

FRESHFIELD SURGERY LISTENING EVENTS QUESTIONS

Questions Asked During Sessions

1. What were the previous patient numbers between 2013-2017? When did they begin falling?

The Freshfield Surgery patient list size has decline since 2014 as demonstrated in the table below.

Practice	April 14	April 15	April 16	January 17
Freshfield Surgery	3039	2953	2694	2654

2. What makes a GP service viable?

GP practices are independent business contracted to the NHS to provide primary medical services. Like any business, long term viability depends upon practice income and outgoings and these vary from one practice to another. If the outgoings are less than the income and a surplus can be generated, then it is likely the business will be financially viable. Conversely, if the outgoings are greater than the income then the business is not solvent and is unlikely to survive in the medium to long term.

3. What are the list sizes at the other Formby/Crosby surgeries? And which are closed?

Name	Address	List Size
Thornton Surgery	Bretlands Road, Thornton, L23 1TQ	2634
Crosby Village Surgery	3 Little Crosby Road, Crosby, L23 2TE	2989
Crossways	168 Liverpool Road, Crosby, L23 0QW	2653
Dr Misra and Bird	133 Liverpool Road, Crosby, L23 5TE	5320
The Hollies	10 Elbow Lane, Liverpool, L37 4AF	4928
Chapel Lane Surgery	13 Chapel Lane, Liverpool, L37 4DL	8071
The Village Surgery	12 Elbow Lane, L37 4AW	9851
Blundell Sands Surgery	1 Warren Road, Liverpool, L23 6TZ	10315

Thornton Surgery, Crosby Village Surgery and Crossways have merged under a single provider with a combined list size of 8276.

Blundell Sands Surgery in Crosby has a closed list

4. Are the Freshfield Surgery premises suitable?

The premises at this moment in time can be described as adequate. However there is little room to expand and remedial work will be required to ensure the premises are suitable for future use.

5. How are the patients who are unable to attend the listening events having their views captured?

We appreciate that not all patients were able to attend the listening events and we provided a number of other options for patients to register their views. All information packs which were given to patients who attended any of the listening events were placed in Freshfield Surgery. An email address (freshfieldpractice@h2a.global) was established for patients to email their views, alongside a twitter handle (@FreshfieldGP1). In addition, a Freephone telephone number was established (0800 044 8169) should patients not have access to a computer or internet. Please note that the Listening Exercise closed on Friday May 12th, 2017.

6. Why can't the funding be maintained?

NHS England (Cheshire and Merseyside) are currently subsidising Freshfield Surgery significantly above the standard General Medical Service (GMS) rates. This is not sustainable long-term. We must ensure that there is equity of service across the whole area in the future and therefore cannot be subsidising a single provider more than another.

7. What is the maximum distance patients can be expected to travel?

There is no maximum distance patients can be expected to travel to see a GP. However GP practices set practice boundaries based up on what the practice considers to be reasonable. If a patient lives within a boundary, and the practice list is open, they can register at the practice. GPs are obliged to provide primary medical services to their registered patients. This includes home visits.

8. Can patients be transferred from other practices in Formby to make Freshfield viable?

All patients have a choice of which GP surgery they wish to be registered with and for this reason NHS England (Cheshire and Merseyside) cannot choose to move them from their registered practice without their consent.

9. Why can't Chapel Lane continue providing services at Freshfield Surgery?

Chapel Lane Surgery were awarded the interim contract at Freshfield Surgery in March 2016, which has been extended until December 31, 2017. NHS England (Cheshire and Merseyside) cannot simply give the contract for Freshfield Surgery to Chapel Lane, as this would be 'gifting' the surgery without giving any other provider the chance to bid. In addition, Chapel Lane have indicated that they would not be happy to continue to run Freshfield surgery under the standard GMS rates without additional subsidy.

10. How did SSP get the contract?

An open procurement process was undertaken as required by law. SSP bid during the exercise to run Freshfield Surgery and were appointed in March 2013. They were appointed by Sefton Primary Care Trust (PCT). This organisation is no longer in operation.

11. What is the cost for the listening exercise i.e hire of venues, transport survey, premises survey, and mailshot?

The venue cost was £612 in total. The other requested costs are still to be confirmed.

12. What budget is currently being used to subsidise the practice?

NHS England (Cheshire and Merseyside) are currently using funding which is underspent from another primary care budget. In the future, this budget will be fully utilised and will not be available to continue to subsidise Freshfield Surgery.

13. How many more patients would make the practice viable?

There are not a finite number of patients which would make Freshfield Surgery viable, that is dependent on what a provider deems to be sustainable. However, the average practice size nationally is 7,500 patients and recent procurement exercises in the Sefton area of a practice with 4,000 registered patients was unable to find a suitable, quality provider.

14. Can we use funding from the GP Forward View to help subsidise the practice until the list size grows?

The GP forward View funding is available to all GP practices based up on criteria set at a national level. This funding is not intended to be used to subsidise small practices.

15. Do practices get more money for elderly patients?

Yes. The standard payment per patient is determined by the Department of Health. This is adjusted depending upon a complex formula known as the Car-Hill formula. Under this arrangement payments for elderly patients are higher than the standard fee.

16. What is the average waiting time nationally to see a GP?

We have not yet been able to obtain this information.

17. How will practices increase their capacity if we are allocated there?

NHS England (Cheshire and Merseyside) and NHS Southport and Formby Clinical Commissioning Group (CCG), are currently working with the surgeries in Formby and Crosby to understand their capacity and how they are managing that capacity. The funding of £85 per patient follows the patient, and should a practice have an increase in their patient list size, they will also have an increase in funding. This increase in funding would allow the practice to establish various methods in order to manage this increase in capacity, such as hiring additional staff. If patients were to be transferred due to Freshfield Surgery closing, NHS England and Southport and Formby CCG would work with the practices to ensure that they have a well-established plan on how they will increase their capacity before any patient is allocated to their surgery.

18. How many practices nationally have similar or smaller list sizes to Freshfield and remain open?

Whilst list size is important in determining whether a GP Practice remains open, it is one of many factors. These include, but are not limited to, staffing costs, services charges for the practice building, waste removal, insurances, regulatory registrations, software licences, computer hardware costs, telephone system costs, cleaning, stationery, length of contract etc. All of these will influence the viability of a practice. National figures show there are 409 practices smaller than Freshfield in England. However it is not possible to show how many of them are standalone practices – often they may be part of larger practices, providing specialist services to certain groups of patients under a separate contract.