

Philip Dagnall

From: [REDACTED]
Sent: 20 March 2019 15:55
To: pmods22
Subject: Housing and Economic Development- Additional Housing
Attachments: 3 - November 2018 - CHUG Minutes.docx

Dear Sir/Madam

HOUSING AND ECONOMIC DEVELOPMENT – DEVELOPMENT PLAN DOCUMENT CONSULTATION ON MAIN AMENDMENTS

With regards to the council's proposed additional housing sites identified in Clitheroe I would like to add my comments to this discussion.

Clitheroe Health Centre, as I am sure you will be well aware of if you are a local resident, is an aging building that was built approximately 43 years ago and not designed for the number of patients that now use this site on a daily basis.

A comment that is often made to me as practice manager when patients have issues around appointments is 'why can't you employ another GP?'. If only it was that simple!

Our main problem here is capacity. There simply are not enough rooms available within the Health Centre to accommodate any increase in clinical staff in order to meet the demand of more patients. Some days we don't have the room availability to accommodate the staff working on a particular day.

A further increase in housing and local population would only add additional strain to a system that is struggling to meet demand.

The local Patient Participation Group who have representatives from both Castle Medical Group and Pendleside Medical Practice have discussed this issue. In fact, they recently organised a meeting in November 2018 where members of the public, councillors, Nigel Evans MP and representatives from NHS Property Services who own the building attended. I have attached a copy of the minutes from this meeting for your information. The minutes are also available on our website www.castlemedical.co.uk.

To sum up, I feel that the health provision and limitations of the existing Health Centre building and whether it can meet the demand of Ribble Valley residents should be addressed before any further housing can be considered.

Yours faithfully

Clitheroe
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Minutes of the Clitheroe Health Centre User Group Meeting held at Clitheroe Health Centre Friday 30th November 2018

Present: Trevor Roberts (Chair), Reg Bamber, Lesley Bamber, Maggie Fielding, Ruth Thompson, Chris McNeal, Olwyn Claydon, Michael Tupper, Zeb, Joyce Frost, Linda Underwood, Sarah Riley, Julie Oliver, Dr Susie Owen, Lorna Taylor (Secretary), Dr Ariel Pakman, Dr Sunil Nedungayil, Nigel Evans MP, Cllr Ian Brown, Cllr Stella Brunskill, Cllr Ken Hind, Justin O'Donnell, Paul Fern, Maria Coleman, Caroline Macdonald

Apologies: Janet Smith, Mary Robinson, Michelle Hornby, Alasdair Carter, Yvonne Carter, Maggie Inskip, Sharon Orr, Dr Lucy Astle, Susan Askew, Bev Thompson, Michelle Turnbull, Michael Aspden, Heidi Marsden, Val Boardman, Ian Gorst, John Myers, Kevin Bate, Simone Smith, Erica Blunstone

Trevor Roberts (Chair) welcomed everyone to the CHUG meeting. Nigel Evans was given special thanks for taking the time to meet with the group.

Purpose of the Meeting

Trevor Roberts outlined for the group the purpose of holding this CHUG meeting. He explained that Clitheroe Health Centre is a 43 year old building which has benefitted from two extensions to the site to increase capacity in the recent past. However, the building is now suffering from age, capacity and operational issues.

The members of the CHUG would like to explore the possibility of improving/replacing the existing facility and the branch sites from which they also operate.

The Current Situation

Trevor Roberts went on to outline the current situation the Health Centre finds itself in. Clitheroe Health Centre is home to two GP practices, Dispensary, Treatment Room, Podiatrists and accommodates clinics for Midwives, Health Visitors and Stop Smoking Teams. Both practices cover a large part of the Ribble Valley with a combined list size of approximately 24,500 patients.

With the plans for an additional 2,600 houses to be built in Clitheroe (6,200 in the Ribble Valley) we are facing a potential increase (assuming each house holds 2.4 patients) of 6,240 patients from the Clitheroe developments alone. Therefore it is clear that something has to be done to address this issue or the outstanding service provided to patients from both practices in the Health Centre is at serious risk.

Trevor Roberts summarised the main current issues faced by the Health Centre.

- Both practices have issues with room availability, often having more clinicians than available space.
- A recent decision by ELHT to move the Treatment Room Reception has caused major issues with congestion in the main foyer.
- Queue for the Dispensary often spills out of the waiting room and into the main foyer, blocking corridors and walkways.

- The lift has been out of order for 7 weeks now, preventing access to upstairs for a number of patients.
- Confidentiality is compromised with the open plan waiting room/reception.
- The building is not 'dementia friendly' or easy for patients with disabilities to navigate, with a lot of manual doors /small walkways.

Options for Improvement

Trevor Roberts outlined the main four options that the Health Centre has in their current situation.

1. Do nothing
 - The building age and site issues do not suggest that the current situation can be supported indefinitely.
2. Do the minimum
 - It would need to be explored whether making investment in the existing site could address the current operating issues. There are major issues around space however.
3. New build on existing site
 - The Health Centre site is ideally located in the town centre. It also supports the practices dispensing service which is a key issue for any redevelopment. A significant challenge would be providing temporary accommodation during any building phase.
4. New build on new site
 - Would need ideas for new sites. Costs would be significant based on local understanding of land costs in the area.

After summarizing these points, Trevor Roberts expressed that it was clear to himself and the other CHUG members that something had to be done. The discussion was opened up to the group.

Open Discussion

Justin O'Donnell introduced himself and his colleague, Paul Ferns as the Facilities Service Manager and Senior Facilities Service Manager respectively from NHS Property Services. Justin offered to explain to the group the situation from their perspective as they cover the East Lancashire area.

Justin explained that Trevor had covered the potential options from the Health Centre very well in his introduction and that the strategy around the building future was being explored.

Justin explained how the LIFCo (Local Improvement Finance Trusts) One Partnership had been appointed by the CCG to look at the strategy. LifCo has been used as a delivery mechanism for construction projects within the NHS. The LIFCo has been responsible for constructions projects such as Barbara Castle Way Health Centre and Bacup Health Centre.

A feasibility study has been undertaken, Justin explained that neither he or Paul have seen this study yet but that their colleague, Dereck Woods who now works for NHS Improvement had advised that this was due to put to the CCG hopefully before the end of the year. The CCG would need to sign off on the proposals and will need to instruct NHS Property Services before NHS Property Services could work up more detailed plans for the delivery of refurbishment.

Justin advised that NHS Property Services recognised the issues within the Health Centre and the need to improve it. He stated that NHS Property Services had submitted a proposal for capital funding in 2019-2020 totaling approximately £300,000. The work that NHS Property Services have identified under this capital funding application will need to be considered in the context of the proposals put forward in the feasibility study. Justin went on to explain that to create the necessary extra space necessary for any potential expansion of practice space it was his understanding that some of community services currently operating within the Health Centre would be relocated to Clitheroe Community Hospital which has underutilized areas. However, this fact needs to be confirmed in the feasibility information being developed on behalf of the CCG.

Linda Underwood introduced herself as the recently retired Practice Manager from Pendleside Medical Practice. Having been Practice Manager for the last 20 years, she stated that improvements and extensions have all been discussed before on multiple occasions and nothing has ever happened. Linda expressed her concerns that this could become yet another wasted exercise and wanted some reassurance that this time, something would happen.

Justin O'Donnell went on to explain that NHS Property Services is not directly funded by the NHS and all costs it incurs are recoverable from relevant NHS funding bodies. NHS Property Services typically recovers costs it incurs from tenants and commissioning organisations e.g. CCGs, NHS England and local authorities.

Julie Oliver, Practice Manager of The Castle Medical Group highlighted that representatives from the East Lancs CCG had been invited to the meeting but had declined to attend.

Lesley Bamber then introduced herself as a CHUG member/patient and questioned where the funds went from the sale of the land where the old Clitheroe Hospital stood. Lesley explained she had expected the money raised from local land would be put back into the community it came from.

Justin O'Donnell explained that it was his understanding that the money raised from the sale of assets was returned to NHS England centrally and was not held by themselves or within any local pot held by the CCG. He went on to explain that money raised from the disposal of assets prior to abolition of the Primary Care Trusts was previously used in the way described but this ended in 2013.

Reg Bamber introduced himself as a CHUG member/patient and asked if he could ask Nigel Evans to comment on the situation following the discussion so far.

Nigel Evans stated he believed the main question which needed answering was 'Is this place fit for purpose?' If it is not, then expensive cosmetic improvements will not make a difference and would only paint over the cracks. Also with more patients registering due to the increased housing, the demand on the practices is going to increase. Nigel also commented how moving some services up to CCH could make some difference but the current location of the Health Centre in the town centre is ideal.

Councillor Ian Brown introduced himself and highlighted how the people who are able to make the decisions about the future of the building are not present at the meeting. Councillor Brown also asked Justin O'Donnell and Paul Ferns why the lift has been out of service for the last 7 weeks.

Justin explained that a problem had been identified with the lift following a routine inspection, which meant that the autodialer used to summon help in the event of an emergency was not connected to an active phone line, meaning that the lift had to be taken out of action. A new line had been ordered and the lift company had been called back to connect it, but it was found that the work had not been done properly and

telephone provider had had to be called back to rectify causing further delays. Both Justin and Paul acknowledged that this was not satisfactory and apologised for the length of time it was taking to address this issue. Every effort was being made to resolve the issue.

Councillor Stella Brunskill introduced herself and highlighted that Bacup received a new state of the art building and they are a similar area to the Ribble Valley in both size and population. Councillor Brunskill questioned why they would fit the criteria for a new build when we do not. Justin O'Donnell explained that this was a question that need to be posed to the CCG.

Maggie Fielding introduced herself as a CHUG member/patient and asked how many GPs the practices would need to recruit to match the demand the rising population would cause. Julie Oliver, Castle Practice Manager explained that the practices cannot recruit anymore clinicians as there is no room for them in the current building.

Councillor Ken Hind introduced himself and explained how RVBC had approached the NHS about constructing a new Health Centre alongside the market development however found it incredibly difficult to navigate through the many different NHS services and channels relating to developments. Councillor Hind also highlighted how both practices had been classified as outstanding by CQC but it had been noticed that the building was not suitable and CQC felt it was bursting at the seams. Councillor Hind also stated that RVBC own the Chester Avenue car park, located behind the sorting office and this would be a piece of land that could be considered. Councillor Hind highlighted that the CCG need to come to RVBC to discuss options for new build locations.

Dr Susie Owen introduced herself as one of the Castle GP Partners and expressed her frustration about the Treatment Room reception relocation. Due to staff sickness, there is currently not enough staff to cover this Reception and the main Health Centre Reception. She had also been led to believe that was no intention to employ any temporary cover to address this issue. Therefore both receptions now operate out of the main Health Centre Reception in the main foyer. This has caused serious problems to overcrowding of that area and is a serious Health and Safety risk.

Justin O'Donnell explained that there is a service-level agreement between NHS Property Services and East Lancs Hospital Trust (ELHT) therefore the staff working on these receptions are employed by ELHT.

Julie Oliver then offered to provide some background on the feasibility study which has been mentioned. A group called the One Partnership was approached by the CCG to perform the study on the building. Julie had been informed that money had been set aside by the CCG for this study and they needed it to be completed as this money had to be spent by the end of March. A meeting occurred and both practices were informed that an Architect would be drawing up some plans and the practices input would be needed. Julie has since been informed that three plans have been drawn up but no consultation with the practices has ever taken place and emails sent to the parties involved (CCG Director of Finance and One Partnership) have received no response. Earlier today Julie did receive one reply from Jayne Lowthian (Locality Manager, CCG) who stated that following the feasibility study, an options work report has been completed by the One Partnership and awaiting indicative construction costs about the work. Then Emma is going to meet with Chief Finance Officer, Kirsty Hollis.

Justin O'Donnell said they will report this back and explain the practices frustrations at not being involved.

Sarah Riley introduced herself as a CHUG member/patient and explained how none of this surprises her having worked in the NHS for years. Explained the same situation has gone on in the Blackburn with Darwen locality.

Nigel Evans highlighted how unfortunate it was that the very people who make the decisions are the only people not in attendance. With the seismic changes to Clitheroe's community, simple improvements to the Health Centre may not be enough. The current infrastructure is not matching the amount of housing being built and he was concerned by the apparent lack of urgency from the top.

Michael Tupper introduced himself as a CHUG member/patient and expressed his shock that no public consultation had been held regarding improvements to the Health Centre or that the people using the building were not consulted. Mr Tupper feels some real pressure needs to be put on for something to happen, also emphasizing Councillor Hind's point that the CQC reports had made it very clear that the building.

Justin O'Donnell and Paul Ferns offered to pass through all comments made today through all the channels they can.

Councillor Hind suggested that another meeting should be organised with the people who can make a decision about the future of the Health Centre and offered to hold such a meeting at RVBC. It was suggested that the relevant members of the CCG, Nigel Evans, NHS Property Services, Practice representatives, Councillors and some patient representatives all sit around the table and have a frank discussion, otherwise we will achieve nothing.

Councillor Hind and Nigel Evans agreed they were happy to organise this as a joint approach and aim to schedule a meeting for the New Year. Councillor Hind highlighted it would be beneficial to see the feasibility report before this meeting as we need to know what is realistic and what money is actually available.

Maria Coleman introduced herself as both a patient and a Health Visitor for the Ribble Valley. She explained that the increased housing is causing issues for community services too. Maria explained that a standard caseload for a Health Visitor should be 250 children. Hers is currently at 400. Maria also expressed her concerns over the massive issues with the main foyer being overcrowded and slip hazards within the building.

Justin O'Donnell offered his personal contact details to the Health Centre staff so that he could be contacted regarding any issues needing resolving within the Health Centre.

Dr Owen also mentioned how unbearably hot the building can be within summer, this was particularly noticeable during this year's unseasonably hot summer. She felt that this was just the symptoms of being in an old building and explained to the group that Castle Medical Group had to close their upstairs waiting room on a number of occasions due to a serious risk to patient safety.

Ruth Thompson introduced herself as a CHUG member and patient, explaining her husband has complex medical needs and at the advice of her previous GP, moved to one of the practices within the Health Centre due to its outstanding reputation. Mrs Thompson highlighted that whilst she feels the practice is excellent, she has noticed recently how much pressure all staff members are currently under and is concerned that the added pressure and demand of more patients could lead to a serious incident.

Justin O'Donnell queried whether the Practice Managers attended the Building User Group. Julie Oliver said there hadn't been a meeting for a while but she was aware of an upcoming meeting in the New Year. Justin offered to attend this meeting and Julie thought this would be very beneficial.

In conclusion, Councillor Hind and Nigel Evans will kindly arrange a meeting for the New Year with the CCG, Nigel Evans, NHS Property Services, Practice representatives, Councillors and some patient representatives. Dates for this meeting will be distributed once it has been arranged.

Any Other Business

Trevor Roberts asked if anyone had any other issues they would like to discuss. Everyone was happy to close the meeting. Trevor thanked everyone for their attendance on the Friday night and expressed his hope that this was the start of some serious improvements to the Health Centre building.