

## **Burton Road Surgery Registered Patient Consultation Summary Outcomes Report**

### **Background**

Lincolnshire Community Health Services NHS Trust (LCHS) currently provides the service to patients at Burton Road Surgery and the contract is due to come to an end on 30 June 2015.

NHS England has been consulting with the registered patients of the surgery in order to be able to consider all the options available for future delivery of their GP services.

A patient survey was carried out over a six-week period of consultation from Wednesday 6 August 2014 until Wednesday 17 September 2014.

The survey was posted out on Monday 4<sup>th</sup> August to all current patients registered with Burton Road Surgery and gave the opportunity for all patients of the surgery to have a say and help shape the delivery of their future GP services.

A survey was provided for every registered patient rather than one per household to give each patient the opportunity to have their say.

Overall we received a total of 491 responses to the registered patient survey by the closing date of 5pm on Wednesday 17 September which gives a response rate of 21.3% from the 2,301 surveys that were distributed at the beginning of the consultation period.

A separate online survey was also put together inviting views on the options and the future delivery of services for Burton Road Surgery patients and this was sent to stakeholders (interested local people and organisations) for their feedback as part of the process.

### **Consultation Feedback**

Below is a brief summary of the feedback we received from registered patients as part of the consultation.

A copy of the full consultation report which contains all of the feedback received from both registered patients and stakeholders can be accessed online from mid - October via the following link [www.england.nhs.uk/mids-east/news](http://www.england.nhs.uk/mids-east/news) or you can request a copy to be sent out to you by contacting a member of the NHS England primary care team on 0113 824 9525, (Monday to Friday 9am to 5pm) or email your request to [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) (please use the subject line 'Burton Road Surgery').

## Registered Patient Survey Results

**Q1) Having read the information provided on the two options, please indicate your preference for the future of Burton Road Surgery (please tick only one option)**

Answer Options	Response Percent	Response Count
<b>Option 1 - To see who might be interested in the opportunity to provide a service to Burton Road Surgery patients: this means that the service may remain the same; could be delivered from different premises, by different staff; or may not continue.</b>	96.1%	472
Option 2 - To close the Surgery: we would then help you as a registered patient to choose another practice in the area.	3.9%	19
<b>answered question</b>		<b>491</b>

345 people provided supporting comments which covered the following areas;

- The value of the often long standing relationships with the surgery staff and the high level of service individuals have received from the surgery.
- Relationship between the surgery and the community
- Continuity and familiarity of service
- The convenience of the location and being able to access this.
- Recommendation of the surgery from friends and family
- Comments regarding the level of communication to patients regarding the survey.

**Q2) If you chose Option 1, please tell us what concerns, if any, you may have. (Please tick all that apply).**

Answer Options	Response Percent	Response Count
No major concerns	18.5%	87
Uncertainty about future location of premises	61.4%	289
Uncertainty about who will provide the services	51.8%	244
Uncertainty about the types of services to be provided	45.4%	214
<b>Potential loss of relationships with current Burton Road Surgery staff</b>	<b>66.7%</b>	<b>314</b>
<b>answered question</b>		<b>471</b>

Some people ticked a number of answer options for this question and 119 people provided supporting comments which covered the following areas;

- The value of the often long standing relationships with the surgery staff and the high level of service individuals have received from the surgery.
- Relationship between the surgery and the community
- Continuity and familiarity of service
- The convenience of the location and being able to access this

**Q3) If you chose Option 2, please tell us what concerns, if any, you may have. (Please tick all that apply).**

Answer Options	Response Percent	Response Count
<b>No major concerns</b>	<b>50.0%</b>	<b>9</b>
Longer distance to travel between home and the surgery	38.9%	7
Longer distance to travel between work and the surgery	11.1%	2
Difficulties travelling to the surgery e.g. public transport provision, parking (give further details in the box below)	27.8%	5
Potential loss of relationships with Burton Road Surgery staff	33.3%	6
<b>answered question</b>		<b>18</b>

Some people ticked a number of answer options for this question and 6 people provided supporting comments which covered the following areas;

- Registering with a new practice
- Pressure on the other surgeries and the NHS

**Q4) What would be the most important factor in influencing your choice of GP practice? (Please tick only one option).**

Answer Options	Response Percent	Response Count
<b>Distance from home</b>	<b>40.5%</b>	<b>183</b>
Opening hours	6.9%	31
Easy travel to the surgery	7.3%	33
Continued relationship with staff	36.9%	167
Range of services offered	4.9%	22
Recommendation from NHS Choices or friend/relative	3.5%	16
<b>answered question</b>		<b>452</b>

206 people provided supporting comments which covered the following areas;

- Difficult to choose only one option from those provided. All are important at different times

- The value of the often long standing relationships with the surgery staff and the high level of service individuals have received from the surgery.
- Continuity and familiarity of service
- Location and ease of access for people with physical disabilities

**Q5) How far would you be prepared to travel to receive GP services? (Please tick one option).**

Answer Options	Response Percent	Response Count
Less than ½ mile	26.3%	125
<b>½ mile - 1 mile</b>	<b>35.2%</b>	<b>167</b>
1 mile - 1 ½ miles	15.4%	73
1 ½ miles - 2 miles	8.8%	42
2+ miles	14.3%	68
<b>answered question</b>		<b>475</b>

**Q6) Which transport options do you use currently to travel to the surgery? (Please tick all that apply).**

Answer Options	Response Percent	Response Count
<b>Walk</b>	<b>68.1%</b>	<b>318</b>
Car	48.0%	224
Bus	12.0%	56
Taxi	6.0%	28
Friend/relative	8.8%	41
Community transport	0.9%	4
<b>answered question</b>		<b>467</b>

Some people ticked a number of answer options for this question and 21 people provided supporting comments when asked if there were any other transport options they use to travel to the surgery.

The other transport options highlighted included;

- Mobility scooter
- Bicycle
- Wheelchair

### Next steps

The feedback received as part of the consultation will be used by in order to inform the decision making process regarding the future delivery of services for Burton Road Surgery patients.

We would like to take this opportunity to thank everyone who took the time to provide their feedback as part of the consultation. Your views are much appreciated.