

Healthwatch Lincolnshire

Statement regarding:	8 day removal of patients from GP Surgery
In response to:	BBC Look North and meeting by our Public Experience Committee with NHS England
Statement prepared:	18 March 2019
Statement circulation: For Action	Lincolnshire Clinical Commissioning Groups, Primary Care Co-commissioning Board; Lincolnshire Medical Committee; NHS England Please see Next steps and questions raised on page 3
For Information	Lincolnshire Health Scrutiny Committee; Lincolnshire Health and Wellbeing Board; Healthwatch England

Why is Healthwatch Lincolnshire bringing this to your attention?

In the spring of 2018 BBC Look North approached Healthwatch Lincolnshire with concerns from a patient that had been removed from a GP Practice under the 8 day removal process, without what they felt was an acceptable notice period. We discussed with the BBC reporter various reasons why patients may be removed from a GP Practice list and was clear that as this appeared to be a 'one off' incident it was difficult for Healthwatch Lincolnshire to make any specific comments.

At the time BBC Look North did run the above story, during which they asked any patients who had experienced similar problems to contact them. By September 2018, BBC Look North had been contacted by a small group of patients all experiencing similar problems ie removed within 8 days without being told exactly why. Whilst the patients accepted they had queried with the doctor their own diagnosis, treatment and ongoing care (or that of a loved one), they did not believe their behaviour warranted being removed (within 8 days) as a patient from that surgery. In addition, the patients had evidence that in their 8 day removal letter there was no explanation as to why they were being removed.

How does Healthwatch Lincolnshire feel this affects patients?

Healthwatch Lincolnshire is concerned that:

- Patients who live in rural areas may be greatly disadvantaged by having to travel long distances to a new service.
- Patients who are vulnerable eg with a mental health illness or disability may be traumatised by the process of having to move to a new practice.
- Patients who are disadvantaged may decide to limit the amount of medical assistance they receive due to the barriers listed above, with the possibility of this leaving them with failing health.

What does the data tell us?

During the period February 2018 - February 2019 127 patients were removed from GP surgeries under the 8 day removal process. Below is a breakdown by CCG and surgery

East Lincolnshire	15 removals
Spilsby Surgery	1
Parkside Medical Centre	1
Beacon Medical Practice	3
Hawthorn Medical Practice	2
DR Sinha & Partners	1
The Sidings Medical Practice	1
North Thorsesby Surgery	1
Marisco Medical Practice	1
The New Coningsby Surgery	2
Tasburgh Lodge Surgery	2
West Lincolnshire	64 removals
Portland Medical Practice	1
Lindum Medical Practice	5
Boultham Park Medical Practice	1
Springcliffe Surgery	1
Richmond Medical Centre	10
Welton Family Centre	2
The Glebe Practice	1
Caskgate Street Surgery	22
Abbey Medical Practice	5
The Ingham Surgery	5
Minster Medical Practice	7
Cliff House Medical Practice	1
Glebe Park Surgery	3
South West Lincolnshire	26 removals
Swingbridge Surgery	5
Millview Medical Centre	3
Billinghay Medical Practice	4
St Peters Hill Surgery	2
St Johns Medical Centre	3
Vine Street Surgery	8
The Harrowby Lane Surgery	1
South Lincolnshire	22 removals
Munro Medical Centre	7
Bourne Galletly Practice Team	2
Littlebury Medical Centre	13

What actions has Healthwatch undertaken to better understand the issue?

1. Meeting with Adrian Audis, Contract Manager Medical and Pharmacy, NHS England and Healthwatch Lincolnshire Public Experience Committee was very positive. During the meeting we were able to explore reasons why actions and pressures of both practice and patient may result in 8 day removals. We were also able to identify potential failings in communication from Capita to patients (Capita are commissioned to distribute these letters).
2. Raise concerns with Lincolnshire Medical Committee which has addressed potential for recognising pressures in the system and implications of those pressures.
3. Healthwatch Lincolnshire is currently producing a range of 'patient messages', we have recognised the need to include patient behaviour (treating people as we would like to be treated etc) and how it may impact.

Next steps and questions raised

This paper will be circulated to the 4 Lincolnshire Commissioning Group Primary Care Co-commissioning Committees (PCCC) for information, consideration and response.

On behalf of patients we would like to raise the following questions:

1. Does the PCCC have any concerns about the data included in this paper?
2. Does the PCCC believe GP practices apply different criteria for situation such as persistent missed appointments by one patient (DNA) eg 2 DNA and removal or 10 DNA before removal? And does the PCCC feel anything should be done about creating a unified DNA rule that helps patients understand their responsibility and consequences?
3. Does the PCCC believe tolerance levels of some GP practices, particularly where gaps in staff recruitment is leading to additional pressures, is leading to increased number of patients being removed within the 8 day rule?

This statement has been prepared on behalf of Healthwatch Lincolnshire Public Experience Committee by:

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