



Kelso Medical Group Practice

Report on the Public Engagement on the future service provision for Yetholm and Morebattle Branch Surgeries

This report has been prepared to provide members of NHS Borders Board and the public of the outcome of Public Engagement exercise on the proposals from the Kelso Medical Group Practice to relocate General Medical Services from Morebattle and Yetholm. The report summarises the public engagement process, the events held, the comments received and the actions and outcomes.

Extra copies and additional formats

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We accept requests on tape and in alternative formats.

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1. Introduction

This report details the outcome of the Public Engagement process on the proposals for Yetholm and Morebattle Branch Surgeries.

The paper:

- Reports on the public engagement process
- Describes the context of the proposals
- Reports on the engagement feedback
- Describes the responses to the engagement process
- Describes the next steps

2. Background

In August 2007 Dr Ross Cameron, Medical Director NHS Borders received a letter from Kelso Medical Group Practice indicating the practice's proposal to withdraw from providing General Medical Services at the branch surgeries in Morebattle and Yetholm. This represents a contractual change in provision between NHS Borders and the practice.

A key factor in the consideration process was to establish the potential impact on the communities of the proposed withdrawal of medical services at Morebattle and Yetholm. A Public Engagement exercise was undertaken which outlined the proposals and offered the communities the opportunity to raise questions and to feedback on the potential impact of the proposals.

3. The Public Engagement Process

To support dialogue with local residents, NHS Borders arranged to conduct a Public Engagement exercise with patients and the public who could be affected by the proposed change. To assist with this process, NHS Borders is grateful to Kalewater and Yetholm Community Councils for their invitation to host Public Meetings in both villages.

The Engagement process was taken forward by:

- Preparation of a report outlining the proposals and the reasons why the Kelso Medical Group Practice wished to withdraw General Medical Services from Morebattle and Yetholm
- Offering patients and the public the opportunity to comment on the proposals and to raise questions for clarification and feedback on the potential impact of the proposals
- Advising patients and the public on the next steps in considering the proposals and the process to be followed by NHS Borders in reaching a decision.

In taking forward the Engagement process, patients and the public were informed and explanations provided on issues raised.

Patients and the public were engaged and involved in discussing the proposals, and

The points, views and ideas from everyone involved in the engagement process were recorded, paying particular attention to any feedback from local people. Where the proposals may have an impact on them, these views, ideas and points raised have

been, where possible, incorporated into the final recommendation to NHS Borders Board.

The report on the Public Engagement falls into 4 parts:

- Part 1 Sets the context of the proposals
- Part 2 Outlines the scope and scale of the engagement
- Part 3 Outcome of Public Engagement
- Part 4 Identifies the proposed actions arising from the public engagement

4. Context

General Medical Services

Much of the following text appeared as the foreword to the Consultation Document. We have reprinted it here as it clearly sets the context of the proposals from the Kelso Medical Group Practice.

General Practitioners are Independent Contractors who provide General Medical Services usually from a Health Centre to the population of a specific community within a geographic location. General Practitioners are not employees of NHS Borders. Most of the Health Centres in the Scottish Borders are owned and operated by NHS Borders, with the General Practitioners renting the accommodation they use. The General Practitioners work alongside NHS staff, such as community nurses, podiatrists and other specialist staff to provide care and treatment.

Local Medical Services/ Kelso Medical Group Practice

Over 40 years ago most General Practitioners worked in small or single-handed practices. In 1967 a new Group Practice was formed from the General Practitioners from Kelso and the villages of Morebattle and Yetholm. A new surgery was built on Inch Road in Kelso, which is now operated and managed by NHS Borders.

The General Practitioners continued to offer appointments in the two villages of Morebattle and Yetholm each week and also shared in the workload of the Kelso town patients.

The surgery accommodation at Yetholm is purpose built and owned by the KMG Practice. The surgery at Morebattle is situated within Morebattle Primary School and owned by Scottish Borders Council.

The Kelso Practice is now the largest practice in the Borders and covers a wide area including the villages of Makerstoun, Stichill, Hume, Gordon, Eccles, Leitholm, Birgham, Carham, Wark, Sprouston, Yetholm, Morebattle, Eckford, Crailing, Nisbet and Maxton. Only Morebattle and Yetholm have branch surgery accommodation.

The Health Centre at Kelso has been upgraded over the years and additional building work has been undertaken to provide accommodation for a full range of support staff in addition to new General Practitioners.

In the last 10 years the number of people the General Practitioners look after has grown considerably, with most of this growth within Kelso itself. In the last 10 years the practice list has risen from 9,500 people to 11,300 people.

Recent Governments have brought in many changes to the way Primary Care is delivered. General Practitioners are likely to deliver the majority of primary care services. They work with many professionals including Practice Nurses, Treatment Room Nurses, Health Care Assistants, Nurse Practitioners, District Nurses, Health Visitors, Midwives, Podiatrists, Hospital staff and Out Of Hours staff to provide health care and support health improvement to their patients.

These changes are improving the quality of care of people living in the Borders and work best when all the appropriate staff work together to ensure the right patient gets the right kind of treatment. This includes clinics where more than one professional work together to deliver a “one stop shop” type service.

The General Practitioners within the Kelso Group Practice believed that they did not offer the most appropriate kind of treatment at the Branch Surgeries in Morebattle and Yetholm.

The reasons provided by the GPs for the proposed change to services at Morebattle and Yetholm were described as follows:-

4.1 Morebattle Branch Surgery (Primary School)

The present surgery accommodation does not meet the standards expected of health care premises in a number of ways. It is not possible to improve the facilities within the Primary School to create an acceptable standard of accommodation. There are problems of safety for both patients and staff, which include issues regarding fire regulations, access, room size and confidentiality. There are no facilities to allow chaperones to be available for important examinations of patients. There are also periods when the GP is working alone in the building, particularly during school holidays.

The range of services that can be offered in the premises is limited and often leads to patients being asked to make further visits to Kelso Health Centre to get the necessary care, test or treatment. The practice believed that they are unable to offer the same level of service to the Morebattle patients as they provided to patients who attend the main surgery at Kelso Health Centre and that this was unfair.

4.2 Yetholm Branch Surgery

The accommodation at the surgery in Yetholm is generally acceptable. The practice reviewed the usage of the surgery and concluded that the level of usage of the surgery was unsustainable. Of the total 11,300 patients registered with the practice, 447 (3.9%) were seen by the Yetholm GP, Dr Maguire. Of these 447 patients, a very few (10 patients) were seen only at Yetholm, the remainder being seen at both Kelso and Yetholm. The reason for this was that no surgeries were held at Yetholm when Dr Maguire was on leave or when Dr Maguire was providing cover at Kelso Health Centre for the emergency surgery. The practice had, on occasion, provided another GP to cover the surgery at Yetholm, but 19% of the available appointments remained unused. Patients had the option of attending Kelso Health Centre when the surgery at Yetholm was closed.

The practice believed that the level of care being provided to such a small number of patients could not be justified. In addition, the practice were not able to offer the same

range of services to the Yetholm patients as they do provide to patients who attend the main surgery at Kelso Health Centre and that this was unfair.

5. The scope and scale of the public engagement

NHS Borders is grateful to the Kalewater (Morebattle) and Yetholm Community Councils for hosting Public Meetings in the two villages to discuss the proposals from the Kelso Medical Group Practice to withdraw General Medical Services from the branch surgeries in Morebattle and Yetholm.

The Public Engagement paper, which outlined the proposals, was initially available from Monday 23 November 2007 until 31 January 2008.

The paper was:

- Sent out to statutory and voluntary organisations and a range of public representatives and individuals across Scottish Borders.
- Made available in a wide range of public buildings in Scottish Borders
- Made available at the Public Meetings arranged by Kalewater and Yetholm Community Councils
- Placed on NHS Borders and Scottish Borders Council websites.

The timescale was extended to the end of February 2008 to allow members of the public and Action Groups to have as many opportunities as possible to be involved in the engagement process.

A total of 1000 copies of the public engagement paper were distributed with copies available in large print, on audiotape and in different languages. The paper included a section on 'How to give NHS Borders your views and comments', which listed a range of ways for individuals and organisations to respond to the proposals.

Distribution of Public Engagement Document

<p>Kelso Health Centre Morebattle Branch Surgery Yetholm Branch Surgery Yetholm Community Council Kalewater Community Council Yetholm Post Office Morebattle Post Office Yetholm Primary School Morebattle Primary School Michael Moore MP John Lamont MSP Community Health & Care Partnership NHS Borders Board members SBC Elected Members</p>	<p>Individual Members of the public Citizens Advice Bureau – Kelso Dialogue Youth Borders Voluntary Community Care Forum Kelso Library NHS Borders staff Scottish Borders Area Committee Scottish Health Council Scottish Borders Council – Social Work Department Elder Voice Kelso Swimming Pool Youth Health Forum</p>
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Copies were also made available to:

- Attendees at all meetings
- Individuals on request via the Freephone Telephone

Public Meetings

Recognising the importance of continuing engagement and dialogue with patients and members of the public, Yetholm and Kalewater Community Councils hosted the Public Engagement events.

Meeting	Date	Numbers Attending
Kalewater Community Council	23 November 2007	90
Yetholm Community Council	30 November 2007	200

Community Action Groups

As part of the public response to the proposals, Action Groups were set up in both Kalewater and Yetholm Community Councils. NHS staff attended meetings with both Action Groups to:

- Feedback points raised by residents to date
- Discuss the issues gathered by local members of the action groups
- To allow updates and information to be shared by NHS Borders Senior staff and
- Discuss options of resolving the points and issues raised.

The meetings were held with representatives of Kalewater Action Group on 13 February 2008 and representatives of Yetholm Action Group on 18 January 2008.

Kalewater Community Council

During the public engagement exercise Kalewater Community Council organised a number of local events in support of their wish to retain Morebattle Branch Surgery. NHS Borders received a petition that contained 228 signatures and 6 letters were also received raising questions and concerns regarding the proposals.

Yetholm Community Council

During the public engagement process, Yetholm Community Council organised a number of local events in support of their wish to retain Yetholm Branch Surgery. NHS Borders received a petition that contained 770 signatures and 76 letters were also received raising questions and concerns regarding the proposals.

In addition to the above, 17 letters were received from individuals, groups and local representatives raising questions and concerns about both Morebattle and Yetholm surgery proposals. In general most letters were sent from individuals or families, but NHS Borders also received letters on behalf of local organisations, community groups and local elected representatives.

6. Response to the points and concerns raised during the Public Engagement

NHS Borders has responded to all the members of the public who wrote. The key points contained within the received correspondence, including the points and concerns raised during the engagement events, have been grouped under a number of key themes. These are detailed below:-

6.1 Morebattle Branch Surgery

Confidentiality and Chaperone Issues

Views expressed

We were asked to undertake further work on options to resolve chaperone and confidentiality issues.

Our response

Due to the limitations on accommodation, it would not be possible to have a chaperone available during surgery appointments. In relation to confidentiality, the accommodation could not be upgraded satisfactorily to improve soundproofing and confidentiality concerns. NHS Borders Medical Director concluded that the unacceptable standard of accommodation and the risk factors evident in providing a GP service in Morebattle Primary School could not be sustained. The accommodation was not fit for purpose.

Proposed Action

- **NHS Borders Medical Director will recommend the closure of the surgery at Morebattle Primary School. Alternative surgery provision will be provided by the retention of Yetholm Branch Surgery for the communities of both Yetholm and Morebattle.**

Health and Safety issues

Views expressed

We were asked for more information on the health and safety aspects of Morebattle surgery and the reasons why the issues raised during the 2002 Premises Audit were not remedied.

Our response

The limitations of the accommodation at Morebattle Primary School were recognised in 2002 and despite the restrictions of the facilities, a decision was made to continue to provide services. Due to recent changes in Government Policy and GP contracts, the practice felt it was no longer acceptable to continue to provide such limited services as currently available.

Population and Statistics

Views expressed

There were concerns raised that there was a higher percentage of vulnerable older people in the Morebattle area in comparison to the rest of the Borders. The closure of the surgery would impact most on elderly residents in terms of access to GP surgeries. It

was felt that this information had not been taken into account when the proposals had been drafted.

Our response

The Public Health Department of NHS Borders reviewed the practice population statistics for the census areas of Morebattle. The review indicated that there were no significant variations or risks. It was noted that car ownership was high, and classed as a necessity not a luxury and would add to the cost of low income households. It was acknowledged that the proposal to close Morebattle surgery would result in additional travel costs for patients to travel to Kelso or Yetholm.

The availability of transport to access health services was a key and sustaining issue and NHS Borders will arrange, through Service Level Agreements with Voluntary Community Transport services, to provide transport for patients to attend appointments with their GP.

Proposed Actions

- **NHS Borders will arrange, through Service Level Agreements with Voluntary Community Transport services, to provide transport for patients to attend appointments with their GP.**
- **We will arrange to advertise the transport options for patients and liaise with the Community Council to ensure that the public are made aware of the service.**

Services at Kelso Health Centre

Views expressed

We were asked to work with Kelso Medical Group Practice to look at allocating block appointments at Kelso Health Centre on the same mornings as now provided in Morebattle. An alternative proposal from the community was to see if appointments could be made available at Yetholm for Morebattle patients, should agreement be reached to retain Yetholm Surgery.

Our response

NHS Borders Medical Director and Director of Organisational Change and Development met with the practice in January and early March 2008 and asked the practice to reconsider their proposals. The practice was asked to accommodate the request to retain Yetholm Branch Surgery for the use of both Yetholm and Morebattle Communities.

The practice has indicated that they would agree to continue to operate Yetholm Surgery for the use of both Yetholm and Morebattle communities. To support this change, the practice will provide a wider rota of GPs to cover the Yetholm Surgery. Providing a rota with several General Practitioners included will allow an improved service to patients as it will be possible to provide a service 52 weeks a year, which is not presently possible under the current arrangements. Patients will continue to have the opportunity to attend Kelso Health Centre should they wish and they will be given this option when they request an appointment to see their GP.

Proposed Action

- **Yetholm Surgery to remain open three times each week (08.30 a.m. to 10.00 a.m.) for patients from Yetholm and Morebattle.**

Costs of a replacement surgery in Morebattle

Question raised

There were requests for detailed information on the costs of NHS Borders providing a fully functional surgery in Morebattle.

Our response

The Director of Estates and Facilities indicated that estimated costs of a new build surgery in Morebattle would be around £220,000. The running costs would be an estimated £10,000 per year and the capital charges would incur an additional £22,000 per year. Information received from the Community Council indicated that the Local Plan may prohibit any new build on a green field site.

Time table to build a New Surgery

Question raised

We were asked to provide a timeline of building a new functional surgery and where this was scheduled in terms of NHS Borders Primary Care Modernisation programme.

Our response

We can confirm that a new build surgery would be dependent on a variation to the Modernisation Programme which is committed to 2012. Senior Officers and the practice would need to provide an argument in support of this level of investment and identify why it was a priority over other projects and why Morebattle Village would have a health priority over other villages in the Borders.

Alternative Surgery Premises in Morebattle

Question raised

We were asked to consider using the Village Institute Building in Morebattle to provide basic facilities to allow a limited GP service for patients.

Our response

NHS Borders Director of Estates has confirmed that any new health facility development must comply with NHS Building Notes standards and meet legal requirements in terms of access and quality of accommodation. It would not be possible to meet these standards utilising an area within the Village Institute. In addition, it would not be possible for General Practitioners to provide an acceptable standard of Clinical Care in the accommodation as proposed.

Question raised

We were asked to consider the purchase of the Old Joiners shop for conversion to a Branch Surgery and invest in accessible services.

Our response

NHS Borders Director of Estates has confirmed that any new health facility development must comply with NHS Building Notes standards and meet legal requirements in terms of access and quality of accommodation.

We have confirmed that the property was for sale at offers over £175,000 with planning permission for conversion to a three bedroom house. The cost of converting the

property to a health facility and the size of the plot made it unfeasible for NHS Borders to consider the purchase.

Temporary relocation of Surgery

Views expressed

We were asked to relocate services from Morebattle to Yetholm in the short term, whilst a new surgery at Morebattle is developed.

Our response

We asked the practice to consider retaining Yetholm Surgery for use of both Yetholm and Morebattle patients. The practice confirmed that they accepted the suggestion and that they would wish to provide a wider rota of General Practitioners to cover the Yetholm Surgery. This will allow an improved service to patients as it will be possible to provide a service 52 weeks a year, which is not presently possible under the current arrangements. Patients will continue to have the opportunity to attend Kelso Health Centre should they wish.

We can confirm that, due to funding restraints and the existing demands on the Modernisation programme, a new build facility at Morebattle would not be seen as a priority. The arrangements proposed for Morebattle patients to attend Yetholm surgery, with supported transport has been agreed as an acceptable alternative.

Practice Nurse Led Clinic

Request received

One suggestion presented by the community was to request the practice to provide a practice nurse led clinic for routine tests in Morebattle. This followed discussion at the engagement event where a member of the public suggested the need to have full local access to the Primary Health Care team.

Our response

We asked Kelso Medical Group Practice if a practice nurse could be allocated to undertake clinics at Morebattle Primary School. The practice confirmed that the concerns raised by them regarding health and safety, confidentiality and lone working would also apply to practice nurses working in the Primary School. The practice could not allow their staff to work in conditions which were not clinically safe or place the staff in a position of risk.

National Policy

Question raised

What would satisfy the changes in Government Policy and new GP contracts which would not result in the closure of the branch surgery.

Our response

We accept that there have been changes in Government Policy and the new GP contracts and that this had led to a change in the way GPs provide services. General Medical Services provision has changed, with General Practitioners now working as part of a multi-disciplinary health care team in the provision of health care and the management of chronic diseases. It is not possible, given the limitations of accommodation at Morebattle, to provide the level of care the GPs wish to provide to

their patients. It is therefore not possible to satisfy Government Policy or the GP Contract or indeed the GPs own wishes to provide modern health care to Morebattle residents in the present accommodation.

Prescriptions and Delivery of Medicines

Questions raised

What will be the arrangements for uplift of repeat prescriptions and delivery of medicines if the proposals go ahead?

Our response

There has been an ongoing review being undertaken by NHS Borders Chief Pharmacist on the arrangements for repeat prescriptions and delivery of medicines. This review highlighted concerns regarding medicines management and that changes to existing procedures were required to be introduced.

Proposed Action

- **It is recommended that the Courier Transport Service be requested to provide a medicine delivery service to Morebattle and Yetholm. In liaison with NHS Borders Pharmacy Adviser, improved security measures for the delivery and storage of prescribed medicines will be introduced. The cost of extending the Courier Service will be £1,040, which will be funded by NHS Borders.**

Availability of certain Medicines

Questions raised

Certain medicines are no longer delivered and this has resulted in a decline in service.

Our response

Following discussion with NHS Chief Pharmacist, it was confirmed that certain medicines could not be delivered to Morebattle Village Shop as they required to be stored at an optimum temperature. There were also restrictions on the type of drugs which could be delivered due to health and safety risks. Patients who required any of the medicines which fall into the above categories have had alternative arrangements put in place for receipt of medicines.

Proposed Action

- **As indicated above, a new medicines delivery service will be introduced which will comply with legal regulations and NHS Borders requirements for Medicines Management.**

6.2 Yetholm Branch Surgery

Costs of Upgrading

Request for information

We were asked to provide details of the costs of upgrading the disabled toilet to be fully compliant with the Disability Discrimination Act.

Our response

We can confirm that to be fully compliant with the Disability Discrimination Act, the disabled toilet requires to be 3m² in size. The present toilet is 2.80m². The cost of alterations would be £3,000.

Proposed Action

- **We will arrange for the disabled toilet to be altered to meet the need of the DDA at a cost of £3,000.**

Services at Kelso Health Centre

Views expressed

We were asked to work with Kelso Medical Group Practice to provide block appointments at Kelso Health Centre for Yetholm patients.

Our response

The practice has confirmed that a block of appointments for Yetholm patients would be available at Kelso Health Centre. The practice has confirmed that Yetholm Surgery will remain open and be available for appointments. Some patients may select to attend Kelso Health Centre and they will be given this option when they request an appointment to see a GP.

Practice Nurse Led Clinic

Request received

An option presented by the community was to ask the practice to provide a practice nurse led clinic for routine tests in Yetholm.

Our response

We asked Kelso Medical Group Practice if a practice nurse could be allocated to undertake clinics at Yetholm Surgery. The practice confirmed that a practice nurse would not be available.

Transport

Views expressed

Concerns were raised regarding the poor availability and cost of public transport which was highlighted as an issue.

Our response

The availability of transport to access health services was a key and sustaining issue during the engagement process and NHS Borders has arranged, through Service Level Agreements with Voluntary Community Transport services, to provide transport for patients to attend appointments with their GP.

Proposed Action

- **We will arrange to advertise the transport options for patients and liaise with the Community Council to ensure the public are aware of the service.**

Joint Surgery Premises

Proposal received

Members of the public asked NHS Borders as explore the possibility of creating a joint surgery at Yetholm for both Morebattle and Yetholm communities.

Our response

NHS Borders Medical Director and the Director of Organisational Change and Development met with the practice who have confirmed that they will retain Yetholm Surgery and that Morebattle patients could be accommodated at the Yetholm Surgery.

Kelso Health Centre Access

View expressed

We were asked to look at car parking issues and bus stop access at Kelso Health Centre.

Our response

We have assessed the potential demand for additional parking at Kelso Health Centre and do not anticipate that there will be a significant increase, given the decision to retain Yetholm Surgery. The situation will be monitored and reviewed on an ongoing basis and proposals developed in light of the review findings. A bus stop has been installed, by Scottish Borders Council, across the road from the Health Centre, and bus services from Yetholm call at this bus stop. The development of the community transport service will reduce the demand for bus services and car parking facilities.

Extension of services at Yetholm

Suggestion received

Members of the community requested the the practice consider the conversion of Yetholm Surgery into a Holistic Centre.

Our response

We have discussed this proposal with the practice who have agreed to consider this request. As indicated, the surgery will remain open for GP appointments and Podiatry clinics. Out with these times, there may be opportunities for other agencies, organisations or individuals to use the building. Discussions on the possible additional use of the building should be taken forward by the Community with the Practice direct as the building belongs to the Practice.

Podiatry Services

Views expressed

Patients advised us that Podiatry services had ceased at Yetholm without any notice.

Our response

We can confirm that, with the exception of the month of December 2007, the service continues to operate on the basis of one full day and one half day a month and there are no plans to change this arrangement.

Community Nurse Led Clinic

Request received

We were asked if it was possible to provide a community nurse led clinic to cover routine tests in Yetholm.

Our response

NHS Borders have investigated the option of allocating a community nurse to undertake a weekly clinic at Yetholm Surgery. This request would be a development to existing services and all developments to services are processed through the Local Health Plan. It would be the decision of the Primary and Community Care Service Clinical Board to decide if this request was a priority for development.

Proposed Action

- **We will advise the Clinical Board of this request.**

Development of Health Improvement sessions

Request received

We received requests to consider the development of a range of Health Improvement and Health Promotion sessions for target groups in Yetholm.

Our response

We will take forward this suggestion and discuss the options for providing the Health Improvement initiatives for the Morebattle and Yetholm communities.

Proposed Action

- **We will liaise with the practice and the community to identify target groups and include the agreed suggestions within the Health Improvement programme for 2008/2009.**

7 Summary of Actions and Outcome of Public Engagement

- **NHS Borders Medical Director will recommend the closure of the surgery at Morebattle Primary School. Alternative surgery provision will be proposed by the retention of Yetholm Branch Surgery for the communities of both Yetholm and Morebattle.**
- **NHS Borders will arrange, through Service Level Agreements with Voluntary Community Transport services, to provide transport for Morebattle patients to attend appointments with their GP. The service will also be available for patients who wish to attend their GP at Kelso Health Centre from Morebattle or Yetholm communities.**
- **We will arrange to advertise the transport options for patients and liaise with the Community Council to ensure that the public are made aware of the service.**
- **Yetholm Surgery will remain open three times each week (08.30 a.m. to 10.00a.m.) for patients from Yetholm and Morebattle.**
- **It is recommended that the Courier Transport Service be arranged to provide a medicine delivery service to Morebattle and Yetholm. In liaison with NHS Borders Pharmacy Adviser, improved security measures for the delivery and storage of prescribed medicines will be introduced. The cost of extending the Courier Service will be £1,040, which will be funded by NHS Borders.**
- **A new medicines delivery service will be introduced which will comply with legal regulations and NHS Borders requirements for Medicines Management.**
- **We will arrange for the disabled toilet to be altered to meet the need of the DDA at a cost of £3,000.**
- **We will advise the Primary and Community Care Service Clinical Board of the request to develop a community nurse led clinic at Yetholm Surgery.**
- **We will liaise with the Practice and the community to identify target groups and include the agreed suggestions within the Health Improvement programme for 2008/2009.**

8 Next Steps

- 8.1.** Dr Ross Cameron, Medical Director will report the outcome and conclusions of the public engagement process to NHS Borders Board meeting on 1 May 2008.

Dr Cameron will recommend the following:-

- The closure of Morebattle Branch Surgery at Morebattle Primary School on the basis that the premises do not meet clinical or safety standards.
- The retention of Yetholm Branch surgery for patients from Yetholm and Morebattle communities.
- The alteration of Yetholm Surgery to meet the requirements of the Disabled Discrimination Act.
- The introduction of a Courier Service for medicines delivery to Yetholm and Morebattle.
- The implementation of a Service Level Agreement with Community Transport providers to provide a transport service for Morebattle and Yetholm patients.
- A review of the usage of Yetholm Surgery within 9 months of the introduction of the new surgery arrangements.
- Advise the Primary and Community Care Service Clinical Board of the request to develop a Community Nurse led clinic at Yetholm Surgery.

8.2 This report and confirmation of NHS Borders Board decision will be made available to the Yetholm and Morebattle communities, to the Community Councils and to local representatives and will be available on NHS Borders website: www.nhsborders.org.uk and www.onlineborders.com.

8.3 All the correspondence in respect of the Morebattle and Yetholm will be available at the Patient & Public Governance Office, NHS Borders from Monday 2 May 2008 to 1 June 2008. Please contact the Patient & Public Governance Office at NHS Borders Headquarters at Newstead by telephone (freephone): 0800 731 4052 to make arrangements to view the files.

Acknowledgements

NHS Borders is grateful to the Kalewater and Yetholm Community Councils for hosting the public meetings and for the opportunities to meet and discuss the proposals from the Kelso Medical Group practice.

NHS Borders also acknowledges the valuable contribution of patients and the public to the public engagement exercise.

The public engagement exercise provided:-

- The residents of Yetholm and Morebattle with the opportunity to engage with Kelso Medical Group Practice and NHS Borders staff
- NHS Borders and Kelso Medical Group Practice the opportunity to have an open and direct dialogue with residents of Morebattle and Yetholm to hear their response to the proposals

NHS Borders acknowledges the role of the General Practitioners of Kelso Medical Group Practice and values their assistance in reaching a community focussed solution for the continued provision of General Medical Services for the communities of Morebattle and Yetholm.