

## Application to Close a Branch Surgery Premises

Main Surgery address (contract holder)

Minehead Medical Centre, 2 Irnham Road, Minehead, TA24 5DL

Details of branch surgery address proposed for closure

Irnham Lodge Site, Townsend Road, Minehead, TA24 5RG

1. Please describe in detail why you are applying to close the above named branch surgery?

Both sites are next door to each other. The Irnham Lodge site is not owned by the Partners and the owners have made the decision to sell the site. The site is being sold for development.

We are seeking planning permission to develop and extend the Harley House site.

2. Do you have premises approval to dispense from the branch surgery?  
If yes, how many patients do you currently dispense to?

No

3. Do you have premises approval to dispense from any other premises?

If no, do you intend to give three months' notice of ceasing to dispense as required by Paragraph 10 of Schedule 6 of the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 as amended?

No - NA

4. Please provide a detailed summary of who you have engaged with about the proposed closure and how?

*Please attach any supporting documents*

We have engaged with our patient group, with practice development a standing agenda item. We have given updates and regular interviews on the local radio

station. We have developed a new MMC website with our latest surgery plans. We have used noticed boards within the waiting rooms to update patients, but due to Covid-19 restrictions we are using telephone triage and limiting face to face contact this is less relevant at this current time. For sale signs on the Irnham site have prompted questions from patients and members of the public over the past year. We have been open and honest with our plans to develop and extend the Harley House site to make that site fit for purpose

Posters containing information about our plans are displayed in both surgery sites and at Irnham Lodge also outside of the building so that anyone passing can read the information – please see the photo Appendix 3 and the poster below.

5. Please provide a detailed summary of the engagement feedback received?

*Please attach any supporting documents*

Our patient group are supportive of our plans and patient feedback also supports plans to move to one site to avoid confusion as to which site to attend. Please see the attached statement from our group - Appendix 1. Support from our PCN Colleagues – Appendix 2.

The following patients (SH, JC, WP & RH) so far have contacted the Practice manager to learn more about the development of the Harley House site, but none said they had concerns about the closure of the Irnham site and thought services being delivered from one site would be an improvement.

We have deliberately targeted the flu clinics for patient engagement as patients attending them are in the most vulnerable patients, those with chronic diseases as well as the very young (2 – 3yr olds) and therefore likely to be affected by the changes more. During the Flu Clinics when we have been handing out our newsletters patients the Practice Manager has been available at all the clinics to discuss any points the patients would like to raise, however only one patient has taken up this opportunity. He after discussion, he felt all services being on one site would make life much easier and less confusing.

Survey results so far feedback from the survey has been slow, we have only received 9 but we are promoting the survey as described above. All the responses are supportive of the move to one site. One patient suggested we consider a new purpose built surgery near the hospital in Minehead. One patient thought the Harley site was already big enough without development. 8/9 patients confirmed that they are happy for the patient group to represent their views with regards to practice development now and in the future.

6. How will you be communicating the actual change to patients, ensuring that patient choice is provided throughout, should the Commissioner approve this application?

*Please attach any supporting documents*

Development of our new website has ensured we are able to update patients with development plans. Due to Covid-19 restrictions we have had to cancel all face to face patient group meetings, but we are still in contact with the group via email.

We are also operating a telephone triage system to provide patients with access to service, but limits face to face contact due to the current pandemic. We currently have an increased number of corona virus cases locally.

We have produced a newsletter detailing out plans with a survey QR code linking to a patient survey to provide patient feedback and inviting the patients if they have any questions or concerns to contact the surgery. The newsletter has been handed out to patients when patients attended the flu clinics so far we have had 1382 patients attend and a further 767 have appointments booked. We have emailed our newsletter to 3,192 patients who have consented to us contacting them via email. We have plenty of capacity for patients to still book into our flu clinics and we will continue with patient engagement.

Anyone telephoning the surgery is played a message suggesting they visit our website for all the latest practice information, including practice development and our patient survey.

Posters containing information about our plans are displayed in both surgery sites and at Irnham Lodge also outside of the building so that anyone passing can read the information – please see the photo Appendix 3 and the poster below.

7. Please provide as much detail as possible about how this proposed closure will impact on your current registered patients, including:

- access to the main surgery site i.e. public transport, ease of access;
- capacity at main surgery site;
- booking appointments;
- additional and enhanced services;
- opening hours;
- extended hours; and
- dispensing services (if applicable)

As both surgery sites are next door to each other we don't anticipate this will have any impact for patients travelling to the surgery. There are bus stops within 100m of the main site. We have no train mainline train services in Minehead. There is parking at the main Harley House site with good access. There is on street parking and a public carpark adjacent to the main site. We don't anticipate any change in the appointments/enhanced services/opening hours/extended hours we already provide. All services will be combined onto the main site, making all services easier to access for patients.

8. From which date do you wish the branch closure to take effect?

30/06/2021

**Declaration**

The information provided in this document is true and accurate to the best of my knowledge. By signing this document you are agreeing to the proposed closure of the branch surgery named in this document.

All persons who constitute the contractor must sign this notice. Please add further signatures lines as necessary.

Signature \_\_\_\_\_

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Date \_\_\_\_\_

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Where an application to close premises is granted by the Commissioner, the contractor shall remain fully responsible for cessation or assignment of the lease for any rented premises and any disposal of owner-occupied premises. In both cases, payments under the premises directions will cease from the day of closure.

Please note that this application does not impose any obligation on the Commissioner to agree to this application.

## **Appendix 1**

Statement for CCG regarding the closure of Irnham Lodge Surgery .  
22.10.2020

We, the PPG of Minehead Medical Centre wish it to be known that we wholeheartedly give our support to the impending closure of Irnham Lodge Surgery with full realisation of the necessity of the decision for the future of medical services in Minehead.

During the past few months we have made contact with as many patients that has been possible during this difficult period and received a very positive response about the closure of Irnham Lodge Surgery and the development of Harley House Surgery to make one expanded Medical Centre. At all stages the group have been kept informed by the surgery.

Since lockdown many patients have reported to us how impressed they have been regarding the efficiency of providing Medical services in the present difficult circumstances .The one remaining concern seems to be the parking facilities which we are assured the surgery is working hard to resolve .

We will endeavour to continue with our support as necessary in each stage of the development .

On behalf of Minehead Medical Centre PPG  
P M Povey .....Chair

## **Appendix 2**

Dear All,

As Clinical Director of the West Somerset PCN and Clinical Lead of Exmoor Medical Centre I would be in full support of your application if it meets your needs as a practice and that of the Minehead Medical Centre patients (and hopefully takes into account likely room space required for additional reimbursable roles as our PCN workforce increases)..

BW,

*Kelsey*



### Appendix 3





### Practice Development News

As you will all be aware the owners of the Irnham Lodge site have decided to put the site up for sale. They have very kindly agreed that we can continue to use the surgery up until June 2021.

We are therefore busy planning to re-locate to our Harley House site and have now been offering the majority of the appointments from this site prior to any development. We have plans to develop the Harley House site further in order that we can better accommodate all of our team on that one site.

I hope you will agree that so far the Harley House site is working well and you have seen all of the members of the team you have been used to seeing previously at either Irnham Lodge or Harley House. We have been able to provide services safely within the current guidelines from the one site, but we are very happy to answer any questions or concerns you have regarding providing all of our services from the one Harley House site.

We will be keeping you updated with progress via our website & updates within the surgery. We are continuing to liaise with our patient group, virtually in recent months and we do seek their opinions and help with our decision making.

In previous patient consultations patients raised concerns about parking at the one site. We are pleased to be able to say that all the proposed changes to the Harley House building will not remove any of the existing car parking spaces, so although parking may be limited whilst work is carried out this will only be in the short term.

For any patients who would like to give feedback regarding our move to a single site, we have created a short online survey which can be accessed here by scanning this QR code.

