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Hay-on-Wye

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**The Medical Centre
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Hay-on-Wye
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Talgarth

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9th July, 2020

Community Health Council,
1st Floor
Neuadd Brycheiniog
Cambrian Way
Brecon
LD3 7HR

Dear Sir/Madam

We are writing to you to advise of a reduction in the opening hours for Hay and Talgarth Medical Centres from 1st October 2020.

As you will be aware, the South Powys Locality with Red Kite Health Solutions have been involved over recent years in developing a new model of primary care. This included the development of 'Pharmacy teams' and on the day triage through pacesetter projects with Powys THB.

Haygarth Doctors was able to take this a step further in piloting Total Nurse Triage through a similar funding stream, which included providing remote triage support to another local practice. The rationale behind the telephone triage is that the patient is able to see the most appropriate clinician within a suitable timescale. The results have demonstrated improved access for GP appointments (for example the wait for a routine GP appointment reduced from over two weeks to an average of 3-4 days), an increase in appointment duration so that GPs are able to spend more time with patients of whom an increasing number have very complex needs. The system also addressed improved continuity of care, a reduction in missed appointments (DNAs), improved access, practice morale, professional development of our nursing team and enhanced multi-disciplinary team working.

More recently, in the current pandemic, whereas the national news was quoting reductions of 40% in referral rates for patients with suspected cancer our urgent suspected cancer referral rates have remained at the same level as last year. We believe that this is due to our patients being familiar with the triage system already rather than needing to adapt to a sudden change to triage triggered by Coronavirus and the system itself being flexible enough to cope with rapidly changing numbers of patients and staff.

Unfortunately, Haygarth Doctors has received a 3 month notice from Powys THB that the funding for Total Nurse Triage will cease on 1st October 2020 and have been advised to make choices regarding service provision should we wish the pilot to continue. As clinicians, we believe that the clinical outcomes of Total Nurse Triage have improved the quality of care we are able to provide to our patients. (In fact the Royal College of General Practitioners awarded the project a 'Bright Ideas Award' which are given in recognition of innovative approaches that have been tried and tested on the frontline.)

As partners, we therefore feel that we have no other choice but to reduce the overall opening hours of Hay and Talgarth Medical Centres to generate cost savings and enable us to continue to deliver the quality care that our patients deserve. Our plan would be to alter our opening hours as per the table attached.

These decisions have not been taken lightly. However, we fully believe that it is in the best interests of our patients that the total nurse triage system needs to continue, particularly in light of the current Global COVID-19 pandemic.

Yours sincerely

Haygarth Doctors

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Talgarth Medical Centre opening times

	Opening Hours	Prescription collections
Monday	8.00 am – 1.00 pm	8.00am-5.00pm
Tuesday	8.00 am – 6.00 pm	8.00am-6.00pm
Wednesday	8.00 am – 6.00 pm	8.00am-6.00pm
Thursday	8.00 am – 1.00 pm	8.00am-5.00pm
Friday	8.00 am – 1.00 pm	8.00am-5.00pm
Prescription Collections will be available from the designated prescription hatch		

Hay-on-Wye Medical Centre opening times

	Opening Hours	Prescription Collections
Monday	8.30 am – 6.30 pm	8.30am-6.30pm
Tuesday	8.30 am – 1.00 pm	8.30am-5.00pm
Wednesday	8.30 am – 1.00 pm	8.30am-5.00pm
Thursday	8.30 am – 6.30 pm	8.30am-6.30pm
Friday	8.30 am – 6.30 pm	8.30am-6.30pm
Prescription Collections will be available from the designated prescription hatch.		