

# Closure of Crossland Surgery



## Involvement Report

Involvement dates: 15 May – 11 June 2023

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## Summary

Crossland Surgery is a branch surgery of Leeds City Medical Practice. The practice has asked the NHS Integrated Care Board in Leeds (ICB in Leeds) to engage with the registered patient population about the upcoming, permanent closure of the Crossland Surgery branch practice.

The ICB in Leeds is responsible for planning and paying for (commissioning) most of your local healthcare services (including GP practices) and had agreed for this engagement to take place. The current owners of the building at Crossland Surgery are selling the property and have given notice to the practice to vacate by 30 June 2023.

Although patients were not able to influence the decision to close the practice their views were sought. This engagement ran from 15 May to 11 June 2023 to:

- Inform registered patients about the change, including the reasons for the closure
- To give people an opportunity to share their views on the closure and tell us what was important to them about GP services.

Leeds City Medical Practice contacted registered patients to tell them about the closure. We provided a range of materials for people to find out more as well as share their feedback, including:

- An online survey, which was also available as a paper version.
- Two open feedback meetings, one held 'in-person' and one held online (using Microsoft Teams) where people could find out more about the change and ask questions.
- Provided a telephone service to answer questions about the change and support people with their questions.
- Organised two meetings with Leeds City Medical Practice Patient Participation Group (PPG).

**26** people were engaged in our involvement activities

The involvement identified a number of key themes, including:

- The importance of:
  - Getting a face-to-face appointment quickly when needed.
  - Being able to speak to a GP that day when the problem is urgent.
  - The quality of care a patient receives from the clinical team.
- Concerns about difficulties in getting appointments
- Concerns about access, related to the impact of mobility and wider social impact (such as working hours)

This report gives a background to the change and outlines how we involved people in the closure. The report details what people told us during the involvement and outlines how we have responded to their feedback.

This report will be shared with all those included in the involvement exercise and will be made available on the practice website and the Leeds Health and Care Partnership page. It will also support the general development of local health and care services in Leeds.

## Background information

Leeds City Medical Practice is a ten partner GP Practice in Beeston that has been working across three sites looking after nearly 19 thousand patients. Its main site at Beeston Health Centre, Cemetery Road, a large branch site at Parkside Surgery and a small branch surgery at Crossland Surgery. The area has very high deprivation with a wide range of ethnic backgrounds.

Leeds City Medical Practice have wanted to redevelop Crossland for a few years, as it was outdated and in need of renovation. Architects were engaged and a full plan was submitted early in 2020 for this work to be done. This included the conversion of the upper floor to a clinical space. The plan was for the practice partners to buy the property and then undertake the renovations.

By the time the practice got funding support approved in late 2022 the financial climate had changed dramatically due to the pandemic and the costs of the project had escalated making the plan unaffordable.

The current owners of the building where Crossland Surgery decided to sell the property and had given notice to the practice to vacate by 30 June 2023.

Fortunately, there is expansion space available at Parkside Surgery, another branch of Leeds City Medical Practice, on the same floor as the practice is based now. This will give the practice the same additional clinical space intended for Crossland Surgery and the practice is currently working on taking over this space.

Crossland was closed to Leeds City Medical Practice patients during the pandemic (from March 2020) and was used by Beeston Primary Care Network (PCN), four local practices, as the “Hot Hub”, a place to solely see suspected covid positive patients. All Leeds City patients have routinely been seen at either Beeston Hill or Parkside since that time.

The practice is currently finalising a lease as approved by the ICB in Leeds for additional space at the Parkside Surgery, to replace Crossland and the rooms available are accessible from our current area. This option offers the amount of clinical space the practice had planned to have at Crossland.

## How did we identify and involve patients and wider stakeholders?

We identified a number of key stakeholders that we needed to engage with through this involvement:

- We developed a range of ways to involve registered patients in the change. These are outlined in detail below.
- We held two meetings with the Leeds City Medical Practice Patient Participation Group (PPG) so that they could support the wider involvement. They provided feedback on the engagement plan and were supportive of what was proposed. 2-3 PPG members came to both meetings and notes from the meeting can be seen on the website. [PPG Meeting Minutes – Leeds City Medical Practice \(gpsurgery.net\)](https://gpsurgery.net)
- We shared our plans with local councillors and MPs, and they were given an opportunity to ask questions about the change.

### Contacting registered patients

Leeds City Medical Practice contacted all patients over 16 years of age who had a mobile telephone number registered with a text message that told people about the closure and where they can find out more through a link to the practice website. As communication by text has become the most common method of contacting our patients, we are confident that we have robust processes in place to ensure that records are as up to date as possible.

Leeds City Medical Practice also wrote to all households of patients who attended Crossland during the 12 months pre-pandemic (March 2019 – March 2020) who were not contactable by text message. This letter explained that Crossland Surgery would close with information on where to find out more information, share feedback or request a paper survey.

In addition, we had signs up at Crossland on the security fencing (as the building was closed) and in the waiting areas of our other two sites advising people of the engagement and how they could provide feedback.

### Patient survey

Our letter to patients provided a link to an online survey where patients could share their views about the change. **26** people shared their views using the survey. The survey was also available in paper format on request, but no paper copies were returned.

### Wider stakeholders (other interest people / groups)

Leeds City Medical Practice, with the help of the ICB contacted registered households of patients, along with local stakeholders (councillors, third party organisations, pharmacies, neighbouring GP practices, etc.), to tell them about the closure and to invite them to complete a survey, attend a meeting or call us to give their views or comments.

We received feedback from local councillors who offered their support and advice on the engagement exercise. w

There were no comments or concerns raised by local pharmacies or other GP practices.



The practice wrote the Hamara Centre which is an important community asset in the area. The practice did not receive a response.

### **Patient meetings**

Two meetings were arranged for patients to give feedback or ask questions, one face-to-face and one online using Microsoft Teams. No patients attended either of the meetings. These meetings were publicised in the communications sent in the post as well as on the practice website. The posters displayed directed patients to the website or encouraged patients to contact us directly.



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### **Telephone**

We are aware that some people are not able to use digital technology, so provided a telephone line for people to find out about the change, share their views and request copies of the survey in a paper format. No telephone enquiries were received as part of the engagement work.

### **Website**

The website had a page added to it specifically with all the information about the closure where the letter and frequently asked questions were available, along with details of how anyone could give feedback (<https://leeds-city-medical.gpsurgery.net/crosslands-closure/>)

### **Staff engagement**

The practice has been fully transparent with staff throughout the changes from the original plan to redevelop Crossland to the eventual solution of acquiring more space at Parkside Surgery. Staff were kept updated at regular staff meetings which include an opportunity for Q&A sessions.

## Who took part in our involvement?

We provided a range of different ways for people to share their views. **26** people were involved in this service change. This included:

- 26 people filling in our online survey
- 0 people attended our patient meetings
- 0 people called our telephone line for support
- 3 people attended our PPG meetings

## Information about people who were involved in this work

We collect equality monitoring information for some of our involvement activities. This allows us to understand who is sharing their views and, more importantly, where the gaps in feedback are. For this involvement we only collected equality monitoring information through our survey.

### Response by postcode

Not all respondents completed the equality monitoring section, but of those that did, seven lived in LS10, LS11, and LS15.

### Response by age

- 4.17% of respondents (1) were aged between 86 and over
- 4.17% of respondents (1) were aged between 76 and 85
- 29.17% of respondents (7) were aged between 66 and 75
- 25% of respondents (6) were aged between 56 and 65
- 8.33% of respondents (2) were aged between 46 and 55
- 16.67% of respondents (4) were aged between 36 and 45
- 12.5% of respondents (3) were aged between 26 and 35

### Response by ethnicity

- 16 of respondents (72.73%) stated they were White British
- 1 respondent (4.55%) stated they were Asian or Asian British – Pakistani
- 1 respondent (4.55%) stated they were White Gypsy or Irish Traveller
- 1 respondent (4.55%) stated they were White Irish
- 1 respondent (4.55%) stated “other” and
- 1 respondent (4.55%) preferred not to say

### Response by religion and belief

- 39.13% (9) of respondents chose Christianity
- 39.13% (9) of respondents chose no religion
- 8.70% (2) of respondents chose prefer not to say
- 8.70% (2) of respondents chose Muslim
- 4.35% (1) respondent chose other – Islam

### Response by disability

- 27.27% (6) of respondents told us they were disabled
- 72.73% (16) told us they were not disabled

- 4 respondents skipped this question.

### Response by gender

- 43.48% (10) stated they were male
- 56.52% (13) stated they were female

## What did people tell us?

Of the people who responded:

- 20 respondents were patients who had used Crossland in the past.
- Three were patients who had never used Crossland.
- One was a relative of a patient who had used Crossland.

Of those patients:

- Six patients attend Parkside Surgery
- 13 attended Beeston Hill Health Centre (Leeds City Medical Practice)
- One had not attended since before the pandemic
- Four said they attended both sites.

We asked people for their preferred practice if not Crossland Surgery:

- Seven patients said they preferred to use Parkside Surgery
- Five said Beeston Hill Health Centre (Leeds City Medical Practice)
- Nine said they were happy to attend either site.

### Do you use online services?

We asked people if they currently used online services to contact the practice (such as booking appointments, ordering repeat medication). Of those who responded 17 patients said they did. Seven said that they didn't. We asked why they didn't, their feedback included issues around:

- Perceived waiting times to see a GP and issues with the appointment times offered.
- Difficulties in accessibility in both logging on or using the service (one example of arthritic fingers was given).

### Questions and comments about the closure

The survey, public events, and telephone line enabled people to ask questions and share their views about the change. People made a number of comments and asked a variety of questions, including:

- "I am not affected personally by the closure; I just hope there weren't job losses."
- "Should be opening surgeries, not closing them."
- "Will closing Crosslands make an impact on trying to get appointments in the other surgeries?"
- "I would prefer to have more services available at fewer surgeries rather than spreading staff too thinly."

- “This isn’t an issue for me as Beeston Hill and Parkside are nearer to my home, though I feel some concern for those people who found Crosslands the most convenient and hope this won’t prove an issue for them. I think it will be good to be able to expand services at Parkside – though this may create a problem with regard to parking for those patients who need it, as this is quite limited.”
- “I am ok with the closure, the savings made on it should be used on others surgery.”
- “If no longer needed close, it Beeston Hill is just as good.”
- “Very disappointed this site is closing for good as it was convenient for me, as I live quite near, don’t drive and work nights. It was in a great location and served a lot of people.”
- “I did not like the Crosslands practice and had a bad experience of nurses there, Parkside and Beeston hill are always great.”
- “I agree with the closure. I believe both Parkside and Beeston hill more can accommodate the patients, and both are easily accessible. Both surgeries are also nicer better more modern and larger surgeries too.”
- “I liked Crossland but haven’t been since the start of covid once.”
- “Hope it doesn’t just turn into another shop or flats! My mum who uses this surgery a lot does not drive and cannot walk very far so very disappointed of the closure.”
- “As this surgery hasn’t been available recently it’s not been much of a bother to get to Parkside surgery if there is an appointment available, this doesn’t meant to say you get an appointment with the doctor you have previously seen as they are not always available anymore.”

Other comments from patients included:

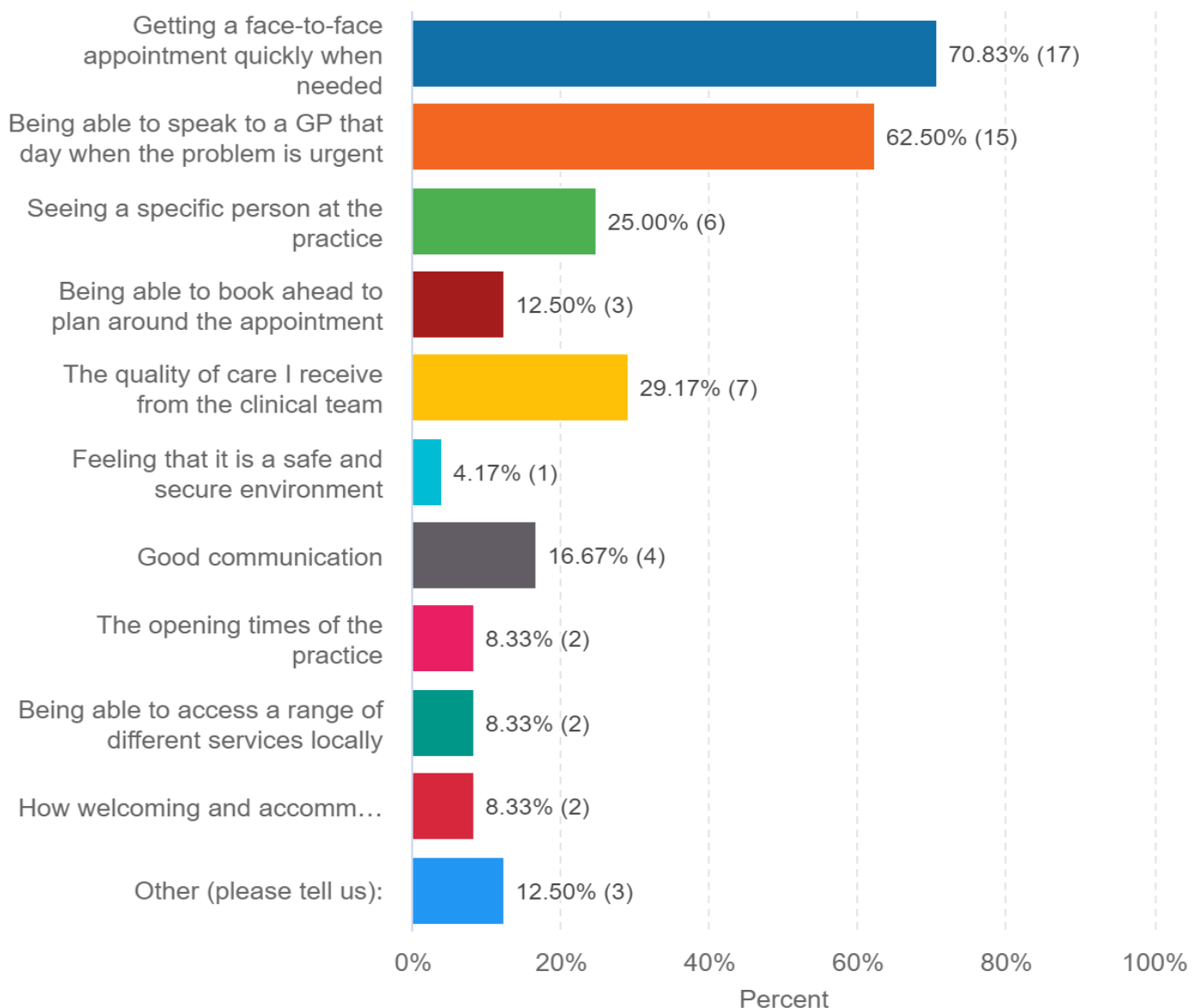
- “Start seeing patients face to face on the day. There was a time when you could come to the surgery and be seen either in the morning or afternoon. Now the earliest a Dr will see you is 3 weeks.”
- “Improving on face-to-face appointments and should be on same day.”
- “I find it hard to get appointments and the staff are sometimes a little funny on the phone I don’t use the doctors unless I have to and you feel it’s an inconvenience when you call them sometimes.”
- “I would suggest you ditch the Tory ideology of returning to Victorian values.”



## What matters to people when they use their GP practice?

We also asked people to tell us what is important to them when they use their GP practice. This helps us to understand what matters to local people when they use our services. We use this feedback to shape our decisions about other health services in the future. They were asked to select the three most important options to them.

Which three things are most important to you when you make an appointment at our practice (please pick three)



- 71% (17) of respondents stated that **getting a face-to-face appointment quickly when needed** was the most important to them.
- 63% (15) of respondents stated that **being able to speak to a GP that day when the problem is urgent** is important to them.
- 29% (7) of respondents stated that the **quality of care a patient received from the clinical team** is important to them.

- 25% (6) of respondents stated that **seeing a specific person at the practice** was important to them.
- 17% (4) of respondents stated that **good communication** was important to them.
- 13% (3) of respondents stated that **being able to book ahead to plan around the appointment** was important to them.
- 8% (2) of respondents stated that **the opening times of the practice** was important to them.
- 8% (2) of respondents stated that **being able to access a range of different services locally** was important to them.
- 8% (2) of respondents stated that **how welcoming and accommodating the staff are who answer the phones** was important to them.
- 4% (1) of respondents stated that **feeling that the practice is a safe and secure environment** was important to them.
- 13% (3) of respondents stated that **other things** was important to them, these included:
  - Not feeling patronised by staff
  - Not being adaptive to individual needs when communicating
  - “My selected three plus all of the others”

### **Patient Participation Group (PPG)**

We took the opportunity to let people know that our practice has a PPG, which is a group where patient volunteers meet to work with the practice to help ensure a high quality service. We asked if people knew about the group and offered people the opportunity to leave their contact details to find out more about joining the group and getting involved.

17 people did not know about the PPG, five did. 14 people left their contact information for the PPG and practice to get in touch.

Leeds City Medical Practice will be in touch with those who have expressed an interest in getting involved.

## Key themes

- Many people seemed ok with the closure of Crossland Surgery and shared positive feedback about Beeston Hill Health Centre and Parkside Surgery.
- Some people expressed concerns about the difficulties in accessing Beeston Hill Health Centre or Parkside Surgery due to the impact of mobility issues or wider impacts (such as working commitments).
- Some people expressed concerns about the difficulties in getting appointments.
- Some people want to join their Patient Participation Group (PPG).
- A number of people are using online services to contact the practice, though some people find it difficult to access.
- Getting a face-to-face appointment quickly when needed was very important to people.
- Being able to speak to a GP that day when the problem is urgent is important to people.
- The quality of care a patient receives from the clinical team is important to people.

## What will we do with the information?

- The number of patients who were aware of our PPG was very low despite contacting all patients in 2020 to promote the group and encourage wider attendance at meetings. We will need to review and consider how they can promote and encourage participation through better awareness.
- Support for people on digital offers
- How do people with limited mobility get support (see key theme)
- Whilst the engagement materials made it clear that the change would see additional estate acquired at Parkside Surgery, as well as the retention of staff, the practice will offer further reassurance to patients that this change does not reduce clinical capacity or appointments in any way. The additional space the practice will have at Parkside will allow the practice and the Primary Care Network ( Leeds City Medical Practice, City View Medical Practice, Oakley Surgery and Beeston Village Surgery) to deliver more services locally to our patients so we envisage accessing appointments will improve and we will endeavour to ensure this is the case.

We would like to thank everyone who contributed to this engagement.

Any questions or comments please email them to [bhmp@nhs.net](mailto:bhmp@nhs.net) or we are happy to take comments by phone on our main number 0113 467 7500 or at our reception desks (Beeston Hill or Parkside), if email is not suitable.

Bev McLean on behalf of the Partners  
June 2023