

Kirkbymoorside Town Council

Information for the meeting on Monday 16 September 2024

12. To receive further information regarding local healthcare provision, pursuant to Minute 24036 dated 17 June and Minute 24040 dated 15 July 2024

Minute 24036 of the Ordinary meeting dated 17 June 2024

Agenda item 14. Questions to the Chair

Cllr Illingworth explained that a resident had raised concern about the issue of health provision in the area. Of particular concern is the (recent) loss of a doctor position at Malton Urgent Care. Would it be possible for the Town Council to make representation to the NHS through the local GP Surgery for details of the NHS local strategy and local patient consultation structure?

Email sent to Tinley Garth Surgery pursuant to Minute 24036:

At the recent Ordinary meeting of the Town Council on 17th June concern was raised on behalf of local residents about the issue of health provision in the area. Of particular concern is the (recent) loss of a doctor position at Malton Urgent Care. The Town Council agreed to make representation to the NHS through the local GP Surgery for details of the NHS local strategy and local patient consultation structure.

It would be greatly appreciated if you could provide some information in this regard and a response/statement on behalf of the Tinley Garth Surgery about accessibility of local health services. This will allow the Town Council to be better informed and this information can also be made available to members of the public and offer assurance to local residents.

The next meeting of the Town council is on 15 July.

Town Clerk
Kirkbymoorside Town Council

Elaboration of concerns about local health care provision provided by Cllr Illingworth: The concerns that were raised related to health care services that used to be available locally, now only being available if you travel to a main hospital, all of which are around an hour away by car, and almost impossible by public transport.

Malton Urgent Care Centre recently stopped having a doctor on duty during the Centre's opening hours. The concern raised is on four issues:

- There is no doctor at the nearest Urgent Care Centre (Malton) to Kirkbymoorside, which means that patients have to travel for an hour plus to get urgent care (for any conditions that require a doctor to be present and that cannot be treated by their GP). In my experience, if you ring the surgery for an injury, or an acute (but not immediately life threatening) medical condition that needs treatment (rather than just diagnosis), they won't make you an appointment with the GP but will just tell you to go to Urgent Care.
- 111 service are unaware that our nearest Urgent Care Centre (Malton) does not have a doctor present so are unable to treat some of the patients that they send there, therefore wasting valuable time in a patient's treatment when they go to Malton and then have to go onto York etc.
- That *any* emergency treatment is at least an hour away (even if taken by ambulance).
- Some services that were previously provided locally (e.g. at Pickering) are no longer being provided, which means patients having to travel to York or Scarborough etc. – not easy if you have to use public transport. The ones quoted to me were breast screening and diabetic clinics. Kirkbymoorside Surgery doesn't have a specialist phlebotomist (Helmsley does), so if an 'ordinary' nurse doesn't manage to get blood from you when required, you have to go to York.

Out of hours has always been slow – you ring and then wait to be called back, which can be hours later- that hasn't changed as far as I know (but has always been a problem). In serious cases, you don't wait to be called back but are already on your way to hospital.

Details of the NHS local strategy will detail any plans to provide some kind of new urgent care service 'hub' locally to fill the black hole in urgent care in our area, or to at least (re)provide a doctor at Malton. The local patient consultation structure will detail consultation that has already taken place and information on how the Town Council and local residents can be part of any ongoing consultation.

The Town Council's enquiry was referred to the Tinley Garth Practice Manager and Locality Development Manager, NHS Humber and North Yorkshire Integrated Care Board (ICB)

Information received from Tinley Garth Surgery regarding diabetes and phlebotomy:

Tinley Garth Surgery do have practice nurses who are trained in diabetes care and carry out all of our annual reviews and one of the GP partners has a special interest in diabetes. In addition there is a diabetes specialist nurse employed by the Trust who does come to Kirkbymoorside to do some joint clinics with our practice nurses to help manage patients who do not have their diabetes well controlled. One of the areas that we do not have nurse expertise is starting patients on insulin. We currently refer these patients to secondary care. Once started on insulin the practice then takes over their care. We have however just employed a practice nurse who is interested in diabetes and she will eventually be trained in this area of diabetes care. The group of patients that we do refer into secondary care are children with diabetes and this is standard protocol for all practices.

You also mention a trained phlebotomist. We don't have a member of staff who just does phlebotomy but we do train all our nursing team to do phlebotomy and we currently have very skilled nurses who do this as part of their role. We do train all our nurses in other clinical areas as well phlebotomy in order to meet the needs of our patients. We do however refer children under the age of eight to secondary care to have their bloods taken in most cases.

The concerns you have regarding Malton hospital cover has also been highlighted to the ICB by all the local practices as we share your worries.

Alison Featherstone
Practice Manager
Kirkbymoorside Surgery
Tinley Garth
Kirkbymoorside
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Details awaited from NHS Humber and North Yorkshire Integrated Care Board (ICB) in respect of the NHS Strategy and local patient consultation structure. York and Scarborough Teaching Hospitals NHS Foundation Trust manage the urgent care provision for the Malton Urgent Treatment Centre and they have passed along the Council's queries to their Care Group to respond

Minute 24040b. of the Ordinary meeting dated 15 July 2024

Agenda item 3. Matters Arising

Matters arising

Information regarding local healthcare provision, was **received** pursuant to concerns raised under Questions to the Chair, Minute 24036. Cllr Illingworth explained that she will be meeting with practitioners at Tinley Garth surgery in August. The Surgery have confirmed that concerns regarding

Malton hospital cover have been highlighted to the Integrated Care Board (ICB) by all the local practices as they share the Town Council's worries. York and Scarborough Teaching Hospitals NHS Foundation Trust manage the urgent care provision for the Malton Urgent Treatment Centre and a response is awaited from their Care Group. Additionally, information is awaited from NHS Humber and North Yorkshire Integrated Care Board (ICB) in respect of the NHS Strategy and local patient consultation structure.

The subject will be included on the agenda of the next appropriate meeting once information is made available.

Information updated since the Ordinary Meeting in July 2024:

The following actions, to be undertaken by Tinley Garth Surgery, were discussed at a meeting attended by Cllr Illingworth at Tinley Garth Surgery on 13 August with Dr Powel and Alison Featherstone:

- try (again) to obtain the NHS Local Strategy to share with the Town Council
- raise the issue of misinformation on where to go for urgent care with the 111 service
- speak to the (previous?) providers of a doctor to Malton hospital urgent care and see why that service has stopped. If there is not to be a doctor at Malton Urgent Care, to see if any the funding for it can be utilised by the local Primary Care Network to extend their urgent care provision
- push the ICB to provide a local drop-in blood service
- better publicise how to get urgent care in the area in light of the reduced service at Malton

28 August 2024 Information received regarding Malton Hospital and breast screening.

The Urgent Treatment Centre at Malton

The UTC treats minor illness and injury that requires urgent care. This includes conditions such as cuts and grazes, minor scalds and burns, strains and sprains, bites and stings, ear and throat infections, minor skins infections/rashes, minor eye conditions/infections, stomach pains and suspected fractures. chronic or ongoing problems not requiring urgent treatment will be signposted back to the appropriate community services after an initial assessment.

The UTC is Advanced Clinical Practitioner-led. The service has not changed and is open 7 days a week from 08:00-20:00. Access to emergency treatment has not changed as a result of the launch of the Integrated Urgent Care Service, the nearest emergency departments to Kirkbymoorside remain as York and Scarborough. We are in conversations with South Hambleton and Ryedale Primary Care Network about urgent care provision in the locality.

We can't comment on access to GP services or the process for making appointments, this question would be best directed to the practice concerned.

With regard to local engagement, in Spring 2023 Humber and North Yorkshire Integrated Care Board commissioned Healthwatch York and Healthwatch North Yorkshire to conduct follow up engagement of people's experiences of urgent care. The report can be accessed here:

<https://www.valeofyorkccg.nhs.uk/get-involved/engagement-surveys-and-consultations/current-surveys-and-consultations/urgent-care-engagement2/>

Breast Screening

In relation to the specific question on the national breast screening programme, we continue to provide mobile breast screening at Malton, Pickering and Kirkbymoorside. Provision in these locations is on a three year cycle and we are due to screen in these areas again as follows: Pickering around June 2025, Kirkbymoorside around July 2025 and Malton October 2025.