
DR PIPER HOUSE BRIEFING REPORT

SUMMARY REPORT

Purpose of the Report

1. To update the Health and Partnerships Scrutiny Committee regarding dispersal of Dr Piper House Practice registered patient list.

Summary

2. Following the closure of Dr Piper House Practice on 31 March 2013, a total of 577 (60%) patients have re-registered with GP practices across Darlington and other areas of the North-East region. Each patient received four letters in total in relation to the closure. The letters contained details of local practices and also a link to the NHS Choices website to aid patients in making a choice of GP practice. The letter also referred patients to HealthWatch should they need assistance in choosing a GP practice.
3. The records of those remaining patients are being held by the Area Team until such times patients register with a new practice.
4. No complaints or concerns have been raised with the Area Team in relation to patients not being able to access alternative GP practices and the Area Team continue to monitor patient movement.
5. As at 23 May 2013 there were still 380 patients to re-register with another practice, a total of 140 female patients and 240 male patients. A final letter was issued to practices on the 20 May 2013

Recommendation

6. It is recommended that the committee notes the content of the attached report

Wendy Stephens
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Background Papers

There were no background papers used in the preparation of this report.

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S17 Crime and Disorder	N/A
Health and Well Being	This report has implications to address the Health and Well Being of residents of Darlington.
Carbon Impact	N/A
Diversity	N/A
Wards Affected	ALL
Groups Affected	ALL
Budget and Policy Framework	N/A
Key Decision	No
Urgent Decision	No
One Darlington: Perfectly Placed	This report is in line with the strategy and addresses access to services.
Efficiency	N/A

MAIN REPORT

7. The Dr Piper House Practice officially closed on 31 March 2013 following a full service review which was undertaken between the North East Primary Care Services Agency (NEPCSA) and the Primary Care Trust. The Clinical Commissioning Group was also a key stakeholder in the review.
8. At the time of the decision to allow the contract to terminate there were 957 patients registered at the practice.
9. Three letters were sent to patients in October, January and March to inform them of the closure. A final letter was sent out in May 2013 to remind patients that the practice has closed and to urge them to re-register.
10. The NEPCSA met with County Durham and Darlington Foundation Trust monthly up until Christmas and then fortnightly thereafter to ensure the smooth close-down of the practice.
11. A full action plan was developed in relation to dispersing the practice list and ensuring continuity of services for patients who remained with the practice and those unregistered patients who continued to attend Dr Piper House until 31 March 2013. The action plan included the communication plan to patients and other stakeholders (i.e. practices, hospital services) and also actions that were required to be implemented by County Durham and Darlington Foundation Trust in order to ensure a smooth transfer of records.
12. On the date of closure there were 480 patients still to register with another practice. All patients who were deemed to be vulnerable patients (by nature of clinical condition), were re-registered by 31 March 2013.
13. An access audit was undertaken as part of the close-down to ensure remaining practices in Darlington have appointment availability; the audit confirmed that all practices had appointments available.
14. As at 16 May 2013, over 90 patients who had re-registered with another practice had in fact registered with practices outside of Darlington, this fits with anecdotal information that Darlington has a very transient population. In terms of those patients registering in Darlington, Blacketts practice had received the most patients (approx. 90). An overall total of 440 patients have re-registered to date with approximately 380 patients still to register with another practice. (Table 1) All remaining patients are residents of Darlington and include 140 female patients and 240 male patients.
15. A final letter was issued to the remaining patients on the 20 May 2013.

Table 1

