



Premises Move



A brief history

- Originated as the GP Co-Operative in 1996
- Mastercall Healthcare established in 2004 (GP opt-out)
- Accredited **Social Enterprise** organisation providing a range of innovative services across the Greater Manchester and the North West

‘Out of Hospital’ Services we provide in Stockport:

- GP Out of Hours Service
 - Community IV Therapy Service
 - GP Pathfinder (Alternative to Transfer) scheme
 - NHS Dental Helpline
 - Clinical session at the Wellspring Centre/Stockport Hostels
 - Practice cover including Protected Training Time
-

Why did we decide to move?

- **Diversification and extension of services** means the building is no longer fit for purpose
- **Restricted capacity** in current premises to improve facilities and expand
- **Insufficient consulting rooms** to cope with **increasing service activity** during peak times
- **Cramped waiting area**
- **Limited car parking spaces**
- As a result, **patient experience** has been affected, including **longer waiting times**

The planning process...

- Early 2014 we we undertook an evaluation and **options appraisal** of premises available
- Most beneficial solution was to move all services to a new '**fit for purpose**' site
- An **extensive property** search was carried out
- No suitable premises in Town Centre
- Most appropriate site available at the time was **Pepper Road, Hazel Grove, Stockport, SK7 5BW**
- The large space provided the luxury to design new & improved facilities for staff and patients.



What are the benefits of the new premises for patients?

An increase in:

- ✓ **The number of consultation rooms from 7 to 10**
- ✓ **Waiting room capacity from 30 seats to 50 seats**
- ✓ **Parking spaces from 25 to 57** with use of the whole business park in the 'out of hours' period

Also...

- ✓ **New children's area**
 - ✓ **An extra isolation room**
 - ✓ **Extended call centre facilities** with a 'state of the art' IT & telephony infrastructure
 - ✓ **Extended office space** and training suite
 - ✓ **Closer proximity to Stepping Hill Hospital** for emergency referrals
-

Access to the new premises

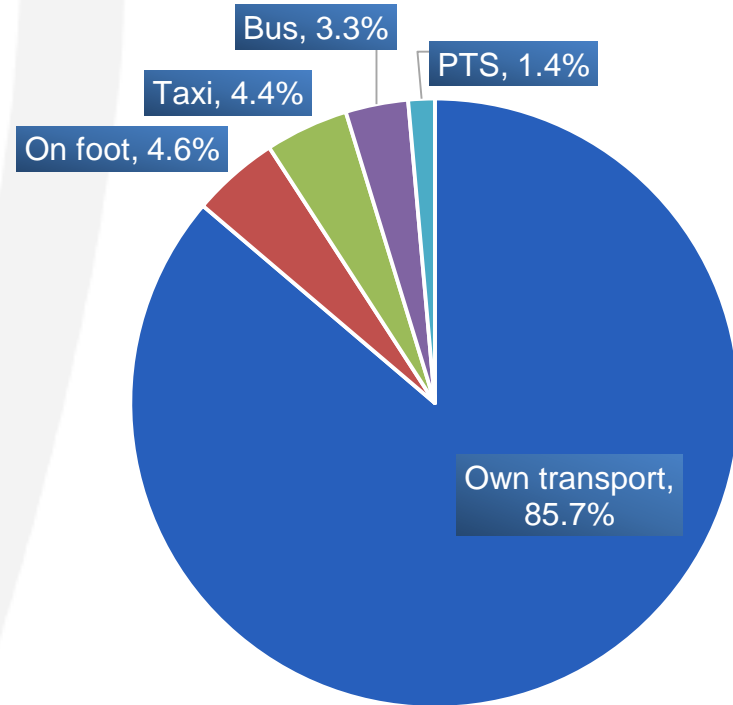
- The new site is only **2.9 miles** away from the old building
- **1 mile from the A6** in Hazel Grove

Equality Impact Assessment undertaken:
Low Risk

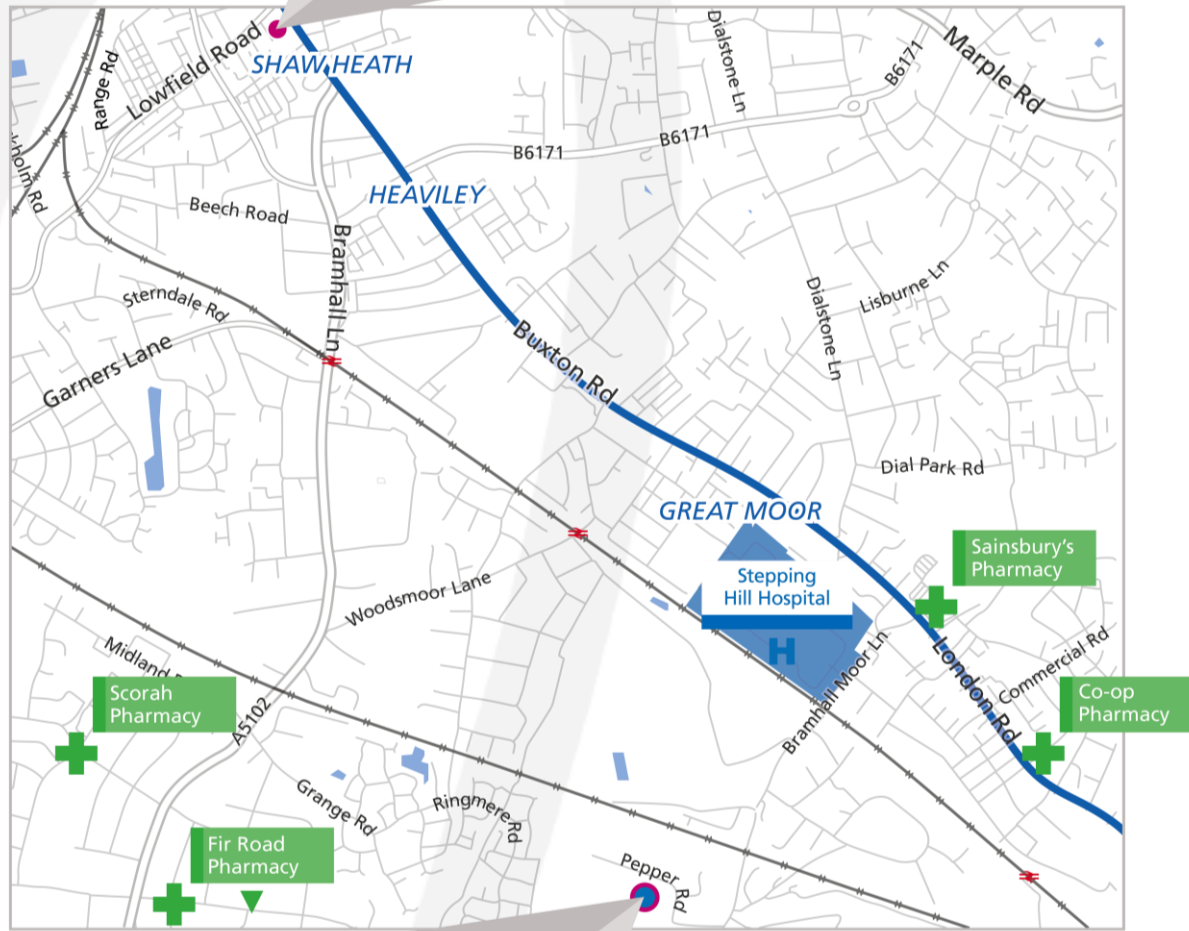
Transport Plan submitted as part of planning approval process

We are committed to ensure that patients do not have difficulty accessing our services

Patient travel survey (August 2015)



Old premises



New premises

Patient Transport Service

- We provide a 'courtesy' patient transport service
- Current usage is 1.9% of patient contacts
- Wider usage to support medication delivery/knock-ons etc
- Capacity within the current PTS
- Can be complemented by taxi especially if needing DDA vehicles
- Eligibility criteria:
 - Health & Social Care
 - Parental supervision under the age of 16
- Exclusion:
 - Intoxicated (drugs/alcohol)
 - History of violent/aggressive behaviour
 - Chest pain



Pharmacy provision...

- Currently in talks with Lloyds Pharmacy re setting up a dispensary
- Sainsbury is **1 mile** from the new premises
- Mastercall **have notified all** local pharmacists regarding relocation
- We can dispense from our own stock
- Expressions of interest have been received from other pharmaceutical organisations



The move...

Building work has been in progress since end of June 2015

Tuesday 27th October

GO LIVE for call handling & clinical staff

Pictures – Front Entrance



Pictures – Downstairs Reception



Pictures – Upstairs Reception



Pictures

Clinical Rooms



Pictures

Waiting Area/Nurse Triage Bay/Isolation Rooms



Call Centre



Upstairs Open Plan Office



Pictures – 1 Meeting Room



Any Questions?

Please feel free to take a look at the
plans & pictures of the new premises