

The Swan Practice



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Health and Adult Social Care Select Committee

Buckinghamshire County Council

6th November 2017

Regarding ePetition – Health Provision in Buckingham

<https://democracy.buckscc.gov.uk/mgEPetitionDisplay.aspx?ID=3296&RPID=82852939&HPID=82852939#>

Response from The Swan Practice

The Swan Practice is currently the only provider of Primary Care Services in Buckingham and the surrounding villages. The practice now has just under 30,000 registered patients to provide care to, and is doing this in a time when overall funding is comparatively reducing against living costs and inflation, and recruitment and retention of staff in the NHS is difficult. Our patients rightly have access to unlimited care, free at the point of delivery, and in return the practice receives approximately £100 per patient - per year.

Our premises are in dire need of updating to be fully fit for purpose and one site (Masonic House) is being used as an administration hub, due to layout and ground floor constraints meaning it cannot be used for patient care. This fragmented way of working is inefficient and stifles innovation and progress, halting projects due to lack of space, non-compliant buildings and excessive overhead costs. Staff have outdated and cramped working conditions, and cannot always perform their clinical duties to their preferred standard due to poor infrastructure. The current premises themselves vary in quality and yet car parking and accessibility are a common theme on practice surveys and feedback.

The Swan Practice has undertaken a feasibility study by a local architect, and all town centre premises have been reviewed recently and cannot be adapted to increase the size to what is needed to accommodate the predicted growth in the area. When the site at Lace Hill became available, The Swan partners felt this was the only possible way forward and hence this proposal. A new building, with lifts and wide entry points, along with ample car parking, will improve accessibility for the majority of our patients.

As mentioned in the survey, the growing and ageing population, with their increasing complex health care needs is adding significant pressure to the practice, and the premises currently being utilised can no longer cope. There is no scope for additional services, integrated working or the introduction of more high quality, innovative healthcare in the current premises. We cannot recruit additional staff as we simply do not have a room for them to work from.

The size of the combined premises, North End Surgery, Masonic House, Verney Close Surgery and Steeple Claydon Surgery (collectively) are calculated to be big enough to serve a 20,000 patient population. To accommodate staff, patients and a range of primary and possible integration with secondary care clinicians, The Swan needs to bring the majority of its care under one roof in order to make best use of all combined resources. The surgery at Steeple Claydon will continue to provide services, to the local population there, and the 3 town centre surgeries could be amalgamated into one building which is proposed to be built on the Lace Hill development, less than 1 mile for the town centre. There are good transport links and the development is

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close to other amenities including Tesco, and a new Lidl, Public House and Costa which are also planned into the Lace Hill development.

During collaboration meetings with our stakeholder partners at the One Public Estate locality workshops, an option of maintaining a town centre presence, by utilising space at the library in Verney Close, was discussed and agreed as a possibility. This would be classed as a 'satellite' surgery for those people who could not make the journey to the new site. In order to work up this proposal with our council colleagues The Swan is undertaking a travel survey; this will run for the next 3 months and is available via our Friends and Family feedback method. This is the starting point towards a full consultation process and collaboration with the Patient Participation Group and local councillors (representing the population) within the Local Area Forum to ensure that the health and social care needs of the whole population and the views of local patients are considered as part of the decision making process.

The Swan Practice completely understands that this will be a service location change, but there is an urgent need to utilise the resources more efficiently and in turn extend the range of services that can be provided to the population of Buckingham. The Swan Practice would like there to be a wider range of specialities operating from one central hub, enabling patients to access services which they would normally have to travel to Milton Keynes, Aylesbury or even High Wycombe for. These services could include diagnostics, consultant care, day surgery and urgent or out of hours' care. In order to do any of this the infrastructure and premises need to be upgraded, increased in size and made more accessible, and the plan for the Lace Hill Development incorporates all of these aspirations.

This project is about being able to work closer with all service providers, including community care, social care and secondary care, so that we can provide seamless services to our patients. It is not about restricting or reducing the provision of health care in Buckingham.

The Swan Practice is committed to extending health care provision. The new premises will have a positive impact on the range of services and specialities that can all work cohesively together. This will bring about a streamlining of services, reducing the number of visits made to different health settings and begin to bring services together into integrated teams across both health and social care.

The Swan Practice is excited by the future and looks for Council support in making their vision a reality.

Yours sincerely,



Dr G Gavriel
On behalf of :
The Partners
The Swan Practice