

Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group



## **HEALTH OVERVIEW AND SCRUTINY COMMITTEE – 2 MARCH 2022**

### **REPORT OF LEICESTER, LEICESTERSHIRE AND RUTLAND CLINICAL COMMISSIONING GROUPS**

### **LUBBESTHORPE AND FOREST HOUSE MEDICAL CENTRE DEVELOPMENT**

#### **Purpose of report**

1. The purpose of this report is to enable the Clinical Commissioning Groups (CCG) to respond to a petition received by the Health Overview and Scrutiny Committee at its meeting on 19 January 2022 which raised concerns regarding the Lubbesthorpe and Forest House Medical Centre Development.
2. The petition was presented by Mrs. A. J. Hack CC (Leicestershire County Council) and Cllr. Bob Waterton (Braunstone Town Council). The terms of the petition were:

“We, the undersigned, are opposed to the Forest House Medical Centre’s proposal to close its Park Drive surgery. This proposed closure will severely disadvantage many of its patients. These proposals are causing worry and distress in the community.

We, therefore, call on the local East Leicestershire Clinical Commissioning Group in consultation with the Local Primary Care Network, and the Leicestershire County Council Health Scrutiny Board to reconsider the proposal and work to achieve a satisfactory solution for patients.”

3. At the time of submission to the Committee the Petition had 1,284 signatures.

#### **Background**

4. Forest House Medical Centre has seen its patient list size increase from 13,830 in 2016 to 15,396 in October 2021. This is due to the impact of the initial phase of the Lubbesthorpe housing development.

5. The practice has seen a trend rising yearly as the Lubbethorpe population increases - the remaining 3,850 homes are being developed and will be occupied through to 2034. This will be an additional 9,240 residents who will need to register with a GP.
6. Therefore, additional space over and above what is currently available at the extended Warren Lane and Park Drive is crucial so that the Practice can sustain and develop service delivery to cope with the additional population growth.
7. In March 2020 as a direct result of the COVID-19 pandemic, Forest House Medical Centre at 2A Park Drive was temporarily closed because it was no longer viable to provide safe care from the building. This was due to lack of space to accommodate social distancing and therefore, the potential risk of coronavirus infection. As a result, all services were moved to Warren Lane Surgery in Leicester Forest East 1.5 miles away. To date minimal services are operating from the Park Drive site.
8. A paper was presented to the CCGs Governing Body in June 2020 which set out the business case in response to the growth of the Lubbethorpe development and the practice plans on their delivery of the primary care provision in Leicester Forest East. The proposal was supported by the East Leicestershire & Rutland CCG (ELRCCG) on the basis that this offered existing patients continuity of services and a plan in place to accommodate the population growth. This approved proposal included the plans to consolidate service delivery across two sites (Warren Lane and new Lubbethorpe) and cease operations at Park Drive.
9. The Practice proposed to relocate to the upcoming new larger health centre premises that was being built on the New Lubbethorpe housing development approx. 1.5 miles away from 2a Park Drive whilst retaining Warren Lane which has also been extended through S106 contributions and is complete. This provides the additional capacity and space to manage the population growth and consolidate access for the current list size.
10. The relocation in mid-2023 will fully support the increase in the patient population from the housing development who are registering as the New Lubbethorpe falls within the practice boundary area.

### **Engagement and Consultation Opportunities**

11. To ensure that the patient voice has been part of developing the proposals for the practice, both engagement and formal public consultation has been undertaken. An engagement to understand people's experiences of health services at Forest House and what matters most to people about the care and services received was undertaken between 25 May 2021 and 25 June 2021.

12. Following this a formal 30-day public consultation on proposals to relocate the services from Forest House Medical Centre to a new and larger health premises built on the New Lubbesthorpe Housing development was undertaken. This is approximately 1.5 miles away from 2a Park Drive (subject to planning permission). The consultation period ran between 11 August 2021 and 12 September 2021 (1 month).

### **Engagement Activities – May 2021 – June 2021**

13. Forest House Medical Centre and Warren Lane Surgery, asked patients for their feedback from patients on a number of areas of patient care including access, service provision and facilities between the 25th May 2021 – 25th June 2021.
14. The practice reached out to their practice population to inform them of the engagement using a range of activities. These included:
- The Practice used both the online software ‘Survey Monkey’ and hard copies of the survey posted to patients registered address to gain responses, with easy read, large print and translations available on request;
  - Posted letters out to all households of registered patients;
  - Communication with many stakeholders;
  - Utilisation of social media, including Practice Facebook, Twitter and Instagram;
  - 2 online virtual public events attended by 20 people, for all communities/ organisations including Patient Participation Groups, which was attended by the PPG Chair and Vice Chair who is also the Chair of the LFE Parish Church Council;
  - Briefing and/or letter to all MPs and councillors.
  - Dissemination of consultation proposal via Blaby District Council to their Health Partnership Committee;
  - Promotion of consultation proposals through the Blaby District Council general newsletter;
  - 11,000 text messages sent to patients linking to consultation proposals and promoting how people can get involved.

### **Consultation Activities – August 2021 – September 2021**

15. The practice ran a 30-day formal consultation with patients and stakeholders between 11<sup>th</sup> August 2021 and 12<sup>th</sup> September 2021 – the CCG provided support to this process.
16. The purpose was to consult with patients and local stakeholders on the plans to relocate.

17. This was undertaken using a variety of methods to communicate key messages to patients and stakeholders including the following (taking into account conducting a patient consultation in a pandemic):
- Consultation letters were sent to households of registered patients and stakeholders.
  - FAQs were prepared covering most common questions.
  - Details were published on the practice website, Facebook and within the surgery.
  - Registered patients were invited to complete a survey made available online and by hard copy posted out to patients that did not have a mobile number. Patients could also email, telephone, or speak to staff in person.
  - The Practice held a virtual open day on 26<sup>th</sup> August 2021.
  - Posters were displayed in the practice waiting area at both 2a Park Drive and Warren Lane sites.
  - Briefing and/or letter distributed to all MPs and councillors providing
  - information about the proposals.
  - A meeting with the Patient Participation Group (PPG) was held on 20<sup>th</sup> August 2021.
  - 26 August 2021, 6pm online virtual open day attended by 15 people.

### **Key findings from the Consultation and Mitigations**

18. The below provides a summary of the key findings from the consultation:
- A total of 1288 online responses were received representing 8.5% of the total practice list. Most practice consultations would expect a response rate of 2-3%. This is positive given traditional consultation methods were not permissible due to COVID restrictions.
  - 48% of respondents supported the practice relocation from 2A Park Drive to the new Lubbethorpe Health Centre, 35% were not supportive and 16% were unsure.
  - 48% raised concerns regarding the distance from 2A Park Drive to the proposed relocation. The recent engagement survey from 25<sup>th</sup> May 21 to 24<sup>th</sup> June 21 the practice asked patients how they currently access services at Warren Lane Surgery? The results showed 64% by car, 1.68% by Taxi, 30.6% Walked, 0.5% by bike, 1.3% by Bus and 1.8% other.
  - The survey also provided an opportunity for patients to indicate what facilities they would like to see at the proposed new surgery. 26% suggested availability of additional clinics.
19. Due to the Covid-19 pandemic the way that the usual engagement would take place was not possible. With limited numbers of patients attending the practice there was not the opportunity to engage with patients face to face as normally would be the case. For example, patients were not using the waiting areas where normal engagement opportunities would present e.g., Physical

questionnaires, posters, electronic message screens due to Infection Prevention & Control measures that the practices had in place.

20. Table 1 below lists the key issues raised during the consultation and how these could be mitigated where possible.

Table 1

Issue	Mitigation
Distance from current location to proposed new site – patients	<p>The current bus route runs from outside the current location – however, the nearest bus stop to the new location would require patients to walk for 20 minutes to the new location. The practice acknowledges that this is not ideal and have contacted Leicestershire County Council Roads and Travel department highlighting need for improved bus services in the area to accommodate the additional growth planned in the area over the next few years.</p> <p>Leicestershire County Council have indicated that a Bus Route can be supported <i>if</i> there is guaranteed ‘footfall’. Progress is ongoing and will be featured as part of the relocation steering group. Leicestershire County Council are a member of the relocation steering group who oversee the key issues for patients leading up to the relocation in 2023.</p>
Parking	<p>At the virtual consultation session held on 26<sup>th</sup> August, the developers of the proposed new site confirmed there would be adequate parking available for patients. The health centre will share parking facilities with some small local shops, but the plan is that there will be around 70 car parking spaces accessible by users of the local centre. Seven spaces will be for accessible vehicles and some of them will be electric charging points.</p>
Impact on quality of patient services due to an increase in number of patient registrations	<p>The practice has seen an increase in patient registrations because of new developments in the area and are continually adapting and improving ways of working to meet patient demand. Changes have been made to the appointments system to improve patient access. This will be kept under review on an ongoing basis.</p>

21. The Patient Participation Group (PPG) was fully involved and had indicated their support for the relocation.
22. The Councillor covering the Braunstone Division formally raised concerns. These are detailed in **Appendix 1** together with the joint response from both the practice and the LLR CCG that was reported to the PCCC.
23. As part of the report to the PCCC relevant documents were appended to support the recommendation. This included an assessment of the impact on equality groups which is included in **Appendix 2**. This reviews the key population groups linked to the Equality Act. For the 11 groups analysed the impact of the relocation is summarised in the following as to whether there is a positive, negative or no impact (please note that each group can have more than one of the areas below identified).

Positive	Negative	No impact
8	5	3

24. Overall, for the groups identified through the consultation, it was identified that there is a positive response to the relocation. For the areas where there are a perceived negative impact, mitigations and actions have been identified and these will be monitored with the practice to ensure they are reviewed and where possible taken forward. The full PCCC report is available in the November 2021 papers on the ELR CCG Website.

### **Summary**

25. The LLR CCGs have approved (November 2021) a proposal made by Forest House Medical Centre, to relocate to modern, fit for purpose premises on the new Lubbethorpe development. The move is expected to benefit local patients by providing a full range of primary and community healthcare services from a purpose-built building, designed with patients in mind. The branch site at Warren Lane halfway between the 2 sites will still be fully operational alleviating concerns over distance and proximity.
26. The new site will also have the capacity to accommodate residents of the new housing development being built in the area, bringing healthcare closer to home to approximately 25,000 people by 2024.
27. The relocation of the 2a Park Drive site to the new Lubbethorpe medical centre is supporting the NHS policy of transitioning from dated, constrained buildings to modern, fit-for-purpose healthcare facilities. This facility will provide additional capacity for primary and community healthcare to deliver out-of-hospital services at the PCN level; supports the policy ambitions of the NHS Long Term Plan; is adaptable and so supports transformation and evolution over time; enables partnership working across organisation; supports clinical and admin staff recruitment and retention through improved working conditions and environment; meets all the current design and construction standards. 2a Park Drive does not support these ambitions (reinforced by the recent Primary Care Estates Strategy Review) and any investment would be limited due to its constraints and will not result in the long terms benefits for the patients of this practice.

### **Next Steps**

28. The practice will now need to focus on the themes that have emerged during their public consultation from patient and wider public feedback, giving due regard to any concerns or opportunities presented. The local transport links remains the key issue and will be the focus of the relocation steering group which includes representatives from the Local Authority Transport Planning Team.
29. The CCGs will continue to work closely with the practice to progress plans for relocation by mid-2023. To date (February 2022) the practice has been contacted by 34 volunteers to join the practice 'relocation steering group'.
30. The first meeting of the steering group is on Thursday 24<sup>th</sup> February 2022. Local councillors covering the practice's catchment area are welcome to join the group should they wish.

### **Appendices**

- Appendix 1 – Concerns raised and practice response
- Appendix 2 – Impact assessment on equality groups
- Appendix 3 – Letter from Mr. J. Morgan CC dated 20 January 2022
- Appendix 4 – Letter in response from CCG dated 8 February 2022
- Appendix 5 – Forest House report of Engagement and Consultation 2021

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