Presentation item at South of the Borough Neighbourhood Committee - 8 October 2015

Changes to Gosbury Hill GP led health centre
(Public Consultation 15 September– 10 November 2015)

Kingston Clinical Commissioning Group (KCCG), in partnership with NHS England launched the public consultation into the proposed changes to services at Gosbury Hill GP led health centre on 15 September.

The public consultation will run for eight weeks until 10 November 2015.

The Gosbury Hill GP led health centre currently offers urgent and/or routine GP appointments to people registered with the GP led Health Centre Service, others registered with another GP Practice and people not registered with a GP practice at all. Appointments are available 7 days a week 8.00am to 8.00pm. There are two other GP practices in the same building.

The proposed changes to current provision at Gosbury Hill GP led health centre are:

a) The closure and dispersal of the registered patient list. Patients on the registered patient list to be closed will need to register with an alternative GP practice; and consultation on this proposal is being carried out by NHS England.

b) The re-location of the urgent care appointment service to Surbiton Health Centre

c) The re configuration of the urgent care appointment service as a ‘Walk in’ service in the new location; and

d) Changes to the opening hours of this ‘walk-in’ service, resulting in an increased total number of consultations available during expected peak demand times.

The GP services at the two other practices in the Gosbury Hill building are completely unaffected.

The changes to Gosbury Hill are being proposed to improve access to primary care for people in Kingston and to reduce the burden on Kingston Hospital's A&E department.

Reasons for proposed changes

Feedback from the local community has indicated that the location of the current urgent care service at Gosbury Hill GP led health centre is less accessible to all residents in the borough because of limited public transport links and restricted parking. The proposed new location – Surbiton Health Centre - is a 10 minute walk away from Surbiton railway station and busses 281, 406 and 418 stop just outside Surbiton Health Centre.

The current urgent care service is also considered not to offer best value for money because it only sees about 6000 to 7000 urgent care appointments per year when similar services elsewhere see twice that activity. Given this, Kingston CCG and NHS England are proposing to close the list and move the GP-led service to a more central location, reconfigured as a GP-led (nurse supported) walk-in service to cover peak demand.
Options for Public Consultation

Option 1

To re-locate the GP led service to Surbiton Health Centre as an appointment only service, booked in advance on the day, operating Saturday to Monday over 36 hours.

Option 2

To relocate the GP led service to Surbiton Health Centre as a ‘walk in’ (no appointment needed) urgent care service operating Saturday to Monday over 36 hours.

People are also asked to give their views regarding the proposed opening days and times of service.

The questionnaire is available online at [https://www.surveymonkey.com/r/QTTD6PQ](https://www.surveymonkey.com/r/QTTD6PQ) or by downloading the feedback form [here](https://www.surveymonkey.com/r/QTTD6PQ).

Public Consultation

Over the next 8 weeks, we aim to consult as widely as possible- through door to door leafleting, the distribution of electronic and printed information and questionnaires, presentations at the borough’s Neighbourhood Committee meetings, ‘drop in’ sessions and engagement events at different venues in the borough as well as on social media. We urge everyone in Kingston to get involved and help shape the new urgent care service.

Decision

The results from the consultation will be made publicly available and Kingston CCG’s Governing Body will make a final decision about the urgent care service by the end of the year. NHS England will publish a report regarding the closure and dispersal of the list at the same time.

For more information, visit [our website](http://www.kingstonccg.nhs.uk) or email [publicconsultation@kingstonccg.nhs.uk](mailto:publicconsultation@kingstonccg.nhs.uk).