

Colwick Vale Surgery Consultation Report

The future of Primary Care Services in Colwick and Netherfield

February 2016



TRENTSIDE MEDICAL GROUP
Netherfield Medical Centre & Colwick Vale Surgery


Nottingham North and East
Clinical Commissioning Group

Have your say about the future of Colwick Vale Surgery...

Trentside Medical Group's five year contract to deliver GP services at Colwick Vale Surgery comes to an end Thursday 31 March 2016. After this date, the Group has made the difficult decision not to continue to deliver services at the site due to unsustainable costs.

How will it affect you if the surgery closes?
Wednesday 2 December 2015 was the start of a consultation period about the future of GP services in Colwick and Netherfield - this finishes on Friday 5 February 2016.

How to have your say

- Online at www.surveymonkey.com/r/colwick
- Fill in a form at Netherfield Medical Centre or Colwick Vale Surgery
- Call 0800 028 3693 (option 2) and request a survey is posted to you or fill in over the phone

 /TrentsideMedicalGroup
 /NHSNNE

Please note that all patients who use Colwick Vale Surgery are registered with Trentside and if Colwick Vale closes, they will be able to receive the same high quality care in Netherfield.

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1. Introduction

The purpose of this report is to provide feedback on the public consultation, which ran from Wednesday 2 December 2015 to Friday 4 February 2016, on the future of the Colwick Vale Surgery.

The eight week consultation was led jointly by Trentside Medical Practice and Nottingham North and East CCG, with the help of the Trentside Patient Participation Group.

The aim was to gather the views of patients, partners and the wider public to understand the potential impact of the Practice's plan to stop delivering services at the Colwick Vale Surgery location.

A total of **158** responses were received during the consultation period. This included:

- 158 web and paper survey responses
- 1 MP letter (sent to the Practice)
- 1 patient letter (sent to NHS England)

In addition, a lot of views were shared on social media sites most notably Street View and Facebook, and these have also factored into this report.

Consultation surveys were available online, via telephone, post, and at both the surgeries. Communications collateral, including posters and flyers, were distributed to shops and the local pharmacies.

Websites and social media channels were utilised, including Facebook and Twitter, and to further engage with patients we held two public events - one at the start of the consultation and one towards to the end of the process.

Respondents to the survey fed back through an online survey, a freepost postal address or over the telephone. All responses were inputted into Survey Monkey to help with the data analysis.

Key themes from stakeholders, social media and the drop-in sessions can be found later in the report.

The scope of the consultation included the registered patients, patients living in the vicinity of the practice, the Local Medical Committee, local Councillors, Healthwatch, and local pharmacies. All 21 practices within Nottingham North and East CCG were informed of the changes and could contribute to the consultation if they wished.

In addition five practices within a two mile radius of Colwick Vale Surgery, but within the boundary of Nottingham City CCG, were informed of the situation.

The public consultation ran up to Friday 5 February 2016, after which the report then also went to the Gedling Overview and Scrutiny Committee who provided further comment, included in the responses below and the Primary Care Commissioning Committee, both of which approved the process.

2. Background

Colwick Vale Surgery was an independent medical practice with a registered population of approximately 2,700 patients until 1 April 2011.

Following the retirement of the sole partner at Colwick Vale, a procurement exercise was undertaken by Nottinghamshire County Primary Care Trust in November 2010 to identify a new provider for the service.

Following the competitive process, neighbouring practice Netherfield Medical Practice was selected as the preferred provider. Netherfield Medical Practice had its own registered population of approximately 9,000 patients.

Nottinghamshire County Teaching PCT entered a Deed of Variation with the GP partners of Netherfield Medical Practice to provide primary medical services at Colwick Vale Surgery for a period of five years until 31 March 2016.

As part of the operational arrangements, the patients registered at Colwick Vale Surgery combined with the patient list of Netherfield Medical Practice, creating a single registered population of approximately 11,700 patients. The practices were renamed Trentside Medical Group to reflect the collective arrangements.

This addendum to the contract is scheduled to end on 31 March 2016. However, the operation of a single list of patients will continue as the division of the list to the separate sites is no longer reasonably possible without extraordinary measures.

It is the firm intention of Trentside Medical Group to undertake a premises development within the Netherfield area that would have the capacity to accommodate patients from both the Netherfield and Colwick Vale sites. The practice had planned to consolidate the two sites at a later point in time, when a new premises had been approved and developed.

The partners of Trentside Medical Group have reviewed the current arrangements and concluded that the recent increases to operational costs have made the overall cost of delivering the service unsustainably high at Colwick Vale Surgery and therefore have applied to close the site.

Given the close proximity of Group's premises in Netherfield, the partners wish to apply to close Colwick Vale Surgery with effect from 31 March 2016 and patients have been informed on this basis.

All patients currently using Colwick Vale Surgery are, as stated above, actually registered with Trentside Medical Group and it is likely that many Colwick residents use both sites.

The Netherfield Medical Centre is 0.8 miles from Colwick Vale Surgery, and the two locations are already linked by a regular bus service, with buses every 10 mins during the day and 15 mins in early morning and evenings. The bus journey time is nine minutes.

To walk between the two sites takes approximately 19 minutes. To drive between the two sites takes around four minutes when there is no traffic.

Survey Results

Q1 What's your postcode?

All postcodes were NG4 (majority) or NG2

Q2 When accessing medical services for you and your family in Colwick and Netherfield, do you travel by:

Answer choices	Responses
Car	61
Bus	31
Taxi	4
Walk	109
Cycle	3
Voluntary services	0
Total	148 people responded (10 skipped) but respondents could tick more than one option

Q3 Where do you usually prefer to go for your Doctor's appointment?

Answer Choices	Responses
Netherfield	8.97% 13
Colwick	68.28% 99
Happy to go to either surgery	22.76% 33
Total	145

Q3. Key themes from 'other' comments

1	It's inconvenient, not as close so can't walk to surgery
2	Colwick surgery is a nicer environment than Netherfield – more friendly, nice staff, better facilities
3	Difficult to get an appointment at either surgery

Q4 Are you registered for online services?

Are you registered for online services?		
Answer Options	Response Percent	Response Count
Yes	45.7%	63
No	44.9%	62
Don't know	9.4%	13

Q5 If you answered yes to the above, have you used them to make an appointment?

If you answered yes to the above, have you used them to make an appointment?		
Answer Options	Response Percent	Response Count
Yes	51.8%	44
No	48.2%	41
<i>answered question</i>		85

Q6 If Colwick Surgery closes, how will it affect you?

Q6. Key themes (plus example comments)

1	<p>Appointments – it will be much harder to get an appointment</p> <ul style="list-style-type: none"> • <i>I fear it will be even harder to get an appointment. In recent times I received an appointment on request 4 weeks after ringing. Surely this waiting time can be reduced'</i> • <i>Less choice. Already Netherfield heavily booked in advance, making it near impossible to get an appointment. Telephone always engaged. Closure of Colwick will put even more pressure on Netherfield</i> • <i>It will affect me because the Netherfield surgery is always busy as it is, so if Colwick closes it will be busier and therefore more difficult to make an appointment.</i> • <i>I cannot see how patients are going to get to see a doctor. I think there will be days waiting for appointments</i>
2	<p>Having to travel - too far to walk, buses and taxis are expensive</p> <ul style="list-style-type: none"> • <i>It will affect me and my wife very badly especially my wife who cannot drive. Getting to Netherfield is not very easy</i> • <i>Will be a huge effect on my family. We will have to walk 35 minutes to the doctors surgery or get the bus which takes a 90 minute journey in total as the bus stop is so far from our house (Crosslands Meadow) - my parents are getting old and will not be able to do this soon.</i> • <i>Taxis due to ill health to Netherfield</i> • <i>it would be very hard for us to travel when children are unwell</i> • <i>I will have to drive to Netherfield & find somewhere to park. The surgery in Netherfield is overcrowded & depressing.</i> • <i>We will have to use the car. Because of my work hours the Colwick surgery is perfect. If I have to travel to Netherfield. I will have to use the car to get to appointments on time.</i> • <i>Its en route to work, I'm a regular medication user monthly repeats etc.. Netherfield out of the way for my family</i>
4	<p>Worry that pharmacy will close – knock on effect on the community</p> <ul style="list-style-type: none"> • <i>There is also the question of whether the pharmacy in Colwick will remain open. As our local pharmacy, I would want them to continue to provide me with any prescribed medication.</i> • <i>I am also concerned of the future of local business Vale pharmacy</i> • <i>Loss of local facilities will be inconvenient. Chemist also likely to be lost. Wider loss of amenities in Colwick.</i> • <i>It will be much further to walk and if the weather is bad almost impossible for me. Also the possible knock on effect of losing the local pharmacy across the road. Please do not close our local surgery.</i>

Q7 What would make it easier for you to access GP services in Netherfield?

Q7. Key themes	
1	<p>More appointments</p> <ul style="list-style-type: none"> • <i>Open surgery full time and add more GPs</i> • <i>Being able to book an online appointment which is in the near rather than the far future</i> • <i>Same number or more appointments as there is now</i> • <i>Better timing, very often kept waiting long after appointment time, anything up to 45 minutes.</i>
2	<p>Improve transport and parking - better bus routes</p> <ul style="list-style-type: none"> • <i>Better parking, being on a bus route that passes the Netherfield Surgery.</i> • <i>Have a taxi available when required.</i> • <i>A bus from mile end road</i> • <i>Free transfer service</i>
3	<p>Keep the surgery in Colwick</p> <ul style="list-style-type: none"> • <i>Keeping Colwick open at least until the new surgery opens to cope with the demand or opening Colwick full time will make more sense.</i> • <i>to stay in Colwick</i> • <i>Move new building to Colwick.</i> • <i>There is no way to make it easier for us to get to Netherfield, Colwick surgery has over 2000 patients and should not be closed.</i>

Q8 Do you have any further comments about the health services you receive in Colwick and Netherfield

Q8. Key themes	
1	<p>Colwick is generally a nicer environment with great staff</p> <ul style="list-style-type: none"> • <i>I signed up to Colwick surgery not knowing (or being told) that it is linked to the Netherfield practice. Having had to visit the Netherfield practice I found it somewhat undesirable, obviously lacking in funding and wish I had not moved. Colwick surgery by contrast is absolutely fine.</i> • <i>Colwick Surgery has a much nicer environment than the Netherfield Surgery. It is on a major bus route and is easily accessed by either walking</i>

	<p><i>or by car. It would be a travesty if Colwick lost their surgery. We need our own community GP.</i></p> <ul style="list-style-type: none"> <i>Colwick was more patient friendly and receptionists and other workers are a lot nicer and helpful than the staff that work in Netherfield as well</i>
2	<p>Hard to get an appointment but good service</p> <ul style="list-style-type: none"> <i>Often difficult to get appointment in a timely manner with chosen doctor. If closing Colwick surgery means that there are more appointments available with specific doctor will accept it.</i> <i>I think there should be more bookable appointments available to have within the week. U often have to have telephone call and then explain waiting several weeks is too long. If u also know what the issue is u shouldn't have to wait for telephone call.</i> <i>I think we have been served excellently by the surgeries and am pleased to support the practice for a long as I can as they have served my family</i>
3	<p>Look at alternative ways to provide a GP service in Colwick</p> <ul style="list-style-type: none"> <i>Colwick is big enough to support a doctor. A house could be converted at a much lower cost than the hire of the portacabin</i> <i>I understand the excessive cost of leasing, and operating the Colwick surgery. It is not cost effective. However, there are frequent sales of three-bedroomed houses in Colwick, at a moderate price. A regular presence consisting of a nurse, and the occasional presence of a doctor could surely be arranged. If not by the Netherfield practice, maybe this approach could be taken by another established practice. The practice in Sneinton for example.</i>

4. Key Findings

Along with the survey results, we also held two public events and monitored social media discussion about the surgery.

At the first event, 48 people attended Colwick Vale Social Club, while 79 people attended the second event at Colwick Vale Community Centre.

Key themes from feedback were similar to the survey and included:

- Concern about appointments
- The distance to travel to Netherfield, particularly for elderly and vulnerable patients
- The inconvenience
- Concern about the pharmacy closing
- The possibility of continuation of Colwick Vale Surgery until the new building is ready (paid for by the CCG)

Other

- The purpose of the consultation if the decision to close had already been made
- The general feeling that this has been planned for the last five years and that Colwick always gets a raw deal

Overarching themes

- Appointments
- Distance to travel
- Potential pharmacy closure
- General loss to the community

5. Next steps – (you said/we will do)

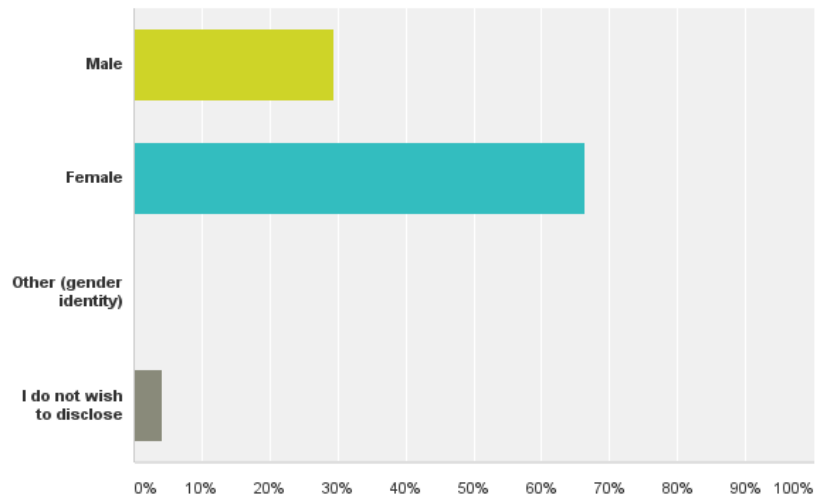
Responses to concerns	
1	Appointments - hard to get one, will it get harder?
	<ul style="list-style-type: none"> • Trentside confirm that there will be no less appointments • From 1 April, there will be at least one clinician each morning (most of the time there will be two clinicians with the exception of annual leave) offering a Walk-in service. • Appointments will be available through the middle of the day to negate the need to phone early to access appointments. • Trentside have employed a Triage Nurse who has worked in the past as a Health Visitor. The Triage nurse will offer some dedicated appointments for children after school most days. • The ability to be able to request repeat medication and book GP appointments will continue to be offered via the Practice website www.netherfieldmc.co.uk. Patients have the option to book a vacant GP appointment online, 24 hours per day, 365 days per year for their convenience. SystemOne Online is available as an App on mobile phones too. • The practice are working with their Patient Participation Group to review their appointment process and triage - there will be more telephone triage to ensure that non-emergencies are dealt with swiftly freeing up more face-to-face time with clinicians. • The future plans include a new health building in Netherfield which will house the Practice along with other health services.
2	Travel - cost for families and elderly and the lack of suitable bus route for some people living in Colwick
	<ul style="list-style-type: none"> • All patients who need a home visit will receive one (as is currently the case) • The CCG will ensure that community transport scheme information is available at the Practice and in the community • Gedling Borough Council are looking into the bus routes around the Colwick area.

3.	Concern at possible loss of the local pharmacy
	<ul style="list-style-type: none"> • The pharmacy will be viable as long as patients continue to use it • NHS NNE CCG will work with the pharmacist to ensure they are maximising their NHS income • The pharmacist is confident it has the support of the community
4	Possibility of running clinics in parts of Colwick (issue raised at the Gedling Scrutiny Committee)
	<ul style="list-style-type: none"> • Practice to meet with patients and patient reps to explore the possibilities (CCG will support this)

Appendix 1

Equality and diversity data

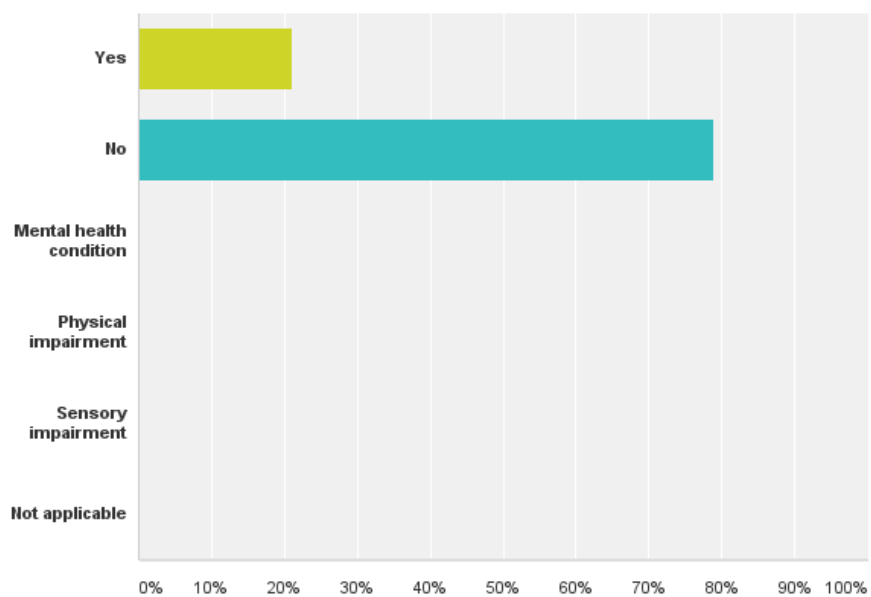
Q9: gender



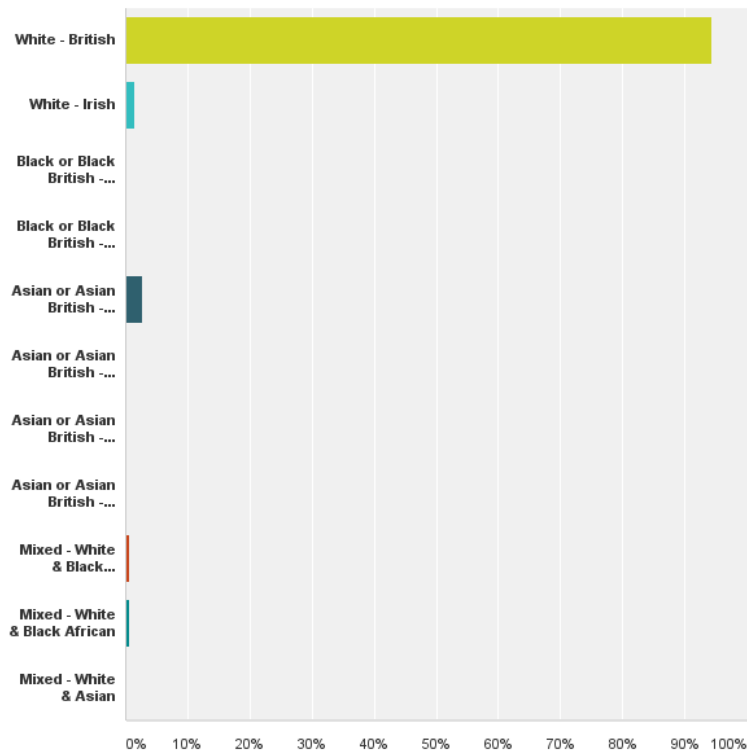
Q10: age

Broad range of ages, but marginally more over 60s.

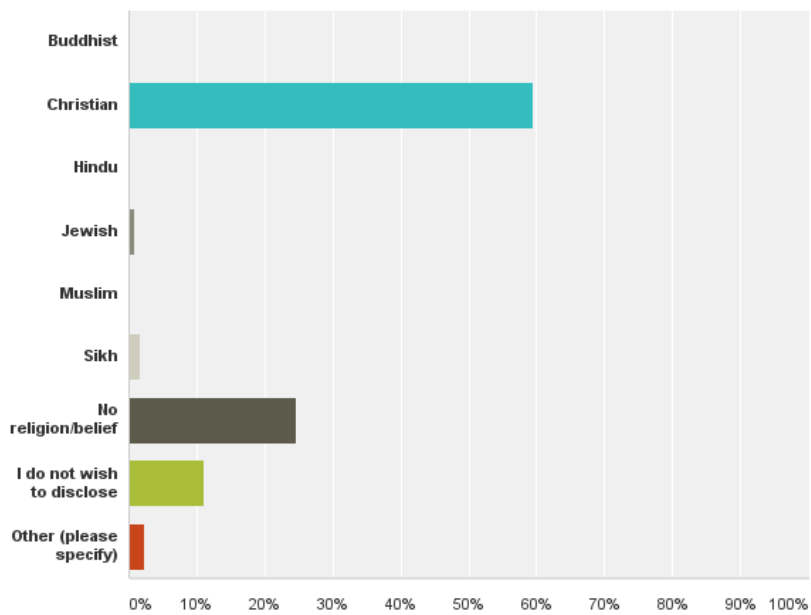
Q11: do you have a disability?



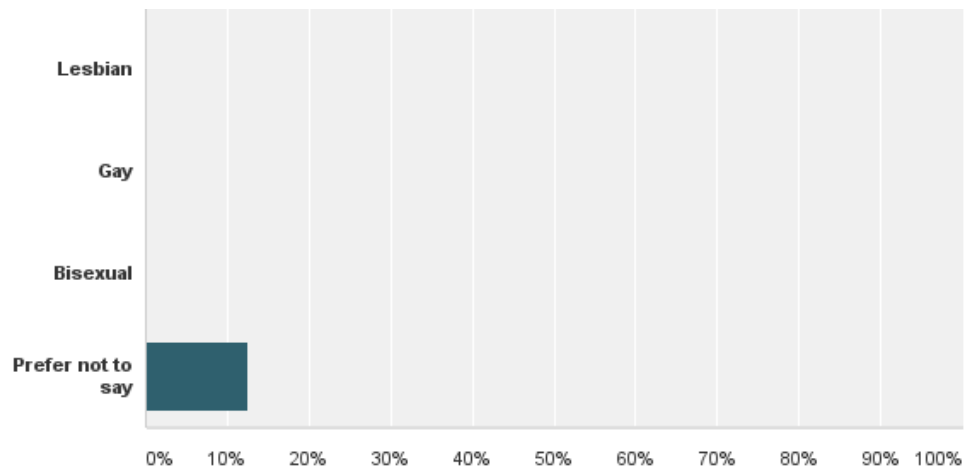
Q12: ethnicity



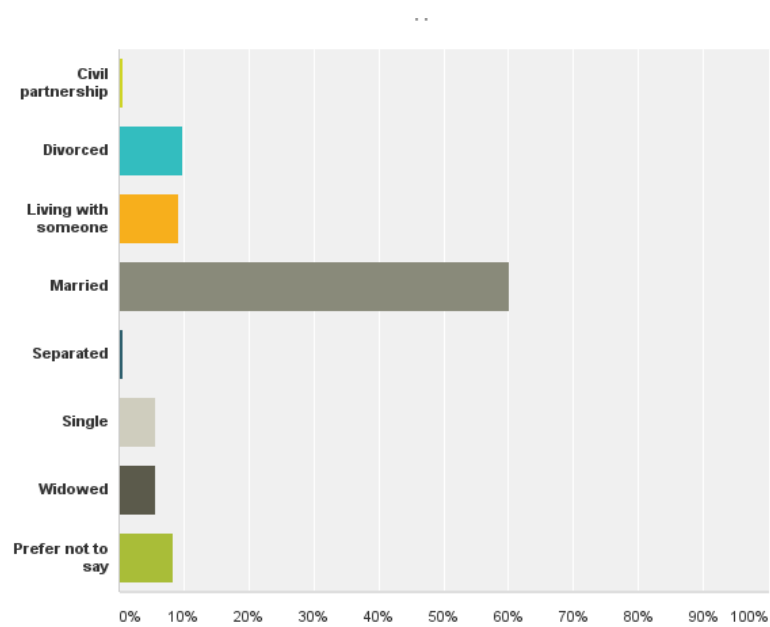
Q13: religion and belief



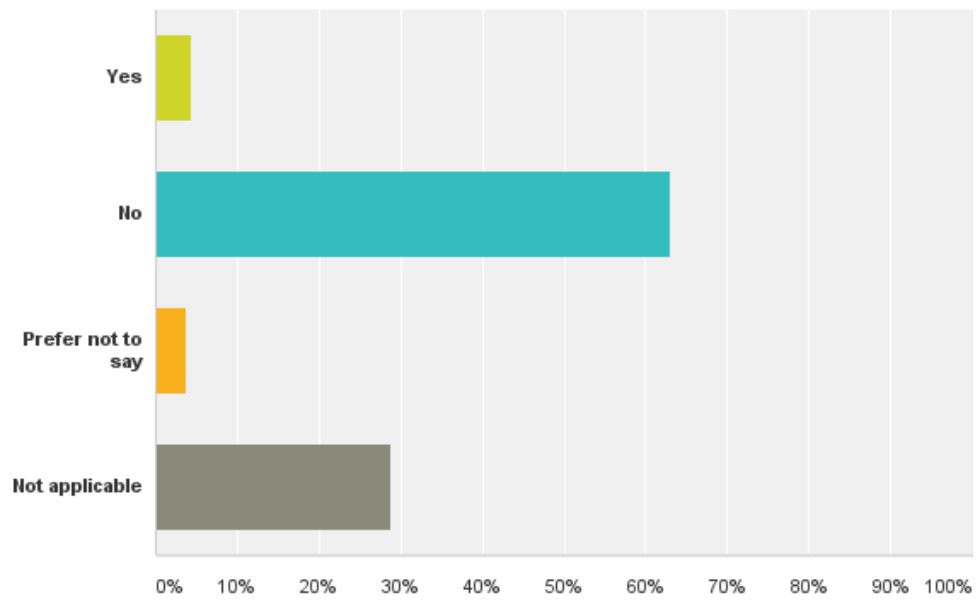
Q14: sexual orientation



Q15: marital status and civil partnership



Q16: pregnancy and maternity



Appendix 2

Communications, media and social media activity

Activity included:

- Survey developed with practice, CCG and PPG.
- Survey made available online, paper and over the telephone to PALS.
- Poster and corresponding flyer developed by CCG with practice with support from the PPG.
- Posters and flyers delivered by PPG and CCG to shops, the pharmacy, pubs and social centres.
- Flyers delivered to around 800 addresses around the Candle Meadow, First Avenue and estates off Colwick Vale Road.
- Two public events were held - one at the start of the consultation on Wednesday 2 December and one towards the end on Thurs 21 January 2016.
- Media release was sent out at the beginning of the process and prior to the January event - The Nottingham Post joined us at our public event and ran a story the day after. The story was also picked up by local online news outlets - Gedling Eye and Colwick News.
- Social media - see below

Social Media Coverage

To raise awareness of the survey and gather as much public feedback as possible, we embarked on a media and social media campaign to encourage people to have their say on the future of Colwick Vale Surgery.



We posted at regular times throughout the two month period on the NHS South Notts and NHS Nottingham North and East Facebook pages. To date, they have 1,680 followers from across South

Nottinghamshire. With Shares, these posts reached over over 3,000 people in the two month period. We also used Facebook ads to promote the event on the 21 January to people living in and around Colwick and Netherfield. Twitter promotion was carried out as well, but Facebook proved better for debate and relevant shares. Both the practice, who have their own Facebook page and used it to promote the consultation and events, and the CCG shared posts with the Colwick Community Facebook page and Gedling Eye. There was also a lot of debate about the surgery closure on the Colwick Facebook page - the themes of which correlated with those coming out of the consultation survey and the events.



NHS South Notts (1301) NHS Nottingham North and East CCG (380 followers) regularly posted information about the survey and the events, which was shared by partners. Gedling Borough Council (5106 followers) regularly retweeted the information, as did local Colwick Councillor Meredith Lawrence (603 followers) and Healthwatch Nottinghamshire, NG4 online (1,266 followers) and Colwick News (171 followers).