



**Feedback from previous engagement exercise.**

During a recent patient engagement exercise for a proposed relocation of 4 GP Practices to a town centre surgery we have summarized the following feedback from our patients:

 <p><b>You said...</b></p>	 <p><b>We did...</b></p>
55 Car Parking spaces is not enough for 4 GP surgeries and staff	We have almost doubled the number of car parking spaces providing over 100 spaces
Access to the proposed New building was on a one way street (Lower Forster Street)	The new proposal has access from both directions of Hatherton Street
Public Transport including the bus station was not accessible	The new proposed surgery is 0.1 miles from the bus station with a number of bus stops outside the building.
The Lower Forster Street site was located on an incline	The new proposed surgery is on a flat piece of land with no incline.



**Proposed Surgery Relocation**

*Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery & Saddlers Medical Centre*



We are proposing to move to a new purpose built medical centre on Hatherton Street.

The proposed new medical centre will be home to four GP practices - Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery and Saddlers Medical Centre. It will also have a pharmacy and a café.

This information booklet will tell you all you need to know about our proposals, how we think relocating will benefit you and how you can give us your views.

**Why are we proposing to move to a new building?**

The current four surgeries are ageing, outdated and in desperate need of replacement. One of the buildings is over 150 years old. Each building has its own problems and limitations which include:

- They are old and difficult to maintain
- Access is poor with very limited parking
- Rooms are irregularly shaped and are accessed by narrow, sometimes winding corridors
- Rooms have poor sound insulation and poor temperature regulation
- Some rooms are upstairs with no disabled access
- The buildings operate at full capacity - all clinical rooms are in constant use, so there is little opportunity to extend services
- Each surgery has expanded as much as possible on their current site

## Our Proposal

We have developed an exciting proposal to relocate the surgeries to a brand new, purpose-built facility in Hatherton Street. We believe that moving to larger, modern premises will significantly improve the environment for patients and staff, and help us to improve services for patients.

We would be able to improve the **access** to services, provide a greater **range** of services and improve the **quality** of our services.

We plan to build a state of the art modern health centre that would meet the needs of our patients now and for decades to come. The benefits the building would offer include:

- A comfortable, therapeutic environment for patients, visitors and staff
- Better access for all, including people with a disability and parents with children
- Car parking on-site and many more spaces within a short walk
- Good public transport links
- Cycle shelter to encourage staff and patients to cycle to the surgery where possible
- Fully compliant with all NHS and legal requirements
- Designed and built to BREEAM standards to ensure energy efficiency and sustainability and reduced carbon footprint
- 'Future Proof' for long term population growth and changes in respect of the ageing population in Walsall

## What are the downsides?

We genuinely don't think there are many. Some people will find that the new surgery is further away than their current surgery but we have had travel times analysed by Public Health and there are no significant overall changes in travel times.

## Will you listen to our feedback?

Absolutely. It is very important to us that we provide patients with what they want. We are very keen to hear your thoughts and suggestions.

## Will we get all the services you say you will provide?

We are sure that the new building would provide most of the things we have stated. Some of the things, such as the urgent care access, are still very much in discussion and although we hope we will be able to provide these services in the future, it cannot be guaranteed as it very much depends on whether we can get this supported.

## The Proposed New Build



- Advanced minor surgery including procedures such as carpal tunnel surgery and vasectomy
- Sexual health services like Mirena coil and contraceptive implants
- Satellite clinics for people with drug and alcohol problems
- Work in conjunction with Walsall Manor to offer outpatient outreach clinics – the consultant comes to see you in the surgery rather than you having to go to the Manor
- Invite in non-NHS services including social care services, Citizens Advice and AgeUK to work alongside us to help ‘join up’ patient care
- A pharmacy will be within the building to offer easier access to medication and advice
- A café will serve refreshments and act as a focal point for the community
- It is possible in future that we may be able to attract other services to use the building such as a dental practice, speech and language therapy or mental health outreach services

## Quality

- The new building will meet and exceed CQC and infection control standards
- The building will be equipped with the latest diagnostic equipment and technology
- We will be able to continue and expand our work with the Universities of Birmingham and Wolverhampton to teach medical and nursing students
- This in turn helps us to recruit and retain medical staff in a time when many practices are finding it very hard to attract doctors and nurses

## How will a decision be made?

No decisions have been taken. This engagement process and the feedback we receive will be analysed and the views of the patients will be taken into account when deciding if this proposal goes ahead.

## How can I have my say?

We will be talking to as many patients as possible over the coming six weeks to encourage them to have their say on the proposed new development.

**By survey:** A questionnaire is available for patients to complete at all of the four surgeries. You can complete the survey in the surgery. It is available in large print and other languages on request.

**In person:** We will be holding a drop-in event at Lichfield Street Surgery on Saturday 20<sup>th</sup> October 2018 - 10.00am to 2.00pm. This will be the perfect opportunity to ask any questions you may have. You can also fill out the questionnaire at this event.

**Facebook:** We will have information on our Facebook pages

We would greatly appreciate your feedback on the project. You have until Sunday 18<sup>th</sup> November 2018 to give us your views after which all the results will then be analysed and shared.

## Frequently Asked Questions

### Will I need to re-register with my GP?

No. You will not need to do anything.

### Will I be able to see the same doctors and nurses?

Yes. The doctors, nurses, receptionists and all other staff that currently work in your surgery will be the same as the staff in the new surgery.

### What will the opening hours be?

The centre will be open 7.30am until 6.30pm Monday to Friday at the minimum. It will likely be open longer hours and weekends but details have not yet been confirmed.

### **How easy will it be to get there?**

The centre is accessible via all means of transport. There is parking available including disabled parking. The proposed site is easily accessible via public transport and is within walking distance of Walsall Town Centre Bus Station. There are a number of bus routes with stops within the immediate vicinity of Hatherton Street. Go to [www.nxbus.co.uk](http://www.nxbus.co.uk) or ask your surgery reception for more details

### **Will I be able to park?**

There will be more parking at the new site than there is currently at all four surgeries combined. You should find it easier to park at the new site than at the present sites. There will be disabled parking bays. We would always encourage patients and staff to travel to the surgery in a more environmentally friendly way wherever possible.

### **When would the new building be completed?**

We would hope to move in to the new building in 2020.

### **Will a move cause much disruption?**

We would hope not. Each surgery will be able to stay in their current building and work the way they always have until the new building is complete. We would only move once the new building was fully functioning and ready for us.

### **Are there any other options?**

We considered a number of options including extending the existing buildings and considered other sites in the area. Having undertaken an Options Appraisal of potential sites in the area, the only site that fulfils the requirements for cost, size, availability and suitability is the site on Hatherton Street.

### **Will this result in redundancies?**

No. We will likely require more staff in the new building.

### **Will there be Wi-Fi?**

We are hoping to get funding that would provide free Wi-Fi

### **How will this relocation affect my care?**

- There will be no detrimental effect to the care that you receive
- You can continue to see the same doctors and nurses that you see at the moment
- You will have a wider choice of doctor to see if you wish
- There will be a wider range of specialised services and clinics available for all patients

### **More information about the proposal:**

#### **Access**

The new building will offer over 50 consulting rooms – far in excess of the number combined at the current four sites. We will also be able to use the building in ways that are not possible on their current sites.

We would hope to offer improved access in a number of ways:

- Scope for increased levels of opening times and flexible working
- With more rooms we can provide more appointments at busier times of the week such as Mondays and Fridays
- We would hope to offer extended access appointments for routine problems in the evenings and at weekends
- It is possible that we will be able to offer urgent care services for urgent problems at the evening and weekends
- Big enough for the continued growth and development of the practices over the long term

#### **Services**

We would continue to offer the enhanced services already offered in addition to many new services that will be able to provide.

Services will include:

- Nurse led clinics such as warfarin clinic, asthma/COPD clinic, spirometry service, cervical smears and immunisations
- Specialist services such as ultrasound, physiotherapy, diabetes nurse specialist, community mental health nurse, midwife and health visitor