

**APMS contract reviews**

**Summary of feedback from PPG members**

**Y02886/Y02887 Intrahealth Leigh SV / Fam Practice – 17/09/2015**

- It was questioned whether the timescales involved in making a decision about APMS practices (i.e. End of 2015 – Jan 2016) would be enough time to make an assessment on the success of the Extended Hours Hubs as they are not fully operational yet.
- Members very happy with the practice and service they receive so would be concerned to have to move to another practice if this was the decision made
- The additional services they receive at the practice are important to them; bloods, warfarin etc. This prevents them from having to travel to Leigh Infirmary which is not well served by public transport, parking is not free and there are long waits.
- Parking at the surgery is in abundance and is free.
- The location is well served by public transport; there is a bus which drops people off right outside. They are also close to a number of major roads.
- Some patients in the group knew that the practice had two different contracts, some didn't. There is no difference in service for patients registered on either list. Do not understand why there are two contracts and it would make sense to have one.
- In terms of local developments, the group mentioned there were a number of housing developments in the area. 2 nearby in Lowton.
- The building itself is quite small and there are not really any spare clinical rooms except on a Friday. Members reported that the waiting room is small and they would like reception to be a little bigger.