

Member- GP Provision questions for OSC held on 14 September 2021 at 2pm

**Questions Answered by “Head of Estates” for this premises focus meeting.
Any other service questions / qualifying of answers will be followed up**

Question 1

From - Cllr Clare Apel

How many GPs in the City are part time or are not working as a full - time partner?

Answer

GP practices are made up of many NHS professionals. All practices have partners, but they also have many other health providing colleagues.

The crux of this is really prudent. Do we have enough GP colleagues – and the answer is “yes”, because there are many roles a GP used to do that are now taken up by new specialists.

In Chichester (feedback from the Practice Network Mon 13th Sep) was, in the past year the following new posts have been recruited:

- 4 clinical pharmacists
- 4 pharmacy technicians
- 8 care co-ordinators
- 1.5 Physios
- 4 social prescribers
- 1 paramedic
- 1 physician associate

Summary – we have a good cohort of GP’s. If the number of specific partners is required, I will ask for this specific answer. I hope the above helps a little

Question 2

From - Cllr Martyn Bell

What have the CCG been told/understand is the likely realistic timescale for the new ‘GP Hub’ to be opened in the Southern Gateway Development?

Answer

2025/26 – for a community hub. This is NHS services at scale (linking in with other exit clauses of sites)

Question 3

From - Cllr Martyn Bell

Does the CCG fully understand the geographical location of the Southern Gateway 'GP Hub' and its distance to WHF, Graylingwell etc and the level crossings in between?

Answer

Yes – the central hub allows for short moves of existing services (and some new) into a single central Chichester site.

Question 4

From - Cllr Martyn Bell

Does the CCG want to encourage vehicle traffic across Chichester.? Are they aware WHF is meant to be 'sustainable'?

Answer

WHF site would mean a new build outside of the city. Current GP practices list size are over 11,000 in the city. Housing at WHF is 1,600 (over many years ahead).

Question 5

From - Cllr Sarah Sharp

When the Masterplan for White House Farm was put together, members had the impression that the developer had been working with the CCG and a medical centre was to be included in the initial plans. What has changed that the CCG no longer considers this necessary (apart from Covid)?

Answer

Really great question.

The increased housing at WHF was submitted for planning. The council, from a planning perspective, asked the commissioner what the strategic need could be. The answer was, as an option, for a plot for primary care services at this early stage.

As the housing development neared readiness (circa 2017), the review of options was undertaken. This also opened up questions on "best use of current services in Chichester". Also, the option for a central site (Southern Gateway) came into the review. The council, rightly, needed a decision on health planning.

The outcome was that a community hub was the best way forward, as it would mean less travel for users (instead of potential multiple sites) and working at a single site at scale promotes inter-department care – both specifically and by the ‘nudge effect’.

Community Services have submitted a high level need assessment, and there is a place hold for Primary care.

Question 6

From - Cllr Sarah Sharp

In its Public Health role, West Sussex County Council is championing sustainable and healthy place-making; for example in the recent document “Creating Healthy And Sustainable Places - Framework for West Sussex” (https://www.westsussex.gov.uk/media/15845/creating_healthy_and_sustainable_places_ws.pdf) We need to encourage this. On page 7, the document asks us to build fundamentally healthier and more sustainable places than we have built in the past; including:

- * "The colocation of local services and facilities with walking and cycling routes"
- * "connected neighbourhood and community spaces, education, childcare, public health, health and social care, recreation facilities, daily goods and services; affordable access to healthy food through community shops and allotment schemes"

Given the need to reduce the need to travel and to build healthy communities, would the CCG please comment on this policy and explain what overrides it in this instance?

Answer

I endorse the policy – as it looks at our central site option from all venues (so reducing travel) actually works so well with the strategic aim.

We envisage good city centre travel arrangements to support a central hub and other city centre facilities.

Question 7

From - Cllr Sarah Sharp

Chichester is gaining a large number of new houses not only in the west but also in the east of the city; with new developments going in at Shopwyke, Oving and Westhampnett. There is no dedicated medical facility in the east of the city (Swanfield, Arundel Park, Portfield or St James). Has the CCG considered it would be beneficial to reach out and provide these communities with more locally accessible medical care?

Answer

Tangmere has capacity & was planned for this.

Spoke sites (additional sites) are an issue as require additional back office, premises plant and machinery etc. But – the GP practices will look at options where there is goal congruence. Where service provision can be supported.

Question 8

From - Cllr Sarah Sharp

Residents have experienced a big change in their care due to Covid; with face-to-face appointments becoming a rarity. Does the CCG feel that face-to-face appointments will become a thing of the past?

Answer

Another great question.

In planning for the future at sites (premises), we are looking to enable video consultation, but only as a contribution to services. There will be a need for physical exams and reviews.

Question 9

From - Cllr Sarah Sharp

Would the CCG consider introducing a model where there is a central doctor's surgery that has satellite rooms in community centres used on a part-time basis? In particular, if a different community use is suggested for the community building at White House Farm, would the CCG consider using a room (or rooms) in the Centre for perhaps a couple of days a week in order to provide locally accessible care? And is this a model that could be rolled out to other areas in the District to reduce the current large number of patients who feel it necessary to get into cars for a large number of appointments instead of accessing services on foot or by bike and so encouraging more healthy lifestyles.

Answer

Where feasible & investigations are already in place.

Our GP teams (practices) can do this now.

As for White House Farm – this is one aspect that we remain open to. The GP's have stated that they cannot build a new premises base, but if there are future options to utilise a site, I believe this could well be a benefit for all.

Feasibility is key (as the 'NHS professional' is likely to need to travel too). There could be services that lend to this format.

Question 10

From - Cllr Sarah Sharp

Some residents I have spoken to complain about long waiting times for simple blood tests and the near impossibility of getting an appointment or a tele-consultation. Given the increasing population, do you expect to have sufficient doctors regardless of where the surgeries are actually situated?

Answer

A very good and recognised current issue.

Same medical cohort with covid services needs too (in 4 months the GP teams booked and delivered 56,000 vaccines).

What we are trying and aiming to do is recruit specific professionals to perform the tasks (that may have been part of a GP's remit historically).

I've captured some specific new recruitment info on another question.

Thus, your last point is key. Are there enough doctors now? Possibly yes, as parts of their traditional duties are being replaced with skilled other professionals.

Is there a current issue now – yes. It is not ideal, and we do understand this factor at these very challenging times

Question 11

From - Cllr Tracie Bangert

Access to GP Surgeries. I imagine that many of us have received emails complaining about the difficulties of accessing GPs, which have been becoming more and more difficult since the end of lockdown. I have heard accounts from two of my ward members about being rushed into A&E after trying unsuccessfully to get an appointment with a GP or to see a nurse. From a ward member trying to get an appointment for one of their children:

“We always hear that to avoid the patient waiting for extended periods of time, it is not possible to queue beyond a certain number of callers, so the call is terminated, and you are asked to ring back tomorrow.”

The bigger picture is that planning permission was granted for the White House Farm development six years ago, which was to have a GP surgery on the site. Something similar was supposed to happen at Graylingwell some years before. The number of potential patients in these sites was high enough to justify building

surgeries, but the plan is now to extend existing surgeries in Chichester at Parklands and Langley House. White House Farm alone comprises some 1,600 dwellings. Like many areas, Southbourne is building many more houses, but the current service cannot cope with the number of patients, even before numbers are greatly increased. My call is for the CCG to attend Overview and Scrutiny to explain to us how they intend to manage the growing chasm between the service and the number of patients.

Answer

First of all – I can only apologise for the current situation during the pandemic. Also, for specific experiences.

The second question relates to why a new surgery not built now – which is not a simple answer. As in the presentation, there are many factors. One key one is resources (GP partners to take up a new practice).

New partners are a national issue.

Locally, we are trying to solve this by enhancing sites (expanding). This allows the same number of partners to be held, with a larger clinical team. This means more appointments available.

Any local site re-working and or extending is in progress or is being reviewed by the premises owners.

Question 12

From - Cllr Tracie Bangert

The severity of the Covid-19 epidemic meant that it was necessary to emphasise the seriousness of the situation to the general public, which has led to reluctance to visit GP surgeries or hospitals, out of fear for the pandemic. How do we now move to mitigate this and enable the public to receive regular care and treatment from the NHS?

Answer

A really good point and one that I believe will need everyone to support.

Top down, the government I believe will drive part of this, and there are already many national media campaigns in place.

Locally, I envisage our providers to drive their local solution and local communications. Building on/with patient groups.

This is not an easy answer, and I envisage there will be differing practice answers as well as 'area' ways of working for this

Question 13

From – Cllr Tracie Bangert

The availability of GP appointments has been brought to my attention on a number of occasions, and whereas dentists have been able to continue to provide a full service, the same has not been true of GPs – witness the large number of distressing stories on social media. What can be done to improve this situation?

Answer

[Absolutely recognised.](#)

[Please see the answers to other questions on “new posts” funded by the NHS to enhance GP services capacity.](#)

** please recognise that dentists don't provide covid vaccinations or Hot site additional treatment. They are a separate independent body, and are commissioned by NHSE, not the West Sussex CCG.

Question 14

From - Chair of Parklands Residents Association

Will the £1.7M of CIL money formerly allocated to build the health centre at White House Farm, be made available to deliver local West of Chichester healthcare provision? If so, would this provision occur and what are the specific and identified risks of the proposed identified options?

Answer

[The CCG re-submitted and noted Southern Gateway option and the existing 2 practice extensions as the outcome of need. These are part of current CIL](#)

Question 15

From - Chichester City Council

The City Council is very concerned over possible non- provision of the approved medical centre for White House Farm. We understand the NHS hope to save costs by expanding existing medical centres in West Street and Cawley Road, both of which have little room to accommodate additional patients and are very limited on parking, particularly Cawley Road where even existing patients struggle to park. Southbourne surgery likewise appears to be operating well beyond its full capacity with parking issues at busy times (pre covid) and a telephone queuing system which often cuts off patients' calls because the maximum of 10 calls waiting has been reached. None of these three surgeries can be expected to accommodate hundreds more patients from the development at White House Farm.

There is no reasonable prospect of a medical centre being provided through the Southern Gateway development at any time in the near future as the project is not currently progressing and is not at a suitably advanced stage. It is also the opposite side of the City for White House Farm residents, increasing traffic through the centre or on the A27, neither of which are a good prospect even with existing traffic levels.

Could you please note the City Council's concerns? Can the approved medical centre be retained for this purpose? What are the options and timescales involved please?

Answer

Strategically, the preferred option is Southern Gateway.

The reasons for this site selection are in the Strategic Estate report.

In summary – WHF was an option for the NHS to take up.

The preferred option is a larger scale bringing together of services into a central city centre hub (that does include other current services locating from city sites into a new modern premises)

Question 16

From – Cllr G Barrett

What the acceptable number of patients per GP FTE, which I understand is 2000, and what is the figure for the practices across the District. From this the question is 'can the practices support the current level and potential increase in patient numbers through the additional housing'?

Answer

Yes – with new specialism (see new posts recruited) and the strategic plan of new sites.

Part of this solution is the ability for the GP partners to own sites or sign up to new leases. The current plan:

- New Community Hub
- Extend Southbourne and Langley
- Take up any other options where feasible

Enabling services is the roll out of new posts too – and the GP's looking at how they recruit too (local ways of working)

Population growth does have challenges on public services.