

**Consultation regarding the future of services for registered patients of the GP practice located at 18, The Parade, Oadby.**

**Outcomes Report**

**Background information**

NHS England in Leicestershire is currently responsible for a registered list of patients at 18 The Parade, Oadby, as well as an urgent care walk-in centre at the same premises. The combined contract for these two services is due to come to an end on 31 March 2015 at which point responsibility for the services will be split. East Leicestershire and Rutland Clinical Commissioning Group (CCG) will be responsible for the urgent care services and NHS England will be responsible for the registered patient list.

In February 2014, NHS England sent a letter to all registered patients of the GP practice located at 18 The Parade, Oadby, seeking their views on how they would like to see their GP services to be provided in the future.

Between this time and October 2014, East Leicestershire and Rutland Clinical Commissioning Group decided to provide an urgent care service in Oadby and Wigston and the location for this service will be 18 The Parade Oadby. A combined urgent care service and GP practice delivered from the same location was considered. However the CCG did not consider this to be a viable option. The building will not accommodate two separate services and therefore GP services will need to be delivered from a different location.

The registered patient list which is now the responsibility of NHS England is currently 1530 (as of 25.11.14). This list is very small for a stand-alone GP service and has not grown as expected. Going forward small practices will find it difficult to provide the breadth and continuity of services required from modern general practice. There are 8 other surgeries in Oadby and Wigston. All of the practices have open lists and the capacity to register new patients. In the future it is envisaged that these practices will work more closely together to provide an even wider range of services and access, working alongside the Urgent Care service which will continue to provide a valuable walk-in service, seven days per week. In addition, the CCGs proposal to enhance the Urgent Care Services by improving the range and access means that it is not feasible for another provider to occupy the building.

As a result of all of the above, a six week period of consultation has been undertaken with registered patients and local stakeholders running from 15 October to 26 November 2014. The aim of this was to seek views and feedback regarding the options available to NHS England to help determine the future of primary care services for patients on the registered list of the GP Surgery based at 18 The Parade, Oadby after the existing contract ends on 31 March 2015.

We would like to take this opportunity to express our gratitude and to sincerely thank all of the patients who have taken the time to speak to us and provide their views and feedback as part of the consultation process via the consultation survey. This report details the summary feedback received as part of the consultation.

## **Engagement methods**

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

- Provide the registered patient population of 18 The Parade, Oadby and other interested stakeholders with the opportunity to influence and help to shape the decision making process for NHS England in Leicestershire regarding the future delivery of GP services for the registered patient list element of the GP Practice currently located at these premises.
- 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 which introduced amendments to the NHS Act 2006 highlighting two specific legal duties which require CCGs and commissioners to enable:
  - 1) Patients and carers to participate in planning, managing and making decisions about their care and treatment, through the services they commission and
  - 2) The effective participation of the public in the commissioning process itself, so that services provided reflect the needs of local people.

In order to help us achieve the above, a 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.

All registered patients of the practice were contacted at the beginning of the consultation period (15 October 2014) via letter with one sent via post per affected household. Patients were provided with an overview as to why the consultation was taking place, details regarding the ways in which they could respond and the relevant contact details for any queries/ concerns that they may have.

Patients were invited to have their say as part of the consultation in one of the following ways;

- Fill in the survey online
- Pick up a paper copy of the survey from the surgery and put it into the secure collection box provided in reception;
- Visit one of three drop-in sessions and ask a member of the NHS England Primary Care Team to complete it with them; or
- Call a member of the NHS England Primary Care Team on 0116 295 0860 (between 9am and 5pm) and they would fill in the survey for them over the phone.

The three drop-in sessions highlighted above were held in order for members of the NHS England Primary Care Team to answer any questions or queries in person that registered patients may have had in relation to the consultation process or around the patient survey. These all took place at Oadby Trinity Church, Harborough Road, Oadby, Leicester LE2 4LA on the following dates and times:

#### **Drop-in session 1**

**Date:** Friday 24 October 2014

**Time:** 10am to 12pm

**Attendees:** 5

#### **Drop-in session 2**

**Date:** Tuesday 28 October 2014

**Time:** 6pm to 8pm

**Attendees:** 2

#### **Drop-in session 3**

**Date:** Monday 10 November 2014

**Time:** 2pm to 4pm

**Attendees:** 0

A separate online stakeholder survey was also compiled inviting views on the options and future delivery of services for registered patients of the GP Practice at 18 The Parade, Oadby. Information relating to the consultation and the online survey link was distributed just prior to the beginning of consultation on 15 October 2014 to stakeholders including the Local Authority Health Overview and Scrutiny Committee, the Leicestershire Health and Wellbeing Board, East Leicestershire and Rutland Clinical Commissioning Group and Healthwatch Leicestershire.

A supporting communications plan was developed. This incorporated a range of methods to both highlight and promote the consultation and drop in sessions, both within the local media and with local stakeholder organisations, who have been kept informed both prior to and throughout the process.

#### **Summary overview of feedback received**

Overall we received a total of 50 responses to the registered patient survey by the closing date of 5pm on Wednesday 26 November. This represented a response rate of 3% from the 1499 patients that were registered with the practice at the beginning of the consultation period. Any new patients who registered at the practice during the consultation period were provided with details of the consultation and given a hard copy of the survey for them to complete should they wish to do so.

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 of the comments repeated most often have been highlighted rather than including every single comment received.

Also included at the end of this section is a summary of the equality monitoring data collected from respondents.

### **Registered Patient Survey Responses**

**Q1) Having read the information provided on the two options, please indicate your preference for the future of 18, The Parade, Oadby Surgery (please tick only one).**

| <b>Answer Options</b>  | <b>Response Percent</b> | <b>Response Count</b> |
|--|-------------------------|-----------------------|
| <b>Option 1:</b> To see if any existing practices in the Oadby and Wigston area might be interested in the opportunity to provide a service to the Oadby registered patients. This means that the service will not be delivered from different premises and likely to be delivered by different staff but we will arrange for the whole of the Oadby registered list to be automatically moved to the selected practice. If you as an individual are not happy with the selected practice you can still choose to register with another practice: patients need to live within the boundary of their preferred practice. We would help you to choose another practice in the area. | <b>54.2%</b>            | <b>26</b>             |
| <b>Option 2:</b> All patients to register with a practice of their choice: This need not be in Oadby or Wigston but the patients need to live within the boundary of their preferred practice. We would help you to choose another practice in the area.   | <b>45.8%</b>            | <b>22</b>             |
| <b><i>answered question</i></b>  |                         | <b>48</b>             |
| <b><i>skipped question</i></b>   |                         | <b>2</b>              |

31 comments were received in relation to the reason for the preferred option covering the following themes;

- Unhappy regarding consultation options, lack of patient choice and closure of practice
- Valuing the relationships with existing practice staff especially GPs and the quality of service received
- Continuity and familiarity of service
- Convenience of location and accessibility e.g. extended opening hours due to co-location with walk in centre
- Recommendation of practice from friends and family
- Reservations regarding the engagement process

**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  | 14.8%            | 4              |
| Uncertainty about future location of premises  | 51.9%            | 14             |
| <b>Uncertainty about who will provide the services</b>   | <b>59.3%</b>     | <b>16</b>      |
| <b>Uncertainty about the types of services to be provided</b>  | <b>59.3%</b>     | <b>16</b>      |
| Any other factors - please provide further details here and please also use this box to provide any further information about any concerns highlighted above |                  | 13             |
| <b><i>answered question</i></b>  |                  | <b>27</b>      |
| <b><i>skipped question</i></b>   |                  | <b>23</b>      |

13 comments were received in relation to other factors and concerns covering the following themes;

- Can high quality of service provided by the current practice be replicated
- Lack of access to appointments particularly for working age people/ patients currently enjoy enhanced service due to opening hours
- Continuity of care

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

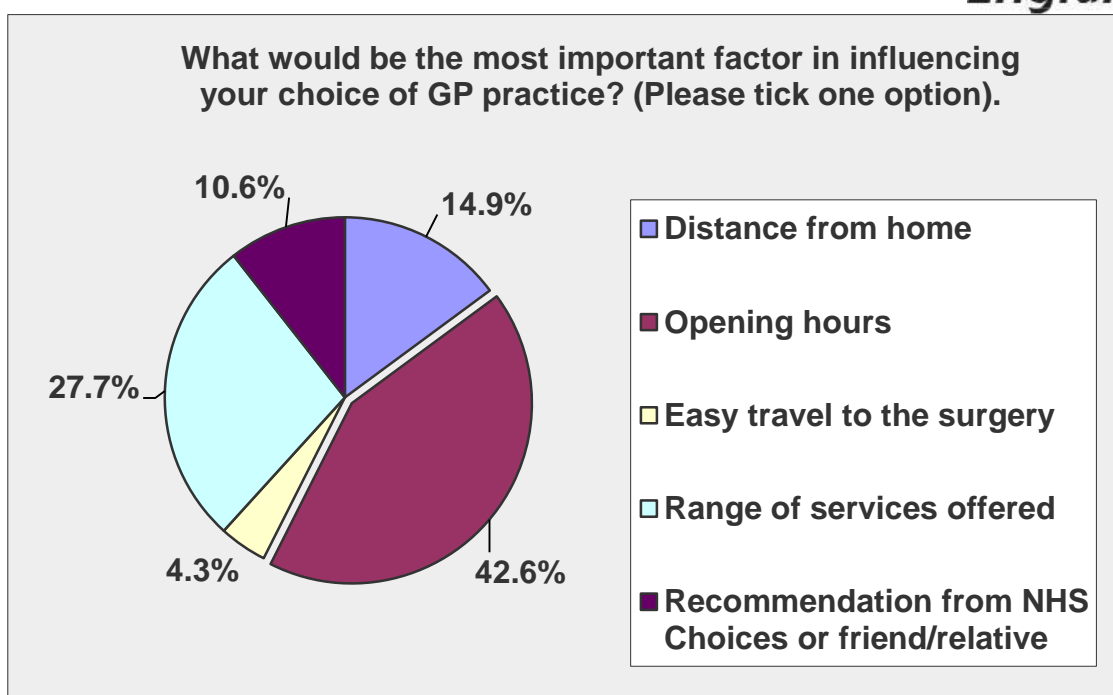
| Answer Options   | Response Percent | Response Count |
|--|------------------|----------------|
| <b>No major concerns</b>   | <b>63.6%</b>     | <b>14</b>      |
| Longer distance to travel between home and the surgery   | 36.4%            | 8              |
| Longer distance to travel between work and the surgery   | 9.1%             | 2              |
| Any other factors - please provide further details here and please also use this box to provide any further information about any concerns highlighted above |                  | 7              |
| <b><i>answered question</i></b>  |                  | <b>22</b>      |
| <b><i>skipped question</i></b>   |                  | <b>28</b>      |

7 comments were received in relation to other factors and concerns covering the following themes;

- Can high quality of service provided but current practice be replicated
- Lack of access to appointments particularly for working age people/ currently enjoy enhanced service due to opening hours
- Continuity of care
- Capacity of other surgeries to take on new patients

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

| Answer Options   | Response Percent | Response Count |
|--|------------------|----------------|
| Distance from home   | 14.9%            | 7              |
| <b>Opening hours</b>   | <b>42.6%</b>     | <b>20</b>      |
| Easy travel to the surgery   | 4.3%             | 2              |
| Range of services offered  | 27.7%            | 13             |
| Recommendation from NHS Choices or friend/relative   | 10.6%            | 5              |
| Any other factors – please provide further details here and please also use this box to provide any further information about why this is important to you |                  | 21             |
| <b><i>answered question</i></b>  |                  | <b>47</b>      |
| <b><i>skipped question</i></b>   |                  | <b>3</b>       |



21 comments were received in relation to other factors and further information relating to the respondent's preferred answer choice covering the following themes;

- High quality of service
- Access to appointments
- Extended hours
- Continuity of care
- Relationship with GP/ Practice Staff
- Facilities available and location

**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                    | 10.6%            | 5              |
| ½ mile - 1 mile                     | 25.5%            | 12             |
| 1 mile - 1 ½ miles                  | 17.0%            | 8              |
| <b>1 ½ miles - 2 miles</b>          | <b>46.8%</b>     | <b>22</b>      |
| More than 2 miles (please specify)  |                  | 5              |
| 3-4 miles                           |                  | 2              |
| 5-10 miles                          |                  | 2              |
| Travel not an issue                 |                  | 1              |
| Specific practice mentioned by name |                  |                |
| <b>answered question</b>            |                  | <b>47</b>      |
| <b>skipped question</b>             |                  | <b>3</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 |
|---------------------------------|------------------|----------------|
| Walk                            | 34.0%            | 16             |
| <b>Car</b>                      | <b>70.2%</b>     | <b>33</b>      |
| Bus                             | 14.9%            | 7              |
| Taxi                            | 4.3%             | 2              |
| Bicycle                         | 2.1%             | 1              |
| Friend/relative                 | 4.3%             | 2              |
| Community transport             | 0.0%             | 0              |
| <b><i>answered question</i></b> |                  | <b>47</b>      |
| <b><i>skipped question</i></b>  |                  | <b>3</b>       |

### **Q7) Additional Comments**

11 people provided additional comments covering the following themes;

- Unhappy regarding consultation options, lack of patient choice and closure of practice
- Valuing the relationships with existing practice staff especially GPs and the quality of service received
- Continuity and familiarity of service
- Convenience of location and accessibility e.g. extended opening hours due to co-location with walk in centre
- Reservations regarding the engagement process

### **Equality Monitoring Data**

| Age                             |                  |                |
|---------------------------------|------------------|----------------|
| Answer Options                  | Response Percent | Response Count |
| 26 - 35                         | 2.1%             | 1              |
| 36 - 45                         | 16.7%            | 8              |
| 46 – 55                         | 18.8%            | 9              |
| <b>56 – 65</b>                  | <b>27.1%</b>     | <b>13</b>      |
| 66 - 75                         | 16.7%            | 8              |
| 76 - 85                         | 14.6%            | 7              |
| Prefer not to say               | 4.2%             | 2              |
| <b><i>answered question</i></b> |                  | <b>48</b>      |
| <b><i>skipped question</i></b>  |                  | <b>2</b>       |



| First part of respondent postcode |                  |                |
|-----------------------------------|------------------|----------------|
| Answer Options                    | Response Percent | Response Count |
| LE2                               | 55.3%            | 26             |
| LE3                               | 0.0%             | 0              |
| LE5                               | 0.0%             | 0              |
| LE8                               | 6.4%             | 3              |
| LE18                              | 38.3%            | 18             |
| Other (please specify)            |                  | 0              |
| <b><i>answered question</i></b>   |                  | <b>47</b>      |
| <b><i>skipped question</i></b>    |                  | <b>3</b>       |

| Sex                             |                  |                |
|---------------------------------|------------------|----------------|
| Answer Options                  | Response Percent | Response Count |
| Male                            | 53.2%            | 25             |
| Female                          | 40.4%            | 19             |
| Prefer not to say               | 6.4%             | 3              |
| <b><i>answered question</i></b> |                  | <b>47</b>      |
| <b><i>skipped question</i></b>  |                  | <b>3</b>       |

| Gender Identity – Is this different to the sex you were assumed to be at birth? |                  |                |
|---|------------------|----------------|
| Answer Options  | Response Percent | Response Count |
| Yes   | 0.0%             | 0              |
| No  | 89.4%            | 42             |
| Prefer not to say   | 10.6%            | 5              |
| <b><i>answered question</i></b>   |                  | <b>47</b>      |
| <b><i>skipped question</i></b>  |                  | <b>3</b>       |

| Ethnic Background               |                |
|---------------------------------|----------------|
| Answer Options                  | Response Count |
| White British                   | 38             |
| Indian                          | 6              |
| Irish                           | 1              |
| Prefer not to say               | 3              |
| <b><i>answered question</i></b> | <b>48</b>      |
| <b><i>skipped question</i></b>  | <b>2</b>       |

| Sexual Orientation                            |                  |                |
|---|------------------|----------------|
| Answer Options                                | Response Percent | Response Count |
| Bisexual (both sexes)                         | 0.0%             | 0              |
| Lesbian (same sex)                            | 0.0%             | 0              |
| Gay man (same sex)                            | 2.1%             | 1              |
| <b>Heterosexual / Straight (opposite sex)</b> | <b>83.3%</b>     | <b>40</b>      |
| Prefer not to say                             | 14.6%            | 7              |
| <b><i>answered question</i></b>               |                  | <b>48</b>      |
| <b><i>skipped question</i></b>                |                  | <b>2</b>       |

| Religion                        |                  |                |
|---------------------------------|------------------|----------------|
| Answer Options                  | Response Percent | Response Count |
| Buddhism                        | 0.0%             | 0              |
| <b>Christianity</b>             | <b>52.1%</b>     | <b>25</b>      |
| Hinduism                        | 8.3%             | 4              |
| Islam                           | 2.1%             | 1              |
| Judaism                         | 2.1%             | 1              |
| Sikhism                         | 0.0%             | 0              |
| No religion                     | 20.8%            | 10             |
| Prefer not to say               | 14.6%            | 7              |
| Other (please specify)          |                  | 0              |
| <b><i>answered question</i></b> |                  | <b>48</b>      |
| <b><i>skipped question</i></b>  |                  | <b>2</b>       |

| 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  | 12.5%            | 6              |
| <b>No</b>  | <b>77.1%</b>     | <b>37</b>      |
| Prefer not to say  | 10.4%            | 5              |
| <b><i>answered question</i></b>  |                  | <b>48</b>      |
| <b><i>skipped question</i></b>   |                  | <b>2</b>       |

| If yes to the above question, what type of disability do you have? (Tick all that apply) |                  |                |
|--|------------------|----------------|
| Answer Options   | Response Percent | Response Count |
| Learning disability/difficulty   | 16.7%            | 1              |
| Long-standing illness or health condition  | 50.0%            | 3              |
| Mental Health condition  | 33.3%            | 2              |
| <b>Physical or mobility</b>  | <b>83.3%</b>     | <b>5</b>       |
| Hearing  | 33.3%            | 2              |
| Visual   | 16.7%            | 1              |
| Prefer not to say  | 0.0%             | 0              |
| Other (please specify)   |                  | 0              |
| <b>answered question</b>   |                  | <b>6</b>       |
| <b>skipped question</b>  |                  | <b>44</b>      |

| 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  | 8.3%             | 4              |
| <b>No</b>  | <b>77.1%</b>     | <b>37</b>      |
| Prefer not to say  | 14.6%            | 7              |
| <b>answered question</b>   |                  | <b>48</b>      |
| <b>skipped question</b>  |                  | <b>2</b>       |

### Stakeholder Survey Responses

As of the consultation closing date on 26 November 2014, no responses had been received to the online stakeholder survey. However a letter was received from Dr. Sarah Hill, Chair of the Leicestershire County Council Overview and Scrutiny Committee (OSC) dated 3 November 2014 seeking reassurance from NHS England in relation to three particular questions.

A response was sent dated 5 November where the questions posed by the OSC were addressed as follows;

- *How much flexibility is there in terms of the catchment areas for other GP services in Oadby?*

At present all practices in Oadby and Wigston locality have an open list and are accepting patients within their defined catchment area to ensure they meet the needs of their patient population. The purpose of a practice boundary is for the

practice to concentrate their resources amongst the local population. It is also there for patients to travel a reasonable distance to access medical services. However, Practices at their own discretion can register patients outside their boundary.

- *Is there sufficient capacity in Oadby for these patients to be relocated?*

Patients reside largely in Oadby and Wigston, although a small number live outside of this area. The Area Team contacted all practices in the locality prior to the start of the consultation but no issues were raised by those practices. In addition, the Area Team attended the CCG Oadby and Wigston Locality Meeting on 31 October 2014 to further discuss 18, The Parade, Oadby with local practices and, again, no issues or concerns were raised. The Clinical Commissioning Group (CCG) has also been discussing the future of the patient list with local practices and has confirmed that there is capacity for these patients to be registered.

As part of the consultation option to seek a provider to take the whole of the list, the Area Team has invited practices within the Oadby and Wigston locality to submit an expression of interest to provide services for the whole registered list, including those outside of Oadby and Wigston.

- *Are there any patients registered at 18 The Parade, Oadby who are not local and if so, what are you doing for them?*

A total of 143 patients are not local to the Oadby and Wigston locality and we have identified practices within those postcodes which can register patients within their boundary. As part of the consultation, we have advised patients that if the option to find a practice to take the whole of the resisted list is the preferred option by patients, and if they were not happy with the selected practice, they could choose to register with another practice and NHS England will assist them; patients need to live within the boundary of their preferred practice.

### **Summary of key findings from feedback received**

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

- Respondents highlighted only a very slight preference (54.2%) in favour of pursuing Option 1: To see if any existing practices in the Oadby and Wigston area might be interested in the opportunity to provide a service to the Oadby registered patients.
- Nearly all respondents highlighted their dismay at the decision not to continue to provide primary care services for registered patients at 18, The Parade, Oadby due to one or more of the following reasons; location, accessibility (extended

hours due to being co-located with the walk in centre) and the quality of the service provided by the GP's and Practice Staff.

- For the majority of respondents who favored Option 1, the main concerns highlighted were uncertainty as to who would deliver the service and the type of services they would provide (59.3%). For Option 2, the majority of respondents highlighted no major concerns (63.3%).
- The most important factor in influencing choice of GP Practice was highlighted as opening hours (42.6%). This was closely followed by range of services (27.7%).
- Out of the options provided, the majority of respondents indicated a preference for being prepared to travel up to 2 miles to receive GP services (46.8%) or over this distance. This is perhaps reflected by the fact that the majority of respondents highlighted that they currently drive to visit the surgery (70.2%).
- The majority of respondents were aged between 56 and 65 years old (27.1%) with a slight majority being male (53.2%)
- The majority of responses came from people who are resident in the LE2 area (26 people) followed by LE18 (18 people) and a small number of people highlighted their postal code as beginning in LE8 (3 people)
- 38 respondents identified their ethnicity as White British. 40 identified their sexuality as heterosexual and 25 their religion as Christianity.
- Only 6 respondents identified themselves as disabled with 83.3% of those (5 people) highlighting a physical disability or mobility problem.
- Only 4 people identified themselves to be an unpaid carer (8.3%)

### **Decision making**

This consultation received a very small response rate from the registered patient list (3%) who were invited to provide their feedback. Of those who did provide their views, a very slight majority highlighted their preference for us to pursue the option of asking if any existing practices in the Oadby and Wigston area might be interested in the opportunity to provide a service to the Oadby registered patients.

Following discussions with practices who had expressed an interest, none of the practices felt in a position to be able to take the full patient list due to the

geographical spread of the Oadby registered patient list. However, indicated that they would be happy to take on patients who lived within their practice boundary.

An initial report detailing the findings of the consultation was provided to the Senior Management Team for NHS England in Leicestershire in order for them to review the findings of the patient and stakeholder consultation to inform the decision making process regarding the future delivery of services for Oadby registered patients.

The Senior Management Team met at the beginning of December and having carefully considered the comments and views expressed by patients, by other stakeholders and the range of other available information available to them in relation to both of the options that we have consulted upon, we have decided to proceed with the option of providing our assistance and support to help all Oadby registered patients to choose another practice in their area. This need not be in Oadby or Wigston but patients will need to live within the boundary of their preferred practice.

### **Next steps**

Following the above decision, a letter informing recipients of the outcome of the consultation and the decision we have taken, along with the details of how to obtain a copy of the summary report detailing the consultation feedback received is to be sent out via post to each affected household during the week commencing 8 December 2014.

All other stakeholders involved both prior to and throughout the consultation process are also to be informed of the outcome of the consultation within the same timescale as above.

### **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](mailto:england.leiclincsmedical@nhs.net) Please use the subject line 'Oadby Consultation'.

Report dated: 8 December 2014