Dr Tun & Partners

Consultation around future of branch surgery in Hindley Green

**INTRODUCTION**

This consultation is about the future of our branch surgery at Hindley Green.

Please read the information in this document carefully and tell us what you think.

You can give your feedback in a number of ways:

* Complete the questionnaire and post this back or drop it into the practice
* Complete the questionnaire online - <https://www.surveymonkey.co.uk/r/hindleygreensurgerycons>
* Write to us
* Email us
* Ring us
* Attend one of the drop in sessions

You have until **Monday 18th December 2017** to give us your feedback.

If you would like this document in a different language or any other format (including braille or audio), or if you would like a hard copy posting to you, please pop into the practice or contact us on the following:

Telephone: 01942 482505

Email: gp-p92004@nhs.net

**WHO IS THIS CONSULTATION AIMED AT**

* Registered patients
* Other local residents and community groups
* Other local organisations, GP practices, opticians, dentists etc.

We are keen for anyone with an interest in this to respond to the consultation.

**BACKGROUND**

The practice currently operates from two sites:

|  |  |
| --- | --- |
| Hindley Health Centre  17 Liverpool Road  Hindley  WN2 3HQ | Hindley Green Surgery  806 Atherton Road  Hindley Green  WN2 4SB |

Registered patients are able to attend either location depending on the availability of appointments and the service they require. Hindley Health Centre on Liverpool Road is our main site and offers more services and appointments.

The practice currently has 8200 number of registered patients and about 1500 of these is located near the Hindley Green site.

**WHAT CHANGE ARE WE CONSIDERING AND WHY?**

The practice is considering an application to close the branch site at Hindley Green for the reasons listed below.

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| **Disrepair of the building**  The practice spent £20,000.00 on the building in 2014 to make it comply with Care Quality Commission\* requirements. Although the two consulting rooms are in good condition, a lot of repair work is needed to keep the building in a sustainable state. There is also repair work needed to the rooms upstairs. |
| **Disabled Access**  There is no disabled access for patients, unless they come into the surgery and ask the receptionist to open the side gate, they then go down a side passage in the back yard, which is paving stones and very uneven. They then go through a back door, but, still have to lift the chair over the bottom of the door frame. |
| **Patient Services**  We are unable to offer patients all services from the Hindley Green Surgery. All COPD\*\* reviews, smears and any injection (except B12) have to be done at the main surgery as there is not the equipment at Hindley Green to do a full review. There is no room to offer extra services for patients. There is no defibrillator at the surgery if there are any emergencies. We have enhanced services e.g. extended hours surgery at the main surgery which we cannot provide at the branch surgery. Those patients are already coming to the main surgery to access these services. The practice believes it would be more useful to have services in one place. |
| **Parking**  There is no car park, the surgery only has 2 parking spaces and these have council permits for the doctor and nurse to park in them. The practice is situated near a junior school and there is no parking for patients. There is always a struggle for parking on the roadside, sometimes patients have to park in the next street. |
| **Lone working**  There is only room and work for 1 member of reception staff to work at the surgery and after the doctor has left the premises they are on their own which from a safety aspect is a high risk from any untoward incident. |
| **Upstairs**  We are unable to use upstairs for patients as the stairs are extremely steep and are not safe for the public to use. This is a waste of space which could be used for other purposes. |
| **Transportation**  There is also a confidentiality risk regarding patient data. We currently have a member of staff who goes to the branch surgery once a week to collect any medical records or paperwork that needs to be returned. The member of staff also collects any paperwork required at the main surgery. |

Our review of the services and building have led us to think that the most appropriate thing to do is to merge the branch surgery into the main surgery making all services and records centralised to give better and more effective patient care.

We are running this consultation to understand what people think.

**DROP IN SESSIONS**

If you have got any questions or if you need assistance filling in the consultation questionnaire please come to one of the drop in sessions listed below. We will make sure a member of the practice team is available to speak to you:

|  |  |  |
| --- | --- | --- |
| **Date** | **Time** | **Which practice** |
| Thursday  23rd November 2017. | 10am – 12 noon. | Hindley Green Surgery,  806 Atherton Road  Hindley Green  WN2 4SB |
| Wednesday  29th November 2017 | 2pm – 4pm. | Hindley Health Centre,  17 Liverpool Road  Hindley  WN2 3HQ |

**WHAT HAVE WE ALREADY DONE?**

We have already started to speak to different groups about this proposed change prior to launching this consultation:

* Our Patient Participation Group (PPG) has been discussing this regularly since February 2017 and they will be involved in the consultation to ensure the patient voice is heard
* We have met with representatives from Wigan Borough CCG several times to be guided on the appropriate process we need to follow, which includes this consultation
* We have met with the Local Residents Association in Hindley Green
* We have met with a local MP who attended one of our PPG meetings

**HOW WILL FEEDBACK BE USED?**

After the consultation closes on **Monday 18th December 2017** all the responses will be reviewed so that we understand what people think of this proposed change and how it would impact on different groups.

If we decide to proceed with an application to close the Hindley Green branch, the consultation responses will form part of the evidence we have to submit. The decision would ultimately be taken by Wigan Borough Clinical Commissioning Group (CCG) whether they support this change or not.

CONSULTATION QUESTIONNAIRE

Consultation on the future of Hindley Green Surgery

1. **Please tell us why you are interested in the future of the Hindley Green Surgery?** (please tick)

I am registered at the practice

I am a local resident who isn’t registered at the practice (Skip to Q5)

I am part of a local Community Group (Skip to Q5)

I am from another location organisation (Skip to Q5)

Other (please write below)

………………………………………………………………………………………………….

1. **Have you used the Hindley Green Surgery in the last 12 months?** (please tick)

Yes  No  Not applicable

**3a. Did the Hindley Green Surgery meet all your requirements** (tick)

*Think about how easy it was to get to the practice, access the building, to get an appointment etc.*

Yes  No  Unsure

**3b. If not, why did they not meet all your requirements?** (Please write below)

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**4a. How did you travel to Hindley Green Surgery?**

Car  Bus

Walk  Taxi

Other (please write below)

………………………………………………………………………………………………….

**4b. If you travelled by car, how easy did you find it to park at Hindley Green Surgery?** (Please tick)

Difficult  Okay  Easy

**5a. Have you used the Hindley Health Centre on Liverpool Road in the last 12 months?** (please tick)

Yes

No

Not applicable

**5b. If you have, how many times have your used the Hindley Health Centre in the last 12 months?** (please write below)

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**6a. How did you travel to Hindley Health Centre on Liverpool Road?**

Car  Bus

Walk  Taxi

Other (please write below)

………………………………………………………………………………………………….

**6b. If you travelled by car, how easy did you find it to park at Hindley Health Centre?** (Please tick)

Difficult  Okay  Easy

**6c. Did you use the disabled car parking spaces?** (please tick)

Yes  No  Not applicable

**7. If you haven’t used Hindley Health Centre on Liverpool Road, is there a reason why?** (Please write)

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1. **How do you feel the closure of Hindley Green Surgery would affect you? – if you have any concerns is there anything we could do to reduce them?** (please write in the space below)

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1. **Is there any other information you think we need to take into account before making a decision about the future of Hindley Green Surgery?** (please write)

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1. **Do you know of any reason why these proposed changes would affect you more than any other person? (for example, due to age, mobility, sexuality, gender, race, religion, etc) and how can we overcome this?**

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Equality Monitoring

The following questions will help us to understand who is responding to this consultation. If you feel uncomfortable answering any of these questions please leave them blank. This information is anonymous.

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| --- | --- |
| **POSTCODE,** First 3 digits only |  |

|  |  |
| --- | --- |
| **ETHNICITY,** e.g. White, Asian (please write in the space) |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **AGE** (please tick) | | | | | | | |  | **GENDER** (please tick) | |
| Under 18 |  | 25 – 34 |  | 45 – 54 |  | 65 – 74 |  |  | Female |  |
| 18 – 24 |  | 35 – 44 |  | 55 – 64 |  | 75+ |  |  | Male |  |

The following questions are optional…

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **GENDER IDENTITY** | | | | |
| Is your gender identity the same you were assigned at birth? (please tick) | Yes |  | No |  |

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| --- | --- |
| **RELATIONSHIP STATUS**, e.g. Single, co-habiting, married (Please write) |  |

|  |  |
| --- | --- |
| **FAITH,** e.g. Islam, Christianity (Please write) |  |

|  |  |
| --- | --- |
| **SEXUAL ORIENTATION**, e.g. Gay, Bisexual, Straight (Please write) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DISABILITY** .Do you consider yourself to be a disabled person? (please tick) | Yes |  | No |  |
| If so, what is your disability (Please write) | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **EMPLOYMENT STATUS** | | | | | |
| Student |  | Employed / self employed |  | Unemployed |  |
| Retired |  | Apprenticeship scheme / training |  |  |  |
| Other (please write) | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SERVICE PERSONNEL AND THEIR FAMILIES** | | | | |
| Are you currently serving or have you served in any of the UK Armed Forces? | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CARING RESPONSIBILITES** | | | | |
| Are you a Carer? | Yes |  | No |  |

Thank you for filling in this questionnaire.

Please drop this off at the practice or post it back to the following address (no need for a stamp!):

FREEPOST RTRA-BXKR-CTTT Shape Your NHS

Wigan Borough CCG

Wigan Life Centre

College Avenue, Wigan

WN1 1NJ

The questionnaire is also available to complete online at – <https://www.surveymonkey.co.uk/r/hindleygreensurgerycons>