

# **FEEDBACK FOLLOWING PATIENT**

## **ENGAGEMENT EVENTS**

I wanted to provide you with feedback following the two patient engagement events we held back in November 2019. It was encouraging the number of people that attended along with the comments and feedback provided by you on the evenings.

Having reviewed the feedback forms, there was a fairly equal split between those in favour of the move and those who had concerns. I wanted to cover the key concerns raised that came up and are as follows:

- **Transportation to the new surgery** – this was one of the most mentioned points across both evenings. The parish councillors who attended both events gave an update with regard to the proposed increased bus service although valid points were raised with regard to the reliability and timings of these services. I will continue to liaise with our councillors and keep you apprised of further information I receive as and when. In addition to the bus service, the other modes of transport were also raised, particularly how our elderly and immobile patients would be able to get to the new surgery. There is already a volunteer driver service covering Burham which currently helps certain patients come to the surgery. I believe that this is a service that needs to be expanded to cover all the villages and suggestion is that the councillors across all villages work together and look at options of how this can be extended. The Practice would be happy to help and support this as well as exploring any other suggestions put forward.
- **Keeping the surgeries at Burham and Eccles open** – this was again a popular issue raised. Both existing surgeries are no longer fit for purpose and are not able to cope with the growing patient numbers we are experiencing. Being able to provide services on a single site will mean a more sustainable and resilient service for the population going forward.

- **Parking at Peters Village** – For those of you that attended the events and have seen the plans, you will know that the surgery will have 19 dedicated parking spaces. In addition to this, we have had confirmation from the main developer, Trenport, that the parking spaces in front of the proposed retail units (42) and those planned for behind the Village Hall (51) would be available to everyone on a 2 hours free parking arrangement using number plate recognition. This will provide a far greater parking availability than that currently provided at both surgeries.
- **Increased number of GP's and where will they come from** – specifications of the new building show an increased number of clinical rooms and we would be looking to ensure that each room is utilised as fully as possible. The shortage of GP's has been highlighted in the media meaning the demand for them is very high. With that in mind, in order to appeal to any prospective GP, you need to stand out from other practices. Our current buildings and cramped environment would be a deterrent to recruiting whereas a brand new purpose built surgery offers a far more attractive proposition. The new building also gives future proofing to encourage prospective GP's of the longer term future of the Practice. In addition to GP's, we will also be exploring other patient facing clinicians such as Advanced Nurse Practitioners and Paramedics. An increased clinician base will also result in a shorter wait time for appointments.
- **Medication/Dispensary** – this is similar to the transportation issue raised. Again, a volunteer collection service is already available in Burham and Practice would work with the councillors at all villages to increase capacity for this service. Even before we move, the Practice will be exploring the creation of its own delivery service for specific elderly, immobile and chronically ill patients.

**There is a lot of work to be done between now and when we will be moving and the Practice wants to work with our patient population to ensure that the transition across runs as smoothly as possible. With that in mind, we want to work far closer with the members of our Patient Participation Group (PPG). I fully appreciate that this is something that has not been driven forward as much as both the Practice and patients would like so I would be looking to set up an initial meeting (possibly in February) where members of our PPG can come together and discuss some of the above issues, how we can look to produce workable solutions to these and what role the PPG can play.**

**PPG's are driven by the patients themselves and with that in mind, I was going to look at bringing to the meeting a chairperson of a PPG from one of the other local practices. They will be able to give guidance on how their PPG works, the things you as a group need to think about and offer suggestions to help with our group becoming more active. I hope that you would find this useful.**

**I will be coming out to all the PPG members that I have with details of the proposed meeting shortly but if anyone wishes to become a member, then please visit the PPG page on our website or complete one of the registration forms available at both surgeries.**