

12<sup>th</sup> March 2008.

Cllr Neil Atkin  
Chairman of Scrutiny  
South Derbyshire District Council  
Civic Way  
Swadlincote  
Derbyshire DE11

Dear Cllr Atkin

Re:- G.P. Out of Hours Service – Swadlincote area

The current G.P. Out of Hours service for the Swadlincote area is provided by Burdoc from their premises in Cross Street, Burton, under a sub-contract to Derbyshire Health United. As you may know, South Staffordshire PCT recently underwent a tendering exercise for their Out of Hours Service, which has now been awarded to Badger Harmoni Healthcare Ltd. As a consequence, Burdoc will no longer be providing a service from the 31<sup>st</sup> March 2008.

In January of last year, as part of a pilot project, Derbyshire County PCT arranged for Derbyshire Health United to provide the Saturday, Sunday and Bank Holiday G.P. Out of Hours service from the Swadlincote Health Centre between the hours of 9.00am to 1.30pm, for patients requiring a face to face appointment. This has been operating as a successful locally-based service and the PCT wish to extend this from the 1<sup>st</sup> April 2008 to cover the remainder of the week. The hours of operation would be :-

- Monday to Friday from 6.30pm to 11.30pm and
- Saturday, Sunday and Bank Holidays from 9am to 11.30pm,

which replicates the service currently being provided by Burdoc. After 11.30pm, patients, as now, would be offered an appointment at an alternative Primary Care Centre of their choice within Derbyshire.

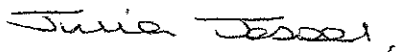
A patient satisfaction survey on the Swadlincote service was conducted during July/August 2007 and 40 questionnaires were returned out of 75. The overall feedback was very positive with 98% of patients rating the service good or excellent, only one patient rated the service as poor.

The detailed results of the survey are shown below:

		Yes	No			Unknown
1	Did you telephone us prior to arrival	82%	15%			3%
2	Did you feel that the patient's condition was such that it was reasonable to travel to the Treatment Centre?	95%	0%			5%
3	Did you find the Treatment centre easily?	100%	0%			
4	Were there sufficient parking spaces?	100%	0%			
5	Was the signage at the centre clear?	100%	0%			
6	Did you find the receptionist courteous and efficient?	100%	0%			
7	Were you seen promptly once you arrived at the Centre?	100%	0%			
8	Were you satisfied generally with the way the health professional talked to you and established the history of the problem?	100%	0%			
9	Were you satisfied with the way the health professional examined you/the patient?	97%	0%			2.56%
10	Were you satisfied with the way in which the health professional explained his/her findings and treatment?	97%	0%			2.56%
11	Were you satisfied with the environment you were seen in?	100%	0%			
		<b>Derby Treatment Centre</b>	<b>Burton Treatment Centre</b>	<b>Burton A&amp;E</b>		
12	If you had not been able to be seen in Swadlincote, which of the following would you have gone to?	3%	33%	46%		18%
		<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>	
13	In summary, please tick whichever box best summarises your feelings about the service provided on this occasion.	90%	8%	0%	3%	

Unfortunately, due to time constraints and the need to ensure continuity of service for the residents in the Swadlincote area, it has not been possible to consult widely on this proposal. However, the PCT does seek your support for this development which will improve access to the G.P. Out of Hours service in the area.

Yours sincerely,



Julia Jessel  
Head of Urgent Care  
Derbyshire County PCT