



Humber and North Yorkshire
Health and Care Partnership
East Riding



BRIDLINGTON
PRIMARY CARE
NETWORK



Important changes to general practices in Bridlington

Feedback From Bridlington Drop-In Event

Held on 19th January 2023

1. Introduction

General practice services in the Bridlington area are changing. As a result of contractual arrangements within the NHS, Practice One, Field House Surgery and Wolds View surgery will all cease operating under their current arrangements and arrangements are in place for all patients to be safely and securely transferred across to Drs Reddy & Nunn by Friday 31 March 2023.

Information about these changes has already been made available to local people in a number of ways including:

- Social Media
- GP Practices & Practice screens
- Patient Letters and Frequently asked questions (FAQs) in hard copy at practices
- Patient Engagement Groups
- Public drop-in event on 16 November 2022
- Local press
- Web pages via link - [Improving primary care services in Bridlington — East Riding of Yorkshire Clinical Commissioning Group \(eastridingofyorkshireccg.nhs.uk\)](https://www.eastridingofyorkshireccg.nhs.uk)

On 10 January 2023, patients successfully transferred from Practice One to Drs Reddy & Nunn and the Bridlington Primary Care Network has confirmed the transfer dates for patients who are currently registered with Wolds View and Field House Surgery as:

- **21 February 2023 – Wolds View patients to transfer over to Drs Reddy & Nunn**
- **14 March 2023 – Field House patients to transfer over to Drs Reddy & Nunn**

Patients or households directly affected by this change will receive a letter confirming the transfer date and providing more details.

There is no change for patients registered at Humber Primary Care who will continue to have their care provided by the practice. There will be minimal disruption to services during the changes to primary care in Bridlington which will enable greater provision of personalised and integrated health and social care for all.

To listen to concerns and help reassure local residents that work is progressing well with no disruption to the care and treatment they are currently receiving, a second drop-in event was held on 19 January 2023 with people able to attend at any time between 4.30pm – 7.00pm.

At the event there was representation from a range of organisations including:

- Bridlington Primary Care Network
- Drs Reddy & Nunn
- Humber Teaching NHS Foundation Trust
- City Health Care Partnership CIC
- Humber and North Yorkshire Integrated Care Board
- NHS England
- Healthwatch East Riding of Yorkshire



Facilitators from organisations holding conversations with the public at drop-in event



Healthwatch East Riding of Yorkshire engaging with public at the drop-in event.

We were delighted that **around 60 people attended** the event to hear about and discuss the upcoming changes to general practice. All patients were offered the chance to ask about the recent or pending transfers and were offered additional information and material at the drop-in. This report provides a summary of the discussions, key themes, questions and concerns.

A special thanks goes to the local patient participation groups and Bridlington Health Forum representatives who helped on the day.

2. Information provided at the event



Two tables were set up at the event; one had various information leaflets around primary care for the attendees to pick up and take home. These additional resources all signpost to better health and getting help sooner. These included. . .

- The NHS app
- Meet Your General Practice Team
- Get Help Sooner



The NHS app

A step by step guide on how to set it up and access a range of services online. The booklet explains how to book GP surgery appointments and order repeat prescriptions. It gives the patient more control over their health and care which can be used wherever and whenever day or night.

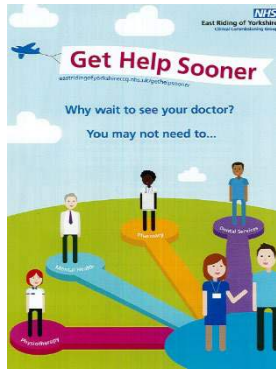
Visit www.helpyourdoctor.co.uk for more information about how to help your doctor including the NHS App



Meet Your General Practice Team leaflet material

A booklet promotes the additional roles within the GP practices explaining it is not just your GP who can assist, meaning you can get the right care from the right professional. These additional staff members, as well as GPs, mean people can see a clinician quicker. Patients are encouraged to give a little bit of information to the practice care navigators who will help direct patients to the right clinician, first time.

Visit www.gethelpsooner.co.uk about different roles



Get Help Sooner leaflet material

A booklet providing information to help them get help sooner. A Doctor is not always the right person and specially trained healthcare professionals could provide help quicker with the guidance from a care navigator. This leaflet promotes Get Help Sooner and the variety of alternative roles available.

Please visit www.gethelpsooner.co.uk for more information.

The second table had forms for patients to complete to make sure their current practice had the most up to date contact information for them. This would help regarding any information about the changes and also to make the transfer to a new practice as smooth as possible.

Each practice had their own box and after the event these were collated and given directly back to the relevant practice managers to maintain patient confidentiality.



For people who could not attend the event, information about the changes will continue to be available online at [Improving primary care services in Bridlington — East Riding of Yorkshire Clinical Commissioning Group \(eastridingofyorkshireccg.nhs.uk\)](http://Improving primary care services in Bridlington — East Riding of Yorkshire Clinical Commissioning Group (eastridingofyorkshireccg.nhs.uk)).

These pages are regularly updated, so visiting frequently is recommended. Hard copies of all the information is also available in GP practices.

3. Summary of discussions and key themes

The following themes were captured either through one of the feedback forms or through the general discussions during the event.

INFORMATION

Communications regarding move including a 'know the staff' board.

Honest discussion about the difficulties currently being faced in general practice (not just in Bridlington) and why the solution being proposed for Bridlington is the right approach to take.

Patient was 'frightened' by the proposed changes but accepted that there was a need to change. Assurance was given that existing prescriptions, appointments etc. would be honoured, that the transfer process would go smoothly, that there would be greater access to services etc.

REFERRALS / WAITING LISTS

Queries regarding referral support following transfer of patients.

Patient has a Long Term Condition review on 28 March and referrals to specialists (eg at Beverley) – what happens to the appointments and referrals when transferring practices?

Accessing community gynaecology in Bridlington – travelling to Alfred Bean in Driffield.

Waiting lists for tests – does the patient follow up on tests?

Has a 6 monthly injection due in March – will this happen?

WORKFORCE

Some concerns about access to appointments when so many existing and new patients are at Drs Reddy & Nunn.

Will there be a named GP at Drs Reddy & Nunn?

Feels practice nurses undertaking pessary rings in surgeries will be useful.

Generally discussed workforce / recruitment.

Not enough GPs.

Issue raised around access to doctors but the attendees were reassured about increasing the breadth of clinicians in primary care – as opposed to only focussing on GPs – was the right way forward.

ESTATES / INFRASTRUCTURE

Repeat Prescriptions x4 – check if repeat prescriptions choice goes across as part of patient records / Will there be a text service informing when prescription is done?

Query regarding the use of space at Wolds View.

Car parking concerns – is a minibus possible to drop people off? Utilise the council car park near the railway for patients?

There were concerns over whether the existing estate could house the volume of patients but buy-in to the fact that the need to stabilise primary care came first but that we still needed to look at where services are provided from in the medium to longer term.

FIELD HOUSE SURGERY (FHS)

Patient is not concerned about the transfer from FHS as feels the service can only get better.

FHS patients are concerned about moving practice.

Patient with a heart condition not been seen by a specialist or 12 years and should have an annual test which doesn't happen unless the patient chases.

Issues collecting prescriptions.

Air med – do we need to change passwords, etc.

HUMBER PRIMARY CARE (HPC)

There was a general concern that HPC, as the smaller practice of the two remaining practices, may 'be left behind' but assurances were made that it is in no one's best interests to have a two-tier primary care system in Bridlington.

Unhappiness with the current HPC telephony system and call handling was a recurring theme. HPC patients left reassured that steps are being taken to address this.

Difficulty accessing appointments for surgery follow up, eg suture removal.

Need regular blood tests – no facility to book online (with a phlebotomist) and having to go to the practice in person to book.

Cannot see own records and unable to get access.

3 years – spinal surgeon – physician – nothing done.

Patient cancelled holiday in October due to feeling unwell. Needed a letter from the GP to help with health insurance claim. The practice was unresponsive to the requests. Patient sat waiting for an appointment to be told he didn't have an appointment.

UTC overflow from primary care – patients said they are directed to the UTC in Bridlington and Scarborough as well.

There were some operational suggestions around HPC and it was agreed that it would be useful to involve the PPG in any process changes going forward.

WOLDS VIEW (WV)

Discussed that there is good access to female GPs.

Poor service received – no reviews for cancer / teleconsultation.

Concerned about seeing a GP/Nurse – chronic kidney and no regular reviews (no blood tests since 2018).

Patient would like to transfer to Manor House (HPC) as the rest of their family are registered there.

Air med – change password, etc.

Praised Wolds View since patient had a cardiac arrest and had an excellent response.

OTHER

Community Diagnostics Hub – are there any plans to set this up in Bridlington Hospital?

UTC x2 – Looking for clarity regarding accessing urgent care; 111, the UTC, talk before you walk, etc.

NHS Dentist x3.

Hospital – will there be more services in the future x2.

Housing – impact of expansion of housing on primary care services?

4. Positives from the drop-in event

- Well organised event.
- Informative.
- Appreciation of time collectively for holding the event.
- Looking forward to updates.
- Very helpful and reassuring.
- Thanks for your time.
- Well worth the visit to the event.
- Staff were very professional and friendly.
- Generally positive about changes.

Attendees had concerns, everyone left a bit more reassured about what we're trying to do, and they bought into the concept of larger practices and how that helps sell Bridlington, therefore making it easier to retain/recruit staffing. Having already had a successful merge of a larger cohort of patients from Practice One into Drs Reddy & Nunn we believe that this has assured those of Bridlington that the future transfers will be as successful.

5. Next Steps

The information received and questions asked during the discussions will be taken into consideration with the next phase of implementation of the changes.

A press release was issued after the event to thank everyone for attending. This can be found at [News — East Riding of Yorkshire Clinical Commissioning Group \(eastridingofyorkshireccg.nhs.uk\)](https://www.eastridingofyorkshireccg.nhs.uk/news)

Updates will continue to be provided in the form of press releases, information to local stakeholders and messages to patients directly affected.

THANK YOU

2 February 2023

Contact us

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