

REPORT AND COMMENTS FROM BIRKENHEAD & WALLASEY PUBLIC & PATIENTS INVOLVEMENT IN HEALTH FORUM ON THE PCT PROPOSALS TO MERGE THE CLAUGHTON & CAVENDISH AT THE CLAUGHTON MEDICAL CENTRE

Introduction:

In 2002 the Government enacted legislation, which brought into being 572 Public & Patient Involvement in Health (PPI) Forums throughout the country.

In December 2003 the Birkenhead & Wallasey PPI Forum (B&W PPI) was established. Roles and powers of the forums include monitoring and reviewing the services provided by the PCT, obtaining the views of patients, users and carers about those services, and making reports and recommendations based on the views of patients and public.

The stated aim of the Government's strategy was to help improve patients' experiences of health services.

Preamble to Report:

The B&W PPI Forum wishes to apologise for any delays cause by them not submitting reports at an earlier time, however we wish to indicate that this delay was mostly because the relevant PCT staff were unable to provide all the relevant information promptly.

Discussions have already been held to ensure that this does not reoccur with future projects (see further comments later in this document under the heading of '**Conclusions**').

Claughton & Cavendish Proposals|:

In mid- 2005 the B&W Forum became aware of the proposals to merge the Claughton & Cavendish Surgeries and to relocate at purpose built new premises, using Private Finance Initiative (PFI) funds.

Overall View:

The current view of the B&W Forum was that the concept of the revised facilities was generally sound and that the majority of patients using the new centre would benefit. We are informed by the PCT that approximately 90% of the patients responding to the proposals brochure feedback, are in favour - therefore the PPI Forum does not intend to object to the proposals.

However, members should be aware that the PPI Forum members were:

- unable to comment of the proposals booklet;
- not able to attend any of the consultation events;

have not yet seen or received copies of the architect's plans, and are therefore are not able to comment on the building design; are unable to comment on the adequacy of car parking arrangements; and have not made visits to the sites involved.

Booklet/Circulation of booklet:

Whilst the proposals brochure was mailed out to each 'patient household' and copies were made available at local pharmacies (as well as other premises), it was not circulated to local residents, but in our view should have been.

Consultation Events:

These appear to have been poorly attended - though not because of poor publicity – the PPI Form would not criticise the publicity or arrangements for the events, but we do make suggestions for more effective publicity at the end of the document.

Access for Patients - Bus Routes and Car Parking:

As the distance between the current Cloughton facilities and the new building are minimal there would appear to be no issues involving bus routes. However, the Forum intends to ask further questions of the PCT staff relating to the adequacy of car parking facilities. Our enquiries will be ongoing.

Finance:

The Forum has been advised that the whole cost of the project (circa £3,000,000) will not be the responsibility of the PCT and that no costs will fall to future year's PCT budgets.

Conclusions:

(N.B Conclusions also relate to Moreton Health Centre proposals to be considered at a subsequent Committee C H)

- The B&W Forum wishes to indicate that they are most willing to become involved in projects at an earlier stage than was the case with the two proposals detailed above;
- The Forum would further request that they be adequately informed of such proposals well in advance of work commencing;
- Draft architects' plans should be provided, as a routine practice and a relevant street plan be sent to the Forum;
- The Forum wishes to express the hope that any information requested is in future provided promptly and prior to the end of any statutory 20 working day period;

- That copies of the ‘proposal booklet’ be provide to the PPI Forums in sufficient time for comments to be incorporated in the printed edition, and that PCT staff should accept a greater involvement with writing these – also that such leaflets are ‘mail dropped’ to the local residents in nearby streets;
- Specific arrangements should continue to be made for visually impaired patients and non-English speakers.
- That improved publicity (such as paid for advertising and display posters in the local area) be arranged – also it is possible that better use could perhaps be made of ‘free’ editorial space in local newspapers;
- Open day events should be more clearly sign-posted;
- That relevant traffic surveys be conducted;
- That steps be taken to conduct a survey of car parking needs accurately (amongst both patients and staff), so that demand is quantified
- Consideration be given to providing an ‘on site’ commercially run pharmacy.
- That suggestions be made to the GP Doctors concerned that they attempt to involve all staff employed at the individual surgeries in the consultation process, if this has not already done.

Prepared on behalf of the Birkenhead & Wallasey PPI Forum, and to be ratified at the November 2006 PPI Forum Meeting.

Robin Eley Jones
Chairman