

Dr Tun & Partners
The future of Hindley Green Surgery

Consultation Outcome Report
January 2018

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Borough Clinical Commissioning Group.

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1. Introduction

Dr Tun & Partners is a GP practice based in Hindley and Hindley Green. The practice operates from two sites:

1. Hindley Health Centre, 17 Liverpool Road, Hindley, WN2 3HQ (Main Site)
2. Hindley Green Surgery, 806 Atherton Road, Hindley Green, WN2 4SB (Branch site)

The practice has approximately 8200 registered patients. 1500 of these patients live near Hindley Green Surgery.

Dr Tun & Partners have been thinking about the future of the Hindley Green Surgery and whether to apply to close it to provide all services from Hindley Health Centre. As part of this process they have run a formal consultation to get the views of patients and local residents.

This report summarises the response to the consultation.

2. The role of NHS Wigan Borough Clinical Commissioning Group (CCG)

Wigan Borough CCG has responsibility for commissioning (planning and buying) local health care services, including GP services. NHS England is also involved in commissioning GP services.

At the point of the consultation, Dr Tun & Partners has not made an application to Wigan Borough CCG to close Hindley Green Surgery. If Dr Tun & Partners decide to proceed with this application following the consultation, the matter would be considered in full and a decision made by Wigan Borough CCG's Primary Care Committee. The results of the formal consultation detailed within this report would be part of the evidence they review before making a decision.

The Engagement Team at Wigan Borough CCG has provided support to Dr Tun & Partners around the consultation process and has provided some administrative support. This report has also been produced by Wigan Borough CCG's Engagement Team.

The team at Dr Tun & Partners have led the consultation and run all the activities.

3. Timeline

The consultation was held from Monday 6th November 2017 – 18th December 2017 which is a full 6 weeks of activity.

The following activities were undertaken during the consultation:

- 75 consultation documents, with a covering letter, sent out to registered patients of the practice with Freepost envelopes.
- 300 number of consultation documents given out to people across both practices.
- 48 local Voluntary Community Sector Organisations were sent a copy of the consultation by email.
- 34 other organisations, such as local Opticians, Pharmacies, Dentists and other local practices were sent a copy of the consultation by post.
- Staff made a note of any informal conversations they had with patients about the consultation and noted a total of 5 comments.
- The consultation was discussed at a Practice Patient Participation Group (PPG) held on 6th November 2017.
- The Consultation was discussed at the LIGA (Lowton, Ince, Golborne, Abram) Patient Participation Group on 7th December 2017.
- A drop in session was held at Hindley Green Surgery on 23rd November 2017.
- A drop in session was held at Hindley Health Centre on 29th November 2017.

The drop-in sessions were advertised on Hindley Residents Facebook page and there were 2 general comments. The notice informing patients about the consultation was also posted on this Facebook page.

4. Contacts

A total of 245 contacts were recorded during the consultation. This is broken down as follows:

190	Formal responses to the consultation survey.
5	Comments noted by practice staff.
12	People attended the drop in session at Hindley Green Surgery
5	People attended the drop in session at Hindley Health Centre
3	Letters received.
18	Comments submitted by Hindley Green Residents Association from the chat on their website.
12	People in attendance at the LIGA Cluster PPG group

Letters were received from

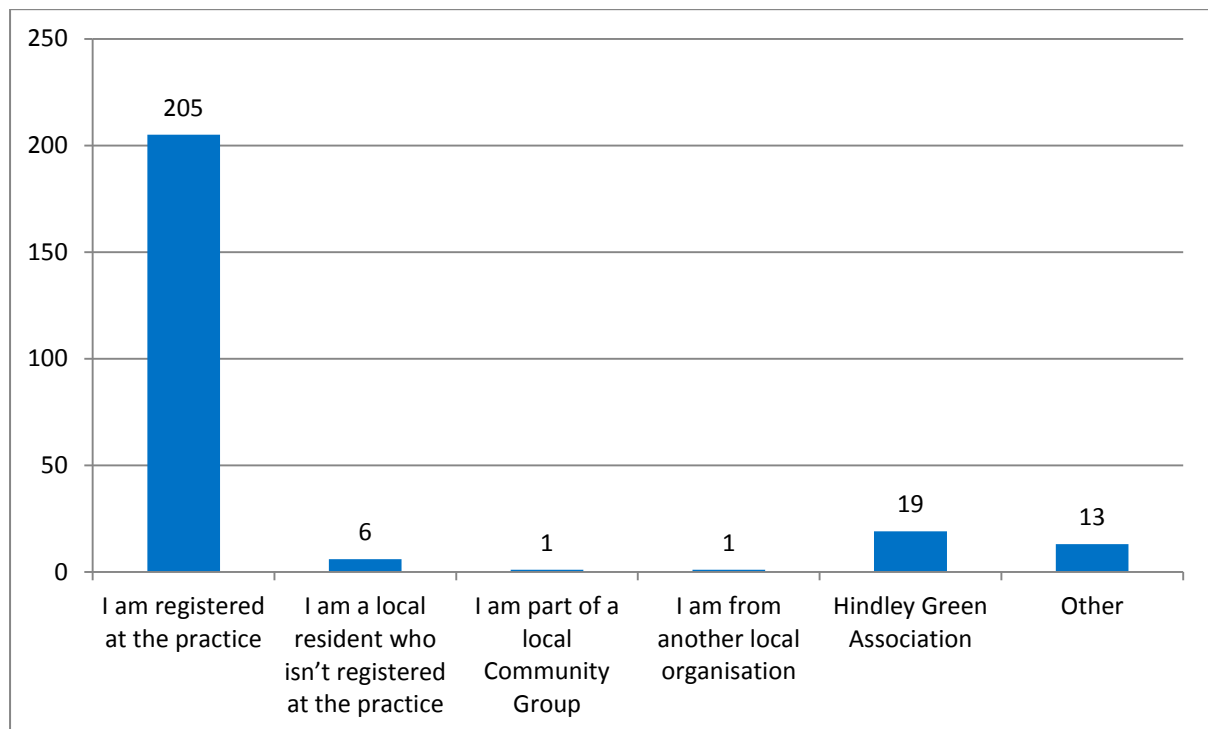
- A letter was received from the Chair of Hindley Green Residents Association and comments from an online chat on their web page submitted.
- A letter was received from a registered patient.
- A letter was received from a local MP.

5. The Responses

The responses below are an overview of all the feedback given through the different channels. Responses have been themed in to the questions on the survey for purposes of clarity.

5a. THE RESPONDENTS

Please tell us why you are interested in the future of the Hindley Green Surgery?



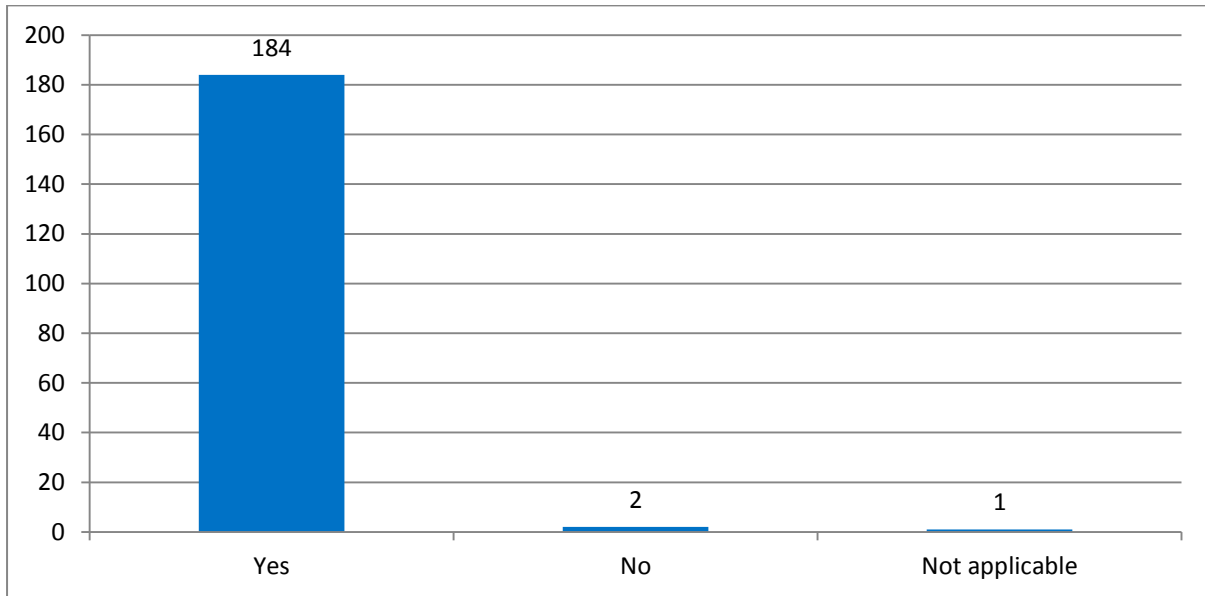
I am registered at the practice	205 total 182 - formal responses 1 – letter from patient 17 - people at drop in sessions 5 number of comments noted in the practice
I am a local resident who isn't registered at the practice	6
I am part of a local Community Group	1
I am from another local organisation	1
Linked to Hindley Green Residents Association	19

Other	13 Total 1 – MP 12 – LIGA Patient Participation Group
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- The majority of people who responded to the consultation survey are registered at the practice.
- We have also taken into account the 'other' responses such as the letters received, the extract from the Hindley Green Residents Association web page and comments noted in the practice.

5b. ABOUT HINDLEY GREEN SURGERY

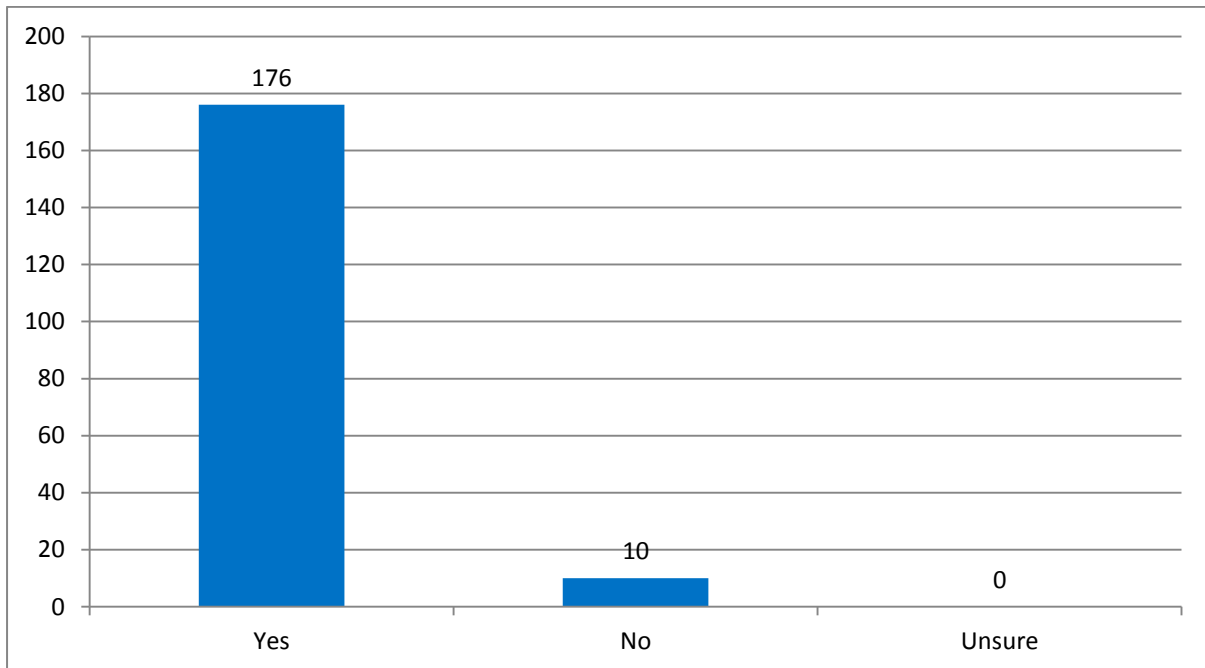
Have you used Hindley Green Surgery in the last 12 months?



Yes	184
No	2
Not applicable	1

- The majority of people who responded to the consultation have used the Hindley Green Surgery in the last 12 months.
- The consultation was open to any local residents or organisations, not just registered patients.

Did the Hindley Green Surgery meet all your requirements? (Think about how easy it was to get to the practice, access to the building, to get an appointment etc.)



Yes	176
No	10
Unsure	0

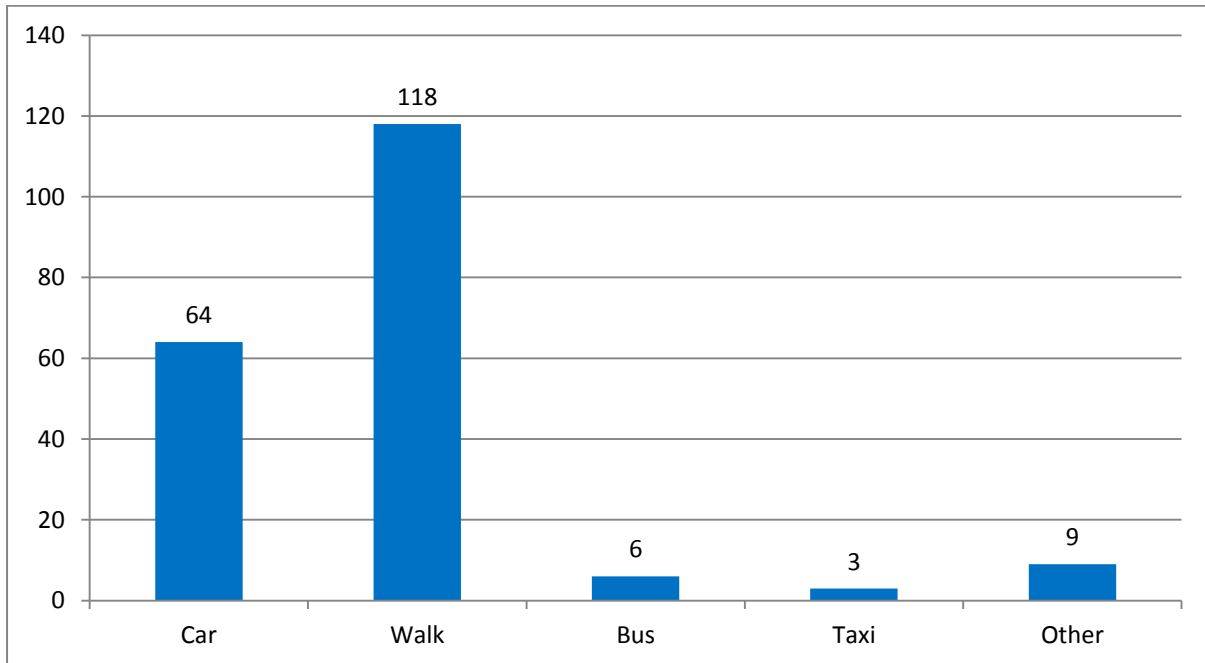
- The majority of respondents felt the Hindley Green Surgery met all their requirements. Where respondents did not feel it met their requirements, the comments have been summarised below.

If not, why did they not meet all your requirements?

There were a limited number of responses to this question.

- Most people who provided a comment here said it did not meet their requirements due to availability of appointments and doctors.
- Some people also commented on the opening hours of Hindley Green having been reduced and a limited range of services being available at the surgery compared to Hindley Health Centre.

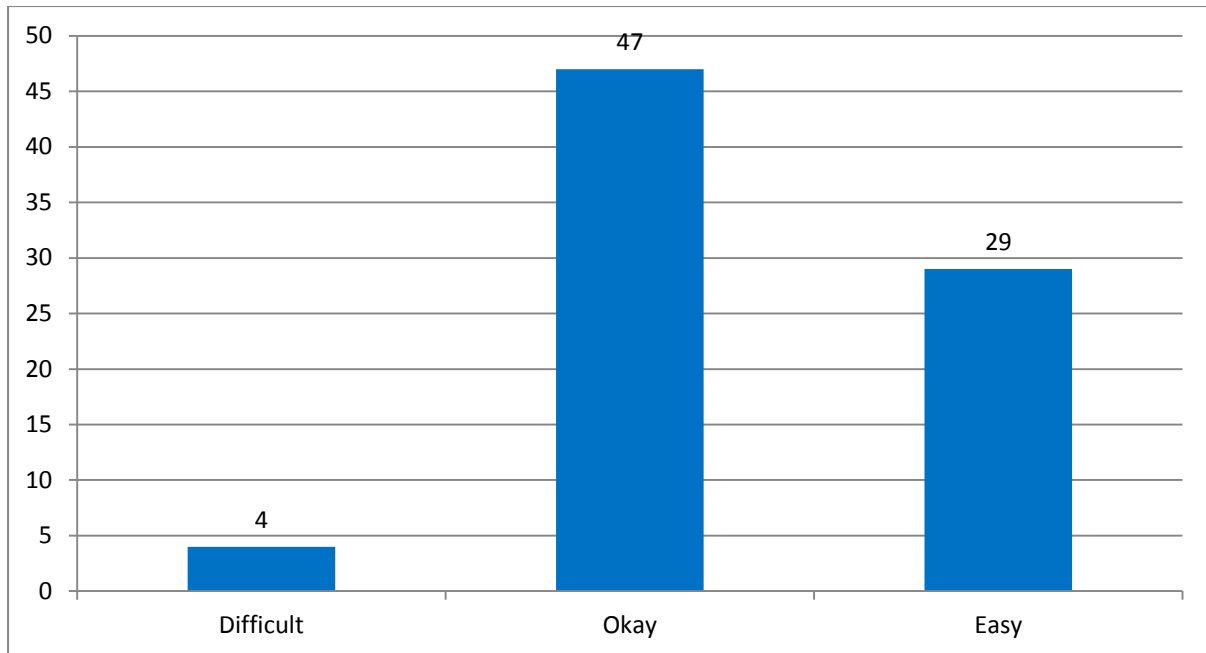
How did you travel to Hindley Green Surgery?



Car	64
Walk	118
Bus	6
Taxi	3
Other	9
- Motorbike (1)	
- Electronic Wheelchair (1)	
- Mobility scooter (3)	
- Family Members (2)	
- Cycle (1)	

- Some people ticked 'other' and then detailed a number of ways in which they travel to the surgery. These were incorporated into the total numbers on the chart.
- The majority of people who responded to the consultation currently walk to Hindley Green Surgery, whilst going in the car was the second most popular option.

If you travelled by car, how easy did you find it to park at Hindley Green Surgery?

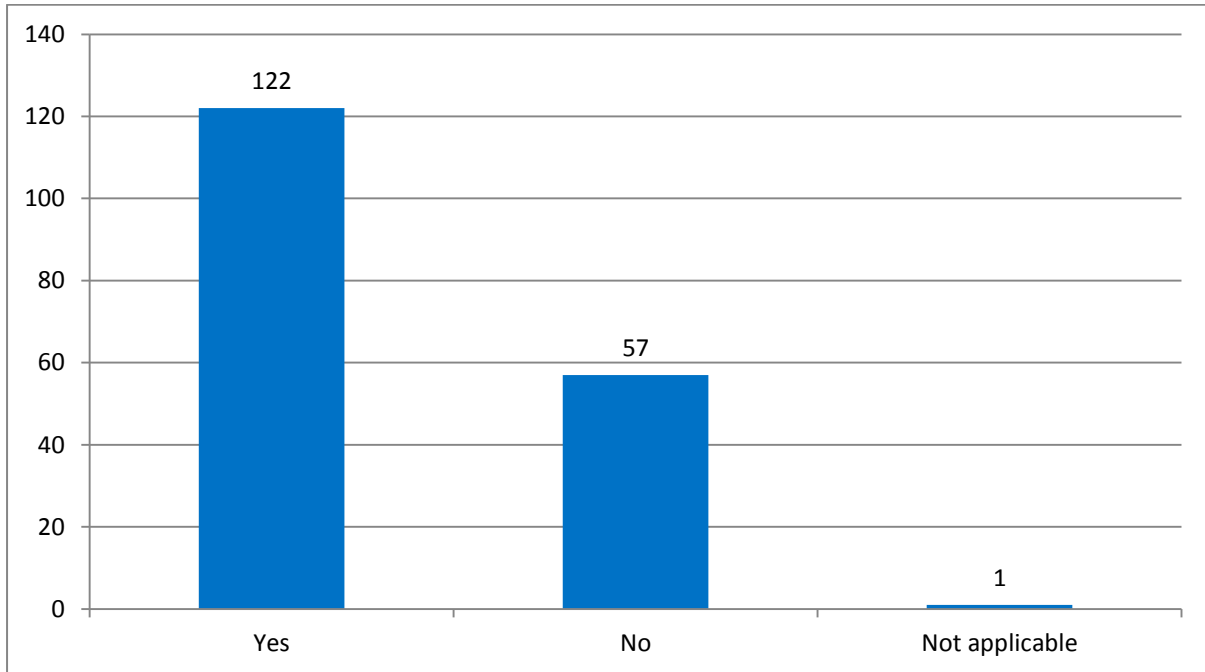


Difficult	4
Okay	47
Easy	29

- The majority of people who responded to the consultation found it okay or easy to park at Hindley Green Surgery.

5c. ABOUT HINDLEY HEALTH CENTRE

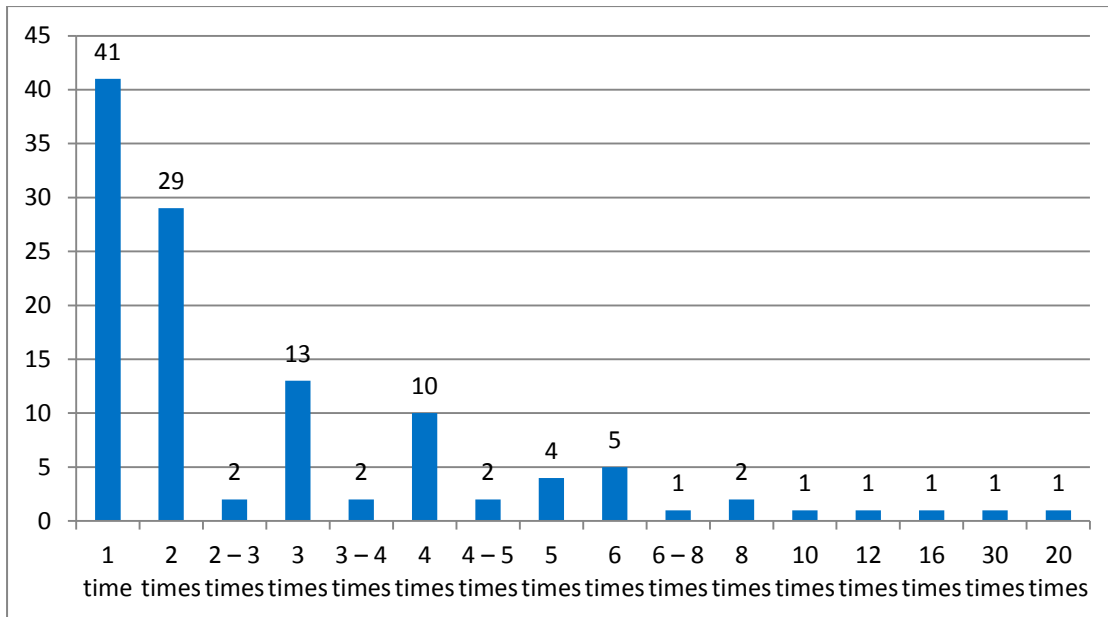
Q. Have you used the Hindley Health Centre on Liverpool Road in the last 12 months?



Yes	122
No	57
Not applicable	1

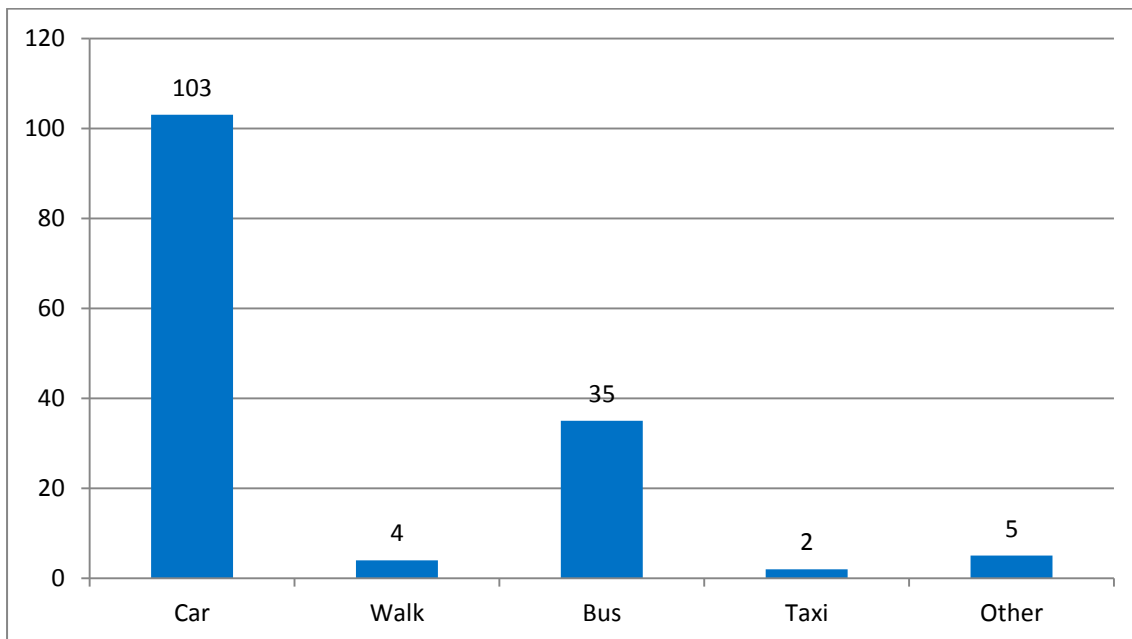
- The majority of people who responded to the consultation had used the Hindley Health Centre in the past 12 months.

Q. If you have, how many times have your used the Hindley Health Centre in the last 12 months?



- Most people who responded to the consultation had have attended Hindley Health Centre once or twice in the past 12 months.

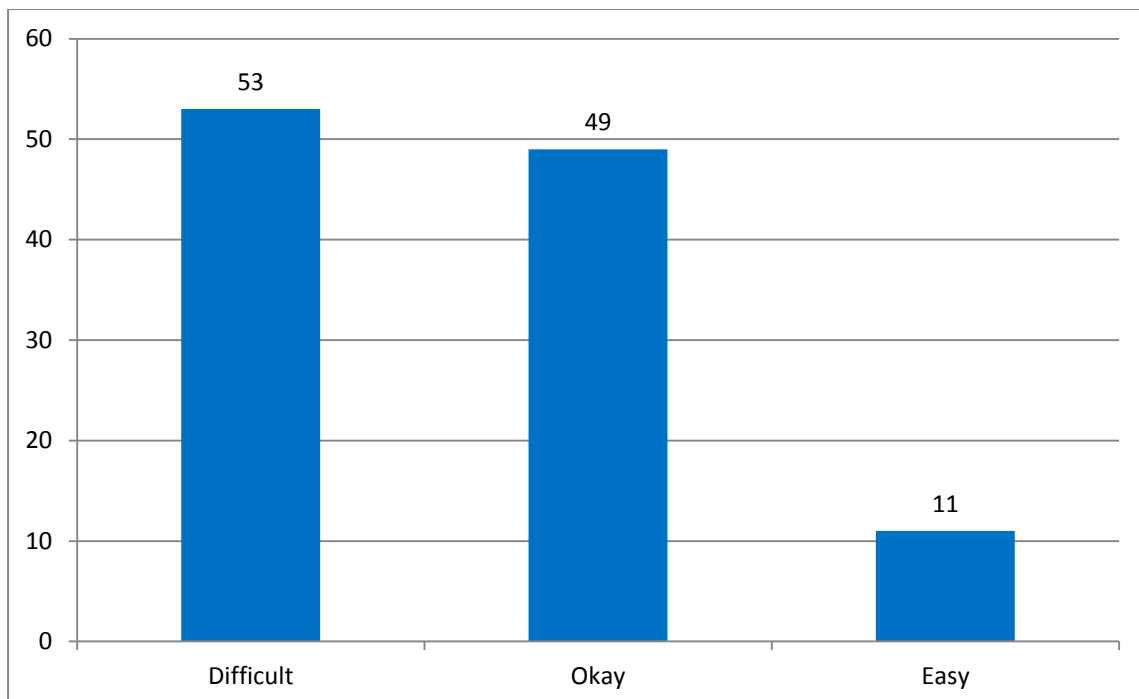
Q. How did you travel to Hindley Health Centre on Liverpool Road?



Car	103
Walk	4
Bus	35
Taxi	2
Other:	7
- Motorbike	
- Ring and Ride	
- Rely on family Members	

- Some people ticked 'other' and then detailed a number of ways in which they travel to the surgery. These were incorporated into the total numbers on the chart.
- Most people who responded to the consultation travelled to Hindley Health Centre by car, and then bus was the second most popular answer.
- Some of the respondents noted that they have to rely on family members to get them to Hindley Health Centre.

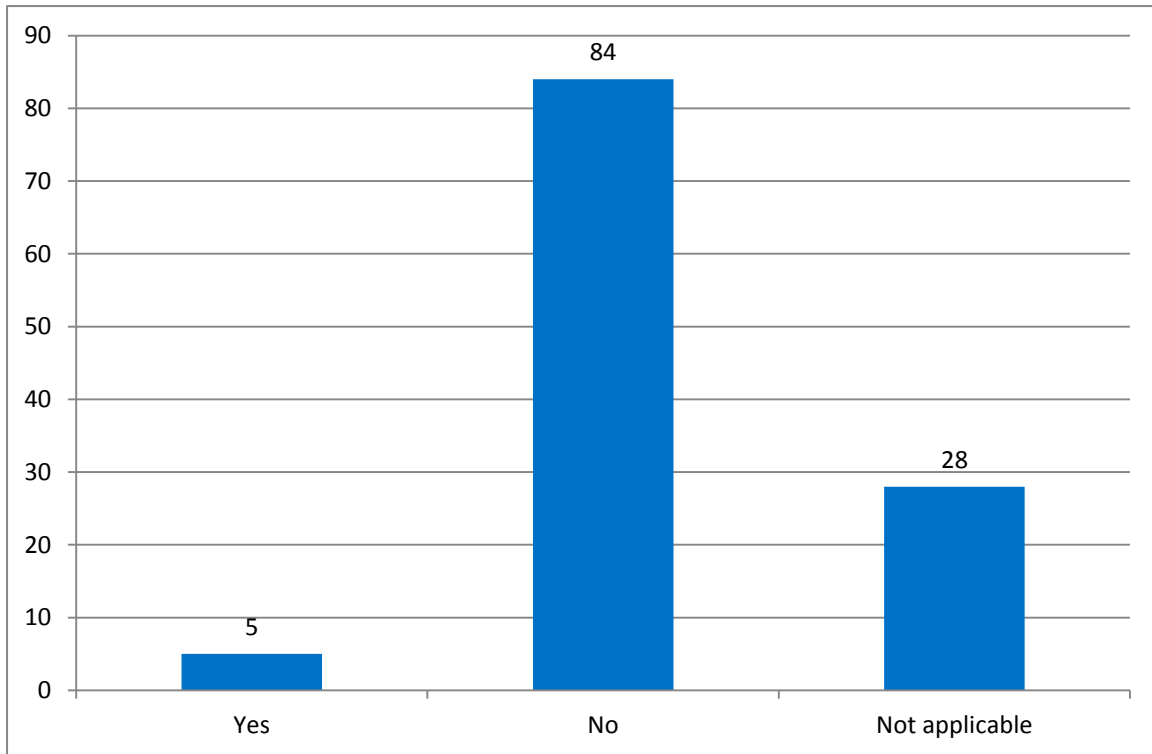
Q. If you travelled by car, how easy did you find it to park at Hindley Health Centre?



Difficult	53
Okay	49
Easy	11

- Most people who answered this question said they find it difficult to park at Hindley Health Centre, but a similar number said they found it okay.
- A smaller number of people said that parking at Hindley Health Centre was easy.

Q. Did you use the disabled car parking spaces?



Yes	5
No	84
Not applicable	28

- The majority of respondents did not use the disabled parking spaces.
- A comment was submitted from someone who was not aware that there were disabled car parking spaces at Hindley Health Centre.

Q. If you haven't used Hindley Health Centre on Liverpool Road, is there a reason why?

- 70 respondents in total answered this question. Some cited a number of reasons which have been themed below.
- Many people who responded to the consultation said they had not used Hindley Health Centre as Hindley Green Surgery was closer to home and more convenient. Some people noted that they did not have a car and there was concern about the cost and time of travelling on public transport.
- People also cited the following reasons for not having used Hindley Health Centre in the last 12 months:
 - Availability of parking at Hindley Health Centre
 - Traffic congestion in Hindley Town Centre
 - Having had a better experience at Hindley Green Surgery
 - Better availability of appointments
 - Difficulty getting there on public transport and distance from the bus stop

5d. ABOUT THE PROPOSED CHANGE

Q. 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?

- 181 people answered this question. Some cited a number of reasons in which the closure would affect them which have been themed below.
- Most people who responded to this question noted the additional travelling that would need to be done to get to Hindley Health Centre, particularly if they currently walk. People talked about the journey being more difficult and costing more. Someone highlighted that there is only 1 bus every hour into Hindley.
- People also cited the following reasons that a closure would affect them:
 - Parking difficulties at Hindley Health Centre would be made worse if more people go to that surgery
 - It being more difficult to get an appointment at Hindley Health Centre with more people going there
 - Making it more difficult to get repeat prescriptions
 - Concern about the future of the Pharmacy in Hindley Green and if this would be lost
- A small number of people who responded to the consultation said the closure of Hindley Green Surgery would not affect them as they have the means to travel, and one person stated that they would register with another practice.

In terms of how we could reduce their concerns, the following points were made:

- Making sure that Hindley Green has a surgery.
- Extending the hours and appointments available at Hindley Health Centre to accommodate the extra patients.
- Look at the process for repeat prescriptions and if a contact point could be set up in Hindley Green (such as in a local shop).
- Adding a branch doctor into Hindley Green Surgery to keep it open.

Q. Is there any other information you think we need to take into account before making a decision about the future of Hindley Green Surgery?

- 128 respondents responded to this question. Again some people made a number of points which have been themed below.
- Most people who responded to this question want the travel implications to be taken into account, noting that groups like the Elderly, Disabled, and people with children would be impacted the most. Some people highlighted that the bus on the main road is only every hour and older patient would need appointments after 9.30am to use their bus passes.

- People also noted the following things:
 - That there are no other GPs available in Hindley Green and they think the current level of housing development needs to be taken into account and that the area needs its own practice.
 - That the impact on the local Pharmacy should be taken into account and if this was lost it would have a negative impact on local residents. One respondent is worried that if the Pharmacy closes they would lose local access to the Minor Ailments Scheme.
 - The general lack of amenities in Hindley Green as they have lost many services over the years such as the Library and post office.
 - That we need to think about the interests of the local population and ensure there is a GP service.
 - That people without a car will find it more difficult to get to the surgery
 - The amount of room and facilities at Hindley Health Centre being able to cater for extra patients

Q. 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?

- 112 respondents responded to this question.
- Many respondents noted that Age and Mobility as the reason closing Hindley Green Surgery would affect them more than another person.
- Other reasons noted included:
 - Lack of transport
 - Having a disability
 - Hindley Green being more convenient for them
 - Not having access to the internet to do online prescriptions
 - Being a carer
 - Not being able to afford increased travel costs
 - That they would need to start requesting home visits

6. Hindley Green Residents Association

A representative of the Hindley Green Residents Association submitted a letter to the consultation. In addition to this, the Hindley Green Residents Association also put a Comments Page on their Website and submitted 18 comments from this web page to the consultation. The points raised are summarised below:

- Concerns about how this change would impact on the elderly and those without transport.
- Whether Hindley Health Centre would be able to cope with the extra volume of patients from new housing schemes in the area.
- Concerns about the future of the Pharmacy.
- Whilst they appreciate concerns about the current building, they believe consideration should be given to a new health facility in Hindley Green to serve the local population. One person asked whether The Bethel could be turned into a practice.
- Concerns about public transport access into Hindley, 1 bus every hour and none after 5pm.
- Concern about how busy the Hindley Health Centre would become without an increase in doctors.
- Loss of public services in Hindley Green over the years.
- The current opening hours of Hindley Green being unsatisfactory.

7. Equality Monitoring Information

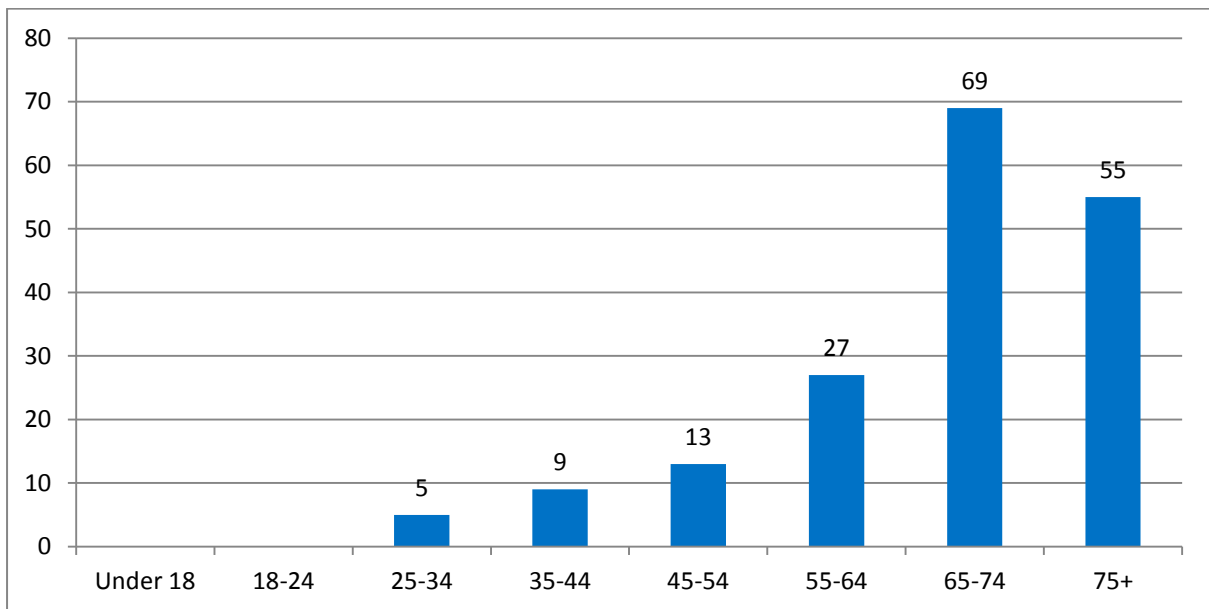
a. Postcode (First 3 digits)

WN2	151
WN3	2
WN7	14
M46	1

b. Ethnicity

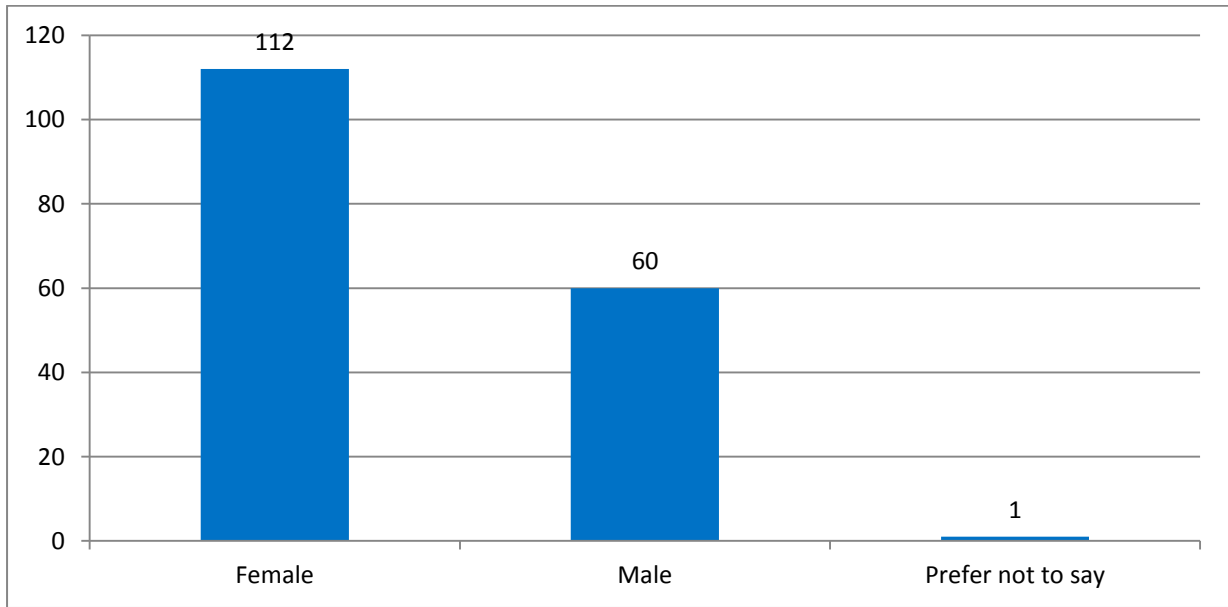
All respondents (158) were White British.

c. Age



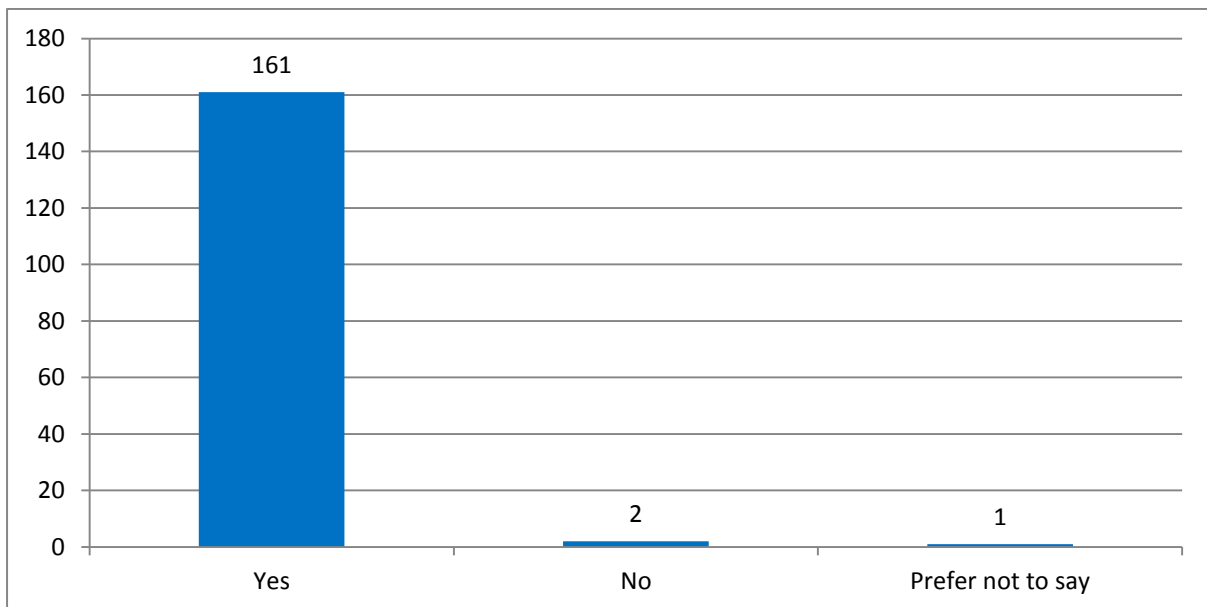
Under 18	0
18-24	0
25-34	5
35-44	9
45-54	13
55-64	27
65-74	69
75+	55

d. Gender

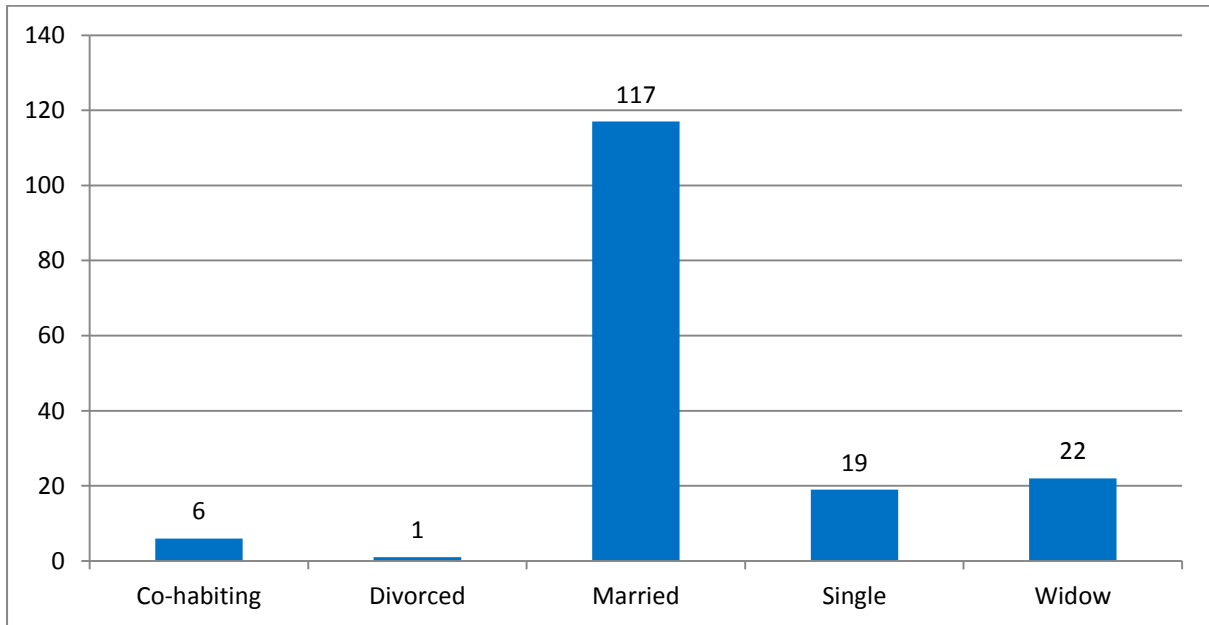


Female	112
Male	60
Prefer not to say	1

e. Gender Identity – is your gender identity the same you were assigned at Birth?

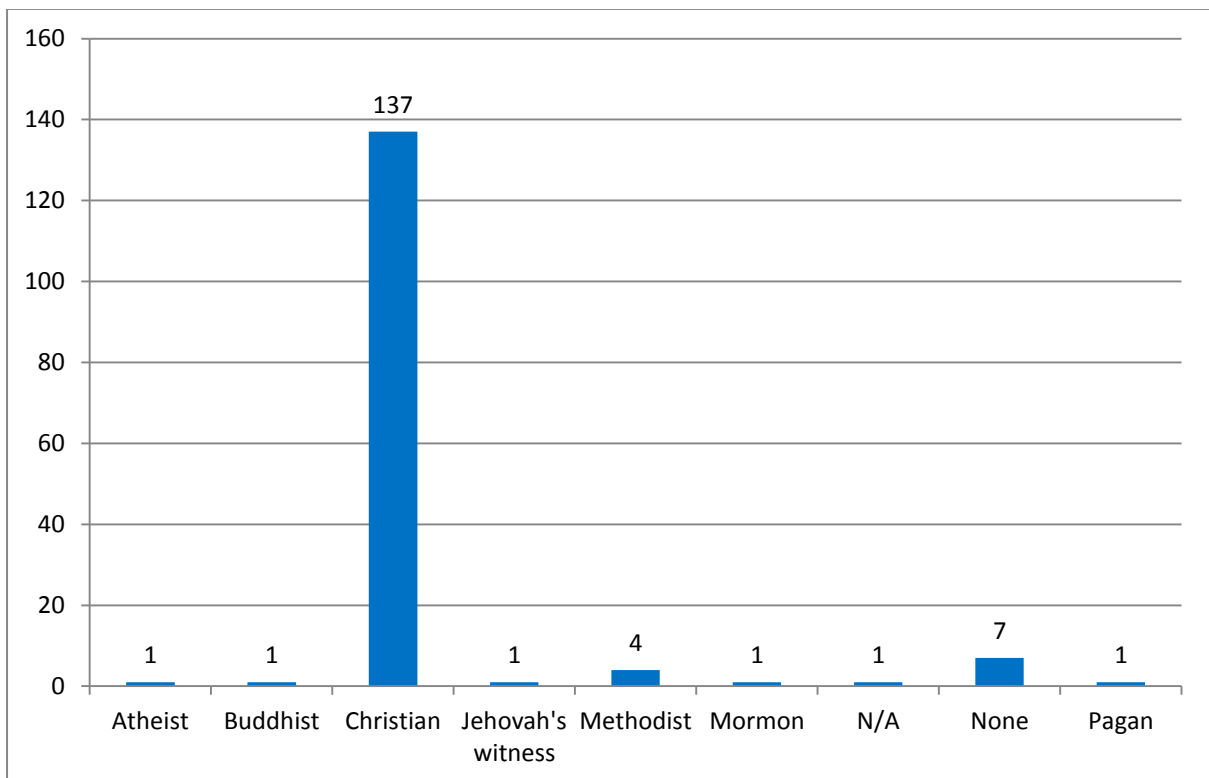


f. Relationship Status



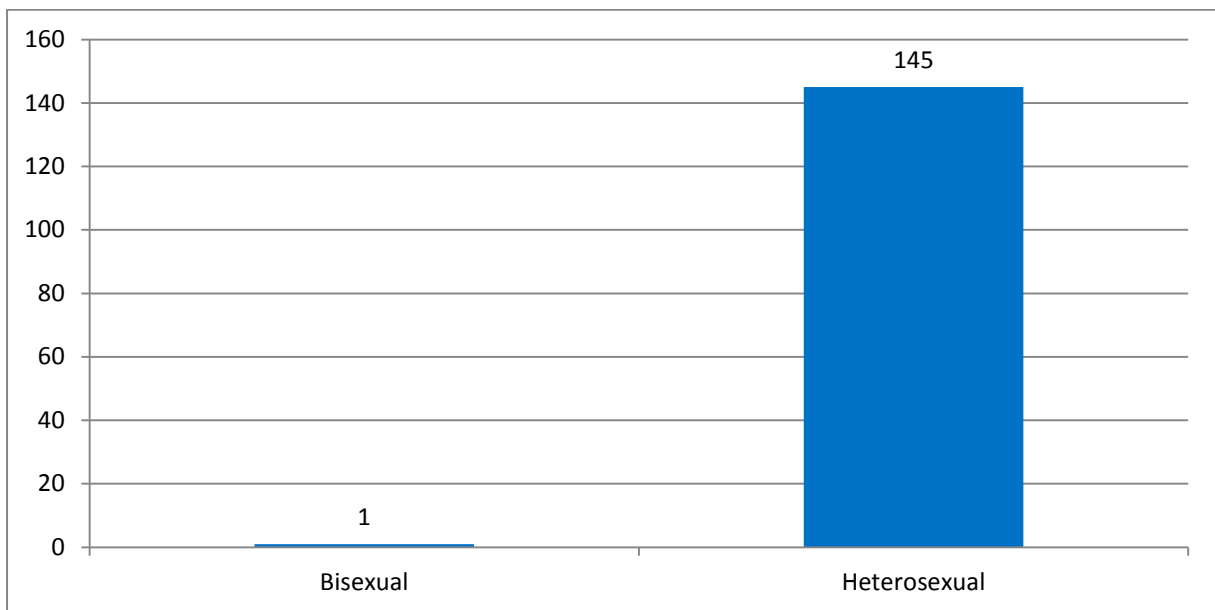
Co-habiting	6
Divorced	1
Married	117
Single	19
Widow	22

g. Faith



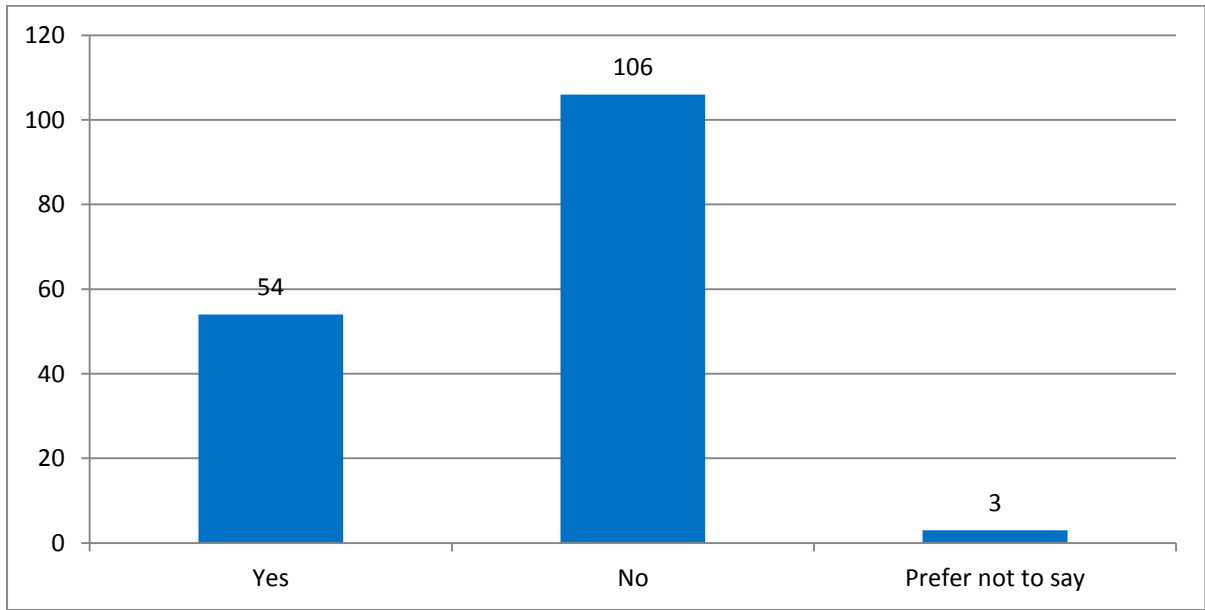
Atheist	1
Buddhist	1
Christian	Total 137 People identified as: Christian - 83 Church of England – 41 Roman Catholic - 13
Jehovah's witness	1
Methodist	4
Mormon	1
N/A	1
None	7
Pagan	1

h. Sexual Orientation



Bisexual	1
Heterosexual	145

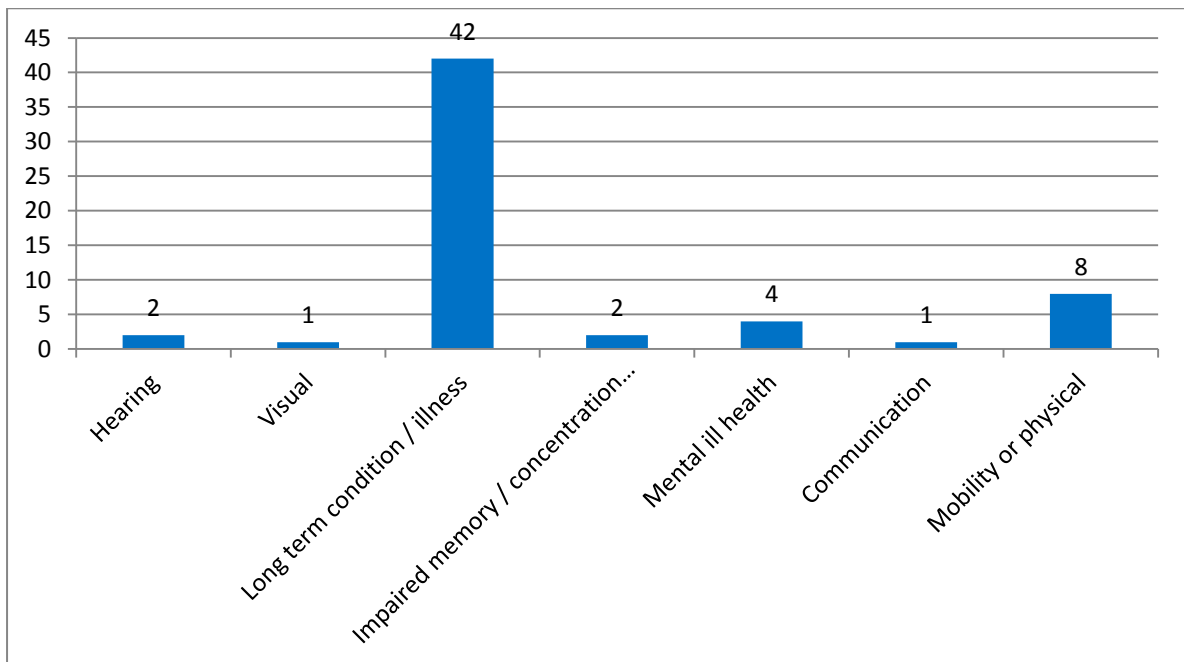
i. Disability



Yes	54
No	106
Prefer not to say	3

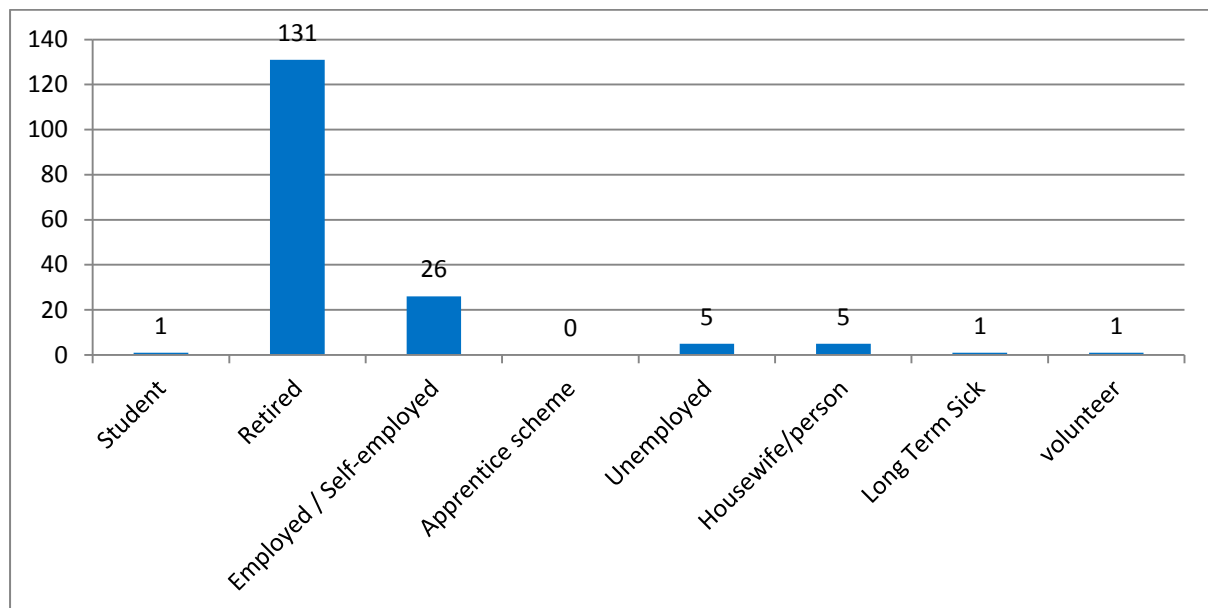
j. If you are disabled, what is your disability?

This was a free text box. Answers have been themed up.



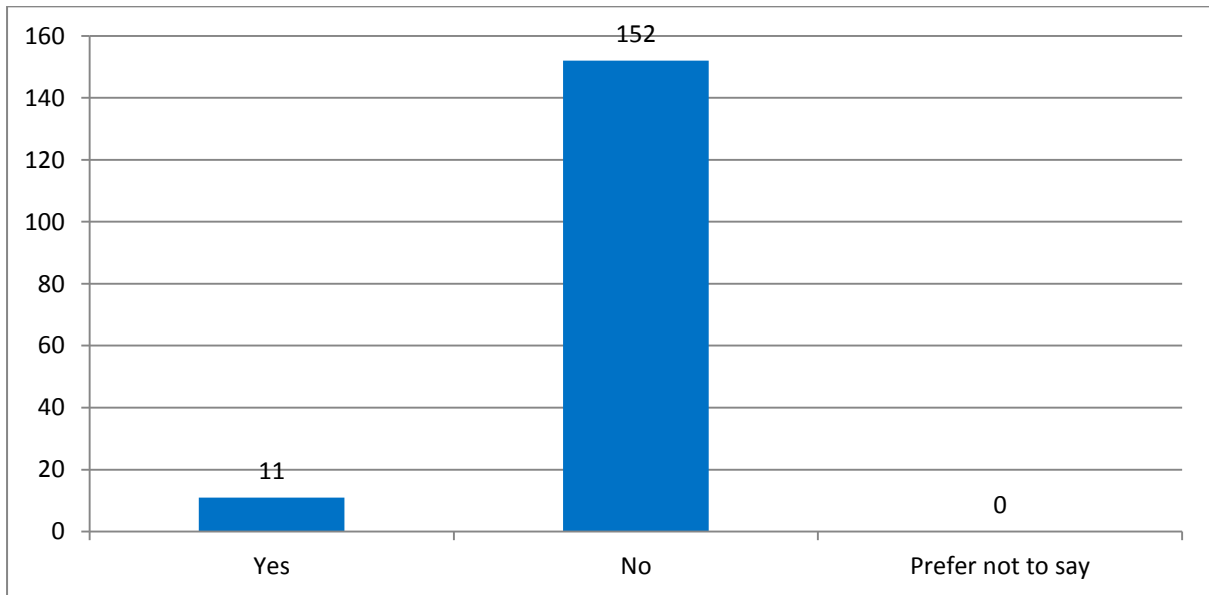
Hearing	2
Visual	1
Long term condition / illness	42
Impaired memory / concentration or ability to understand	2
Mental ill health	4
Communication	1
Mobility or physical	8

k. Employment Status



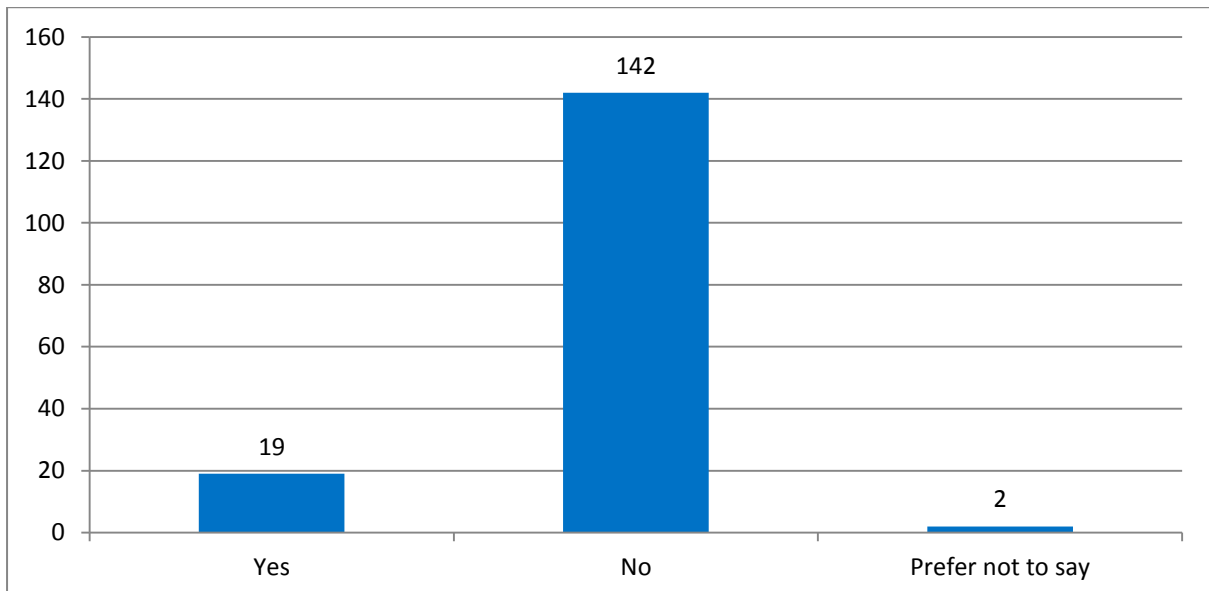
Student	1
Retired	131
Employed/Self-employed	26
Apprentice scheme	0
Unemployed	5
Housewife/person	5
Long term sick	1
Volunteer	1

I. Are you currently serving or have you served in any of the UK Armed Forces?



Yes	11
No	152
Prefer not to say	0

m. Are you a carer?



Yes	19
No	142
Prefer not to say	2

8. Next steps

- This report summarising the response to the consultation should be made available to patients and the public.
- Dr Tun & Partners need to give consideration to the results of the consultation. When they are in a position to do so, the practice need to inform patients and the public about how they have taken the response into consideration and what decision they have come to (with regards to whether or not to apply to close Hindley Green Surgery).
- The results of the consultation should feed into equalities analysis around the proposed change.
- If Dr Tun & Partners decide to apply to close Hindley Green Surgery, this consultation report will submitted as part of the evidence for NHS Wigan Borough CCG to review to help inform the decision.