

WIRRAL PRIMARY CARE TRUST

BOARD PAPER REPORTING PROCESS AND OUTCOMES OF THE PROPOSAL TO RELOCATE WOODCHURCH ROAD SURGERY TO A PURPOSE-BUILT HEALTH CENTRE IN TOWNFIELD CLOSE, NOCTORUM

Introduction

1. The purpose of this paper is to report the outcome of the consultation process with regard to the above proposal to Wirral PCT Board and to recommend a way forward following consideration of the outcomes.

Summary

2. The aim of the consultation was to seek the views of patients from the practice and members of the public regarding the relocation of Woodchurch Road Surgery to Townfield Close, Noctorum. The reason for relocation is predominately that the premises occupied by Woodchurch Road Surgery are no longer suitable for providing general medical services in primary care. The building is a semi-detached house which does not meet Disability Discrimination Act Access requirements. It is located on a busy crossroads and there are no parking facilities at the current location.
3. If the proposals are approved, the following services would relocate to the new building: Prenton Health Clinic and Townfield Pharmacy. District Nursing and Health Visitor Teams would also be incorporated into the building.

Consultation Process

4. Distribution of Consultation Leaflets

Initially, 4134 leaflets were printed and distributed to the heads of all households registered with the practice. However, following consultation with the PCT Patient Forum, a further 1705 leaflets were printed and distributed so that coverage spanned to all patients aged 16 and over. This will now become standard practice for public consultations conducted by Wirral PCT. A further 405 leaflets were printed for distribution in practice and at the two public meetings. Other stakeholders provided with the consultation information included PCT Staff (including Board and Professional Executive Committee), local pharmacies, local councillors and PCT Patient Forum.

5. Local Media Coverage

An advertisement was placed in the Wirral Globe (Birkenhead edition) to highlight the two Open Public Consultation Meetings.

6. Public Meetings

Two public meetings were held to allow patients and members of the public to view the plans and put forward their comments and concerns. The dates and times were advertised in the local newspaper. Posters were also displayed outside of the venues on the day of the meetings in an attempt to encourage people to attend the event.

Meeting and Venue	Date
PCT Public Meeting Prenton United Reformed Church Hall Prenton Road West	11 January 2007 4.30 pm to 7.00 pm
PCT Public Meeting Oxton St Saviours Church Bidston Road	7 February 2007 4.30 pm to 7.00 pm

The meetings provided the opportunity for people to meet and discuss the proposal with representatives from the practices, building developers, architects, pharmacy and PCT managers. Both meetings were well attended. The main issues discussed were the bus routes serving the new location, and concerns from local residents regarding access to the new building.

7. Responses to the Consultation Leaflet

In addition to the printed consultation leaflet, an e-mail address was established townfieldproposal@wirralpct.nhs.uk, and respondents were also able to register their comments with the PCT Patient Forum senppico_ord@btconnect.com. In total **16** responses were received using this method.

A total of **690** written responses (using the consultation leaflet) were returned to the PCT.

Both methods of response are included in the figures below. The following table illustrates the demographic breakdown of leaflets / e-mails received.

Please note that respondents placed themselves in more than one category and therefore the total for each column will be more than the actual number of responses received.

	Agree with Proposal	Disagree with Proposal	Uncertain	Response left blank
Patient of the practice	544	78	5	41
Local Resident	103	11	2	2
Practice Staff/ PCT Clinic Staff	0	3	0	0
Other Health Professional	3	1	0	1
Member of the Public	8	0	1	2
No group marked	8	7	4	1

The total number of leaflets and e-mails received can be broken down as follows:

Response Given	Number of Responses Received	Percentage of Total Responses
Agree with proposal	562	79.6%
Disagree with proposal	90	12.7%
Uncertain	11	1.6%
Response left blank	43	6.1%
Total number of responses	706	100%

8. Feedback from Responses

Overall 79.6% of the responses were agreeable to the relocation of Woodchurch Road Surgery to Townfield Close.

In summary the main comments in agreement with the relocation were as follows:

- New facilities/premises good idea
- New premises and services will benefit the community
- Better parking facilities
- Better access for the disabled and those with children

In total 12.7% of respondents disagreed with the proposal. The main concerns were as follows:

- Concerns regarding location and inadequate public transport services
- Increase in the traffic congestion already caused by the local school
- Appointments may be missed due to reliance on public transport
- The negative response from staff was in relation to the relocation of the community nursing base and it being a distance from the current area

9. Conclusion

The PCT have undertaken a full public consultation exercise and there is evidence of the majority of patients and general public being in support of the proposal.

In response to the concerns raised by patients and members of the public the PCT would like to assure them that:

- The PCT will work in partnership to review traffic flows in the area
- The PCT will work in partnership with the local authority to address issues regarding public transport access to the new surgery site

10. Recommendations

- The PCT Board note the outcome of the consultation being in the main in support of the proposal.
- The PCT Board note the comments of respondents.
- The PCT Board supports the relocation of Woodchurch Road Surgery into fit for purpose premises.

Abhi Mantgani
CHAIR OF BIRKENHEAD LOCALITY

Nina Birt
HEAD OF BIRKENHEAD LOCALITY

March 2007