

Felix House Surgery

Engagement Report

December 2014

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Background

Due to the retirement of senior partner Dr Marshall of Felix House Surgery the practice needs to move to new premises within the next eighteen months.

The practice are keen to know the views of their patients on what they feel is important for the new premises to ensure they meet the needs of patients and carers, and explore how current services could be improved

Objective(s)

1. To engage with patients and key stakeholders over maintaining the practice in its current location.
2. To answer their questions and concerns, should the practice be required to move location.
3. To use this opportunity to gather patients’/other key stakeholders’ feedback on the practice and its primary care services and how these can be improved.

Organisational objectives

Meet the practices’ aim to involve its patients in decisions about the future of the practice.

NHS Constitution

NHS England Transforming Participation

NHS Mandate

Key messages

* The senior partner is retiring.
* The practice will have to move existing premises as a result, since the current lease held by the practice will expire and cannot be renewed.
* The practice would like to ask local patients registered at the practice what their views are on the re-location of the practice, what is important to them and any comments they would like to make about re-location. These views will help with any decisions to be made about the location and design of new premises.
* This is an opportunity for the practice to engage with its patients to talk about what they think can be improved for services delivered by the practice and to ask patients if they would like to be involved with the practice in the future.

Promotion

Letters were sent to patients explaining the rational to relocate the premises as the current lease expires to which coincides with the retirement of Dr Marshall.

The link to an online survey was distributed widely in the local community via the practice staff to obtain views. This was also promoted at local clinic/sure start sessions enabling families to feed their views into the process. Copies of the survey were also available in the practice and were distributed to patients by reception staff.

A poster publicising an arranged drop-in session/open event was publicised in the practice and in the community.

# Findings

Feedback from the survey

A total of 352 people completed the survey, either online or through paper copies which were uploaded onto the online survey portal.

## Question 1 - Do you have any views or comments about where the practice should be located?

A total of 156 respondents (46.2%) said they would like the practice to remain in the village, with 112 (33.1%) stating that they would like the practice to be in Middleton St George.

## Comments

There were a number of suggestions received for alternative locations for the practice premises. These are summarised below. There were also other key factors for consideration, such as being on a bus route, being ‘central’, and not being located in Darlington.

|  |  |
| --- | --- |
| Central  Near Sadberge  Killinghall Row  On a bus route | Not in Darlington  Near Fighting Cocks public house  Waterpark site |

A detailed list of responses is included in Appendix 1…

## Question 2 - What is important to you when accessing the practice?

There were 192 (59%) of responders who stated that accessible car parking was important to them when attending the practice. A further 92 (28.2%) of respondents felt location was a more important factor.

## Comments

The most important factors when accessing the practice are considered to be:

|  |  |
| --- | --- |
| Disability access  Disability facilities  On one level | Out of Hours service  Good transport links  Walking distance |

A detailed list of these comments is included in Appendix 2.

## Question 3 – What could be improved at the practice?

Out of the 280 of responses received, 64 (23%) would like a larger car park. A number of respondents, 42 (15%) said they wanted to see improvements to the waiting room.

## Themes

A wide range of suggested improvements were made. Themes from those suggestions are set out below:

|  |  |
| --- | --- |
| Disabled facilities  Longer opening hours  Longer appointment time with GP  Minor surgery facilities  Reduced waiting times  Confidentiality facilities (room, different system to name appearing on board) | More treatment facilities (incl. Chiropodist, Nurse Practitioner, Physiotherapy)  Pharmacy within surgery  Prescription by phone  Happy with the current practice and service |

A detailed list is included in Appendix 3.

## Question 4 – Would you like to be more involved in giving your views about local NHS services?

There were 126 (39%) people who said they would like to be more involved to give views about local NHS services; although a larger number 199 (61%) indicated they did not want to be more involved.

## About the respondents

A total of 333 people completed the survey and nearly all of the respondents (97%) were over the age of 25 years.

Chart 1 shows a breakdown of age groups.

* 105 (32%) respondents were male and 224 (68%) were female.
* 45 (14%) answered yes to providing care for someone who is elderly or living with a long term-condition with 271 (84%) of respondents answering no to the question.
* 85 (26%) respondents considered they had a disability or a long-term health condition with 239 (73%) answering no.
* 312 (94%) respondents described their ethnicity as white.
* 76% had the postcode starting with DL21

# Open Event – Saturday 8 November 2014

An open event was held on Saturday 8 November 2014 in Dinsdale Court, to provide the opportunity for the local community to discuss the relocation of the practice with practice staff.

The event also provided an opportunity to gather more information and ideas for possible service improvements, and any important environmental factors patients feel the practice should consider when choosing new premises.

Eighty people who attended the event were all registered with the practice.

The attendees were divided into discussion groups and members of each group were given a copy of the survey to complete, and were able to ask the GPs present about any concerns or issues they had about the new premises.

Information gathered from the open event using the patient survey.

## Question 1 - Do you have any views or comments about where the practice should be located?

There were 34 (43%) patients who said they would like the practice to be located in Middleton St George, with 25 (32%) wanting it to remain in the village. This corresponds with information gathered via the survey.

The suggested themes arising from discussions also support the findings from the survey. The following themes and suggested locations from people attending the event were:

|  |  |
| --- | --- |
| * Central * Near Sadberge * Killinghall Row * On a bus route | * Not in Darlington * **Middleton Hall** * **Middleton Lane** * Near Fighting Cocks public house |

During the table discussions there were strong objections relating to the practice being relocated in Darlington due to poor public transport links and poor accessibility for the elderly and young parents. It was noted that bus passes can only be used after 9.30am and this service arrives in Darlington at approximately 10.15am, consequently any morning appointments will need to be scheduled after 10.30am to accommodate public transport. Additionally public transport ceases in the early evening and therefore late appointments would not be accessible for patients using public transport.

## Question 2 - What is important to you when accessing the practice?

There were 46 (60%) who said car parking is an important factor – this supports the findings from the survey.

Other factors people consider important also correspond with the findings from the survey:

## Suggested Themes

|  |  |
| --- | --- |
| * Disability access * Disability facilities * On one level | * Good transport links * Walking distance |

## Question 3 – What could be improved at the practice?

Out of the 64 patients who answered this question, 16 (25%) regarded a larger car park as an important factor to be improved at the practice, similar to the survey responses.

Additional suggestions emerged from the live group discussion of possible improvements, including

|  |  |
| --- | --- |
| * Disabled facilities * Happy with the practice and services * Larger waiting room * Longer open ng hours * **Mental health facilities** * **Dentist** * **Health visitor** * **Reduced waiting times** | * Longer time with GP * Minor surgery facilities * More treatment facilities including chiropody, physiotherapy * Pharmacy in surgery * **Opticians** * **MS specialist nurse** * **Prescription by phone** * **Walk in sessions for treatments** |

## Question 4 – Would you like to be more involved in giving your views about local NHS services?

There were 24 (34%) respondents who would like to be more involved although 46 (66%) people said they did not want to be involved.

Conclusions

The information gathered from the online survey and from the open event indicates strongly that the practice should remain in the village centre and in Middleton St George.

The majority of people would like the new practice to have ample car parking, with disabled access and facilities and to be based on one level with good transport links.

Feedback highlighted that patients would like to see increased treatment facilities which could include chiropody, physiotherapy and minor surgery. Information gathered also indicated that the one pharmacy currently located in the village has no car parking for patients and this makes access difficult.

Next Steps

The information, ideas and themes obtained from the survey and the event will be used by the practice to shape their decisions about the relocation and design of the new practice premises.