

Consultation

Proposed merger of Field Road Health Centre with Earlston Medical Centre

What is this document about?

NHS Wirral Clinical Commissioning Group (CCG) is responsible for the planning and commissioning of the majority of health services in Wirral including Primary Care (GP services).

The CCG has received an application from the GP partnership that runs Field Road Health Centre in Wallasey to permanently close the centre and merge with Earlston Medical Centre.

The CCG is obliged to consult both patients at the practice and the wider public to gain views on the proposal before making a final decision.

Background

Field Road Health Centre is part of a group of GP Practices called Miriam Primary Care Group which includes the following:

Miriam Medical Centre, Birkenhead Medical Building – Laird St, Birkenhead
Earlston Medical Centre, Earlston Road, Wallasey
Field Road Health Centre, Field Road, Wallasey

Field Road has 3439 patients registered at the practice. Over time it has become increasingly difficult to sustain the required staffing levels at the practice. The added impact of the Coronavirus pandemic has meant that the direct patient access has been suspended since April 2020. Patients from the practice have been able to use any of the alternative practices with the majority of patients being cared for at Earlston Medical Centre which is in close proximity to Field Road (0.3 miles).

Facilities at Earlston Medical Centre have been improved with two additional consulting rooms. Miriam Primary Care Group has also developed common systems to provide flexibility to patients such as appointment booking across all practices within the group.

What is being proposed?

Miriam Primary Care Group is proposing to permanently merge the current practice from Field Road Health Centre with Earlston Medical Centre. GP services from Field Road Health Centre have been closed to direct patient access since March 2020. The merger would result in the majority of patients being transferred to Earlston Medical Centre, although patients currently registered at Field Road would have the choice of seeing clinicians at any of the premises within Miriam Primary Care Group. Patients will have the right and choice to re-register with any practice they prefer.

If approved, the merger would take place in the spring of 2021 and Field Road Health Centre would close permanently.

This consultation is seeking views of this proposal before the CCG make a decision on the application in January 2021.

What engagement with patients has taken place so far?

Miriam Primary Care Group has regularly communicated with patients registered at Field Road Health Centre since the suspension of services in April 2020. This has included direct patient messages relating to how to access primary care services at other practices and offering a choice of alternative options. The majority of patients from Field Road Health Centre have been using services at Earlston Medical Centre and also Miriam Medical Centre.

Patients have also had the opportunity to share experiences via a patient survey undertaken by Miriam Primary Care Group. The survey had responses from 440 people and key findings are:

- Satisfied with service at Earlston MC - 86%
- Satisfied with service at Miriam MC - 95%
- Will continue to use Earlston / Miriam - 96%

Briefings have also taken place with the Patient Participation Group (PPG) of Miriam Primary Care Group including representatives from Field Road Health Centre.

Miriam PPG supported the proposed permanent move of services from Field Road Health Centre to Earlston Medical Centre. The feedback included the following:

- No complaints
- Happy with the contact with range of clinicians
- Feedback from friends and family was positive
- Concern expressed regarding telephone system but it was noted a new system is being installed with unlimited lines.
- The group were delighted with the service and positive.

How will the consultation work?

NHS Wirral CCG is responsible for commissioning primary care services in Wirral and is obliged to consult with current patients and wider stakeholders on any proposal to permanently change services.

The CCG will be building on the engagement work already undertaken by Miriam Primary Care Group by asking for views on making the current arrangement permanent.

A questionnaire will ask people for their views and we will be holding two meetings to provide more details and provide a forum for patients and the public to ask questions.

How will a decision be made?

The consultation will run from 8 December 2020 to 6 January 2021, and following this a report will include views gathered during the consultation as well as those gathered prior to the consultation.

The Primary Care Committee will consider the proposal and feedback gathered before reaching a decision. Papers relating to the proposal and consultation will be available to the public via the CCG website.

Proposed consultation questions:

Are you currently registered at Field Road Health Centre?

Yes

No

Have you used any services provided at Earlston Medical Centre or Miriam Medical Centre since April 2020?

Yes

No

Please comment on any service you have used at Earlston Medical Centre

	Excellent	Good	Average	Poor
Appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment on any service you have used at Miriam Medical Centre

	Excellent	Good	Average	Poor
Appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GP Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joint Injection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Injury & Illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you support the proposal to permanently merge Field Road Health Centre with Earlston Medical Centre?

Yes

No

(Please tell us why)

Do you have any further comments about the proposal?

(Please share your comments here)