

Burton Road Surgery Patient Consultation

Outcomes Report

Background information

Lincolnshire Community Health Services NHS Trust currently provides services at Burton Road Surgery based in Lincolnshire and the contract is due to come to an end.

On 27 May 2014, NHS England in Lincolnshire sent all registered patients a letter explaining that Burton Road GP Surgery would close on 30 September 2014 and that they would need to register with another practice. Patients were asked to complete a short survey about these changes and provided with details of events they could attend to ask any questions or give their views.

Following the feedback received as part of this initial engagement exercise, NHS England in Lincolnshire became aware of the need for further consultation primarily with registered patients in order to be able to consider all the options available for future delivery of services. Therefore agreement was reached that Burton Road Surgery would continue to be run by the current provider until 30 June 2015. This would then allow time for a fuller consultation with registered patients and other relevant stakeholders seeking their views regarding the two options available.

This fuller consultation period would also provide time for the decision-making process, and then the steps required to implement the final decision made as a result of the feedback received. This period of consultation took place over a six week timeframe running from 4 August until 17 September 2014.

This report details all of the feedback received as part of the consultation with registered patients and other local stakeholders (interested local people and organisations) in relation to helping decide 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 views and feedback as part of this consultation process.

Engagement methods

We set out with the aim to carry out engagement activity that would:

- Provide the registered patient population of Burton Road Surgery and other interested stakeholders with the opportunity to shape the future delivery of GP services for Burton Road Surgery patients by highlighting their preferences in relation to the two options available and also to gain additional feedback regarding what is most important to patients in relation to their choice of GP practice.

- Meet the statutory duty to engage in accordance with the Health and Social Care Act 2012

In order to help us achieve the above, a brief survey was designed to gain feedback from registered patients highlighting the two options available and the potential implications for patients relating to each option dependent on their choice.

A hard copy of the survey and covering letter was posted out to each registered patient (numbering 2,301) of Burton Road Surgery on 4 August 2014. A survey was provided for every registered patient rather than one per household to give each patient the opportunity to have their say. The survey was also made available online and the link supplied for patients to choose their preferred method of replying to the consultation.

Three drop-in events were also held to answer any questions or queries that registered patients may have had in relation to the consultation process or around the patient survey. These all took place at Burton Road Methodist Church, 175 Burton Road, Lincoln LN1 3LW on the following dates and times;

Drop-in session 1

Date: Monday 11 August 2014 Time: 9.30am to 11.30am
Attendees: 8

Drop-in session 2

Date: Wednesday 27 August 2014 Time: 5.30pm to 7.30pm
Attendees: 0

Drop-in session 3

Date: Tuesday 9 September 2014 Time: 1.30pm to 3.30pm
Attendees: 5

A separate online stakeholder survey was also compiled inviting views on the options and future delivery of services for Burton Road Surgery Patients. This was distributed on 22 August 2014 to various interested parties including the Local Authority Health Scrutiny Committee and Health and Wellbeing Board, Clinical Commissioning Group and Healthwatch Lincolnshire.

A supporting communications plan was also developed to highlight and promote the consultation both prior to and throughout the consultation period. This incorporated a range of methods including the following;

- Press releases
- Attendance at meetings
- Written and verbal briefings
- The use of social media (primarily to highlight the drop in sessions).

Summary overview of feedback received from registered patients of Burton Road Surgery

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

A summary of the feedback to each of the questions posed as part of the survey is detailed below.

Due to the number of comments received, the general themes have been highlighted rather than including every comment received.

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
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.	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
<i>answered question</i>		491

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
Potential loss of relationships with current Burton Road Surgery staff	66.7%	314
<i>answered question</i>		471

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
No major concerns	50.0%	9
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
answered question		18

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
Distance from home	40.5%	183
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
answered question		452

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
½ mile - 1 mile	35.2%	167
1 mile - 1 ½ miles	15.4%	73
1 ½ miles - 2 miles	8.8%	42
2+ miles	14.3%	68
answered question		475

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

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

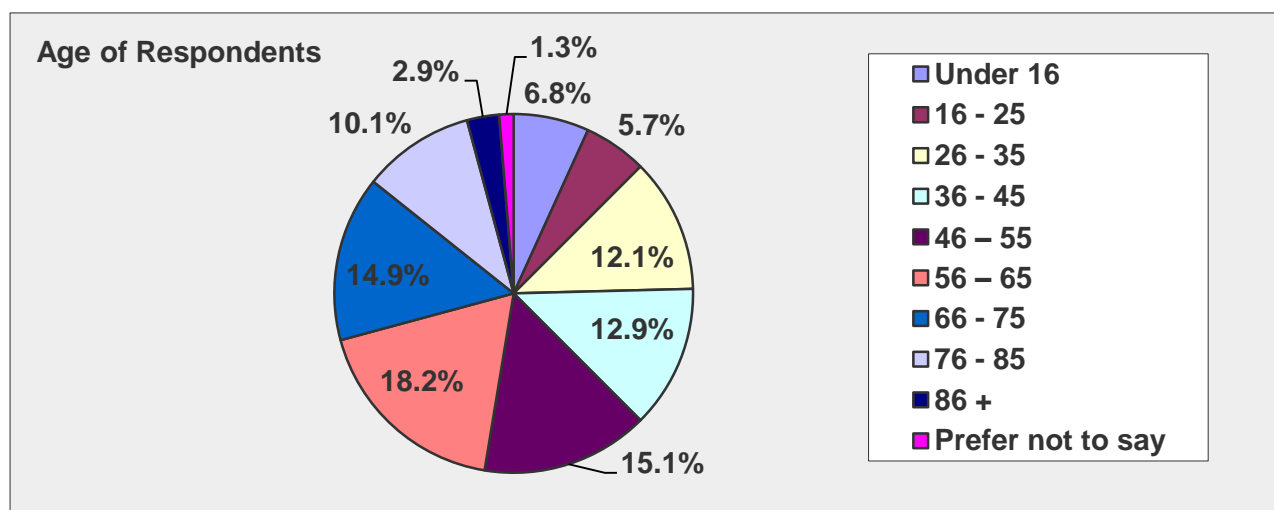
Some people ticked a number of answer options for this question and 21 people provided supporting comments when asked if there were any other transport options they use to travel to the surgery.

The other transport options highlighted included;

- Mobility scooter
- Bicycle
- Wheelchair

Equality Monitoring Data

Age of respondent		
Answer Options	Response Percent	Response Count
Under 16	6.8%	31
16 - 25	5.7%	26
26 - 35	12.1%	55
36 - 45	12.9%	59
46 - 55	15.1%	69
56 - 65	18.2%	83
66 - 75	14.9%	68
76 - 85	10.1%	46
86 +	2.9%	13
Prefer not to say	1.3%	6
answered question		456
skipped question		35



Please tell us the first part of your postcode (e.g. LN1)	
Answer Options	Response Count
LN1	322
LN2	80
LN3	3
LN4	1
LN5	9
LN6	13
Prefer not to say	2
answered question	
430	
skipped question	
61	

Sex		
Answer Options	Response Percent	Response Count
Male	46.7%	214
Female	51.7%	237
Prefer not to say	1.5%	7
answered question		458
skipped question		33

Ethnic Background					
Asian, or Asian British					
Answer Options	Chinese	Indian	Pakistani	Other Asian background	Response Count
Ethnicity	0	0	2	3	5
Black, or Black British					
Answer Options	African	Caribbean	Other Black background	Response Count	
Ethnicity	2	0	0	2	
Mixed / multiple ethnic group					
Answer Options	Asian & White	Black African & White	Black Caribbean & White	Other Mixed / multiple ethnic background	Response Count
Ethnicity	3	0	0	2	5
White					
Answer Options	British	Gypsy/Traveller	Irish	Other White background	Response Count
Ethnicity	415	0	4	9	428
Prefer not to say					
Answer Options	Prefer not to say	Response Count			
Ethnicity	15	15			
					Question Totals
Other (please specify)					
White African White European Iraqi British					3
answered question					455
skipped question					36

Sexual orientation		
Answer Options	Response Percent	Response Count
Bisexual (both sexes)	1.1%	5
Lesbian (same sex)	0.2%	1
Gay man (same sex)	0.4%	2
Heterosexual / Straight (opposite sex)	87.9%	392
Prefer not to say	10.3%	46
answered question		446
skipped question		45

Religion		
Answer Options	Response Percent	Response Count
Buddhism	1.1%	5
Christianity	56.4%	248
Hinduism	0.7%	3
Islam	1.1%	5
Judaism	0.0%	0
Sikhism	0.0%	0
No religion	33.6%	148
Prefer not to say	7.0%	31
answered question		440
skipped question		51

Disability		
Do you consider yourself to be disabled?		
The Equality Act 2010 states that a person has a disability if: ‘a person has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on that their ability to carry out normal day-to-day activities’		
Answer Options	Response Percent	Response Count
Yes	20.8%	94
No	73.0%	330
Prefer not to say	6.2%	28
answered question		452
skipped question		39

If yes to the above, what type of disability do you have? (Tick all that apply)

Answer Options	Response Percent	Response Count
Learning disability/difficulty	2.2%	2
Long-standing illness or health condition	51.1%	47
Mental Health condition	18.5%	17
Physical or mobility	56.5%	52
Hearing	16.3%	15
Visual	8.7%	8
Prefer not to say	3.3%	3
<i>answered question</i>		92
<i>skipped question</i>		399

Do you provide care for someone? Such as family, friends, neighbours or others who are ill, disabled or who need support because they are older.

Answer Options	Response Percent	Response Count
Yes	11.1%	50
No	83.1%	375
Prefer not to say	5.8%	26
<i>answered question</i>		451
<i>skipped question</i>		40

Other Stakeholder Survey Results

A total of 12 responses were received from Stakeholders by the deadline of 5pm on Wednesday 17 September

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
Option 1 - NHS England 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.	58.33%	7
Option 2 - To close the Surgery: NHS England would then help all registered patients to choose another practice in the area.	41.67%	5
Please tell us the reason for your preferred option in the box below		9
<i>answered question</i>		12
<i>skipped question</i>		0

9 supporting comments were received covering the following themes;

- Valuing often long standing relationships with existing practice staff and level of service received.
- Relationship between the practice and the community
- Continuity and familiarity of service
- Potential issues relating to the current premises being fit for purpose
- Reservations regarding the level of communication, wording of options and the initial engagement process.

Q2) Please tell us below any other comments or concerns you might have

6 supporting comments were received covering the following themes;

- The importance of communicating the outcome of the consultation with patients and next steps clearly
- Management of the process and next steps dependent on if Option 2 is taken forwards
- Concern for elderly patients in finding alternative GP services
- Potential issues relating to the current premises being fit for purpose

Summary of key findings from all feedback received

The key findings taken from this period of consultation are as follows:

- Respondents were overwhelmingly in favour of NHS England pursuing 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 (472 people/ 96.1%).
- The main reason for favouring Option 1 was highlighted as potential loss of relationships with current Burton Road Surgery staff (314 people/ 66.7%)
- Out of the very small number of people who favoured Option 2 (19 people), half of these (50%) highlighted no major concerns regarding closing the surgery and helping patients to choose an alternative GP practice
- The most important factor in influencing choice of GP Practice was highlighted as distance from home (183 people / 40.5%). This was closely followed by continued relationship with staff (167 people / 36.9%).
- Out of the options provided, the highest number of respondents indicated a preference for being prepared to travel between ½ mile and 1 mile to receive GP services (167 people/ 35.2%). This is perhaps reflected by the fact that the majority of respondents highlighted that they currently walk to visit the surgery (318 people/ 68.1%).
- The highest number of responses came from people who were aged between 56 and 65 years old (83 people/ 18.2%) with a fairly even split between male and female respondents.
- The majority of responses came from people who are resident in the LN1 and LN2 areas although a small number of people highlighted their postal code as beginning in LN3, LN4, LN5 and LN6.
- 415 respondents identified their ethnicity as White British. 392 identified their sexuality as heterosexual and 248 their religion as Christianity.
- Over 20% (94 people) identified themselves as disabled with 56.5% (52 people) highlighting a physical disability or mobility problem.
- Over 10% identified as an unpaid carer (50 people)

Decision making

This consultation definitively highlighted the preference for NHS England to pursue Option 1 – to try to find a suitable provider of services for the Burton Road patients.

An initial report detailing the findings of the consultation was provided to the Primary Care Strategy Group in order for a recommendation to be made to Executive Team for NHS England in Lincolnshire. This informed the decision making process regarding the future delivery of services for Burton Road Surgery patients.

The Executive Team met at the beginning of October and having carefully considered the views expressed by patients and by other stakeholders and a range of other available information, have decided to proceed with Option 1.

A letter informing patients of the outcome along with a consultation summary was sent out to each patient on 7 October 2014. The letter also highlighted dates of three further drop-in sessions that have been arranged to take place throughout October 2014 to answer any queries or questions following the outcome of the consultation process.

All other stakeholders involved both prior to and throughout the consultation process were also informed via letter of the outcome of the consultation.

Next steps

We will very shortly advertise the opportunity to provide services for Burton Road Surgery patients for at least the next 5 years. It will be some time before we are in a position to know whether we are successful in attracting a suitable organisation to provide these services in the future. Once we know the outcome, we will write to all patients registered with the practice at that time to let them know what will happen next. We hope to be in a position to do this by the end of March 2015.

Further questions

If you have any further questions regarding any of the above information, you can contact a member of the NHS England primary care team on 0113 824 9525 (Monday to Friday 9am to 5pm) or email your query to england.leiclincsmedical@nhs.net. Please use the subject line 'Burton Road Surgery'.

Report dated: 9 October 2014