8.30-  
19.30, Saturday 8.30-12.00

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<sup>1</sup> Distances from Alma Road taken from NHS Choices website using ‘Google Maps’





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