

Have your say on the future of Aston Healthcare GP practices

Aston Healthcare provides primary care medical services to over 24,000 patients across Huyton, Kirkby, Halewood, Whiston in Knowsley, and Liverpool. The services are provided from six separate Aston Healthcare locations. These locations are:

<i>Main surgery:</i>
Located within Manor Farm Primary Care Resource Centre (MFPCRC) Manor Farm Road, Huyton, L36 0UB
<i>Five branch surgeries:</i>
Camberley Medical Centre Camberley Drive, Halewood, Liverpool L25 9PS
Gresford Medical Centre Pilch Lane, Liverpool, L14 0JE
Knowsley Medical Centre Frederick Lunt Avenue, Knowsley, L34 0HF
Leathers Lane Surgery Halewood Resource Centre, Roseheath Drive, Halewood, Liverpool, L26 9UH
Whiston Primary Care Resource Centre Old Colliery Road, Liverpool, L35 3SX

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Context

We have been managing your primary care service for just under two years and we continue to review and improve patient experience, safety, and the quality of services you receive. To achieve this, we regularly engage with our staff and practice patient participation groups in suggesting ideas and solutions to practice issues. When the new team took over, all Aston branch practices and the main surgery were experiencing a range of particularly challenging issues. A major issue was safety and standards of care being provided. As part of a solution, we introduced a clinical triage team and put in robust systems and standard operating procedures. The updated systems ensure we provide an excellent quality system and process including medicines management (e.g. ordering and issuing prescriptions). Having a standard operating system affords our patients to have access to other Aston practices see a GP and a wider range of qualified healthcare professionals.

The outcome of those changes has resulted the CQC practice rating change. When we took over the management of the practices Aston Healthcare practices was rated as 'Needing Improvement.' In October 2021 a further CQC inspection took place, and as a result of making changes in service delivery, the CQC has now rated all Aston Healthcare practices as 'Good'. In addition,

Knowsley Healthwatch most recent monitoring report (October 2020–March 2021) has rated Aston Healthcare as 4.4 out of 5 stars which classed as 'Good/Excellent'.

All of Aston practices are situated in areas of multiple deprivation and as a result, patients experience poorer health, have higher proportions of people with long term health conditions, complex healthcare needs, and many of our patients are elderly and remain clinically vulnerable people.

As is the case for all GP practices, the pandemic has posed significant challenges. This continues to be a challenge in regard to delivering general practice alongside supporting the public health of communities through providing Covid 19 vaccinations. To manage demand for primary care, we limited face to face appointments and replaced this with online or telephone consultations. We also needed to reduce hours in branch practices and consolidated those hours in neighbouring Aston practices to assure all patients could have access to a nearby Aston practice to speak to a doctor, practice nurse, social prescriber, or pharmacist.

To date, this has worked well in supporting patients and we aim to continue making improvements in the quality, safety and delivery of your primary care which is sustainable in the future.

Challenges ahead

It is widely recognised that NHS funding is stretched and have been informed by Knowsley Clinical Commissioning Group (CCG) that in the coming months the CCG will be significantly reducing funding to several Knowsley GP practices, and this includes all of Aston Healthcare's practices. The funding reduction will significantly impact on our range of services and staff. Therefore, in response we are addressing this proactively and we want your involvement in shaping potential solutions as part of preparing for this financial reduction. We need to make some decisions to address the challenge of delivering a wide range services across six locations. To review both issues will enable us to ensure we make the best possible use of the clinical teams who provide your healthcare as well as the estate/buildings those services are provided from.

Overall, we want to ensure the sustainability of Aston Healthcare practices now and in the future. We will undertake the following activities to inform and support our decision making:

- engage all Aston Healthcare staff to hear their views in response to potential solutions;
- review all Aston Healthcare practices service delivery;
- review attendance and patient need in practices and the use of Out of Hours services;
- consider the feedback from Aston Healthcare patients, staff and the public;
- make the best use of the existing buildings and facilities that are provided across Knowsley.

Potential Solutions

To continue to provide Aston Healthcare at all existing practice sites, and ensure they remain safe and sustainable services, we will need to make some changes and ensure our potential solutions meet the demand for services and will support our staff teams to deliver flexible services. Secondly, and importantly, ensure all Aston Healthcare patients have access to clinical services five days a week.

To achieve this, we have considered the scenarios detailed below and we want to listen to the views and suggestions of our patients, staff and the public. No decisions have been made and your views, priorities and suggestions will inform our decision making. The proposed solution would be presented to Knowsley CCG who have the final say on what services can be provided by Aston Healthcare.

We want to hear your views on:

- Manor Farm Primary Care Resource Centre, Whiston Primary Care Resource Centre, and Leathers Lane, Halewood, continue to provide the same range of services that are currently available. The three practices offer reception services, telephone and clinical services, GP, advanced nurse practitioner, practice nurses, pharmacy, and administration teams. All three practices will continue be open Monday to Friday 8am and 6:30pm.
- Knowsley Medical Centre, Gresford Medical Centre, and Camberley Drive Medical Centre to provide a full range of services, clinical and administration services provided over fewer days.

This would mean opening a maximum of two days a week at all three practices. However, patients can attend Manor Farm, Whiston or Leathers Lane Aston practices to see a GP, nurse etc. Making an appointment can be at the practice when open or via the telephone which will be answered each day. Ordering prescriptions can be via the telephone or by posting a note into a dedicated external post box at the practice.

We would use a dedicated admin team to work across Gresford and Knowsley and another dedicated admin team to work across Leathers Lane and Camberley Drive practices. This will consolidate the workforce and offer a flexible model that meets demand.

How will this work for the branch practices?

Gresford and Knowsley practices

- Gresford Medical Centre open on a Monday and Friday.
- Knowsley Medical Centre open on a Tuesday and Thursday.
- On Wednesdays when there is no activity in Gresford or Knowsley, those registered patients can access Manor Farm, Whiston, Leathers Lane or Camberley Drive practices.
- Patients will also still have a facility to drop written prescriptions off (which we could confirm procedure). Prescriptions can be ordered by NHS App where possible and we will promote this. In addition, prescriptions could be ordered over the telephone on dedicated times where demand is lower in the day, e.g. 12:30–2:30pm only.

Camberley Drive practice































- Camberley Drive would be open on two afternoons per week. Where demand is lower on a Wednesday and Thursday, clinical teams can triage in morning from Leathers Lane and then see patients in afternoon in Camberley Drive.
- The admin team working at Gresford when Knowsley is closed, would still answer telephone calls from Knowsley patients.

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What services can I access if my practice is closed?

Patients will still be able to access clinical services from *all* other Aston sites on any day of the week (if those locations are open). The location and bus route/car journey are at the end of this document.

What would a week look like if this implemented?

	Monday	Tuesday	Wednesday	Thursday	Friday
Manor	8am–6:30pm   				
Gresford	8am–6:30pm   	Closed 			8am–6:30pm   
Whiston	8am–6:30pm   				
Knowsley	Closed 	8am–6:30pm   	Closed 	8am–6:30pm   	Closed 
Camberley	Closed 		2:30pm–6:30pm   		Closed 
Leathers	8am–6:30pm   				
Number of sites open	4	4	4	5	4



= Clinical



= Reception



= Telephone

How to get involved and have your say...



Complete an online survey



Register to join a discussion group



Book an individual telephone interview call

You can get involved online, by phone, or written survey responses. We recognise that many patients as well as completing the survey, would also want to share their views in person. Under normal circumstances we would meet patients at an open public meeting. However due to the ongoing pandemic situation, we cannot bring large numbers of patients together, as many of our patients are clinically vulnerable. In addition, NHS England have informed all NHS providers that patients must continue to wear masks and that all NHS services must continue to operate social distancing. To enable as many people as possible to share their views, we will be holding online discussion meetings for two days for each practice. Each practice will have 6 discussion sessions which will be available in the morning, afternoon, and early evening. We are providing varied times to attend the discussion group to support patients who are working, and/or patients with caring responsibilities to participate and share their views. The dates and times below.

You may only register for your own practice discussion group, if there are more people in your household who are also registered with the practice they are welcome to register with you. If another member of your household wishes to register, it would be helpful to tell us their name please so we can manage numbers on each call.

We recognise that some of our patients will not feel comfortable or indeed have access to the internet to participate in a discussion group, therefore we are also offering a limited number of telephone interviews for those individuals, which can be requested via the dedicated phonenumber detailed below.

In addition to patient engagement, we plan to set up meetings with Aston Healthcare practice patient participation groups, Knowsley Healthwatch and well as local community organisations and social prescribing community teams.

Survey timetable

The online survey is open from 7 March until 15 April 2022. Please click the link to access the patient and public survey:

<https://www.surveymonkey.com/r/Astonpatientpublic>

Alternatively scan the QR code below on your phone to access the survey.



Dates for discussion group meetings

Group discussion sessions will take place in March 2022 and last no more than one hour – taking place at these times on each day:

11am–12 noon
3:30–4:30pm
6.30–7:30pm

Place	March 2022
Camberley Medical Centre	11 and 14
Gresford Medical Centre	15 and 16
Knowsley Medical Centre	17 and 18
Halewood Resource Centre	21 and 22
Whiston Primary Resource Centre	23 and 24
Manor Farm Primary Care Resource Centre	29 and 30

How to contact us

To ensure we do not clog up practice phonelines, we are allocating a dedicated phone number which all Aston patients will need to use. Please do not contact your surgery directly they will not be able to register you or answer questions.

You/your household can inform us if you want to participate in a discussion group, need access to alternative languages or formats, (e.g. BSL, braille) or want a telephone interview or require a paper copy of the survey, please telephone:

0151 244 4578

The phoneline is an answerphone and will not be answered by staff. Please leave your details on the answerphone and each day our administrators will check and log your request.

When calling please tell us the following information:

- If you want a paper copy of the survey please tell us your home address. You can return your completed survey to your practice.
- If you want to join a discussion group, tell us which practice you are registered with and what time slot you wish to join.
- Your contact details (email address and/or phone number).

We will contact you the week commencing 7 March and confirm your attendance at your selected discussion group.

Keeping you informed

As explained, no decisions have been made yet. However, we want to keep you engaged and informed at each stage and the final decision will be made by Knowsley Clinical Commissioning Group. Aston Healthcare will publicise the outcome and share via Aston Healthcare websites and a written practice update will also be circulated to patients. In addition, we will ask our stakeholder partners in the community sector and Knowsley CCG to upload this onto their organisations website.

Aston Healthcare locations and alternative access details

Camberley Drive



Leather Lane Surgery (alternative access)

The Halewood Centre
Roseheath Drive
Halewood L26 9UH

Gresford Medical Centre



Manor Farm Primary Care Resource Centre

(alternative access)
Manor Farm Road
Huyton L36 0UB

Knowsley Village



Manor Farm Primary Care Resource Centre

(alternative access)
Manor Farm Road
Huyton L36 0UB

Opening Times	Monday–Friday 8am–6.30pm
Distance (miles)	1.7
 (minutes)	6
 (minutes)	9 Route 75, every 10 minutes

Opening Times	Monday–Friday 8am–6.30pm
Distance (miles)	2.2
 (minutes)	7
 (minutes)	23 Routes 15 and 7

Opening Times	Monday–Friday 8am–6.30pm
Distance (miles)	4
 (minutes)	14
 (minutes)	40 Routes 227 and 7