

Frequently Asked Questions

You may have several questions about the proposed closure of Adel GP Practice 141 Long Causeway Adel, Leeds LS16 8EX. We have tried to answer the most common questions.

1. Why is there a proposal to close the Adel Branch Surgery?

Some of the reasons for the proposed closure are:

To enable us to increase the number of appointments offered at Alwoodley to help accommodate demand.

To allow us to bring all our services and resources under one roof and enable us to continue to improve the good standard of care we offer our patients.

To enable us to use our staff more efficiently without any need to travel between the two practices.

Adel Surgery is increasingly not fit for the purpose of delivering modern, high quality healthcare and is in need of substantial investment, with a particular need to bring it up to the standards needed to support those with a disability.

We are rated as 'Good' by the Care Quality Commission (CQC). Our proposal would allow us to respond to well documented staffing issues in the NHS so that we can continue to provide the best possible care for our patients.

Alwoodley Medical Centre has therefore submitted a proposal to NHS Leeds CCG to close the branch site at 141 Long Causeway. We believe that this change is necessary to ensure that our GP services are sustainable in the future and that consolidating all our services under one roof will enable us to better meet increasing demand and provide a wider range of services to people registered at our practice.

2. How many patients are registered at each surgery?

Alwoodley Medical Centre runs a branch surgery at Adel with approximately 2500 patients who live close by. The practice currently serves a patient list of 15,055 patients operating from both sites.

3. I am a patient registered at Adel Surgery, what will this mean for me?

Patients registered at Adel Surgery will see the following changes in the event of the proposed branch closure:

Your future appointments would be at Alwoodley Medical Centre. This is a 10 minute car journey from Adel surgery.

Your records would remain registered with Alwoodley Medical Centre. You would still be able to see the same GP and nursing staff at Alwoodley.

You would benefit from a wheelchair accessible building which is easier to access for people with limited mobility.

Patients who are housebound would continue to receive home visits.

We will continue to provide sensitive and respectful end of life care.

4. Will the opening hours change?

Alwoodley Medical Centre is open from 7am to 8pm on Monday and 8am to 6pm Tuesday to Friday, and the Leeds extended access service provides pre-bookable appointments from 6.30 to 8pm Tuesday to Friday as well as Saturday/Sunday mornings from the Rutland Lodge hub.

5. I receive home visits. If Adel Surgery closes will I still be able to receive a home visit?

Yes, the closure of the branch surgery will not affect your ability to have a home visit and if you require a home visit the practice will continue to provide these where appropriate. We are working with the Primary Care Networks (a network of doctors) to develop and enhance care for housebound patients.

The Practice will continue to explore ways to provide support and care to our most vulnerable patients such as the frail elderly, mentally ill and those with long term illness.

6. If the Adel GP Surgery were to close, which GP Practice could I attend?

The Practice will be offering alternative methods of receiving care through on-line and telephone consultations, reducing the need to travel to surgery where appropriate. We have seen this working well since implementation following Covid-19 where all GP practices were mandated to use 100% telephone triage and to offer online consultation services.

While we would want all our patients to remain registered with us so that we can continue to provide care for you, we understand you may like to register with another GP practice.

All patients will still be registered at Alwoodley Medical Centre and will still be able to access all services from there. Patients can also choose to register at another practice if they so wish (although this would depend on if the practice is accepting new patients and the patient lives within the GP practice boundary)

These are the GP practices in the area:

Alwoodley Medical Centre, Saxon Mount, Leeds. LS17 5DT

2.17 miles, 6 mins drive. No direct bus

High Field Surgery, Holtdale Approach, Leeds LS16 7RX

2.0 miles, 7 mins drive.

Bus from Otley Road, Holt Lane to Highfield Surgery (service number 1)

Ireland Wood Surgery Iveson Approach, Leeds, LS16 6FR

1.6 miles, 5 mins drive. No direct bus

Burton Croft Surgery, 1 Shire Oak Street, Leeds, LS6 2AF

2.7 miles, 9 mins drive

Bus from St George Martin Drive, East Moor Lane, to Burton Croft (service number 28)

Bus from Otley Road, Holt Lane to Burton Croft (service number 1)

Abbey Grange Medical Practice, Normal Street, Kirkstall, Leeds LS5 3JN

3.1 miles, 9 mins drive. No direct bus

**7. What would happen to the building if Adel Surgery were to close?
(SRKS)**

The building is owned by a private landlord. Any decision on the future of the building would be made by the landlord.

8. Will the pharmacy remain open at Adel Surgery?

Pharmacy discussions indicate that they wish to stay open even if Adel surgery closes. We support all patients with electronic prescribing. Electronic prescriptions can be sent to and/or claimed from your pharmacy of choice.

9. With additional housing being built at Adel what will those patients do?

Patients can use www.nhs.uk (formerly NHS Choices) to seek information about all practices they wish to register with. The ones local to Adel Surgery are listed above, and new residents will continue to have the option to register at Alwoodley Medical Centre.

10. Its all about money saving isn't it?

High quality safe primary care is very important for improving health outcomes for our population. We want to provide a more sustainable service that is fit for the future.

Having a more efficient surgery operating on just one site will be more attractive to potential staff.

We take the infection control issues very seriously and are unable to deep clean Adel surgery in the short term. We are concerned that in the longer term Adel Surgery is not fit for the purpose of delivering the quality standards that our patients expect. It is also in need of substantial investment, to ensure people with a disability are not disadvantaged .

The Surgery at Adel quiet with not too much traffic in terms of patients which is ideal for my child with Autism – what will you be doing to support patients like us?

We understand that parents and carers will be worried about access to services, and recognize that other groups may have similar worries – mental health for example. We feel that the transition to a 100% on the day fully triaged service means that you will always have the opportunity to speak to the Doctor before attending the surgery and will be able to work with the Doctor to make arrangements that are mutually satisfactory. In the short to medium term social distancing means that the surgery is being kept as quiet as possible anyway, and in the longer term the flexibility of the on the day service should enhance the options that can be made available. We have considerable experience of learning difficulties with a number of specialist establishments in our practice area and we are happy to work with our patient participation group going forwards on how the needs of specific groups can be accommodated in Alwoodley. One of our HCA's acts as lead for carers, and we seek to flag carers and those cared for on our system to ensure appropriate services. We are able to offer a quiet waiting area at Alwoodley.

Is there any other way to get to the new surgery as I am disabled and will struggle to get a bus and walk? Will I have to pay for a taxi?

We appreciate that some patients will find it more difficult to attend Alwoodley compared to the current Adel surgery and have given this a great deal of thought. Our data suggest that it is only a very small group of patients who are only ever seen at the Adel surgery, and we have reflected on how patients have accessed services during the recent temporary COVID related closure of Adel surgery and it seems that Adel patients have been able to access services effectively. We have not received any complaints about access to services since the surgeries temporary closure.

The National Health Service provides patient transport for eligible patients to attend hospital appointments but not General Practice appointments. We have explored this before with Leeds CCG around winter pressures and have always been told it cannot be provided. You will be responsible for your own arrangements and costs for attending any appointments. This is important for

equality as some of our patients – in Shadwell for example – have the same issue and do not have access to paid transport. The potential flexibility of our on the day triage system means you may be able to use the West Yorkshire Metro access bus service.

We are willing to work with local community groups, our PPG and the city council on improving transport links between Adel and Alwoodley.

Could the surgery just open for an open surgery once or twice a week perhaps? Maybe just for older patients or mums with children?

We understand there is strength of feeling about keeping some service in Adel, however to open for only a very small amount of time comes with same problems we currently experience.

Have you spoken to the other GP practices about taking on patients – can they accommodate us?

The surrounding practices have open lists and you are free to re-register at another practice if you wish. We will continue to provide general medical services to all of our registered patients who live in Adel, and remain open for new registrations from people who live within our boundary.

Will there be easy online access to appointments?

At present, and for the foreseeable future, all requests for care are taken either by telephone or by our simple eReception tool online, and are dealt with by phone/video/text/email on the same day. The idea of a ‘booked appointment’ may return at some point but it is not possible at this point to say when.

What is the appointment ‘no show’ rate at Adel Surgery compared to Alwoodley as a percentage?

We have extracted the following data for 2019 for all appointment types.

Location	DNA
Adel	2.2%
Alwoodley	5.13%

We do not produce specific data on this for each site, and do not consider it relevant to the decision. Our overall ‘did not attend’ rate is fairly low, and we must consider that the populations are a little different.

What percentage of available appointment slots at Adel are unused compared to Alwoodley?

Because of the way we use our booking system it is not possible to produce accurate data – there are many ‘appointments’ each day which are indicate the presence of a GP who is working from a different list and it is not possible to reliable remove these. This affects data for Alwoodley mostly, so in the interests of openness we have produced the data below for Adel. Appointment use at both sites is high, however to utilise the Adel appointments historically have involved considerable effort. In order to use the available capacity in the past we have made it easier to get both pre-booked and on the day appointments at Adel via reception, and the GP’s have always tried to offer Adel appointments first. In effect we feel we spend a lot of our time encouraging utilisation of the Adel appointments.

Staff group	Adel Utilisation
GP appointments	94%
Other appointments	91%

What percentage of emergency ‘last minute’ appointment slots are unused at Adel compared to Alwoodley?

In the same manner as the answer above the data on this is not the whole story – the practice has been going to great lengths to utilise the Adel appointment capacity as fully as possible and we do not believe a simple percentage tells the whole story. In the interests of openness we have looked at our 2019 data which shows that 92.5% of ‘on the day’ slots were used. For the same reasons as the previous answer it is not possible to calculate this for Alwoodley appointments. Linking this to a previous question also, we can look at the “did not attend” rate for these last minute appointments at both sites. For Adel this was 1.5% and at Alwoodley this was 1.1%.

There seems to be a little mistrust with how the figures show that demand is low – **Request for Data collection range and methodology (in detail, so that it could be reproduced) for concluding that Adel surgery demand is low.**

The search methodology within our clinical system was to produce a list of patients and their appointments and then analyse them in Excel. We have presented raw appointment numbers as we feel they are understandable, however the greater concern is the considerable effort it takes to fill the Adel appointments and the experience of the GP’s speaking to patients on the telephone – getting the available appointments at Adel fully utilised is always challenging.

Will waiting times increase? How many additional appointments will there be?

The practice will simply deploy it’s capacity for clinical care in Alwoodley instead of Adel. It is important to note that as General Practice moves forwards from COVID the idea of the ‘booked appointment’ may be a thing of the past. We are

currently required to operate a 100% on the day service and given that a significant portion of our work was done in this manner before COVID we are minded to continue with this on the day service. Waiting times are now measured in minutes or hours rather than days/weeks and we hope to continue to offer this efficient service.