

## **Freeman Clinics Limited response to the review by Monitor of the provision of walk-in centre services in England**

Freeman Clinics Limited manages two GP led walk-in centres in Newcastle upon Tyne and North Tyneside; Ponteland Road Health Centre (Cowgate) and Battle Hill Health Centre. Both contracts are due to end on 31<sup>st</sup> March 2014 and therefore the desktop review of these services by the NHS England Area Team has commenced.

We welcome the review by Monitor of the provision of walk-in centre services in England issued on 31 May 2013. In response to this review and the request for initial submissions to assist Monitor, we have therefore provided a detailed overview of the case mix and feedback from our service users. We have based our report on the relevant sections within the Annex of the paper.

### **Background to Freeman Clinics Limited**

Freeman Clinics Limited was developed in response to the Darzi initiative “Equitable Access to Primary Care Medical Services”. Freeman Clinics is a limited company in which the Newcastle upon Tyne Hospitals Trust holds 80% shareholding and 20% is owned by three General Medical Practices in Wallsend (Village Green Surgery, Portugal Place Health Centre and Park Road Medical Practice). Freeman Clinic sites are managed on a day to day basis by a Practice/Health Centre Manager and at a strategic level by the Managing Director. Clinical leadership is provided by site specific Clinical Leads and an organisational Clinical Director.

### **Our Vision:**

Freeman Clinics Limited Vision statement reinforces our commitment to local people and our determination to be recognised as a leading provider of primary care and walk in services both locally and nationally.

**“To be the community and primary healthcare provider of choice for patients; offering clinical excellence and patient centred care to achieve successful health outcomes.”**

The company began trading in July 2009 and comprises health centres at Cowgate and Battle Hill commissioned by the Primary Care Trusts to provide General Practice primary care services to a registered list of patients and GP Led walk-in services. A range of specialist outpatient clinics are also delivered from the health centres. The GPs are salaried and employed by Freeman Clinics Limited. Walk in Nurse Practitioner staff are employed by Newcastle upon Tyne Hospitals Foundation Trust and sub contracted to Freeman Clinics Limited. Newcastle Hospitals owns the two health centres and leases them to Freeman Clinics.

Freeman Clinics Limited was recently successful in the tender to provide primary medical services at Shiremoor and Longbenton (Earsdon Park Medical Practice) for a registered patient list size of 4000. This contract commenced August 2012 and will run for 5 years.

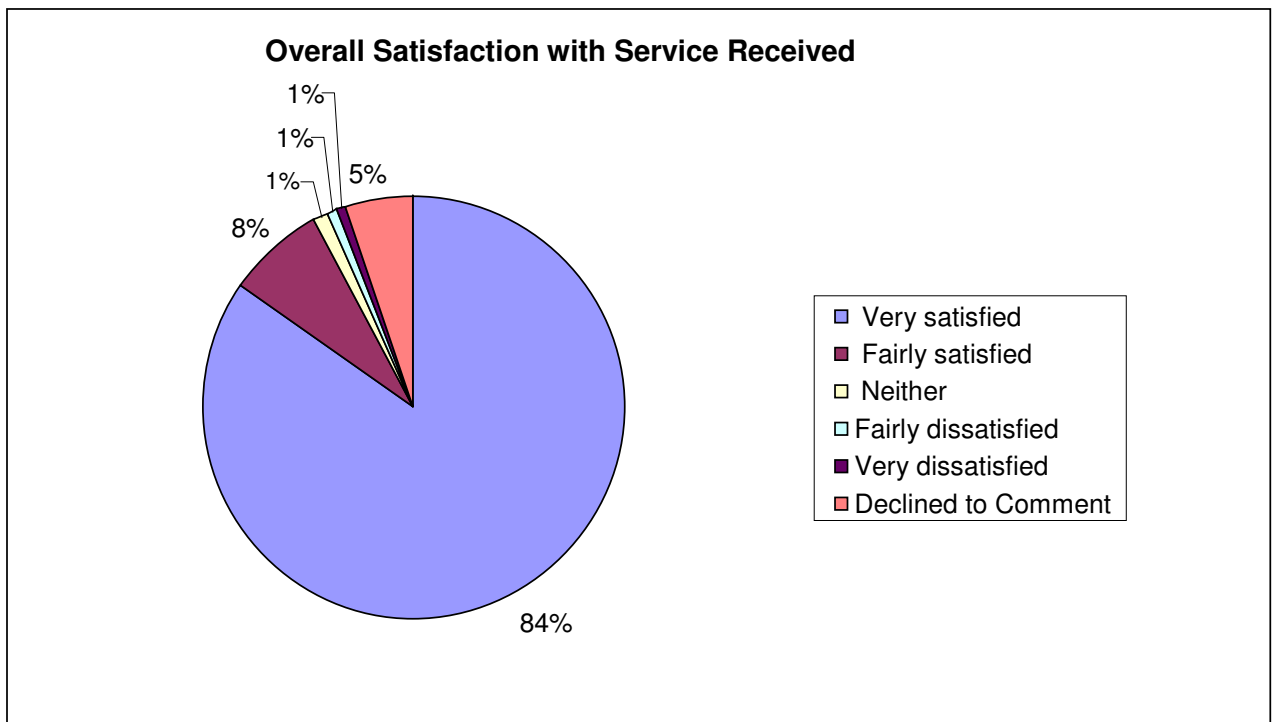
Since its inception Freeman Clinics Limited has established itself as a successful provider within its areas of operation. It is popular with patients as is demonstrated by an increasing registered list year on year and continual growth of walk in centre activity, with excellent service user satisfaction.

## **Patient Feedback**

Since the 13<sup>th</sup> June 2013 all patients using the walk-in service at both Battle Hill and Ponteland Road have been asked to complete a short questionnaire following their consultation. Up to the 25<sup>th</sup> June, 442 questionnaires have been completed. This survey continues to be handed out to all patients attending our walk-in services.

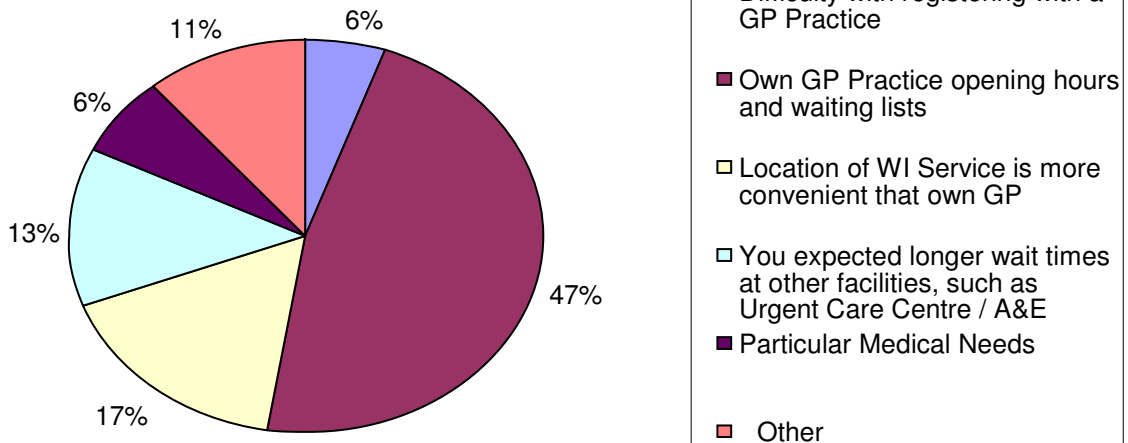
The questionnaire asks the patient about:

- overall satisfaction with the service
- their reasons for attending the service that day,
- what they feel would be the implications if the Walk In Service was to close
- age and gender



92% were either Very Satisfied or Fairly Satisfied with the service they had received. 5% had declined to comment with only 3% Neither Satisfied nor Dissatisfied, Fairly Dissatisfied or Very Dissatisfied.

### Reasons for Attending the Walk In Service Today



When asked the reasons for attending the service, the majority of service users (47%) had attended because of their own GP Practice opening hours/waiting times.

Below is a sample of the comments received from service users regarding the implications of the Walk in Centres closing:

*“No alternative but to attend A&E “*

*“More people using A&E”*

*“Longer waits or further to travel”*

*“Patients not able to access the correct level of care. A&E department swamped with non-emergency cases”*

*“The walk in centre was full for the whole time of my visit - proving it is a much needed service”*

*“The area would lose a vital medical service and would impact heavily on all the nearest A&E Departments”*

*“Makes it very difficult for full time people to be able to access healthcare for themselves or their children”*

*“Reduction in healthcare with unnecessary pain and worry for patient's. Potential loss of death or early identification of diagnosis”*

*“I'd be worried that I'd have nowhere to take my son if he needed medical assistance that was not urgent enough for A&E”*

*“I think my child would suffer from his symptoms for longer until a doctor at our surgery could see him. Delayed diagnosis”*

*“It would have a dramatic effect on the community”*

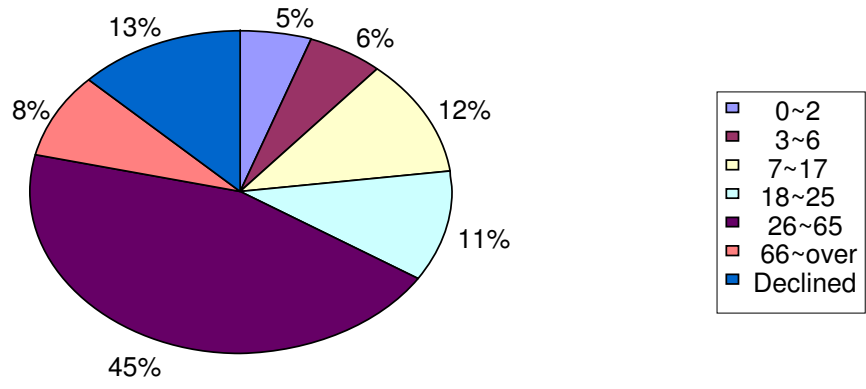
*“Quick access to medical assistance would be removed applying further pressure on local surgeries”*

*“Lose an out of hours service that I only attend for reasons that are not serious that enough for an A & E or hospital. I only use if my own Dr is not possible to see us. But I have the peace of mind I can visit if and when I need to”*

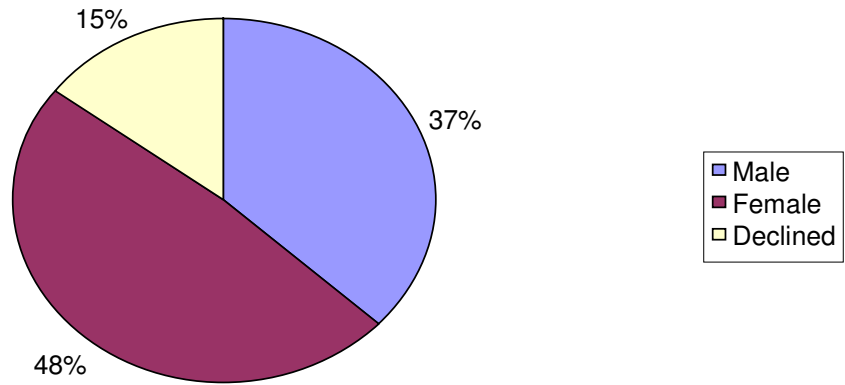
45% of the service users who received the questionnaire were aged between 22-65.

48% were female.

### Age of Patient



### Gender



## Battle Hill Health Centre

### **Review of Walk-in Service data from Service Commencement – 24<sup>th</sup> July 2009 to 31<sup>st</sup> May 2013**

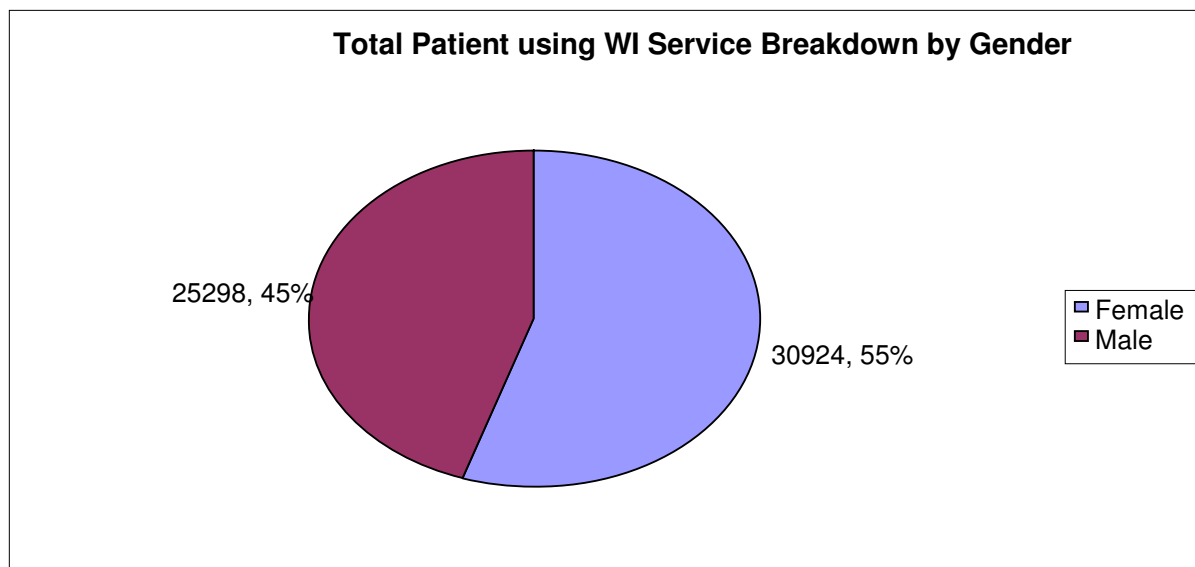
Since service commencement **56222** patients have accessed the walk in service. This includes both non registered patients, and patients who are registered at the On-Site GP practice. This is a daily average of 41 patients.

Of the total 56222 patients; **53732** non-registered patients use the service – average of 39 patients daily. **2490** registered patients have used the walk in service, daily average of 2 patients per day.

These patients have generated **112169 consultations**. A daily average of 81 consultations. Of this 103973 (75 daily) are non-registered and 8196 (daily average of 6) are registered patients using the walk in service

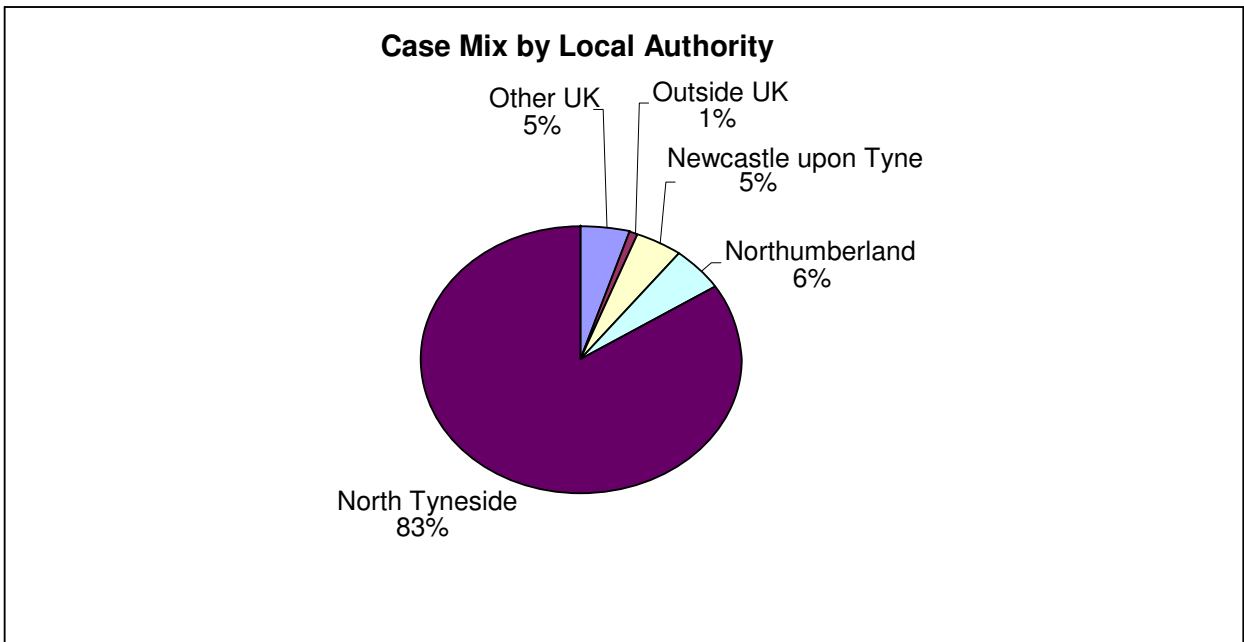
### **Case mix of patients accessing the WI service from service commencement to 31st May**

Of the 56222 patients who have used the service 55% were female.



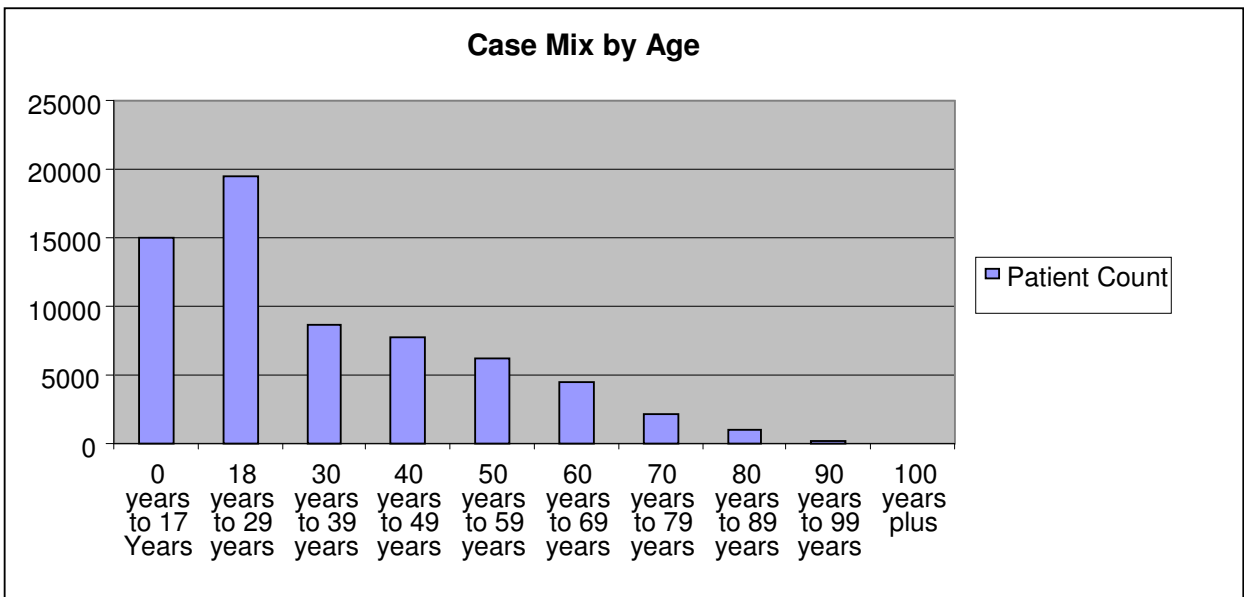
### **Locality of patient population:**

Of the 56222 patients, we have had looked in to the locality of where they live (based on local authority boundaries). 83% of patients who have used the service have resided in the North Tyneside (Local) area. With 11% from the bordering authorities, 5% from elsewhere in the UK and 1% from outside the UK.



### Age

We have had a look at the trends of patients attending to see how their age reflected on this. 53% of all patients accessing the service are aged under 30 at the time of treatment. The age group of 18-29 years is the most prevalent.



### Ethnicity

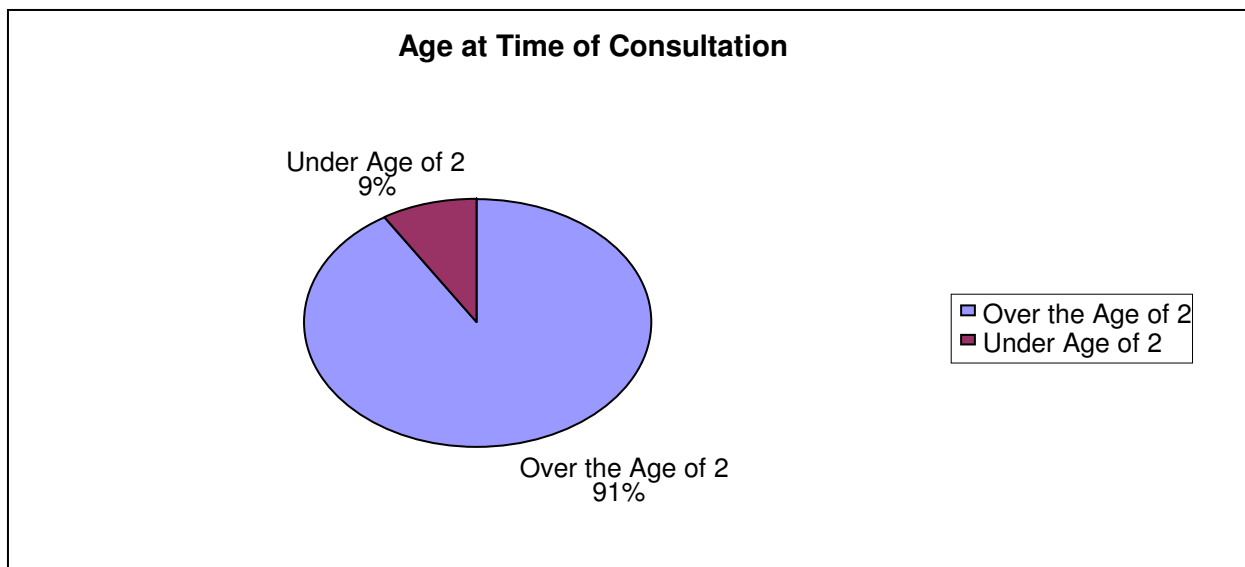
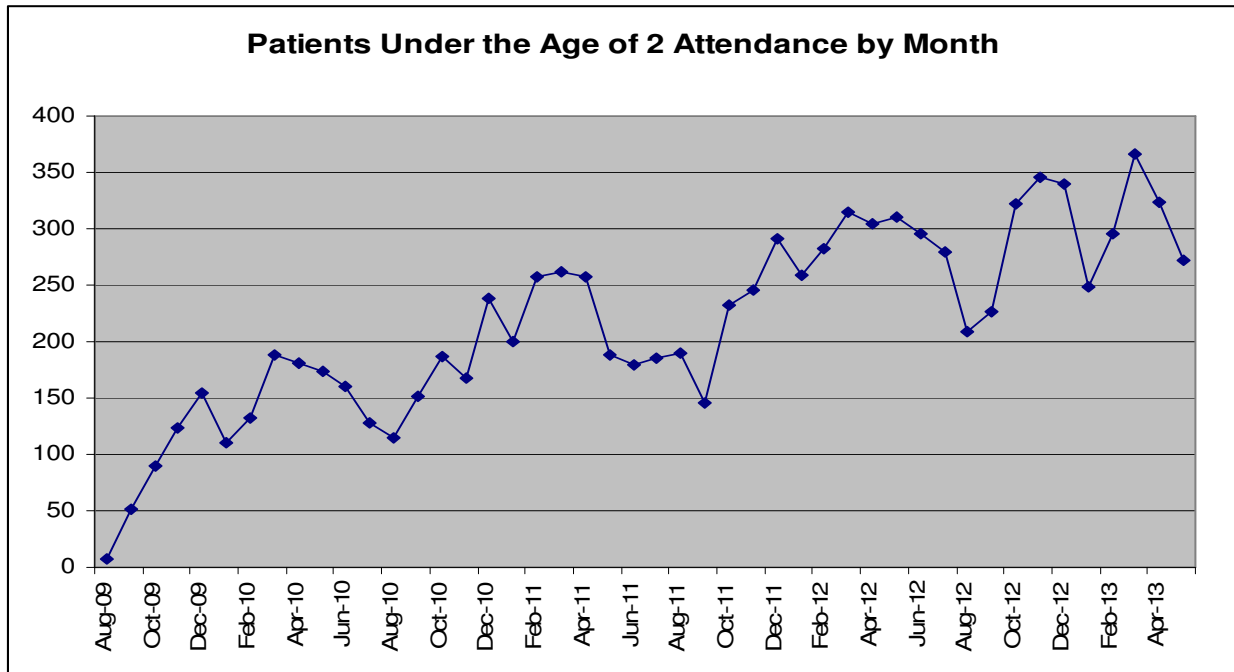
97% of the patient population have been recorded as being in the British or Mixed British ethnic category.

Looking at the 2011 Census for the Ethnic groups in North Tyneside, a total of 95.1% have responded as being White: English/Welsh/Scottish/Northern Irish / British. This does not include Black British, mixed British, Asian British etc. We are unable to include these in comparison, as the ethnic categories do not separate other ethnic groups into being British only. For example the have grouped together Asian with Asian British.

## Patients under the age of 2

The walk in centre offers a service to patients under the age of 2. Since service commencement, 9981 consultations have taken place with patients under the age of 2 at the time of consultation, this equates to 9% of all consultations.

The busiest month for consultations with patients under the age of 2 was in March 2013 with 366 consultations.

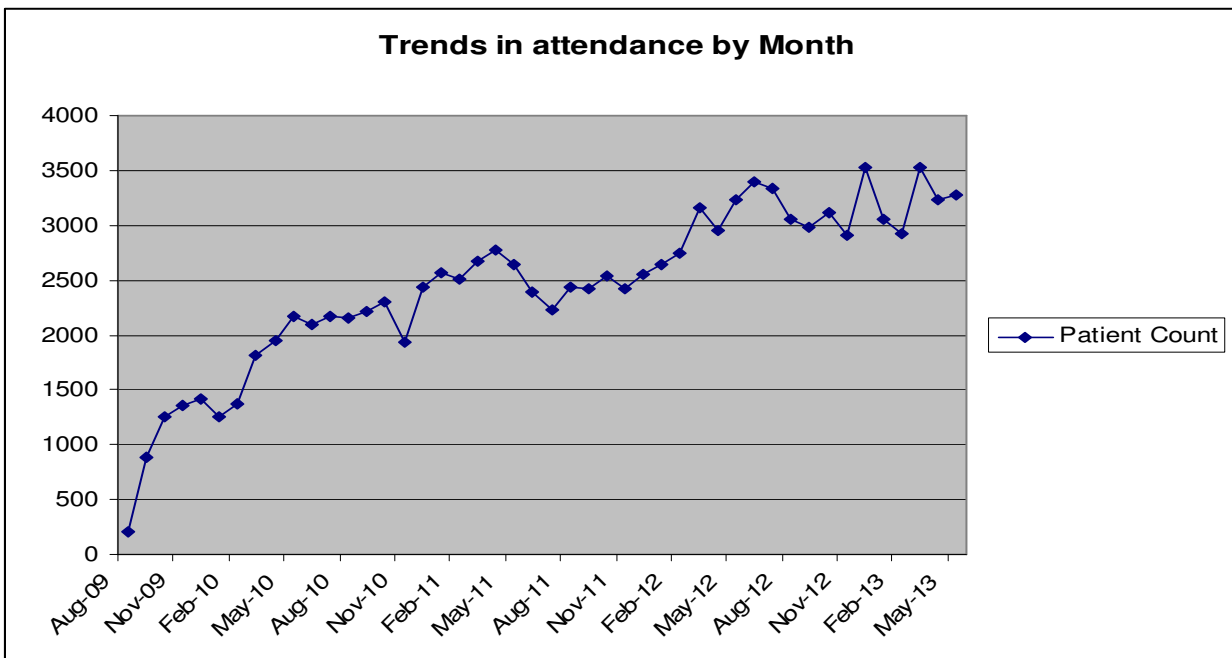


## Trends in patient activity across the day, week and year - since service commencement based on arrival times

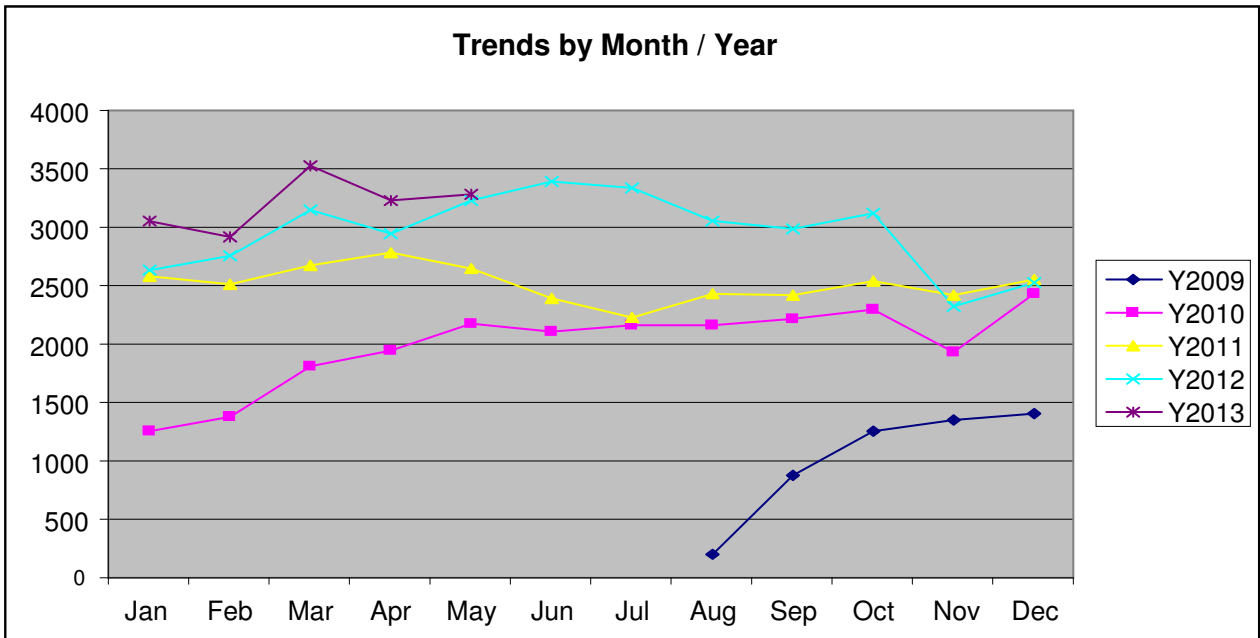
### Months:

The month with highest patient activity was March 2013 with 3521 consultations recorded.

The months with the lowest activity were in August and September 2009, recording under 1000 consultations.



The trends in attendance by month throughout the years do not show significant seasonal trends.



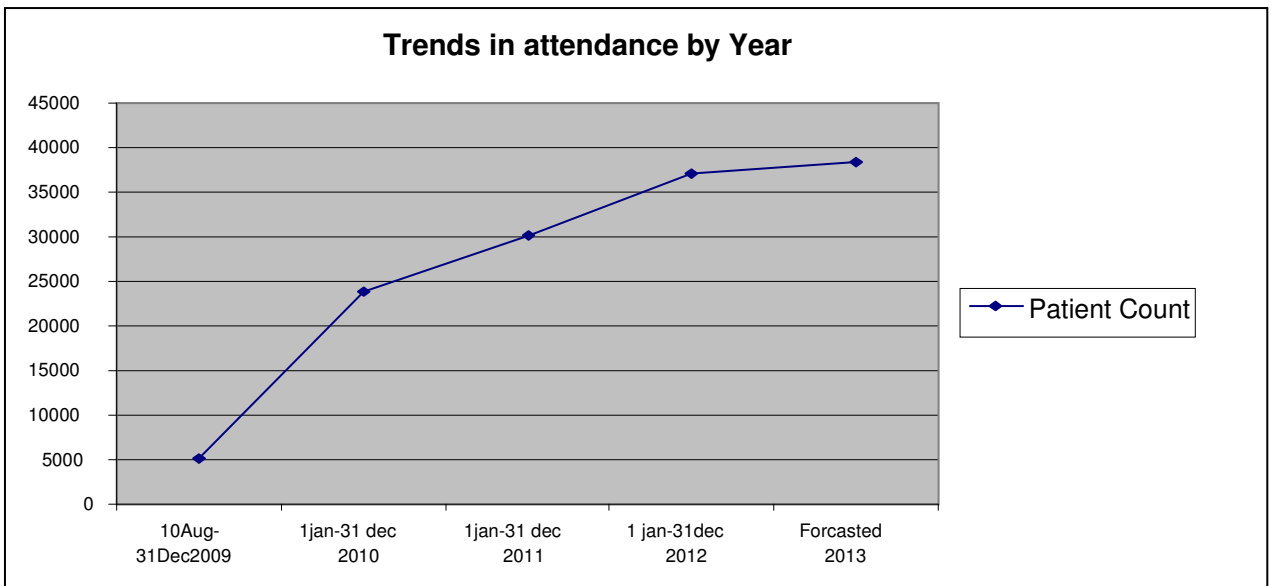
**Years:**

Patient activity is continuing to grow year on year.

Last year, 2012 was the busiest with 37027 consultations recorded.

2013 has recorded 16010 consultations up to 31<sup>st</sup> May, with a forecasted year end figure of 38424 consultations.

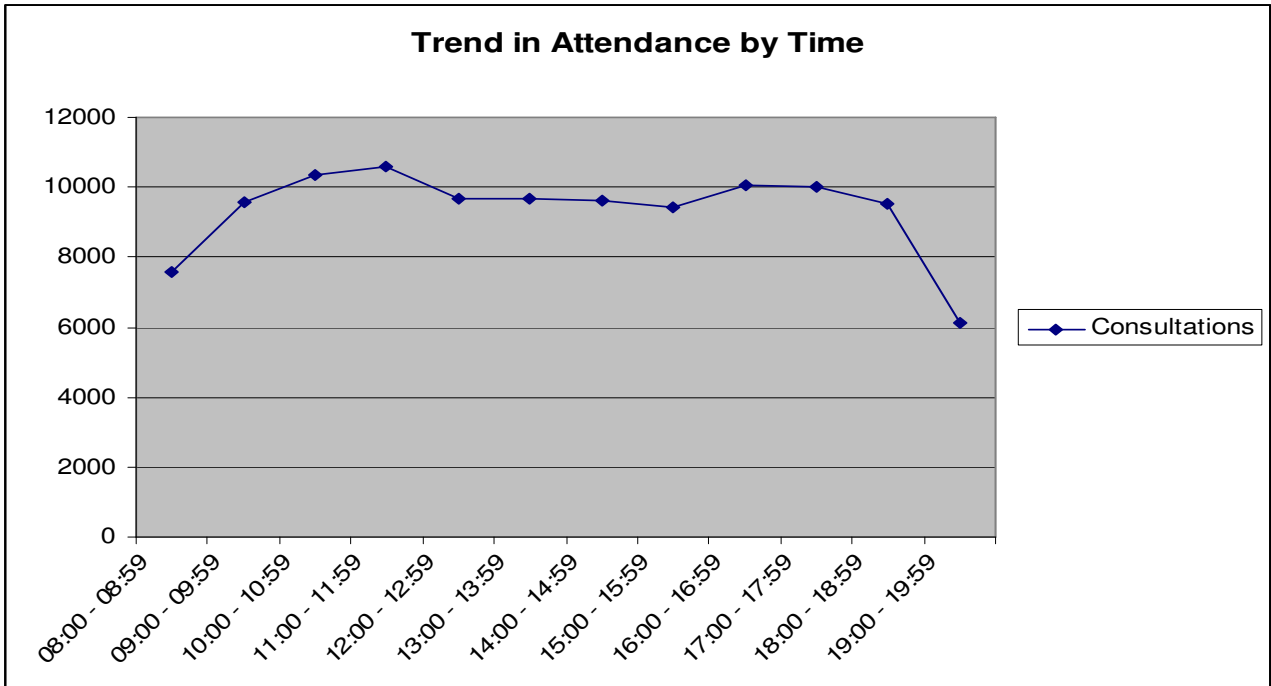




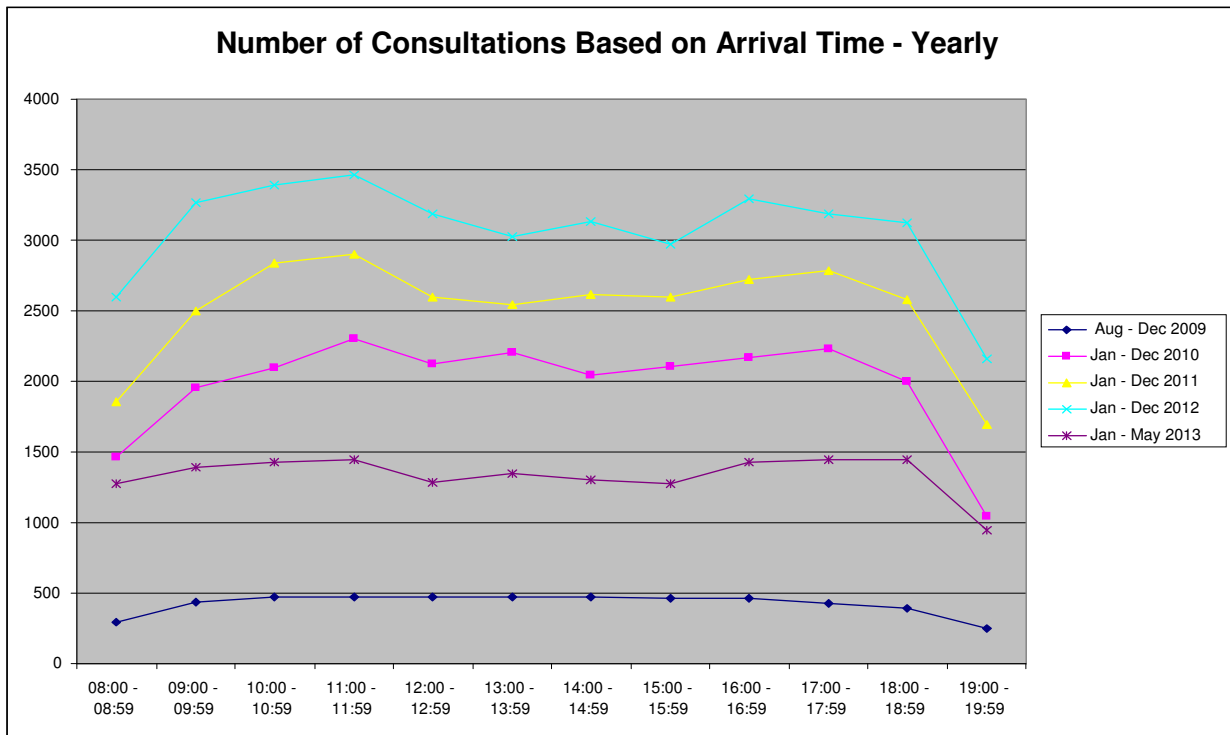
**Times:**

Between 11:00 – 11:59 shows a peak in activity with recordings of 10578 consultations.

Between 19:00 – 19:59 shows the lowest activity, recording 6133 consultations.



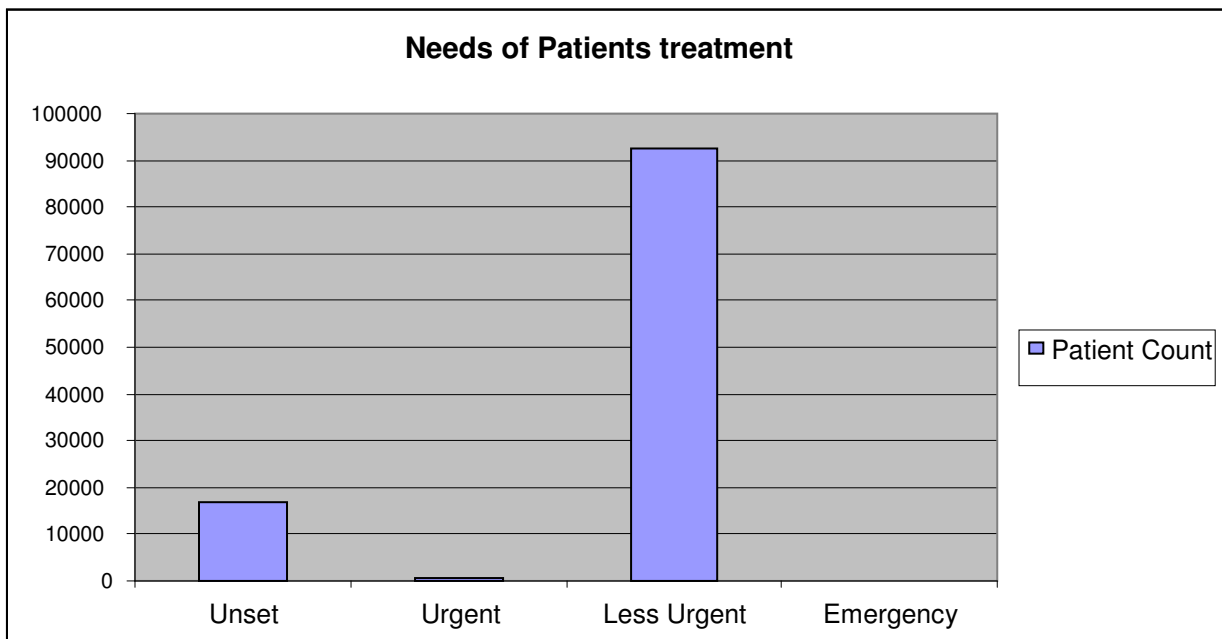
Reviewing the trend of activity across the day, year on year since service commencement, the data shows that this trend is consistent. Between 11.00-11.59 recording the highest activity and between 19.00-19.59 the lowest levels of consultations within the day.



**The frequency with which particular medical needs were treated:**

34 patients required Emergency Treatment and 514 were classed as needing Urgent treatment.

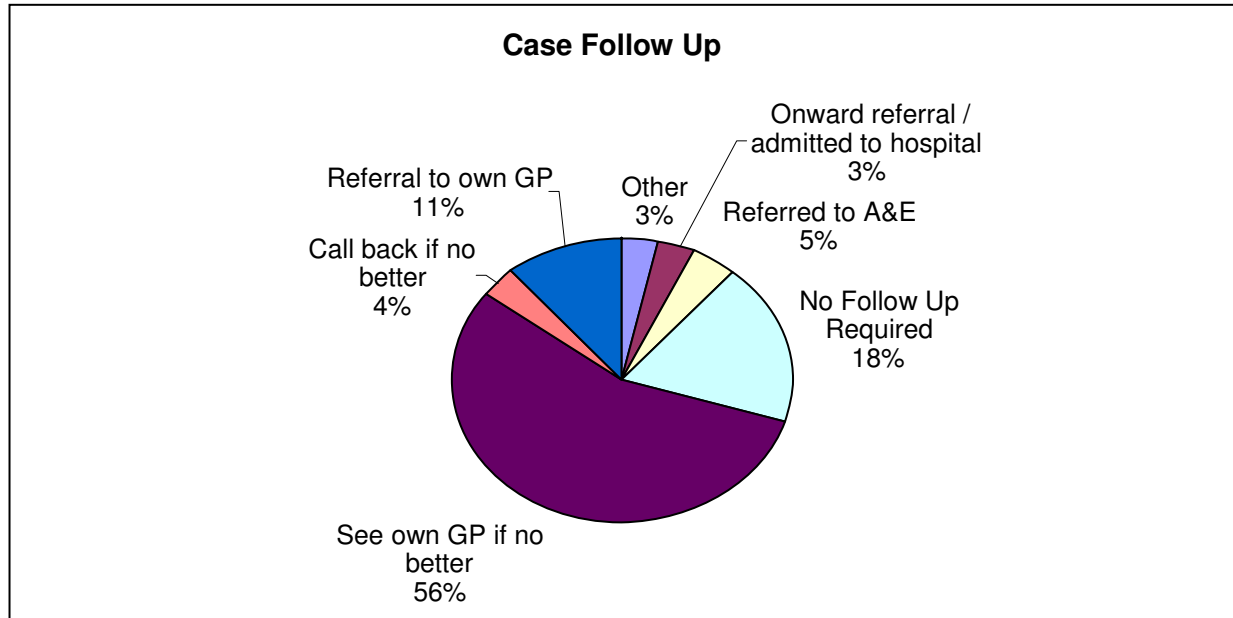
92514 were recorded as needing Less Urgent treatment, with the remaining consultations not having the urgency recorded.



## Case Follow Up:

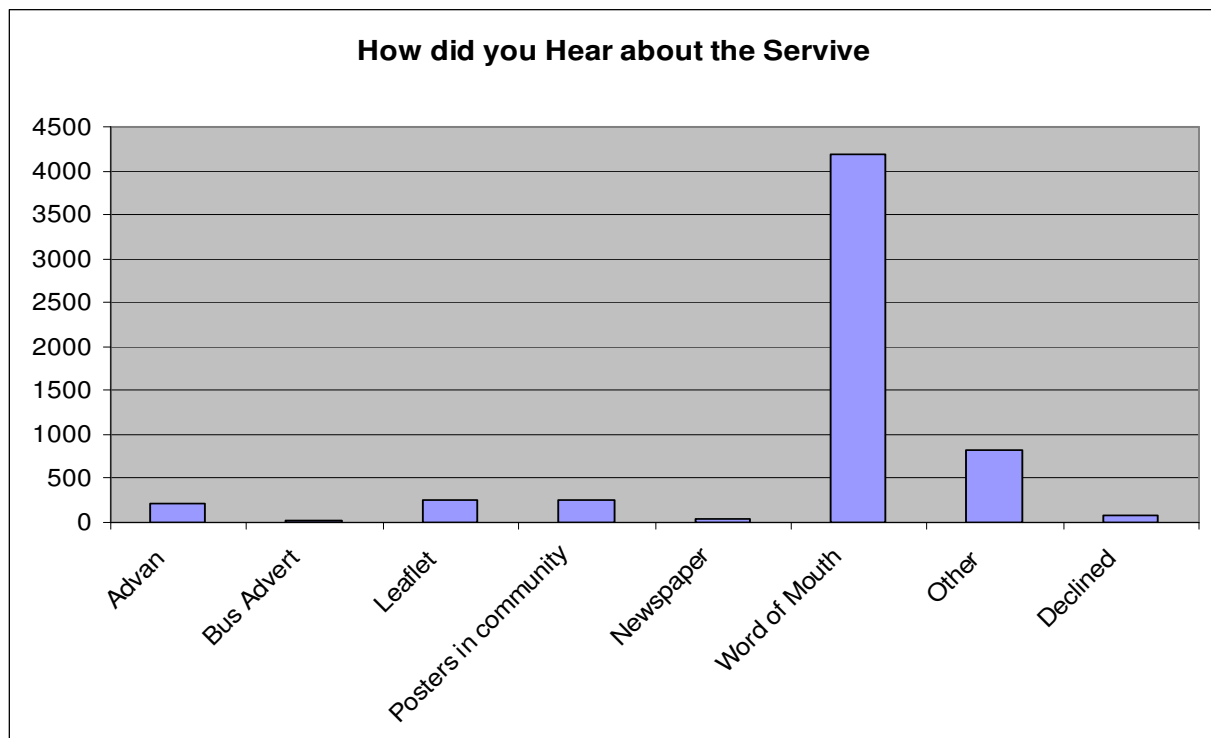
The case follow up for consultations are recorded in the following categories:

- Referral to A&E – 5%
- Onward referral / admitted to hospital – 3%
- No follow up needed – 18%
- Call back if no better – 4%
- Referral to own GP – 11%
- See own GP if no better – 56%
- Other – 3%

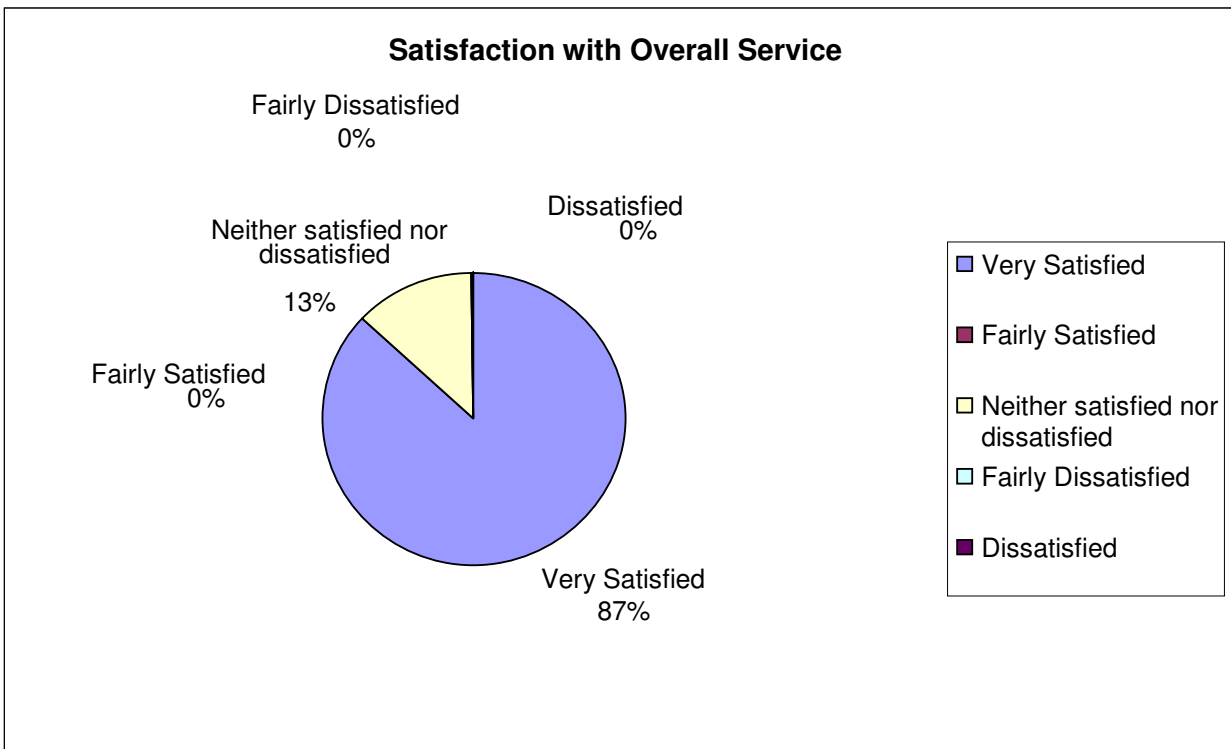


## Patient Feedback

Since the centre has opened until 31<sup>st</sup> May 2013 we have asked patients using the walk in service at Battle Hill for feedback. 5889 patients responded in total. However they did not answer every question. Below is a breakdown of the results.



72% of patients who replied had heard about the service via word of month.



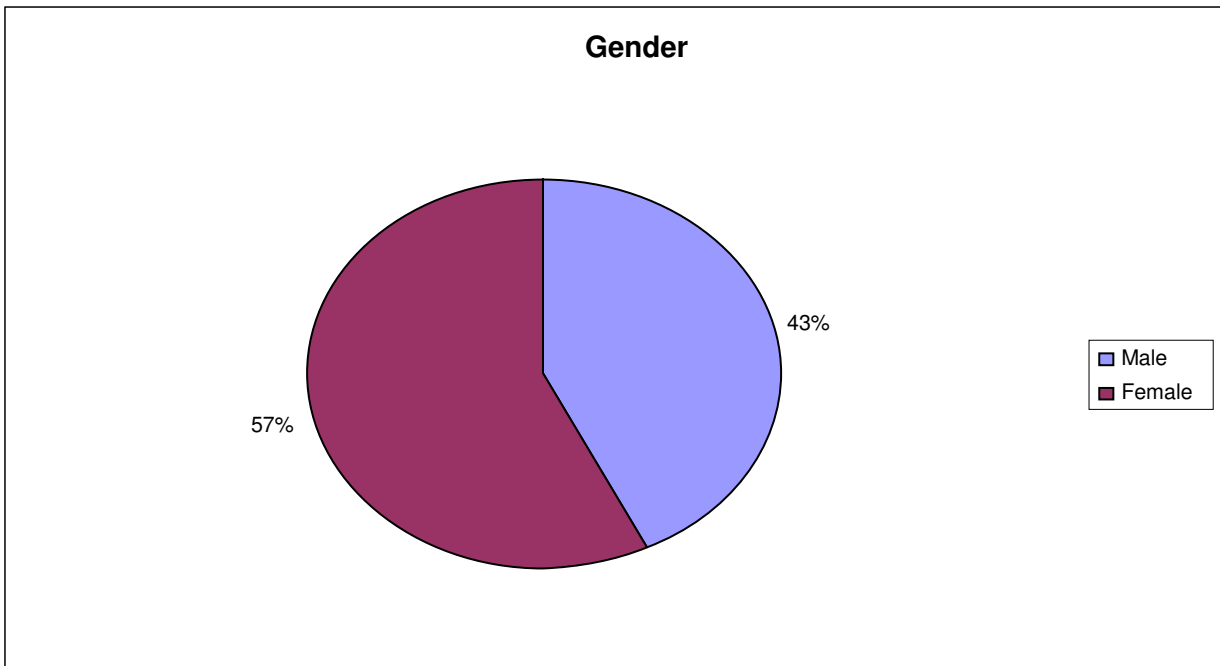
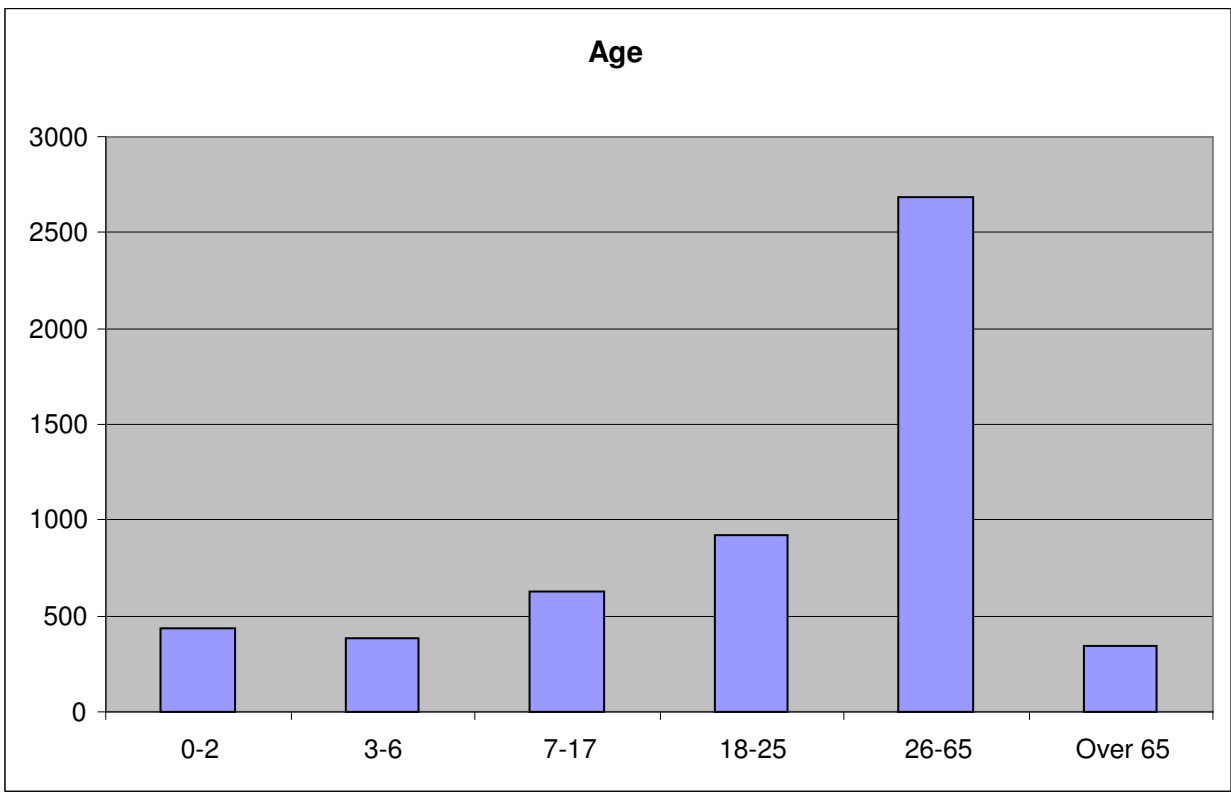
When asked how satisfied they were with the overall service they received 87% were very satisfied, 13% had indicated they were neither satisfied nor dissatisfied (declined to comment) and only 0.2% patients have indicated they were very dissatisfied.

Removing those patients who declined to comment on their satisfaction; 99% of those patients who commented were very satisfied with the service they received.



99% of patients felt that the waiting time was acceptable.

When asked if they felt that the staff were friendly and helpful, of the 5695 who answered only 3 answered no, and 8 were not satisfied with their clinical care.



Above is a breakdown of the demographics of patients who have responded to the feedback forms.

57% were female and 45.5 % fell in the age range of 26-65.

## Ponteland Road Health Centre

### **Review of Walk-in Service data from Service Commencement – 5<sup>th</sup> October 2009 to 31<sup>st</sup> May 2013**

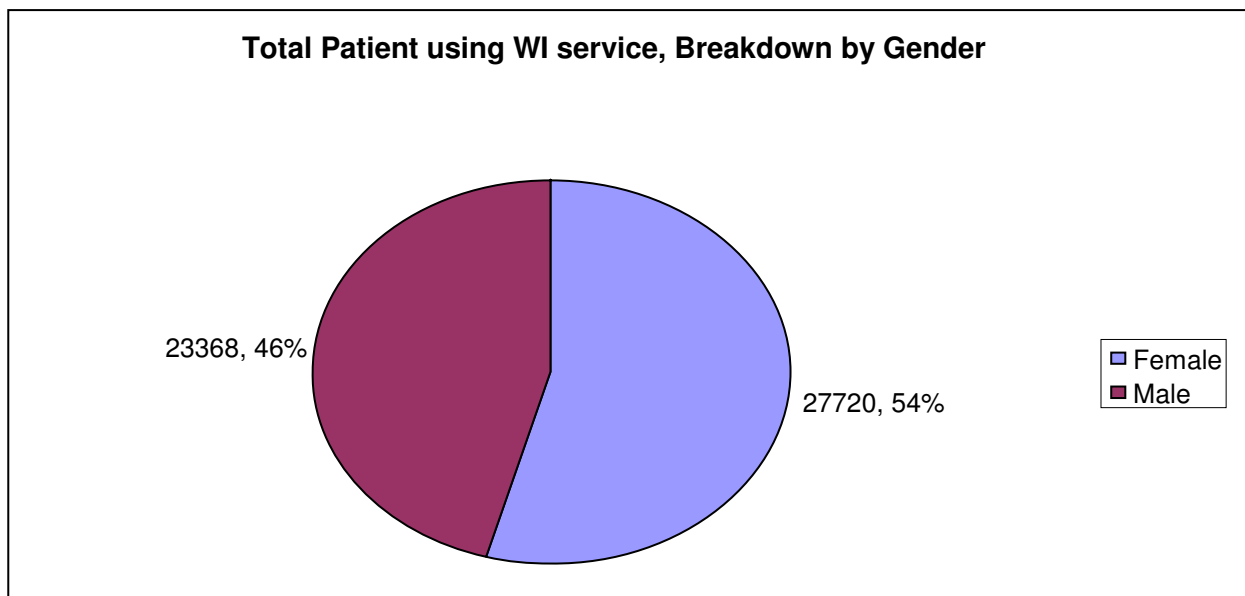
Since service commencement **51088** patients have accessed the walk-in service. This includes both non registered patients, and patients who are registered at the on-site GP Practice. This is a daily average of 38 patients.

Of the total 51088 patients; **49119** non-registered patients use the service – an average of 37 patients daily. **1969** registered patients have used the walk in service, a daily average of 1 patient per day.

These patients have generated **99821 consultations**. A daily average of 75 consultations. Of this 93686 (70 daily) are non-registered and 6135 (daily average of 5) are registered patients using the walk-in service

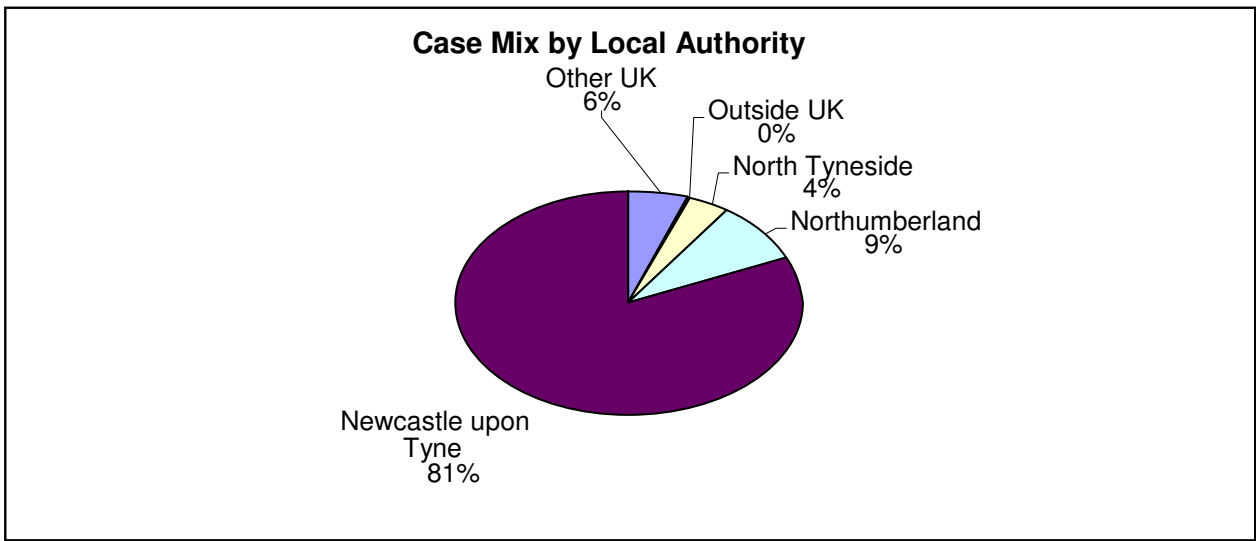
### **Case mix of patients accessing the walk-in service from service commencement to 31st May**

Of the 51088 patient who have used the service 54% were female.



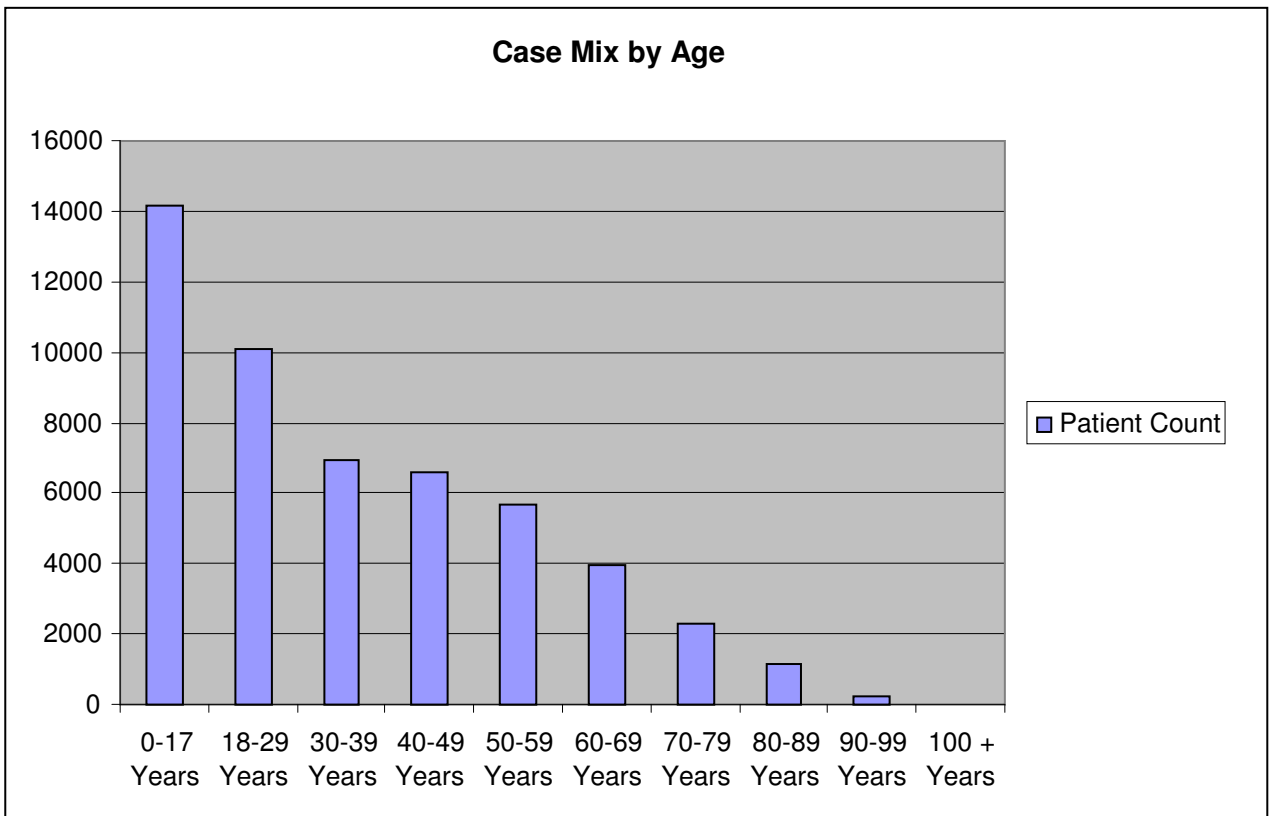
### **Locality of patient population:**

Of the 51088 patients we have had looked in to the locality of where they live (based on local authority boundaries). 81% of patients who have used the service have resided in the Newcastle (Local) area. With 13% from the bordering authorities, 6% from elsewhere in the UK and under 1% from outside the UK.



## Age

47% of all patients were under 30 at the time of their consultation. The age group of 0-17 years being the most popular with 27% of patients being seen in this range.



## Ethnicity

93% of attendances have been recorded as being in the British or Mixed British ethnic category.

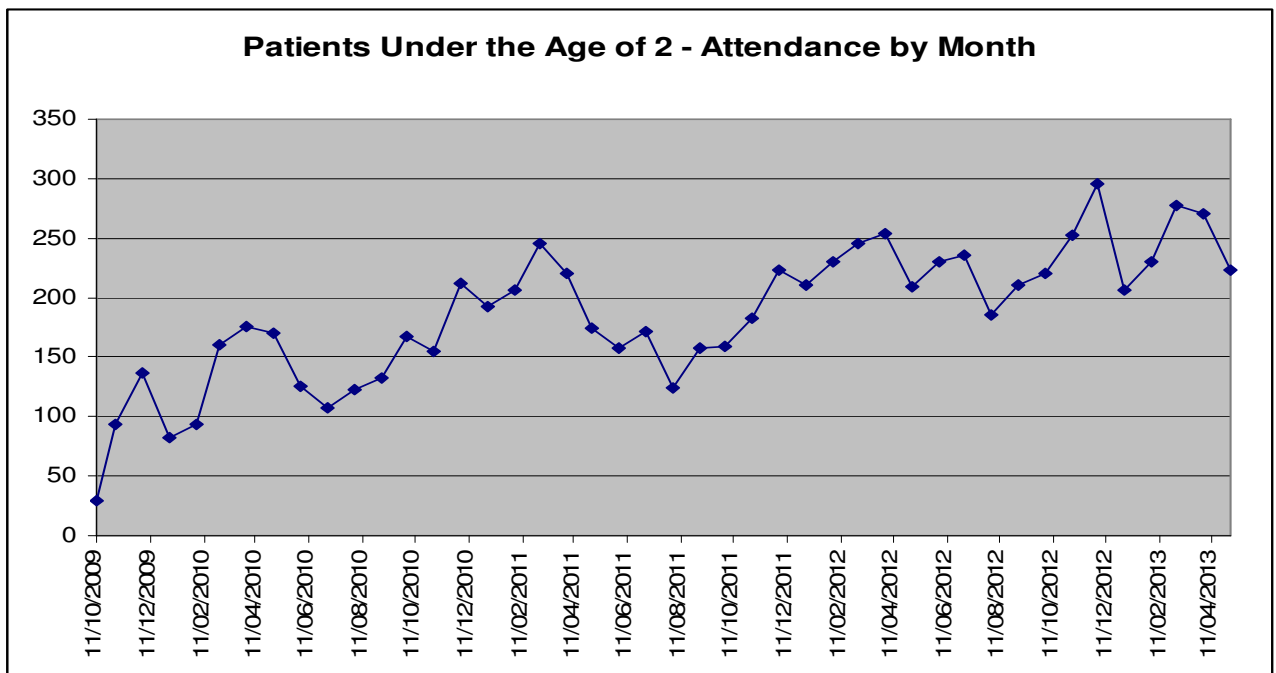
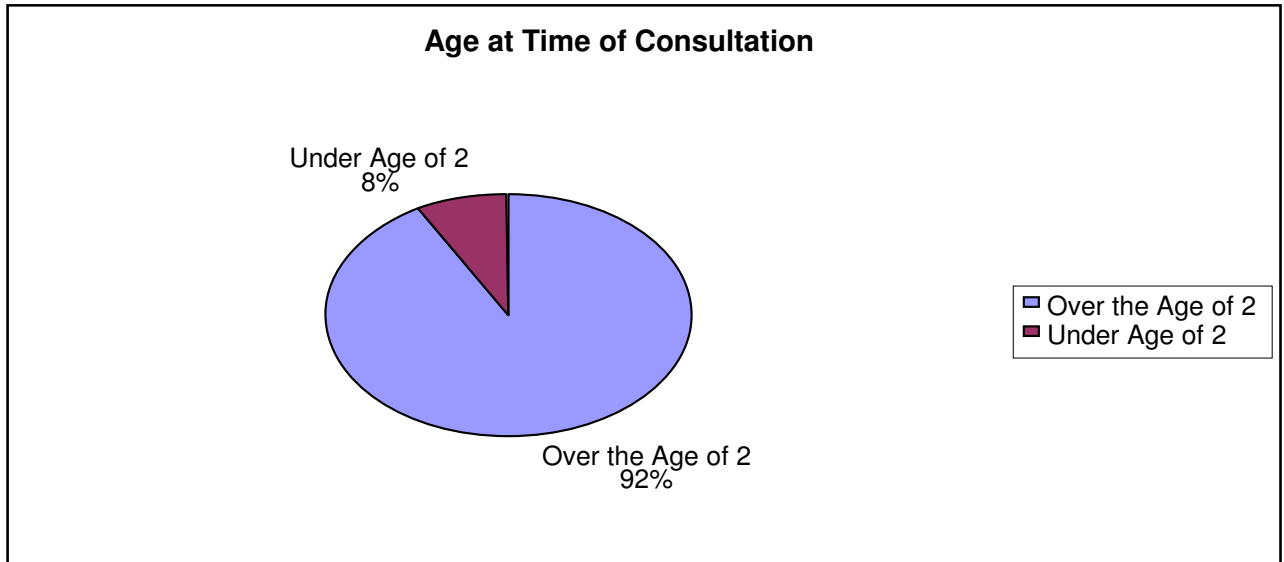
Looking at the 2011 Census for the Ethnic groups in Newcastle a total of 81.9% have responded as being White: English/Welsh/Scottish/Northern Irish / British. This does not include Black British, mixed British, Asian British etc.

We are unable to include these in comparison, as the ethnic categories do not separate other ethnic groups in to being British only. For example the have grouped together Asian with Asian British.

## Patients under the age of 2

Ponteland Road walk-in centre offers a service to patients under the age of 2. Since service commencement, 8161 consultations have taken place with patients recorded as under 2 at the time of the consultation accounting for 8% of all consultations.

The month showing the highest activity for consultations with patients under the age of 2 was December 2012 with 295.



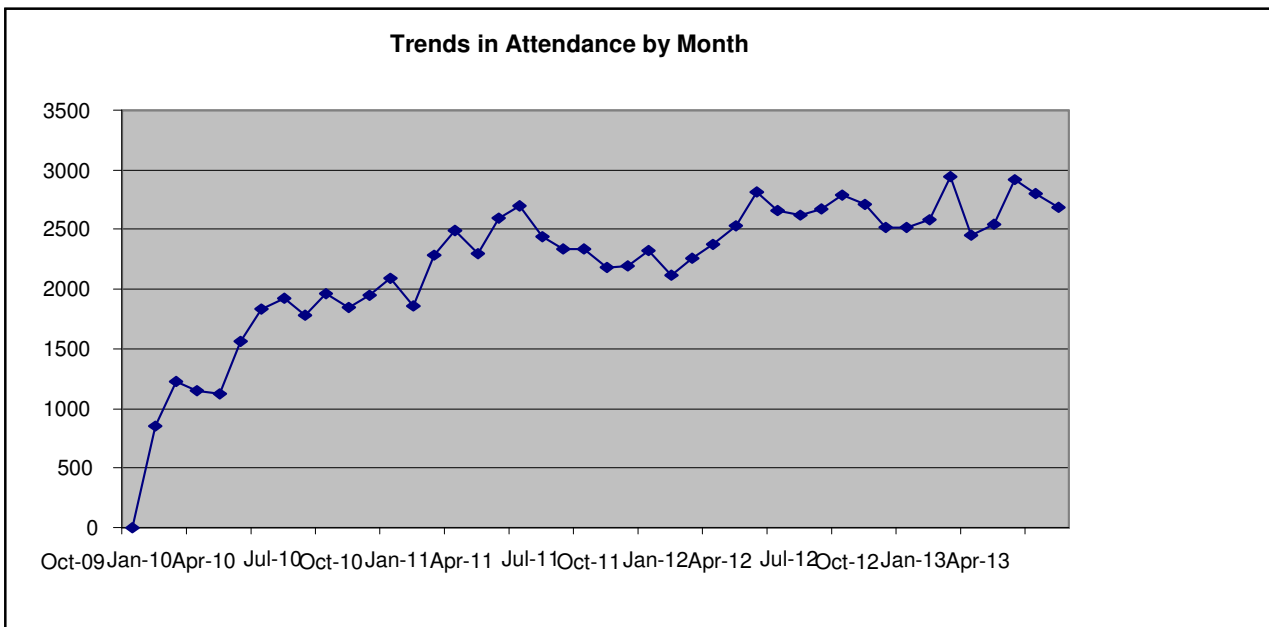
## Trends in patient activity across the day, week and year - since service commencement

Months:

The month with the highest activity was March 2013 with 2987 consultations recorded.

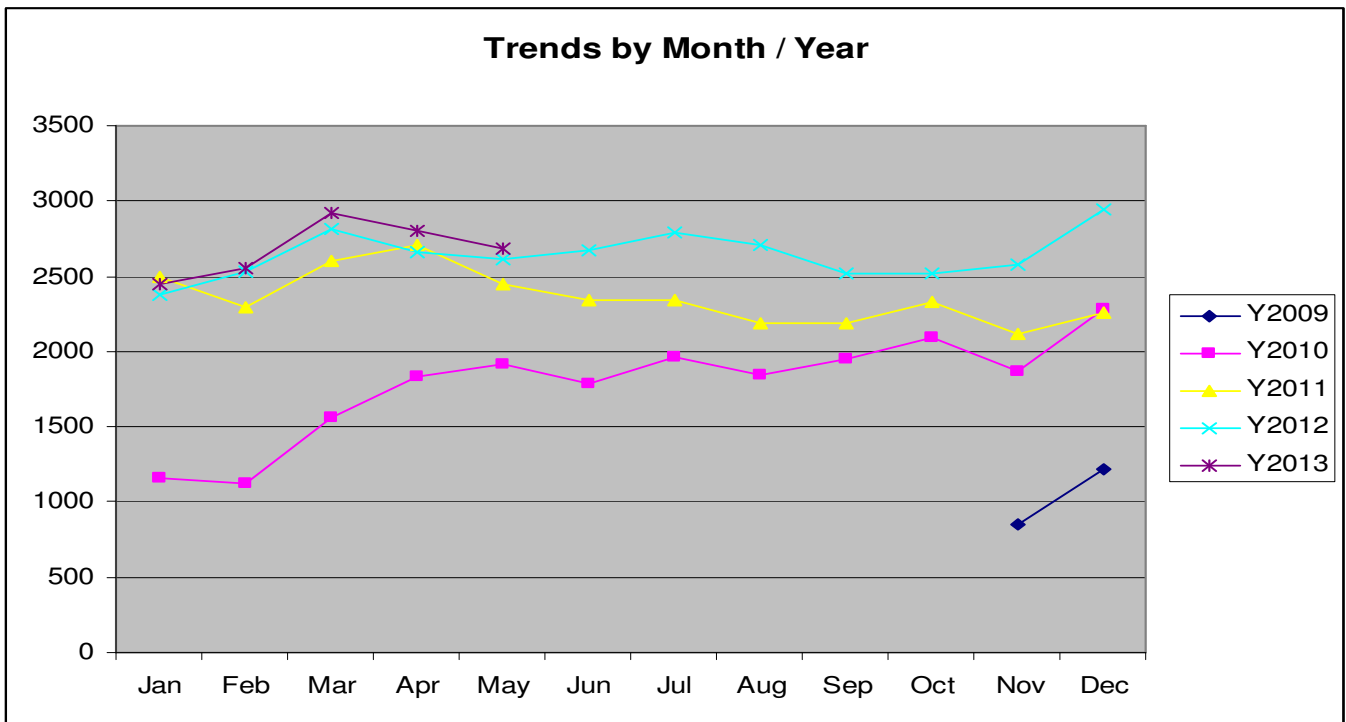
The months with the lowest patient activity (under 1000) were in November and 1119 in February 2010.





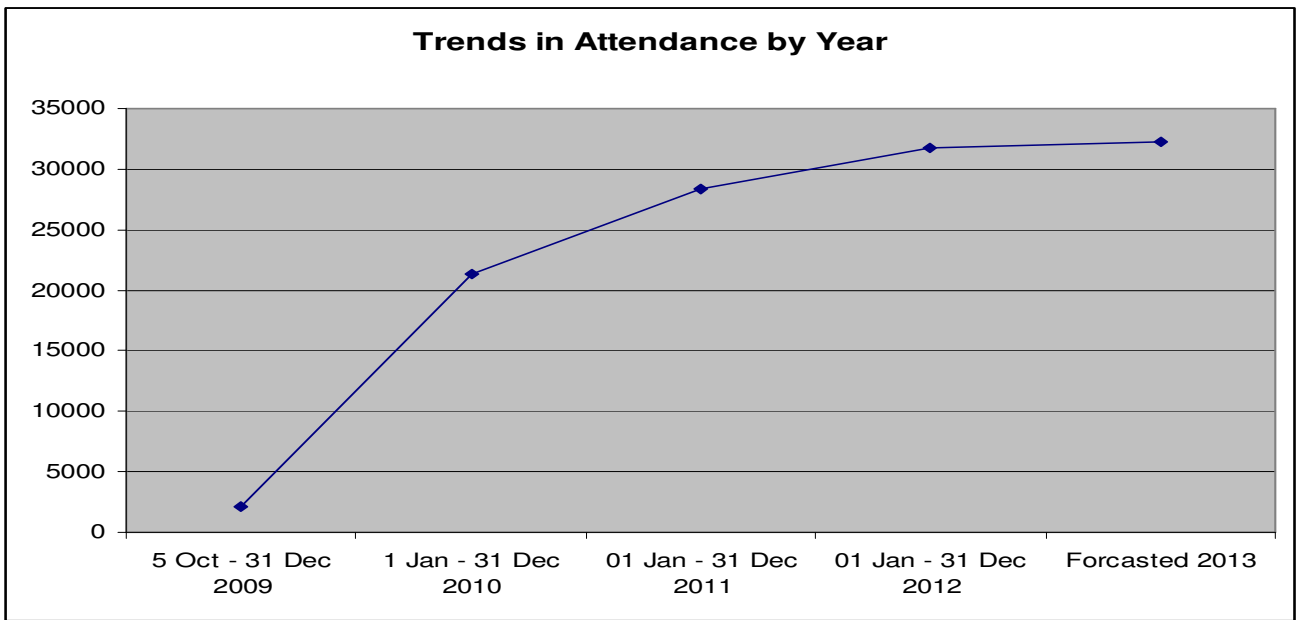
**Month:**

The trends in attendance by month throughout the years do not show significant seasonal trend.



**Years:**

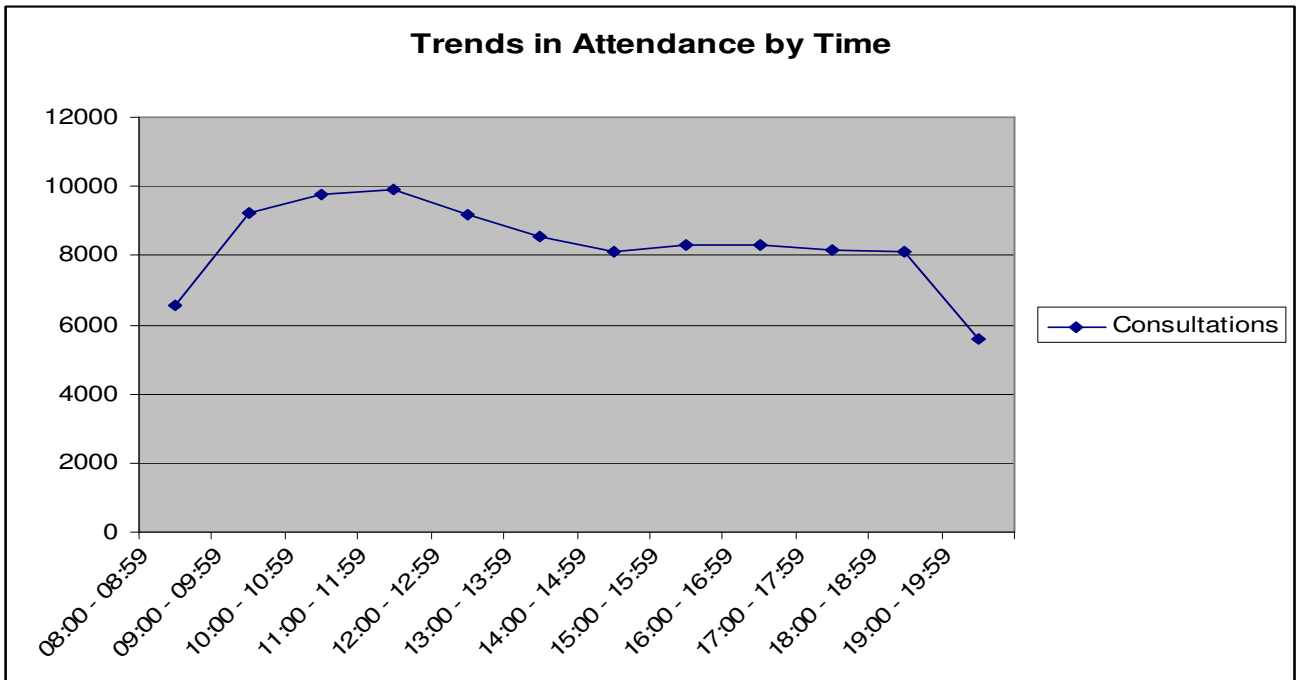
Patient activity is continuing to grow year on year. Last year 2012 was the busiest with 31730 consultations. 2013 has recorded 13416 consultations up to 31<sup>st</sup> May, with a forecasted year end figure of 32198 consultations.



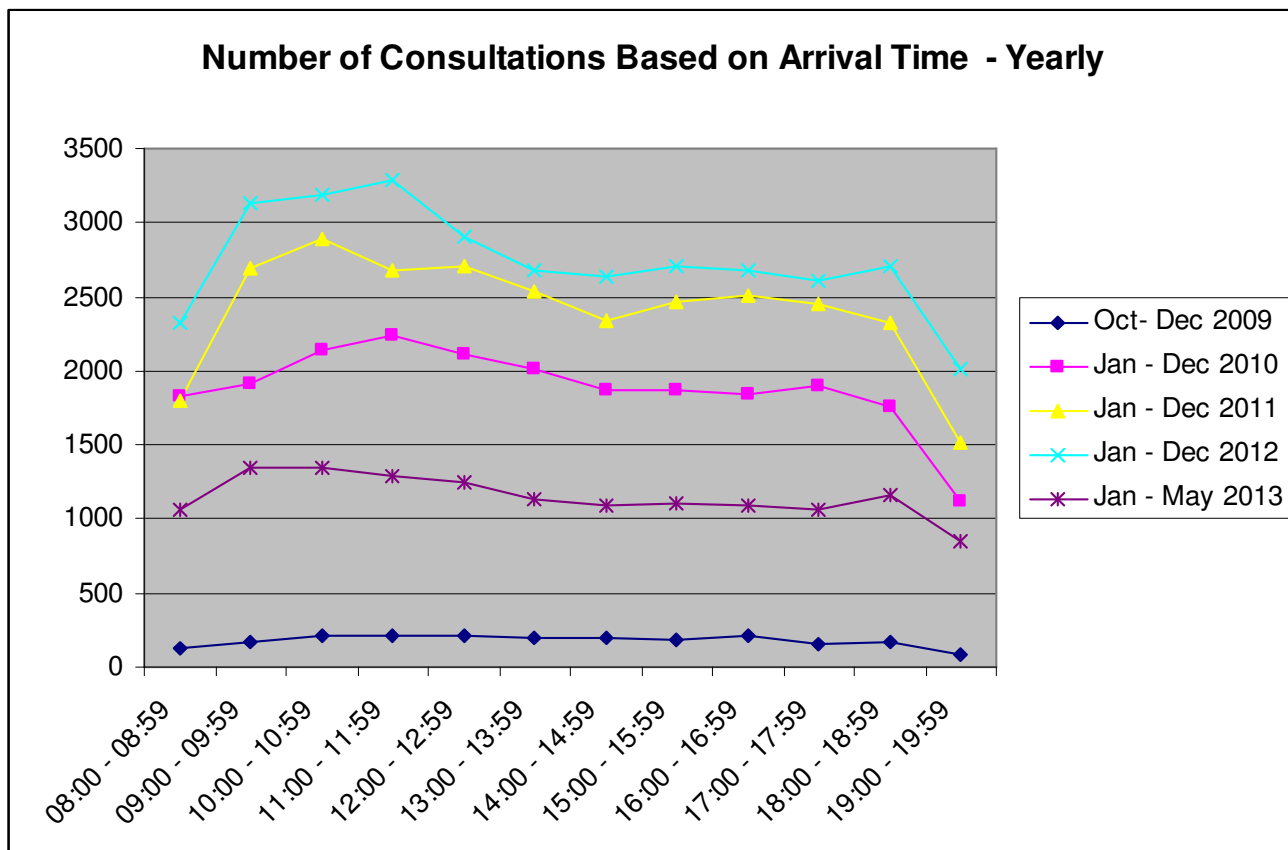
**Times:**

Between 11:00 – 11:59 shows a peak in activity with recording 9901 consultations

Between 19:00 – 19:59 shows the lowest activity, recording 5574 consultations

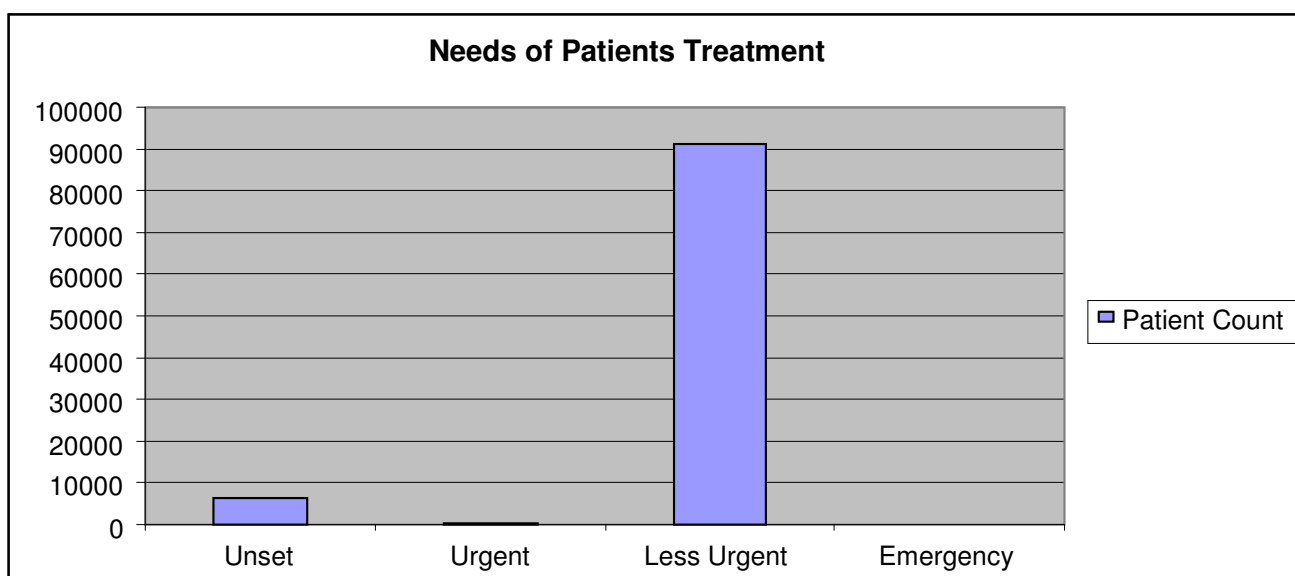


Reviewing the trend of activity across the day, year on year since service commencement, the data shows that this trend has changed slightly for the highest activity. This has remained during the morning period. The lowest levels of consultations across the day have remained constant, between 19.00-19.59.



**The frequency with which particular medical needs were treated:**

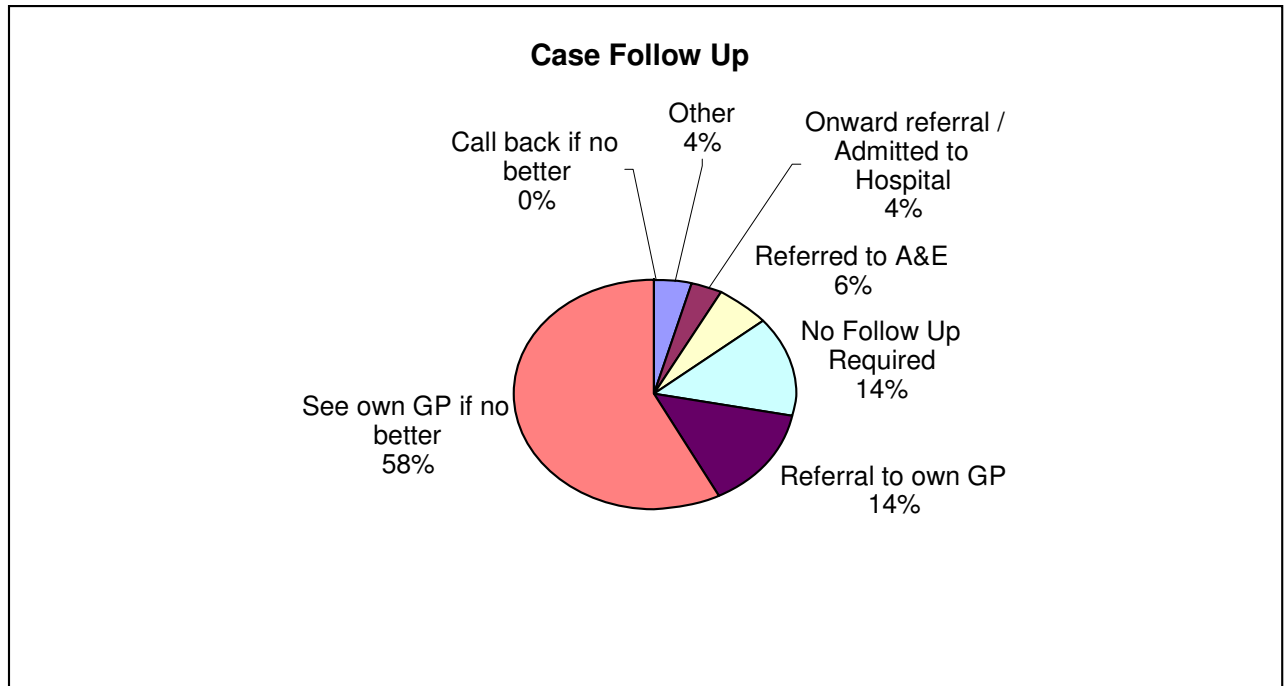
48 patients were recorded in need of Emergency Treatment, 320 were classed as needing Urgent treatment, 91100 were recorded at needing Less Urgent treatment, with the remainder of the consultations not recording the urgency.



## Case Follow Up:

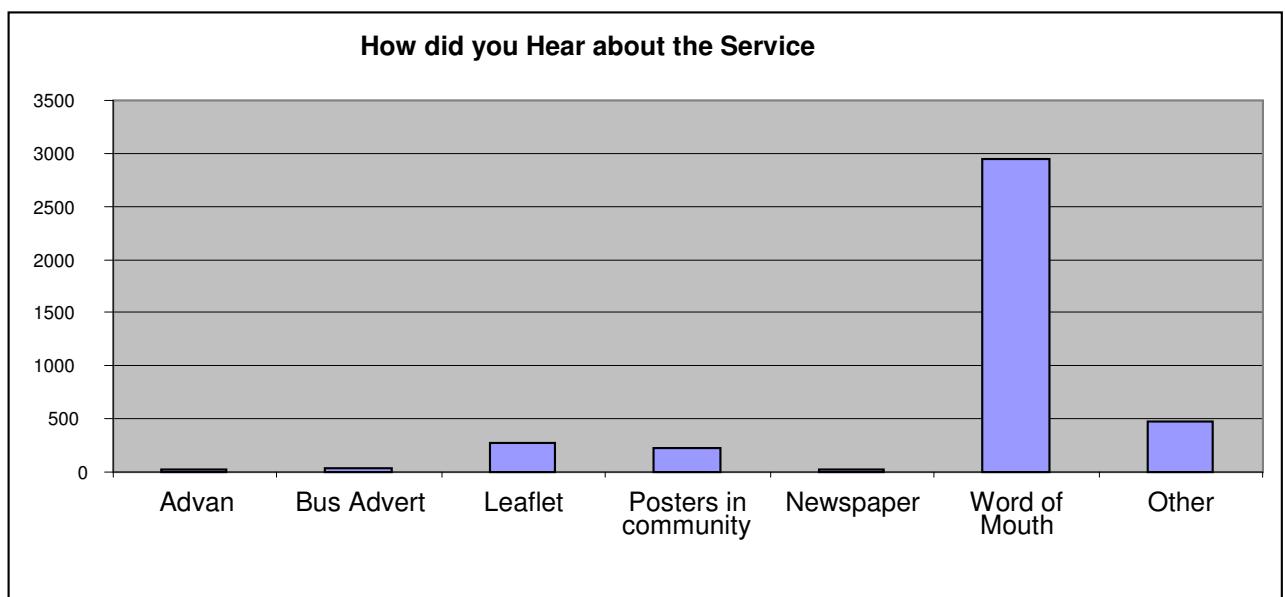
Case follow up for consultations are recorded in the following categories.

- Referral to A&E – 6%
- Onward referral / admitted to hospital – 4%
- No follow up needed – 14%
- Call back if no better – 0%
- Referral to own GP – 14%
- See own GP if no better – 58%
- Other – 4%



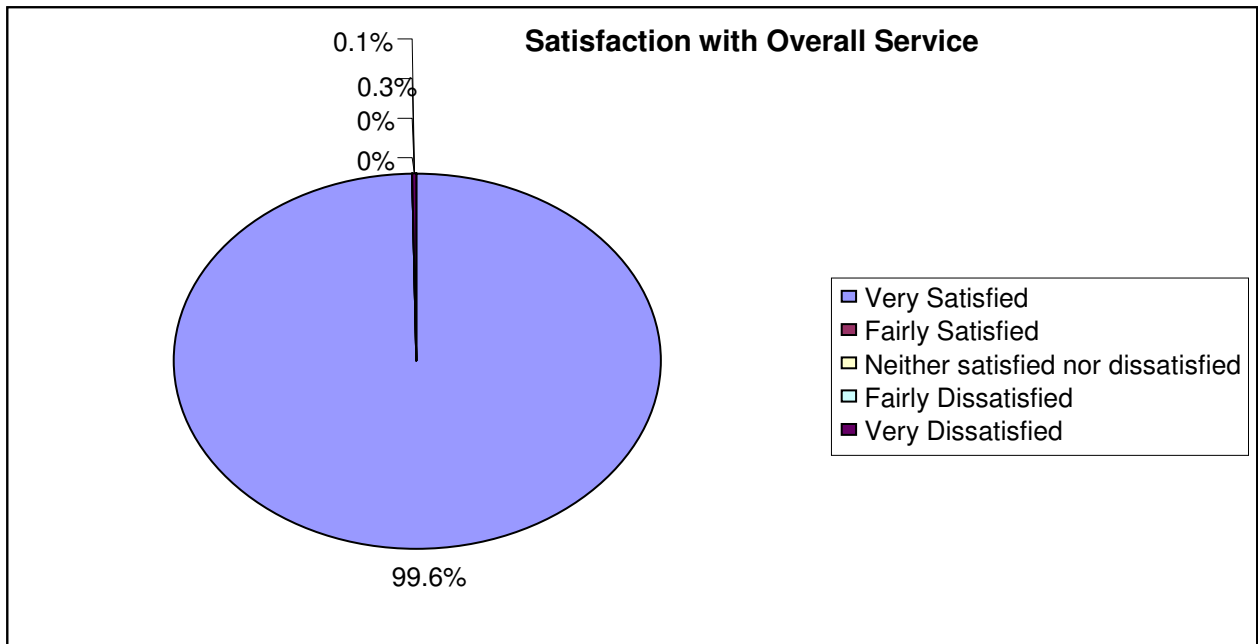
## Patient Feedback

4114 patients responded in total. However they did not answer every question. Below is a breakdown of the results.

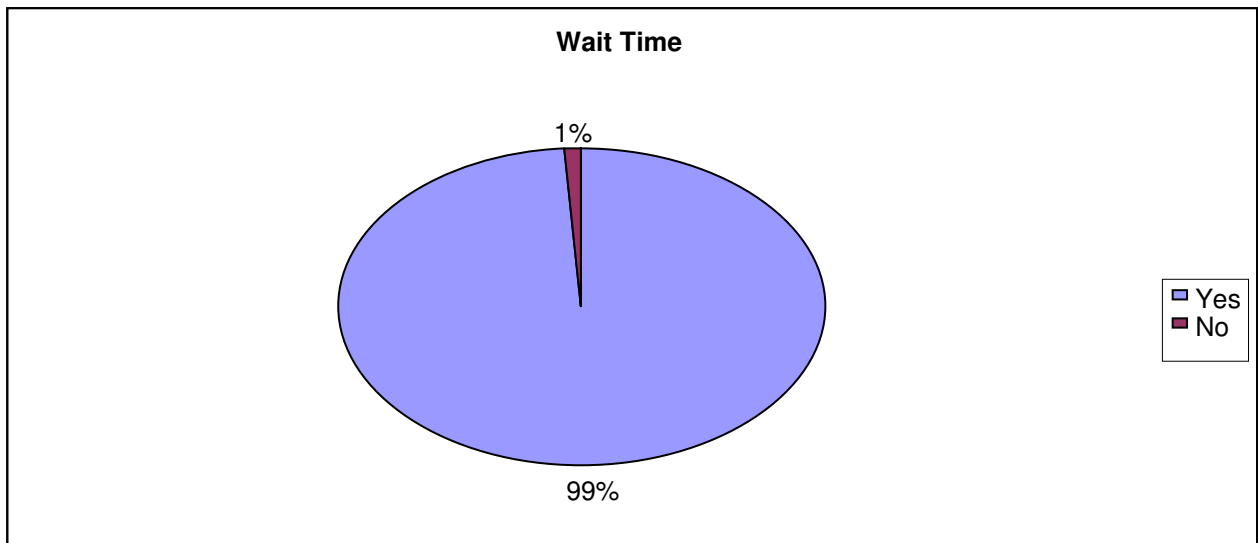


73% of patients who replied, had heard about the service via word of month.

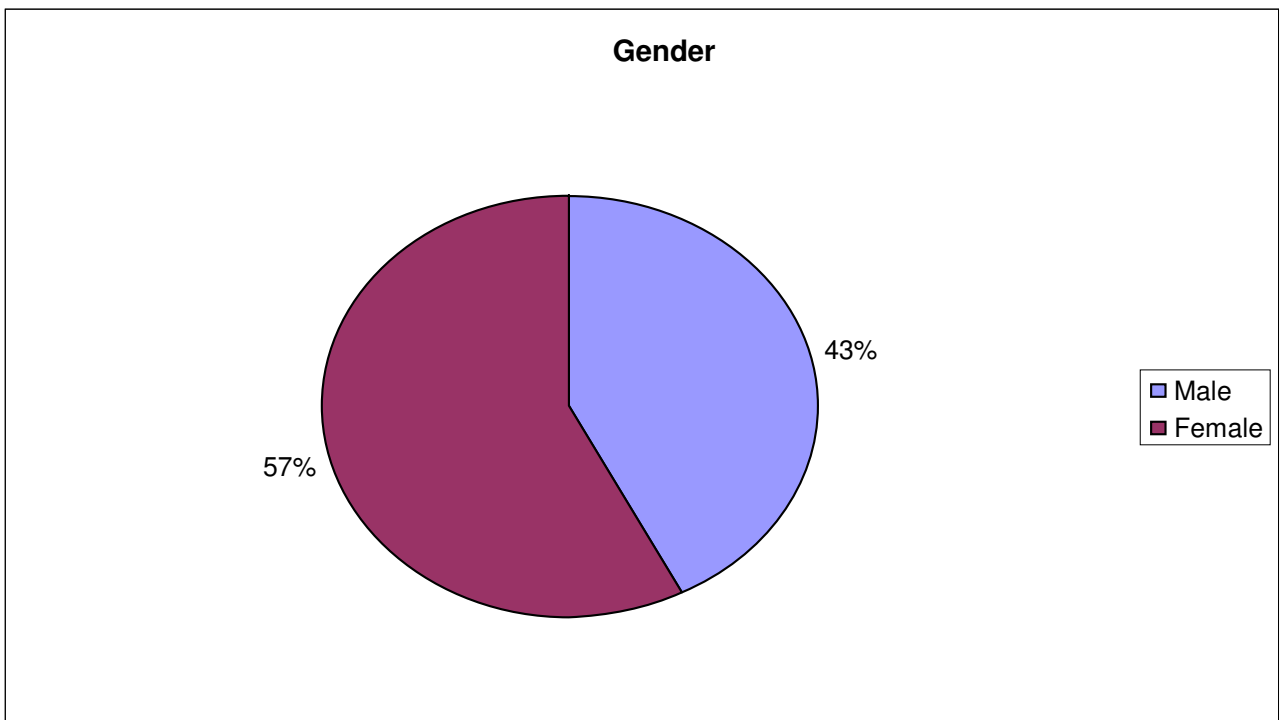
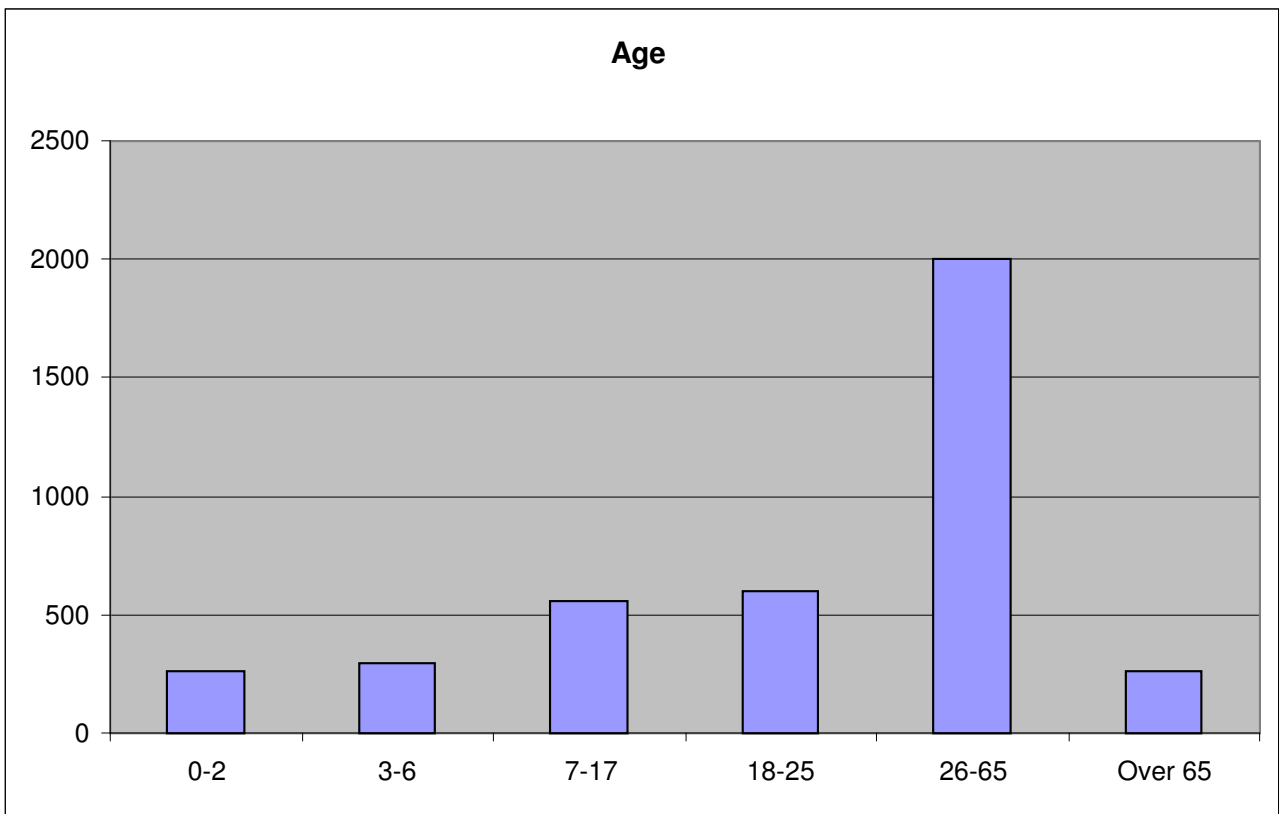
When asked how satisfied they were with the overall service they received 99% were very satisfied, only 14 patients who answered the question indicated they were neither satisfied nor dissatisfied or very dissatisfied.



99% of patients felt that the waiting time was acceptable.



When asked if they felt that the staff were friendly and helpful of the 3922 who answered only 6 answered no, and 18 were not satisfied with their clinical care.



Above is a breakdown of the demographics of patients who have responded to the feedback forms. 57% were female, and 48 % fell in the age range of 26-65.

**Contact**

If you would like further information regarding this report please contact:

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