



Victoria Park Medical Centre Engagement

A report on the feedback received

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1.0 Introduction and sample

1.1 Introduction

In August 2021, the difficult decision to close Victoria Park Medical Centre was made due to safety concerns. This was following a reduction in services and ongoing clinical staffing shortages at the centre. While every effort was made to find a solution to allow the practice to continue to provide safe patient services at the practice, it was not possible to find a resolution which would meet the needs of the patients or the practice.

Following the closure, patients have been re-registered with other local practices in the area. The CCG were keen to take the opportunity to discuss the current and future healthcare needs of the community and to understand what additional local health services might be needed with former patients and the local community. In order to do this an online survey was run, along with three engagement events in October 2021. This report details the findings of the survey and engagement events and has been prepared by Sarah Barnett, Independent Research Consultant.

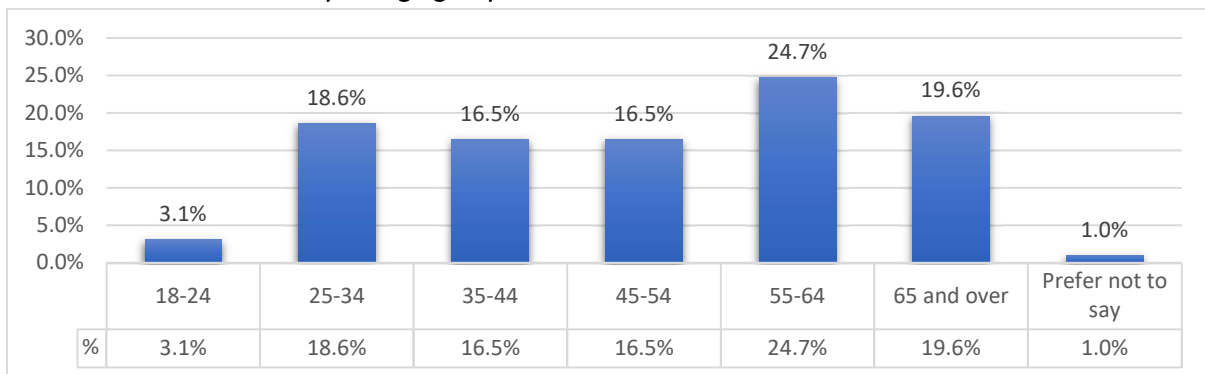
1.2 Sample

A total of 106 respondents took part in the survey, either online or during the three face to face engagement events held in October 2021.

NHS Somerset Clinical Commissioning Group is committed to promoting equality of opportunity to ensure everyone has the chance to participate fully in the activities and decisions of the organisation and so a diversity monitoring form was included in the survey to help them to understand who they are reaching and how to better serve everyone in the community.

One in four respondents were in the 55-64 age group, with a good spread from 25-34 to age 65 and over.

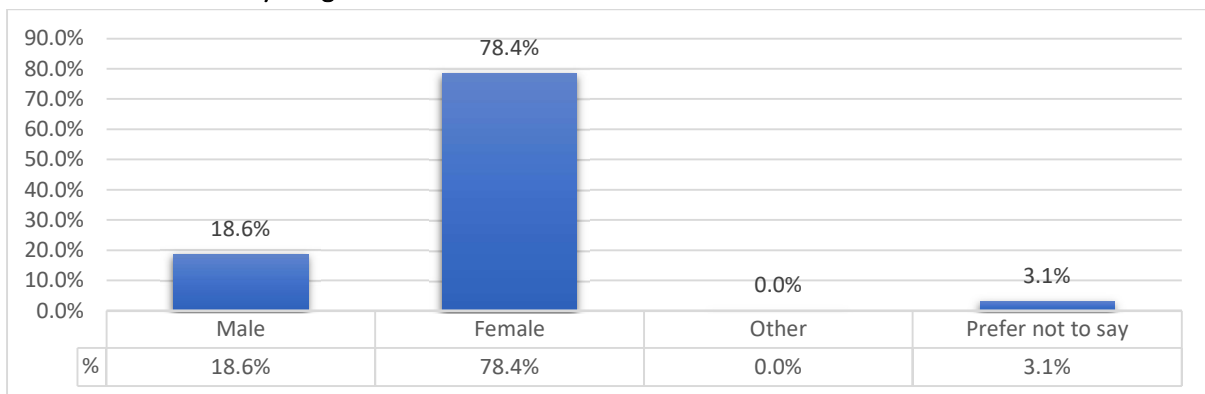
Chart 1.2.1 – Please select your age group



Base: all respondents excluding 'no response' (97)

The majority of those responding to the survey and/or attending engagement events were female (78.4%).

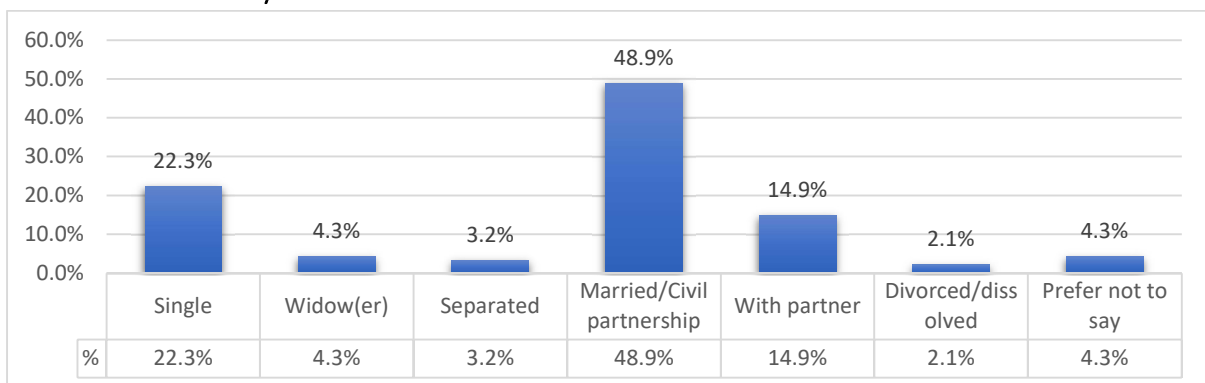
Chart 1.2.2 – What is your gender?



Base: all respondents excluding 'no response' (97)

Just below half (48.9%) were married or in a civil partnership, with a further 14.9% living with a partner.

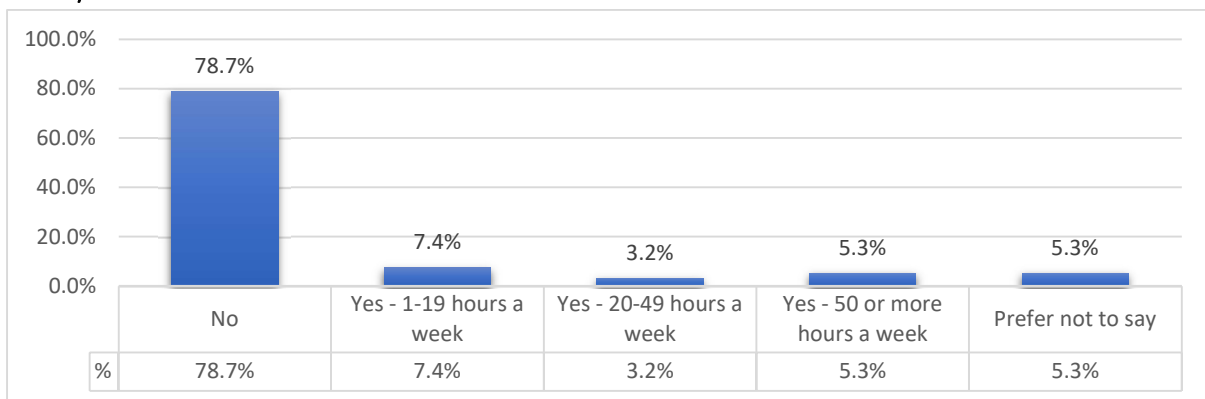
Chart 1.2.3 – What is your current status?



Base: all respondents excluding 'no response' (94)

15.9% stated that they were the primary carer for a friend, relative or neighbour over the age of 18.

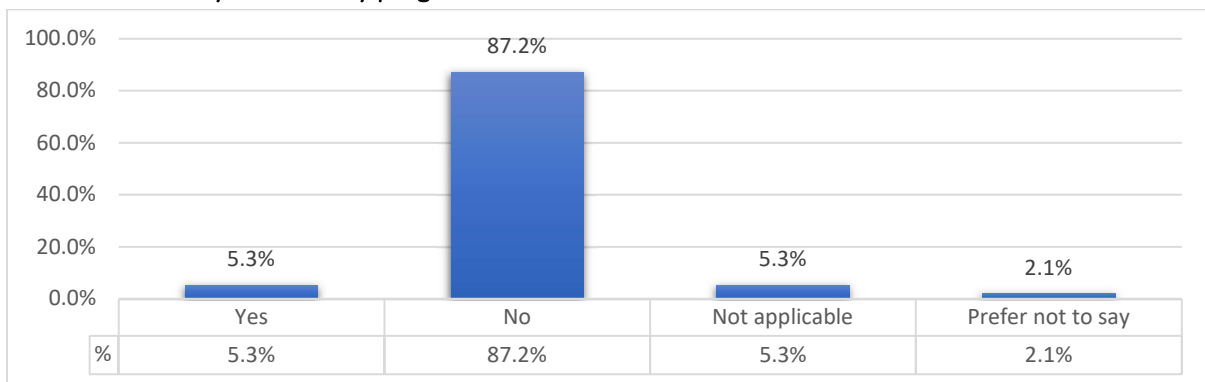
Chart 1.2.4 – Do you have primary care responsibilities for a friend, relative or neighbour over the age of 18 years old?



Base: all respondents excluding 'no response' (94)

5.3% of those taking part were pregnant or had had a child within the last 6 months.

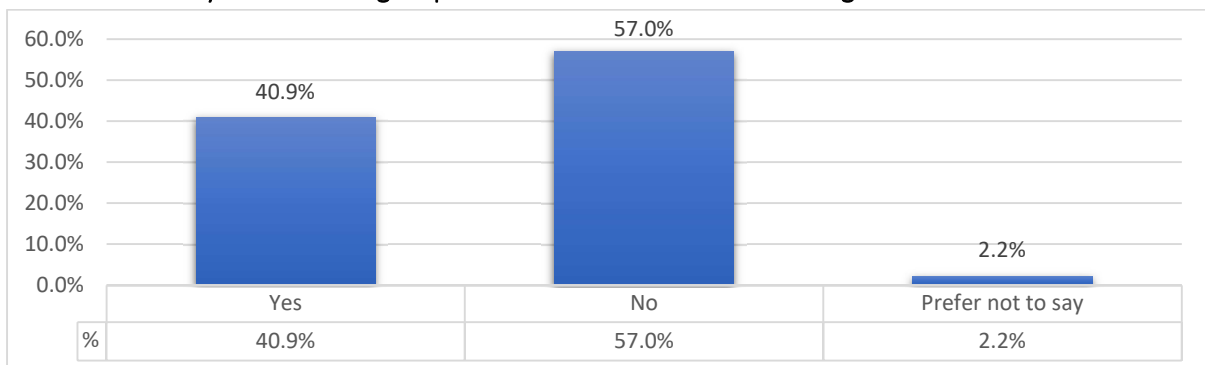
Chart 1.2.5 – Are you currently pregnant or have had a child in the last six months?



Base: all respondents excluding 'no response' (94)

Some 40.9% of respondents had caring responsibilities for a child under the age of 18.

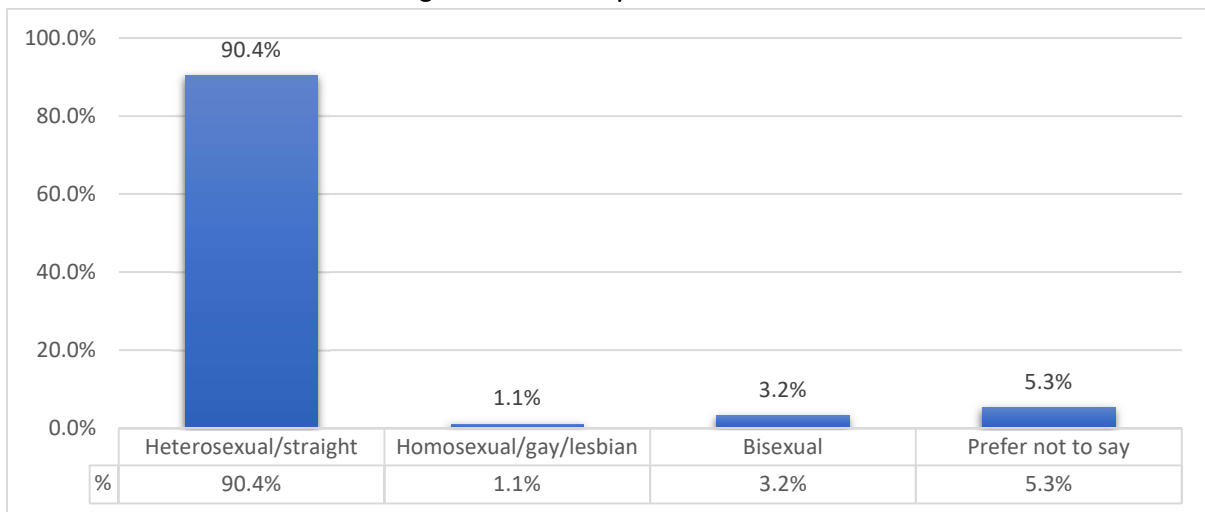
Chart 1.2.6 – Do you have caring responsibilities for a child under the age of 18?



Base: all respondents excluding 'no response' (93)

The majority (90.4%) were heterosexual/straight, with 3.2% bisexual and 1.1% homosexual/gay/lesbian.

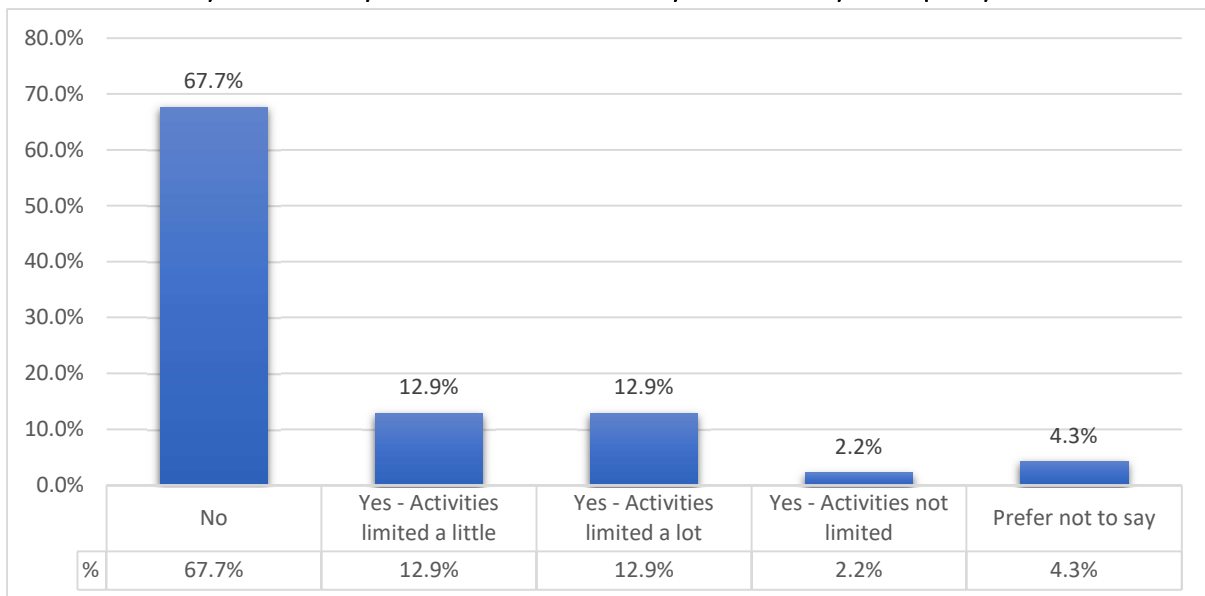
Chart 1.2.7 – Which of the following best describes your sexual orientation?



Base: all respondents excluding 'no response' (94)

Nearly 25% had some limitation to their activities.

Chart 1.2.8 – Do you consider yourself to have a disability as defined by the Equality Act 2010?



Base: all respondents excluding 'no response' (93)

In considering which of a list of options best described their disability, highest proportions (48.4%) referred to mobility or gross motor issues (Gross motor issues refers to the movement and coordination of the arms, legs, and other large body parts).

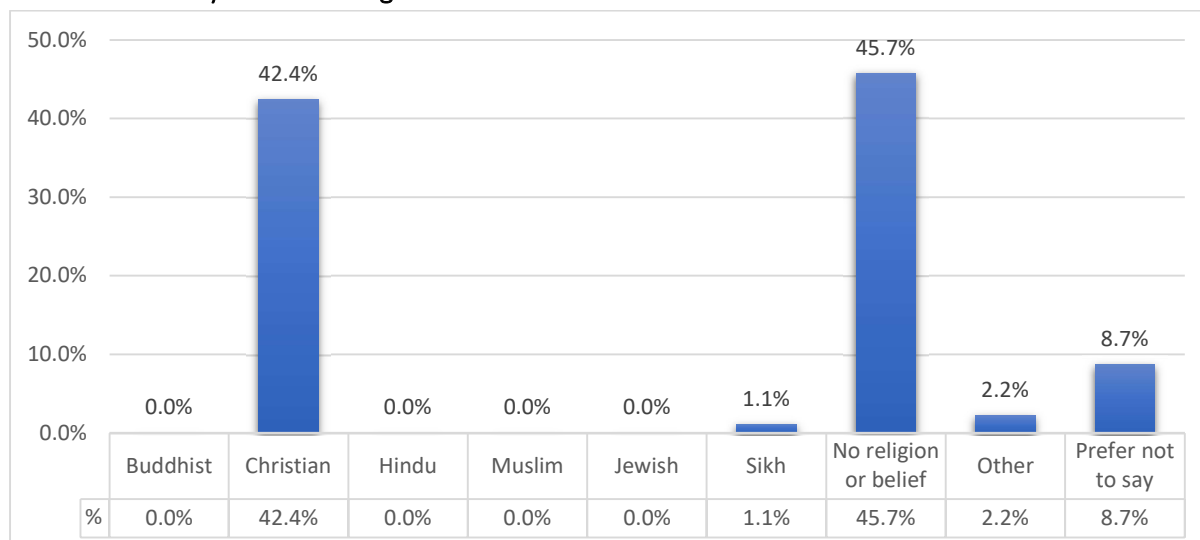
Table 1.2.1 – Which of the following best describes your disability(ies)?

	Number of respondents	%
Behavioural and emotional – such as Autistic Spectrum Disorder	4	12.9%
Manual dexterity	3	9.7%
Memory or ability to concentrate or understand	2	6.5%
Mobility or gross motor (Gross motor issues refers to the movement and coordination of the arms, legs, and other large body parts).	15	48.4%
Perception and physical danger	0	0.0%
Personal, self-care and continence	4	12.9%
Progressive conditions and physical health – such as HIV, cancer or Multiple Sclerosis	3	9.7%
Sight	3	9.7%
Speech	0	0.0%
Severe disfigurement	0	0.0%
Other	5	16.1%
Prefer not to say	4	12.9%

Base: all respondents with a disability excluding 'no response' (31)

Just below half (45.7%) suggested they had no religion or belief, with 42.4% being Christian and 1.1% Sikh.

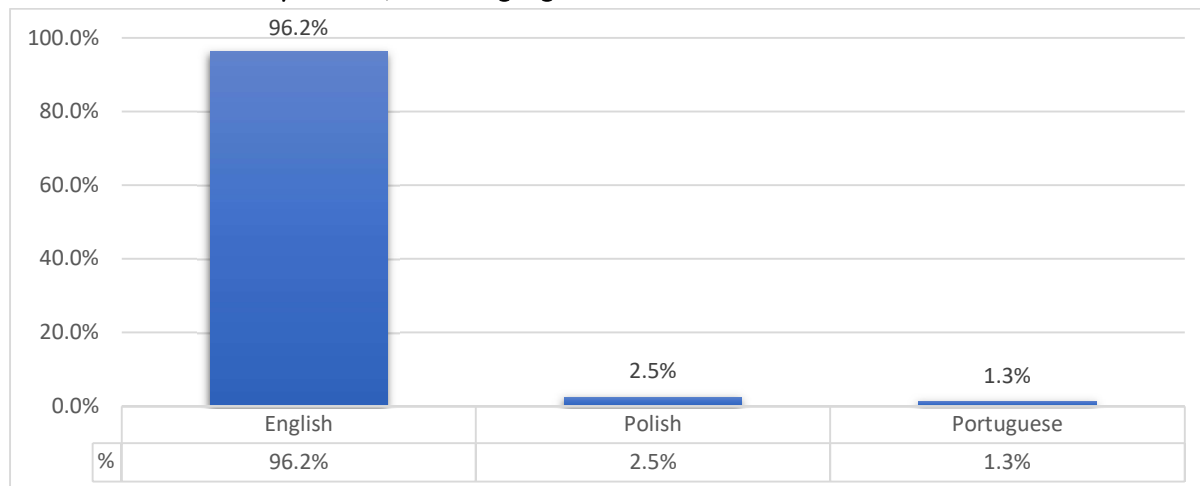
Chart 1.2.9 – Do you have a religion or belief?



Base: all respondents excluding 'no response' (92)

English was the first/main language for 96.2% of respondents, with small proportions referring to Polish and Portuguese.

Chart 1.2.10 – What is your first/main language?



Base: all respondents excluding 'no response' (79)

The majority described their ethnicity as White-British, with small proportions referring to White-Irish and White-European as shown in the table below.

Table 1.2.2 – Which of these best describes your ethnicity?

	Number of respondents	%
White - British	86	92.5%
White – Irish	1	1.1%
White – Other European	4	4.3%
Prefer not to say	2	2.2%

Base: all respondents excluding 'no response' (93)

2.0 Key Findings

- The majority (80% of respondents) were former patients of Victoria Park themselves, with 12.5% advocates, friends, family members or carers of former patients of Victoria Park Medical Centre. A further 14.3% were none of the above but were still keen to share their views on the planning of healthcare in the area in the future.
- The highest proportion had been registered to Taunton Road and East Quay Medical Centres following the closure of Victoria Park Medical Centre.
- Experiences of accessing GP services since Victoria Park Medical Centre closed were very mixed with 28.1% having had a 'good' experience ('very good' or 'good') and 25.8% regarding their experience as bad ('bad' or 'very bad').
- Just under half of respondents suggested they had faced barriers in accessing GP services since Victoria Park Medical Centre closed.
- Most frequently discussed barriers included travel problems and issues with the distance to their new surgery, their new practice not knowing them or understanding their needs, having difficulties getting through on the phone or accessing appointments and issues with getting repeat prescriptions.
- Some 12.4% had chosen to register elsewhere since being registered with an alternative practice, with most frequent reasons for this being the reputation of surgeries and travel/distance issues.
- In thinking about what they had heard about the closure of Victoria Park Medical Centre, two thirds of respondents suggested they did not feel it was the right thing to do.
- In discussing what they felt needed to be considered when planning health services in the area going forward, comments included general points about Victoria Park and the need for services in the local area, issues with regards to the closure and consultation process, potential solutions and thoughts on particular services required in the area.
- Just over half of those taking part in the consultation were keen to stay involved and help to shape the future of GP Practice services in the area.

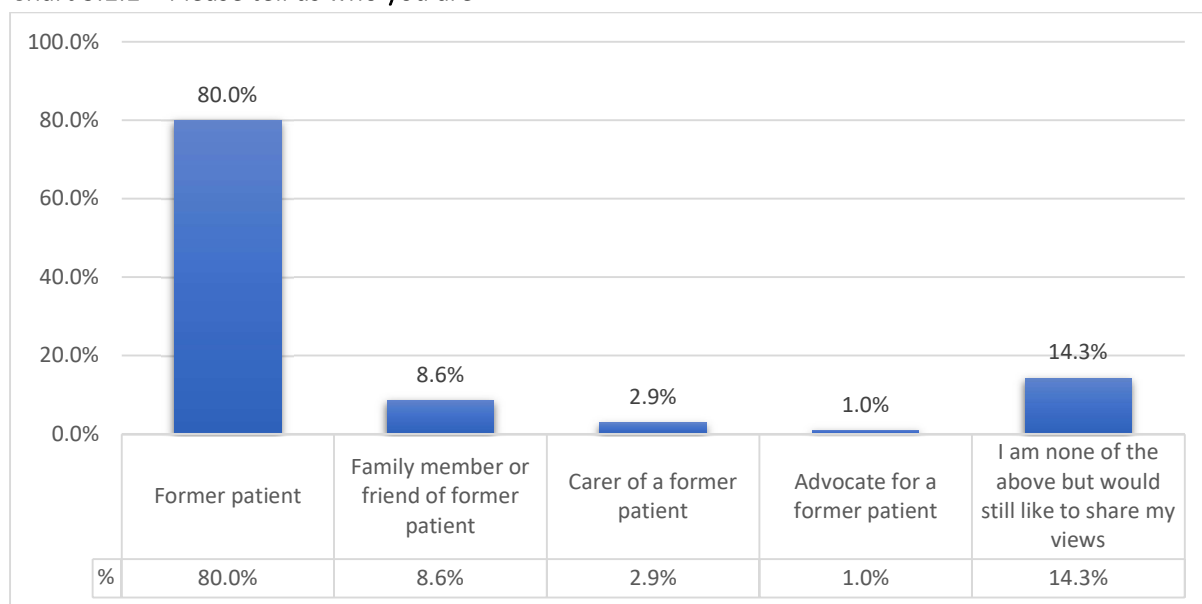
3.0 Detailed Findings

This section of the report details the findings of the survey and consultation.

3.1 Question 1 – Please tell us who you are?

Some 80% of those taking part in the consultation were former patients, with smaller proportions being family members or friends, carers or advocates for former patients.

Chart 3.1.1 – Please tell us who you are



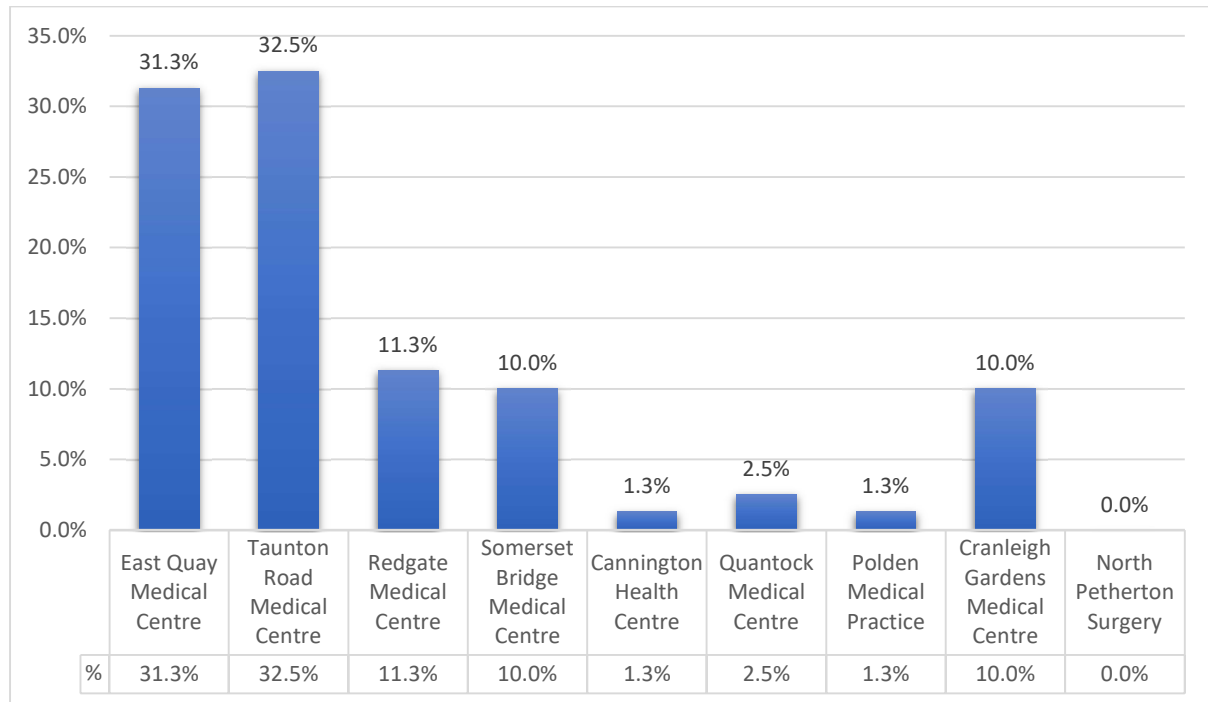
Base: all respondents (105)

As shown above, a further 14.3% were not former patients or their advocates but were still keen to share their views on the planning of healthcare in area in the future.

3.2 Question 2 – Please tell us the name of your new GP practice

Highest proportions had been registered with East Quay Medical Centre or Taunton Road Medical Centre following the closure of Victoria Park, with almost one third stating each of these to be their new GP practice.

Chart 3.2.1 – Please tell us the name of your new GP practice

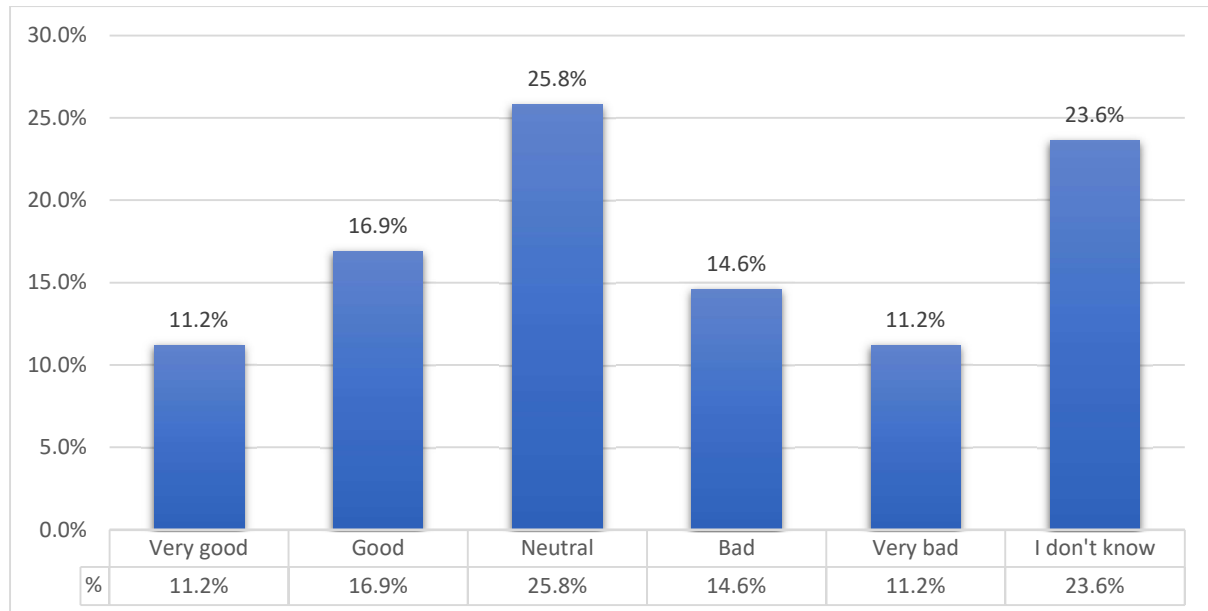


Base: respondents who are former patients/representing former patients excluding 'no response'
(80 respondents)

3.3 Question 3 – What has your experience been of accessing GP services since Victoria Park Medical Centre closed?

Experiences of accessing GP services since Victoria Park Medical Centre closed were very mixed.

Chart 3.3.1 – What has your experience been of accessing GP services since Victoria Park Medical Centre closed?


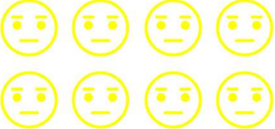

















Base: respondents who are former patients/representing former patients excluding 'no response' (89 respondents)

As shown above, highest proportions suggested their experience to have been 'neutral' with similar proportions overall suggesting their experiences to have been good ('very good' or 'good') and bad ('bad' and 'very bad').

Experiences of accessing GP services since the closure of Victoria Park Medical Centre differed dependent on the new surgery they had been registered with and so the figure below provides a breakdown of these responses by new GP practice.

Figure 3.3.1 – Experience of accessing GP services (by new practice)

GP practice	Good (‘Very good’ and ‘Good’)	Neutral	Bad (‘Bad’ and ‘Very bad’)
East Quay Medical Centre			
Taunton Road Medical Centre			
Redgate Medical Centre			
Somerset Bridge Medical Centre			
Cannington Health Centre			
Quantock Medical Centre			
Polden Medical Practice			
Cranleigh Gardens Medical Centre			

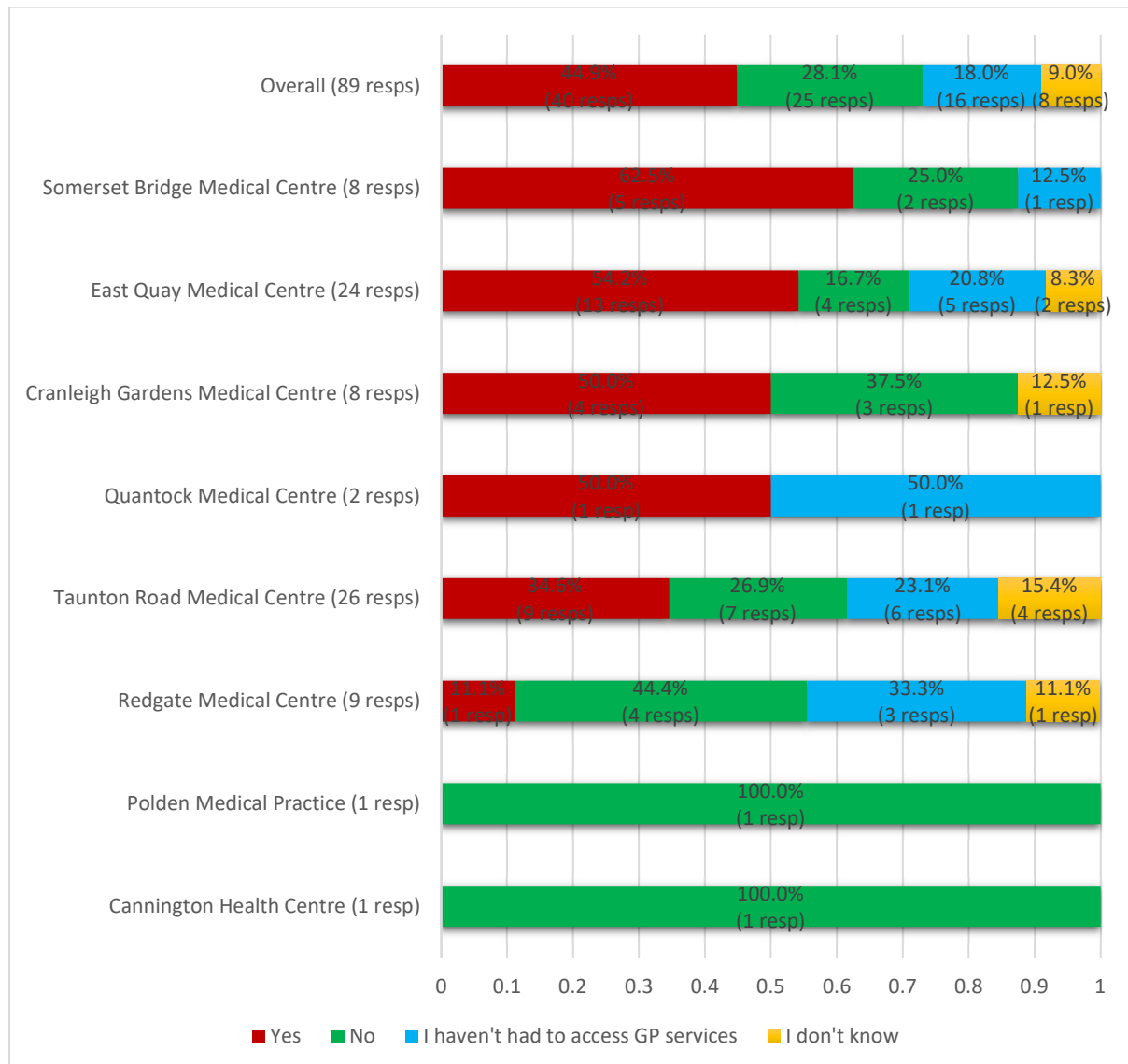
As shown, at Taunton Road and East Quay, higher numbers rated their experience as ‘good’ than rated it as ‘bad’. Experiences at Cranleigh gardens were mixed with 3 rating their experience as ‘good’ and 2 as ‘bad’. The 1 respondent who had registered at Polden Medical Practice rated their experience as ‘good’ with the 1 at Cannington Health Centre rating it as neutral.

Those who had moved to Redgate and Somerset Bridge Medical Centres more frequently rated their experience as ‘bad’, with this also the case for the 1 respondent who had been registered at Quantock Medical Centre.

3.4 Question 4 – Have you faced any barriers accessing GP services since Victoria Park Medical Centre closed?

Forty respondents (44.9%) overall suggested they had faced barriers in accessing GP services since Victoria Park Medical Centre closed. The chart below again details responses to this question by the surgery they were now registered with.

Chart 3.4.1 – Have you faced any barriers accessing GP services since Victoria Park Medical Centre closed?



Base: respondents who are former patients/representing former patients excluding 'no response' (89 respondents)

As shown, facing barriers in accessing GP services was most frequently discussed by those at Somerset Bridge and East Quay Medical Centre. NB Care needs to be taken here with small sample sizes (marked on the chart above).

3.5 Question 5 – What barriers have you faced?

In considering the barriers they had faced in accessing GP services, highest proportions referred to travel barriers and issues with the distance to their new surgery.

Table 3.5.1 – What barriers have you faced?

	Number of respondents	%
Travel/distance barriers	17	42.5%
New GP/Practice does not know me/understand my needs	11	27.5%
Cannot get through on the phone	10	25.0%
Cannot get an appointment/long wait time/delay	9	22.5%
Issue getting prescription/repeat prescription	8	20.0%
Other surgeries are too busy for additional patients	4	10.0%
Need to visit face to face to register/show ID	2	5.0%
No choice/transferred without discussion	2	5.0%
Friends/family members registered to other practices	2	5.0%
Change had led to anxiety/health problems	2	5.0%
Other	3	7.5%

Base: respondents who have faced barriers accessing GP services since Victoria Park Medical Centre closed (40 respondents)

Distance to their new surgery and issues with travelling there were discussed by 17 respondents, with this including time taken to travel there, not having access to a car and challenges in travelling there due to age or disabilities.

“I do not drive and am disabled so have to get there by using my wheelchair and catching 2 buses... or riding a mobility scooter which would not be good in the pouring rain of winter or heat of summer especially when I am unwell.”

“I am a wheelchair user and am unable to get to the doctors as it’s too far. I will not be able to get flu or covid injections or visit any of the services. The only access I will have is by phone.”

Not knowing their new GP and the practice not knowing or understanding their needs was discussed by 11 respondents, with several references here to mental health issues.

“I had a relationship with Victoria Park and don’t have that with the new practice.”

“I phoned the surgery and tried to explain I don’t find it easy meeting new people hence the meds. Receptionist did not understand and there was no availability to see a doctor.”

“Doctors at new surgery ring up and say how can I help you and have clearly not read the medical notes.”

The barrier of not knowing their GP also led to not accessing services with one respondent discussing how they ...

“...needed an appointment but was offered a phone appointment with someone I didn’t know so I cancelled it.”

Having **problems getting through on the phone** and it taking a **long time to get an appointment** were also referred to by 10 and 9 respondents respectively.

“East Quay and Taunton Road are so big that getting through on the phone is really hard.”

“The new practice does not answer the phone. Well it does sometimes if you want to wait after being told you are number 20 in the queue! They were overstretched before having to take on new patients, it’s obviously worse now.”

“I cannot get an appointment for 6 weeks.”

“3 week waits for appointments. Hard to get through on the phone to East Quay.”

Issues were also discussed by 8 respondents with **getting repeat prescriptions**, with 2 also discussing the need to visit in person to show their ID.

“Trying to order my regular meds. Do it on app on my phone but due to be assigned to a different surgery they wouldn’t let me reorder until I had seen a doctor – there was no availability to see a doctor.”

“I ordered my repeat prescription online as I work full time out of area. I now have to take time off work to go in with ID.”

Other **surgeries being too busy to take on additional patients** was also discussed along with **members of their families and friends having been registered at different surgeries**. Two respondents also discussed having **not had a choice** in where they were registered, with 2 also discussing the changes having had negative impact on their health.

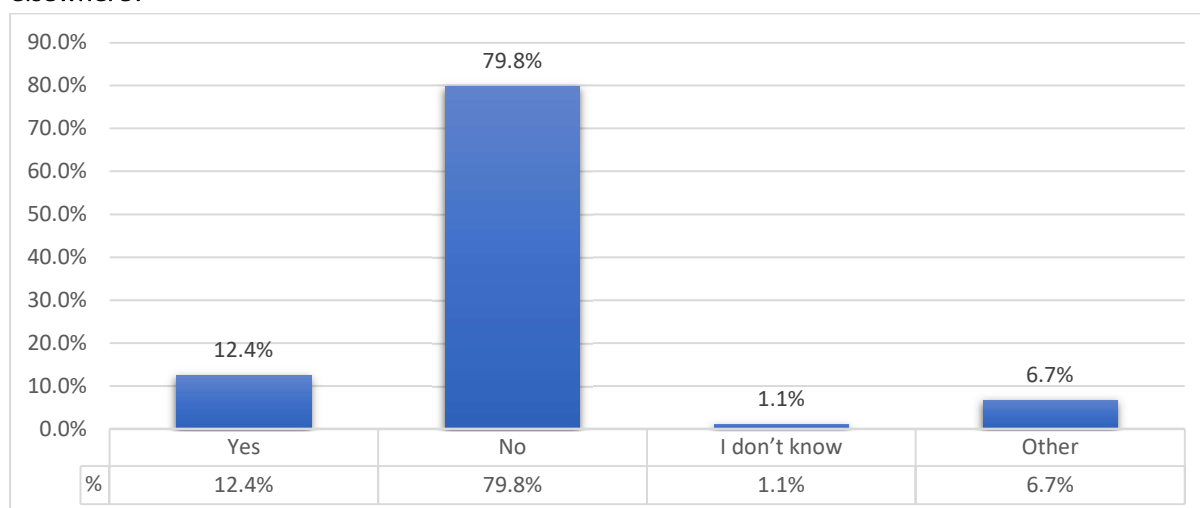
“The other surgeries were not equipped or properly staffed to take on these additional patients leading to a delay in care and forced agreement to attend a surgery the patient did not wish to attend.”

“I have two children in their 20’s and they have been given different practices. We all used to be registered with Victoria Park as a family and they knew us. I would like the family to have been kept together.”

3.6 Question 6 – Since being registered with an alternative Practice, have you chosen to register elsewhere?

Eleven respondents (12.4%) had chosen to register elsewhere since being registered with an alternative practice.

Chart 3.6.1 – Since being registered with an alternative Practice, have you chosen to register elsewhere?



Base: respondents who are former patients/representing former patients excluding 'no response' (89 respondents)

3.7 Question 7 – Please tell us why you have chosen to register elsewhere?

In discussing why they had chosen to register elsewhere, 3 discussed other surgeries having better reviews/recommendations with 3 again referring here to difficulties in travelling to the surgery they had been registered with.

Table 3.7.1 – Please tell us why you have chosen to register elsewhere?

	Number of respondents
Good/better reviews/recommendation	3
Distance/too far away/travel issues	3
Choice/patients should have been given the choice	2
Smaller practice/one transferred to was too big	2
Issues with doctors/staff	2
Newer practice	1

Base: respondents who have chosen to register elsewhere since being registered with an alternative practice (11 respondents)

Respondents discussed having chosen to register elsewhere as they had heard **good/better reviews** of other practices or been **recommended** to do so by people they knew.

“Cannington because I was told it was good.”

“Was allocated to Cranleigh but didn’t want to go there and have friends who said Taunton Road were better as can get in to see someone.”

Patients discussed problems in accessing practices they had been allocated to due to the **distance** being **too far** and **travel issues**.

“I can’t drive and I can’t walk there.”

“It was closer to where I live.”

“Too hard to get to on a mobility scooter.”

Two respondents felt that patients should have been given a **choice** in where they were transferred to.

“Be at my choice practice with family.”

“I feel that patients should have been given a choice.”

Wanting to attend a **smaller practice** and feeling the one they had been allocated to was **too big** were also discussed as reasons for registering elsewhere, along with wanting a **newer practice**.

“Initially given Taunton Road Medical Centre – 1st impression not good – massive panic attack seeing 12 doctors name in a board – anxious of who I may see!”

“Have moved to Cranleigh Gardens as a newer and smaller practice. Taunton Road was too big.”

Two patients shared opinions in relation to problems with doctors or other members of staff, with this having encouraged them to register elsewhere.

“Redgate Medical Centre is awful, staff are rude.”

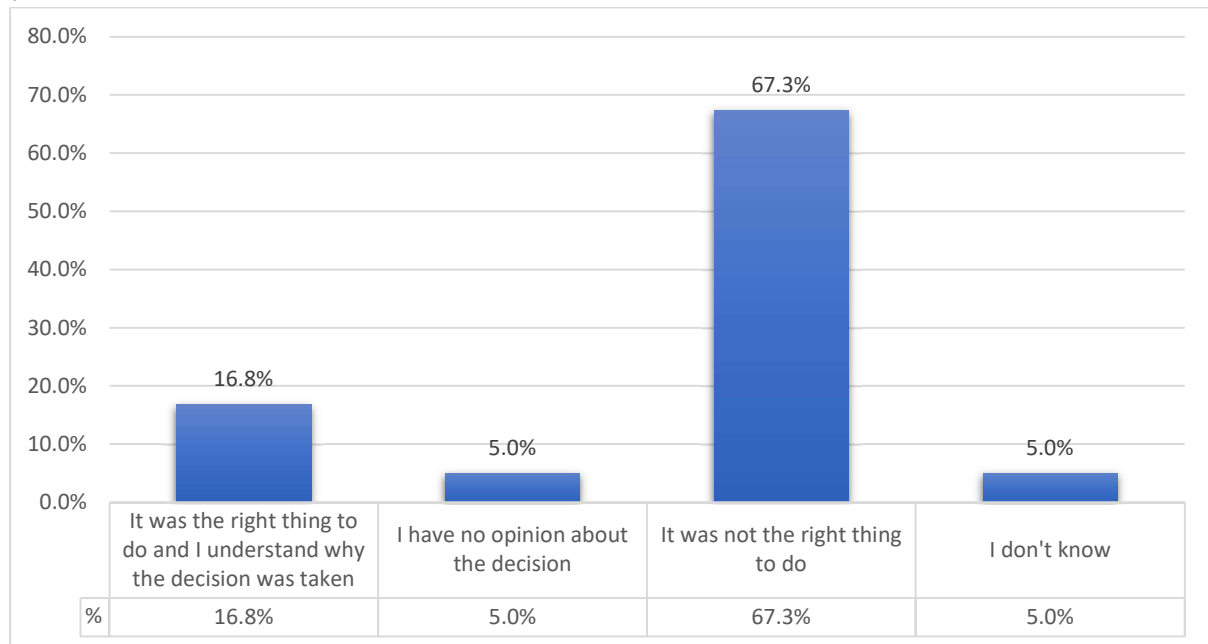
“Because the Doctors are rubbish.”

A further two respondents suggested they were thinking about changing practice, with one suggesting all practices in the Bridgwater area being busy and so doubting they would be able to find somewhere else.

3.8 Question 8 – From what you have heard about the closure of Victoria Park Medical Centre, what do you feel about the decision?

In thinking about what they had heard about the closure of Victoria Park Medical Centre, two-thirds of respondents (67.3) did not feel the decision to close it was the right thing to do.

Chart 3.8.1 – From what you have heard about the closure of Victoria Park Medical Centre, what do you feel about the decision?



Base: all respondents excluding 'no response' (101)

Some 16.8% suggested they did think it was the right decision and claimed to understand why the decision was taken, with a further 10% not having an opinion or suggesting they did not know.

3.9 Question 9 – Please tell us what you think we need to consider when planning health services in the area going forward

In discussing what they felt needed to be considered when planning health services in the area going forward, comments included general points about Victoria Park and the need for services in the local area, issues with regards to the closure and engagement process, potential solutions to the problem and thoughts on particular services needed in the area going forward. The sections below break the comments made down into the above themes.

General comments

Table 3.9.1 – What do we need to consider when planning health services in the area going forward - General comments

	Number of respondents	% of respondents
Victoria Park surgery needs to reopen	20	18.9%
Rapidly growing population/increasing population	14	13.2%
New housing/planned housing developments	10	9.4%
Need to increase provision/not decrease	9	8.5%
Not enough surgeries in the area/others cannot cope with extra demand	9	8.5%
Problems accessing new surgery	9	8.5%
Public transport is lacking to access other surgeries	7	6.6%
Victoria Park as great/the best/positive comments	7	6.6%
Elderly population need local provision	6	5.7%
Pressure on other surgeries – stress for staff and patients	5	4.7%
Too far to other doctors	4	3.8%
Cannot get through to the new surgery/get an appointment	4	3.8%
Service at Victoria Park was poor for some time	4	3.8%
Right decision/understand the decision	3	2.8%
Victoria Park had a family feel/knew patients	2	1.9%

Base: all respondents (106 respondents)

Twenty respondents clearly stated they felt **Victoria Park surgery needed to reopen**, with a further 7 respondents making **positive comments about the surgery**. Whilst three respondents suggested they felt it was **the right decision and understood the decision** that had been made and a further 4 discussed services at Victoria Park having been poor for some time, several missed the **family feel** and commented that they had liked being known at the surgery.

“Victoria Park Medical Centre was purpose built, during its time it offered an excellent service and needs to be reopened and I hope every measure will be put in place for this to happen.”

“Its central position, excellent parking and amenities made it very popular with families and was accessible to all.”

“It was the right thing to do at that point in time so patient care wasn’t adversely affected.”

“Victoria Park was one of the few remaining surgeries which had a family style practice feel to it which is very important to patients. Patients didn’t feel like a name on a piece of paper, they felt they had a family GP even with regular locum cover.”

The **population of the area increasing rapidly** was also discussed here by 14 respondents along with one explanation for this being the amount of **new housing and developments** in the area (referred to by 10 respondents). This in turn was seen to lead to the **need to increase provision rather than decrease provision** in the area.

“Bridgwater has a rapidly growing population so you need to increase capacity for GPs, not decrease them.”

“With more and more houses being built, bringing more residents, the health care provision should be expanded in line with demand, not taken away.”

“There are too many people in this town, with more houses being built, to choose to close Doctors Surgeries.”

Respondents discussed there **not being enough doctors in the area** and **other surgeries** in the area were discussed to be **struggling to cope with the extra demand**. This was discussed to be putting **pressure and stress on both staff and patients**, with a further 4 respondents making comments about **not being able to get through to the surgery or able to get an appointment**.

“It’s difficult enough getting GP appointments without closing an entire practice! Other surgeries now have longer wait times for appointments and more pressure is on the GPs and practice nurses.”

“Open it back up – this has made all the other doctors’ surgeries in the area extremely busy and over stretched.”

“The other surgery is awful. I am unable to gain contact with anyone. I am always in queue position 20.”

Problems accessing their new surgery including the **distance to other surgeries**, along with their being a **lack of public transport links** were also discussed again here, with references also made to Victoria Park being the only practice on the west side of Bridgwater.

“The Victoria Park area desperately need a medical centre – we have nothing accessible now.”

“Travel to other surgeries is a real issue for people in the area who often don’t have cars.”

“There is poor public transport and the most vulnerable people won’t be able to access GP services.”

“A lot of people in this area are elderly and the bus services are very unreliable.”

“It has now left this side of town bereft of a doctors practice.”

High proportions of the population of the area being elderly was discussed here with the need for them to have **access to provision locally**.

“A lot of elderly people who rely on easy access.”

“There are a lot of older people in the area and it is basically like a retirement village.”

Issues raised

Respondents took the opportunity to raise a number of issues when responding to this question, with references to the way the surgery was closed and the consultation process.

Table 3.9.2 – What do we need to consider when planning health services in the area going forward – Issues raised

	Number of respondents	% of respondents
Issues with the way heard/patients were informed	8	7.5%
Notice period was not sufficient	3	2.8%
Issues with consultation/awareness of consultation/engagement events	3	2.8%
Poor/lack of communication	2	1.9%

Base: all respondents (106 respondents)

The main issue raised was **concern around the way patients were informed** or found out about the closure of Victoria Park Medical Centre. Several discussed having heard via social media before they received a letter. The **notice period being short** and so the surgery closing coming ‘out of the blue’ was also raised along with **issues with the consultation process and awareness of engagement events** and general issues of **poor communication** with regards to contact with new practices.

“I don’t think closing it was the right call. Even so the notice period given was minimal. I found out via facebook before I was contacted by the surgery.”

“I wish to add that we had no idea on the closure until a latter came through which was after it as reported in the media.”

“Having been with the surgery 42 years, seeing it slowly going downhill was hard – going from the ‘best’ surgery in Bridgwater to possibly the ‘bottom surgery’. It was no surprise with announcing the closure, but the way it was announced was absolutely appalling!”

“I feel it came out of the blue – very little warning and poor communication about the closure.”

“Not everyone is aware of the engagement events taking place, especially vulnerable people who may be most affected.”

Potential solutions

Several respondents made comments relating to potential solutions going forward and/or comments about what might have been done differently.

Table 3.9.3 – What do we need to consider when planning health services in the area going forward – Potential solutions

	Number of respondents	% of respondents
Bring doctors from other surgeries to Victoria Park/drop-in clinics at Victoria Park	7	6.6%
Find/recruit more doctors	5	4.7%
Nurse led services at Victoria Park	3	2.8%
CCG should have stepped in earlier	2	1.9%

Base: all respondents (106 respondents)

Seven respondents suggested or questioned whether it would be possible **to run drop-in clinics or surgeries at Victoria Park** by bringing in doctors from other surgeries, rather than patients travelling to the other surgeries. This was suggested as an idea for the more vulnerable and/or elderly patients who would struggle most to access services elsewhere.

“Option for drop-in GP clinics here at Victoria Park would be good.”

“Why not bring a Dr from each surgery to Victoria Park to help the people who can’t get to their new surgery – could be an option to help elderly and disabled, even young mothers with babies.”

“Preference is for some type of GP service whether branch, PCN or limited outreach service for older people who have difficulty travelling.”

Five made general comments about the need to **find or recruit more doctors**, with suggestions that more doctors would be required in order to successfully run the practice.

“We need reliable nurses and doctors that are accessible – multiple doctors at each surgery.”

“Get more GPs to run a practice here (needs at least 4). It needs enough GP’s so they are not struggling to deliver a service.”

One participant also referred to the need to have **more than one GP partner** if the surgery was to reopen, with several referring to previous staffing/GPs having been the problem at Victoria Park.

Several discussed being open to change and would welcome a different model such as **nurse led services** being available at Victoria Park.

“If a doctor is not possible could be nurse led like Bridgwater Hospital and offer satellite services.”

“Nurses on site to take blood, provide jabs and boosters.”

Two respondents also referred here to feeling the **CCG should have stepped in earlier**.

“More involvement from the CCG should have been offered before my father’s doctor tendered his resignation. This practice was important to the area and many had close relationships and trust with the staff there.”

“It should never have been allowed to get to that point without the CCG doing more.”

What is needed going forward

A number of respondents made reference to particular services they felt were needed locally going forwards, with others discussing requirements for the type of delivery of services and general needs overall.

Table 3.9.4 – What do we need to consider when planning health services in the area going forward – What is needed going forward

	Number of respondents	% of respondents
Need face-to-face not just telephone	8	7.5%
Access to healthcare for those who cannot travel	5	4.7%
Medical services attached to community centre/other services	4	3.8%
Family feel/GPs need to know patients and vice versa	4	3.8%
Equity of service/GPs for all	2	1.9%

Base: all respondents (106 respondents)

As shown, 8 respondents referred to the **need for face-to-face consultations**. Whilst several understood the need for telephone/video appointments more recently, this was not something they felt could replace face-to-face surgeries in the longer term.

“Face to face appointments – telephone and ‘zoom’ appointments not appropriate for everyone.”

“I understand why telephone appointments/triaging is being used, but it would be helpful if face-to-face appointments could be arranged with even a nurse or something as it’s difficult to describe problems over the phone.”

Again, issues regarding patients **not being able to travel for GP services** was raised here with the general **requirement for there to be healthcare available locally** and **equity of service for all**.

“Access to healthcare services for those who cannot easily travel to surgeries further away.”

Four respondents discussed how the previous model, with the **GP surgery being co-located with the community centre and other services**, had worked particularly well and was a model they felt should be replicated, with this also having other social benefits.

“The community centre, pharmacy and GP practice work well together for the local community and all need to be sustainable – they rely on each other.”

“Victoria Park offers a social opportunity as well as healthcare.”

The **importance of patients being known to their GP** and **practices having a ‘family feel’** were also raised as important factors going forward.

“Happy to see new and innovative ways of accessing GP services as long as they are available locally. The importance of local relationships should be considered.”

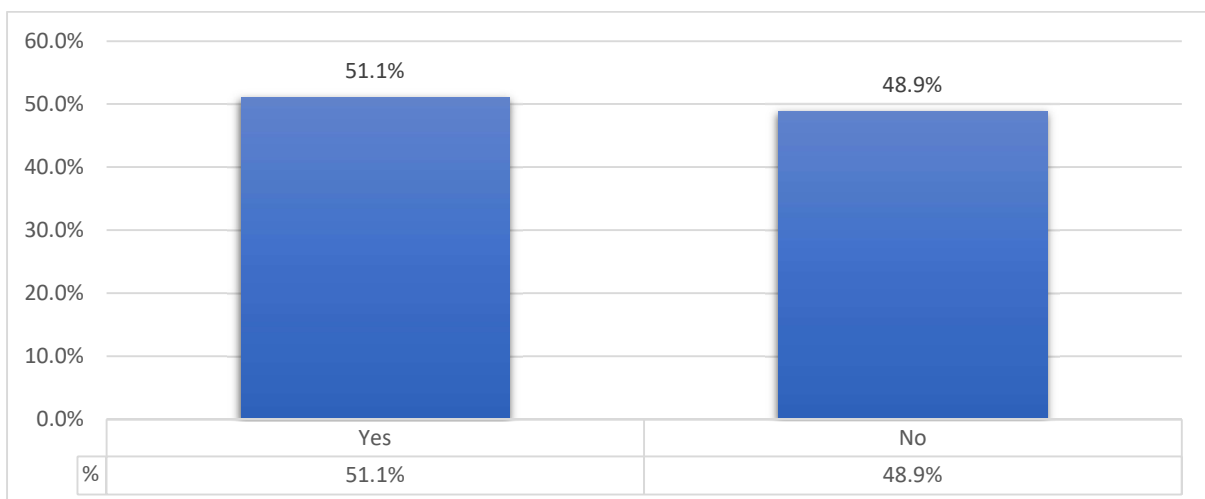
Other references were made here to the need for children’s services, mental health services and services for diabetics to be available locally. Individual respondents also suggested the need for podiatry, eye/vision services, and healthy living services to be available in their community.

The need for GPs to listen to patients, to have access to timely appointments, to have regular GPs rather than being reliant on locums and the need for an improved pharmacy were also raised here by individual respondents.

3.10 Question 10 – Would you like to stay involved and help shape the future provision of GP Practice services in the area?

Just over half of the respondents were keen to stay involved and help to shape the future of GP Practice services in the area.

Chart 3.10.1 – Would you like to stay involved and help shape the future provision of GP Practice services in the area?



Base: all respondents excluding ‘no response’ (93)