

**DATE: 28<sup>th</sup> November 2017**

**Public Engagement Plan: Potential Relocation of four GP practices in Walsall**

**Summary:**

Four GP practices in Walsall - **Lichfield Street Surgery, Sycamore House Medical Centre, the Limes Medical Centre and Saddlers Medical Centre**, will be undertaking collective public engagement to involve patients registered at the named practices, surrounding practices and wider stakeholders who may be impacted, for their views on the potential relocation of these practices to a new purpose built health centre, in Walsall town centre. The site currently being explored is the former Jebez Clift leather works on Lower Forster Street.

This paper outlines the approach to involve patients and the timetable for doing this.

**Reason for scrutiny:**

Assurance of a robust process for patient involvement and request for support from the Committee with regards the approach being taken by the GP practices and the CCG.

**Recommendations:**

**That:**

Members of the Committee are requested to provide views and suggestions on the Engagement plan (but not to give views on the proposal at this meeting).

That the Committee support the patient engagement plan

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## GP practice Relocation: Patient Communications and Engagement Plan

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### **Name of Practice(s): Umbrella Medical**

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

### **BACKGROUND**

All four of the proposed practices are currently in outdated premises which are not fit for purpose. The current Lichfield Street Surgery building is over 150 years old. Although altered and expanded extensively over the years, it is not a purpose built centre and is not ideally suited to the demands and requirements of medical care in the 21st century. Although not quite as old as Lichfield Street, the other three surgeries are each ageing and in desperate need of replacement.

In addition to being outdated, current premises are at full capacity. List sizes continue to grow, in part due to increasing local population, and in part due to positive patient experiences allowing patients to make an informed decision of their healthcare provider. Each surgery has expanded as much as is physically possible on their respective current sites. We use innovative working techniques such as hot desking and split shifts. Each of the current premises is limited by car parking. No surgery has car parking space sufficient for the number of consulting rooms they have. The small number of patient parking spaces severely limits accessibility for some patients. Although a large number of patients access the surgery via bus, elderly and frail population increasingly find the use of public transport no longer practical.

#### **New Health Centre:**

A new purpose built health centre will dramatically increase primary care capacity and allow the GPs to deliver greater access and wider range of services to local patients. The increase in size will cater for the long term population growth and demographic change in respect of the ageing population in the locality. The project provides scope for increased levels of opening times and flexible working. There will be scope for increased levels of minor surgical and diagnostic procedures contributing to a reduction in secondary care referrals. There will be reductions in whole life costs from energy efficiency and sustainability benefits from a BREEAM excellent rated facility.

The new integrated primary care centre will bring services provided by a range of organisations together under one roof. It will enable the GP practices to work with NHS Walsall Clinical Commissioning Group (CCG) to give flexibility to bring new services into the area to improve quality or there is a local need for services.

## Proposal

The proposal for engagement is that all four named practices are relocated to a new, purpose designed and built primary care centre located centrally within the geographic locality currently served by these practices. This area includes much of the St Matthews, Palfrey and Pleck wards which are amongst the most deprived in Walsall and the UK.

Having undertaken an Options Appraisal of potential sites in the above locality, the only site that fulfils the requirements for acceptability, affordability, availability and suitability is the site on Lower Forster Street.

**This engagement process is therefore asking for the views of patients on the proposed move from the current locations of the four surgeries to a purpose designed and built primary care centre located on Lower Forster Street.**

This would incorporate the provision of any other primary care services that would be in keeping with the NHS Walsall CCG Strategic Plan.

Site co-location would be acceptable with certain complementary businesses such as a pharmacy, dental practice, community services such as speech and language therapy, mental health outreach services, family planning clinics or council services such as social care services.

The new premises will be:

- Modern, purpose designed primary care accommodation which offers comfortable, therapeutic environment for patients, visitors and staff.
- Designed and built to BREEAM 'excellent' standards to reflect current sustainability and energy efficient targets.
- Of sufficient size and flexibility to support the continued growth and development of the practice over the long term.

The GP practices and NHS Walsall CCG are committed to ensuring robust patient involvement throughout the project. Patient involvement in design, development and delivery of the services and premises is essential to ensure that services are designed and adapted to respond better to people's needs. Involving patient's means that services are designed and adapted on actual rather than perceived needs.

Engagement will take place with all patients and stakeholders that may be impacted in the process. Patients will be invited to be involved in the service design to empower them in their care.

The Patient Representation Groups from each practice have already been involved and will continue to be utilised to seek the views of the patients they represent.

Patient feedback will be used to highlight support and any potential issues at an early stage and help with planning

## Seeking the views of patients using the Service/ Practice and other key stakeholders (how this will be done)

The GPs will be working closely with colleagues at Healthwatch Walsall to engage and involve local people. Together they will be talking and listening to the diverse communities who are registered at the four practices and those in the surrounding areas, in particular, those communities that are often seldom-heard such as black and minority ethnic groups, people with long-term conditions, young people and the over 65s.

The engagement exercise will take over six weeks starting from 1<sup>st</sup> December 2017 to 12<sup>th</sup> January 2018. To ensure it is as inclusive as possible, a range of engagement activity which will include a mix of face to face meetings, social media, and production of easy to read and most importantly a jargon-free questionnaire to gather patient views.

**Views will be sought on whether the patients support the relocation of all four practices to the new Health Centre in Lower Forster Street and to ensure it meets patients' needs.**

### **Legal requirements: Obligations under section 242 of the 2006 NHS Act**

The obligation to promote public involvement is set out in section 242 of the NHS Act 2006 which states:

(1B) Each relevant English body must make arrangements, as respects health services for which it is responsible, which secure that users of those services, whether directly or through representatives, are involved (whether by being consulted or provided with information, or in other ways) in;

- The planning of the provision of those services,
- The development and consideration of proposals for changes in the way those services are provided, and
- Decisions to be made by that body affecting the operation of those services.

The duty applies if implementation of the proposal, or a decision (if made), would have impact on - a) the manner in which the services are delivered to users of those services, or b) the range of health services available to those users.

It is key under our statutory duty to ensure service users and carers are informed and asked their opinions of the proposed change to ensure we achieve a smooth transition of services. We will undertake a robust **information and engagement process** to make patients and stakeholders aware of the proposed change and ensure their views are taken into consideration in final decision making.

## Objectives of the communications and engagement plan

- To describe and explain the proposal for each of the four GP surgeries
- To seek people's views on the proposal, including the range of services and location  
To ensure that a diverse range of voices is heard which reflect the views of people who are currently registered at Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery and Saddlers Medical Centre.
- To ensure key stakeholders know how they can contribute to the discussion about the relocations of Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery and Saddlers Medical Centre.
- To support people in Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery and Saddlers Medical Centre to better understand where to get the right care and give their views on the proposal.

## Key messages

- The current sites of the four medical practices are not fit for purpose.
- The surgeries, the CCG and NHS England are able to invest money in a new purpose built health centre located in central Walsall.
- Registered patients will be able to get a higher standard of GP premises and a broader range of GP services offered from the new location compared with the current GP premises.
- We believe that this makes development will improve the health and wellbeing of people in Walsall
- It will provide better use of limited NHS resources

## Target audiences

- People who are currently registered at Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery and Saddlers Medical Centre and their carers. (including those from seldom-heard groups)
- Staff at Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery and Saddlers Medical Centre
- The PRG's at Lichfield Street Surgery, Sycamore House Surgery, The Limes Surgery and Saddlers Medical Centre
- Neighbouring GP Practices
- Community Stakeholders
- Elected representatives; MPs and local councillors.
- Local Pharmacies
- Other NHS Organisations – LMC, Health scrutiny committee, NHS England and CCG.
- Healthwatch
- Local Residents will be engaged via the planning process

## Budget

The engagement and communications will be delivered within existing resources by existing staff.  
Options for analysis of feedback will be further explored with Walsall Healthwatch.

## Method of engagement/communication

Method of engagement/communication to include:

- Questionnaire
- Practice Websites
- Notice Boards
- Jayex boards (electronic patient information boards)
- Surgery TV screens
- Facebook
- B side of prescriptions
- Emails
- Text messages
- Practice Pre-Engagement Meetings via the PRG
- Public Meeting with attendance from architect with plans on display and doctors and managers present to answer queries
- Newspaper/ Media engagement
- CCG
  - website
  - other channels of communication

## Timescales

Planning of communications and engagement activity **June-Nov 17**  
Pre-engagement communications **Nov-Dec 17**  
Engagement Dec **17 –Jan 18**  
Analysis of views – **Jan 18**  
Feedback to stakeholders **Jan 18**

## Evaluation

Level of patient engagement will be measured through:

- number of responses received online or by letter
- number of responses from registered patients
- number of face to face contacts at information events
- number of items of media coverage and tone of this coverage
- number of responses to online and in-house patient questionnaires.

## Risks and mitigating actions

<b>Risk</b>	<b>Mitigating action</b>
Challenge of accessibility	Ensure travel and transport information readily available CCG to advise
Challenge over conflicts of interest within local GP population Challenge on why this is happening in advance of resolving other primary and community care issues	Clear communication that decisions taken on this issue do not pre-empt any future decisions on other primary and community care issues
Availability of clinical and managerial spokespeople	Identify key people with the GP surgeries, NHS England primary care team and CCG. If needed provide training

## Partnership working

The surgeries, the CCG and NHS England will work together to engage the relevant stakeholders with a clear understanding of the roles and responsibilities of the respective organisations. Walsall CCG is responsible for the strategic planning and estates of primary care services for the local population and NHS England is responsible for commissioning GP services for the local population. The surgeries are responsible for providing the GP services. All organisations will work together to seek local people's views about the future of these services and the best way to ensure local people have access to the high quality services they need.

Joint communications and engagement plan										
ACTIVITY	DETAIL	BY WHOM	JUNE	JULY	AUGUST	SEPT	OCT	NOV	DEC	JAN
<b>PLANNING</b>										
Fact finding re alternative practices, services they provide location, hours			X	X						
Fact finding re travel information to be made available (parking, buses etc)			X	X						
Supply information to public health to enable public health to produce report on travel times				X	X					
Identify contacts for PPG				X						
Meet with local councillors to discuss location of site and explore alternatives			X	X	X					
Brief Patient Reference Groups				X	X			X	X	X
Meet with CCG discuss plans monthly update meetings.			X	X	X	X	X	X	X	X
Meet with staff at all four surgeries			X	X				X	X	X
Meet with Healthwatch discuss engagement strategy.								X	X	X
Draft: letter to registered list patients								X	X	

Joint communications and engagement plan										
letter to stakeholders health centre/library poster – arrange design support print run book – canvas bids from printers health centre/library leaflet – arrange design support, press statement										
Organise sessions for patient meetings with attendance from the architect with plans on display and doctors and managers present to answer queries								X	X	X
Present plan CCG scrutiny committee								X		
Set up email address and response protocol add to facebook and twitter									X	
Set up online survey and mechanism for reviewing responses									X	X

ACTIVITY	DETAIL		JUNE	JULY	AUGUST	SEPT	OCT	NOV
Set up initial calls to key stakeholders MP HASC								X

Healthwatch liaise to look at info on GP access, involve in responding to engagement process and support raising wider awareness.								
Identify independent analyst								X

<b>INFORMATION AND ENGAGEMENT</b>								
<b>ACTIVITY</b>	<b>DETAIL</b>	<b>BY WHOM</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>
Informing patients on registered list of times/dates of information sessions and offering feedback route					X			
Letter to key stakeholders <ul style="list-style-type: none"> <li>• Healthwatch</li> <li>• Local hospital / community</li> <li>• MPa</li> <li>• Practice PRG</li> <li>• Borough Council / Local councillors</li> <li>• Local practices</li> </ul>								X
Press release issued					X			X
Information boards each Practice Establish dates and PRG to be available for questions						X	X	
Web page – NHS England and CCG and each Practice							X	
Article in Winter Newsletter								X
Drop in sessions/public meetings								X

ACTIVITY		BY WHOM	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN
<b>FEEDBACK</b>										
Inform partners and stakeholders, patients and public of progress including update on project progress.									X	X
Inform PPG and patients of progress delivery timetable etc									X	X
Update website/exhibition in practices to reflect progress give project update									X	X
Article on outcome of involvement activities included in PRG Newsletters										X