

AGENDA ITEM 6**AFWAGP/02/10****Committee: South & West Area Forum Access to GP Services****Date: 22 June 2010**

Findings and Recommendations from the Sun Street Surgery Report**Enquiries to: David Moses, Head of Governance Officer****Contact: Tel. 01245 432138****Email. david.moses@essex.gov.uk**

Findings	Recommendations
Finding 1 Communication by NHS West Essex with the Sun Street Surgery patients, other Waltham Abbey practices and the Health Overview & Scrutiny Committee was unsatisfactory.	Recommendation 1 Communications to the Chairman of the Health Overview and Scrutiny Committee should also be copied as a matter of course to its Governance Officer. Owners: Chief Executives of all Essex Health Trusts Implementation Review Date: March 2010 Impact Review Date: December 2010
	Recommendation 2 All PCTs providing GP services to Essex residents should review their arrangements for communicating with patients in the event of changes to GP practices and incorporate the lessons identified in this report. Owners: PCT Chairmen Implementation Review Date: March 2010 Impact Review Date: December 2010

<p>Finding 2</p> <p>Three months is an insufficient period in which to plan for a smooth transition of patients from one practice to others within the area.</p>	<p>Recommendation 3</p> <p>PCTs providing GP services to Essex residents should first consider whether it is possible to transfer the full surgery list to a single practice and where this is not possible to ensure there is a better process than for Sun Street Surgery.</p> <p>Owners: PCT Chairmen</p> <p>Implementation Review Date: March 2010</p> <p>Impact Review Date: December 2010</p>
<p>Finding 3:</p> <p>The failure of NHS West Essex to advise patients they might register with an East Herts outpost practice was culpable.</p>	<p>Recommendation 4</p> <p>There should be closer cross border liaison over future changes to local services where patients are or could receive services from another health area.</p> <p>Owners: PCT Chairmen</p> <p>Implementation Review Date: March 2010</p> <p>Impact Review Date: December 2010</p>
	<p>Recommendation 5</p> <p>In future PCTs should meet all practices likely to be affected by a local surgery closure to plan for a smooth transition for both the patients and their notes.</p> <p>Owners: PCT Chairmen</p> <p>Implementation Review Date: March 2010</p> <p>Impact Review Date: December 2010</p>

<p>Finding 4</p> <p>There is a need for more proactive business continuity planning across Essex in respect of potential closure of GP practices.</p>	<p>Recommendation 6</p> <p>PCTs should take proactive steps to develop business continuity plans with all practices, especially those operated by single handed GPs, to have business continuity plans in place and for these to incorporate arrangements for both planned and unexpected closure of the practice.</p> <p>Owners: PCT Chairmen Implementation Review Date: March 2010 Impact Review Date: March 2011</p>
<p>Finding 5</p> <p>The overall process for providing support to the Sun Street Surgery patients was inadequate and not co-ordinated.</p>	<p>Recommendation 7</p> <p>PCTs should put plans in place to provide adequate and co-ordinated support to patients during any required transition to another practice.</p> <p>Owners: PCT Chairmen Implementation Review Date: March 2010 Impact Review Date: December 2010</p>
	<p>Recommendation 8</p> <p>Work should be undertaken to engage with former Sun Street patients who have not re-registered with an alternative practice in order that their health screening appointments are not missed.</p> <p>Owner: Chairman West Essex PCT Implementation Review Date: January 2010 Impact Review Date: March 2010</p>