

NHS Wirral

Process and Outcome of the “The Warrens” Consultation

Introduction

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

Background

2. The aim of the consultation was to seek the views of patients from West Wirral Group Practice and the residents living within 0.5 miles of the site regarding a proposal to develop One Stop Primary Care Centre on the site where the Warrens Nursery formerly operated. One of the key objectives of this proposed development is to bring the practice, which is located across three sites, together onto one site with the improved efficiencies this would bring.
3. The Rocky Lane site is a large detached house which provides services over three floors. There are two GP consulting rooms on the ground floor with the reception and cramped administration office. On the 1st floor there is a 3rd GP consulting room, a nurse treatment room and a very small office for the practice manager and finally on the lower floor there is a 2nd treatment room. The upper and lower floors are only accessible by stairs.
4. The Thingwall surgery has two GP consulting rooms on the ground floor and a treatment room on the 1st floor, only accessible by stairs. The reception area and waiting room are both small and dark with very little availability of natural light or ventilation. Access to these premises is via a very narrow pathway along the side of the building which is not wide enough to allow wheel chairs or prams.
5. The Irby premises are all on one floor and consist of two GP consulting rooms and a long, narrow treatment room. There is a reception and administration office. The practice clinical system server is based on this site.
6. None of the sites meet Disability Discrimination Act or Health and Safety requirements and have not been suitable for providing modern primary care services for many years. In the last few years, the practice has been forced to rationalise the services it provides due to the very poor accommodation available. For example, due to a number of incidents as a result of the volume of patients attending the Phlebotomy clinic at Rocky Lane, the service had to be relocated to Heswall Clinic.
7. All three sites have been assessed to identify what improvements could be made. The alterations that were possible have been undertaken (e.g. ramps). However, none of the sites can be made fully DDA or Health and Safety compliant.
8. There is no patient parking available at Irby or Thingwall. At both sites, patients have to park on the road or some distance away and walk to the premises. Rocky Lane has 3 spaces at the front which patients can use. They are frequently double parked and patients use the doctors parking which can result in sessions starting late, as the GPs have to park some distance away and walk to the site.
9. The clinical system server is based at Irby with a link between Irby and Thingwall and Irby and Rocky Lane. The data transfer speed is very fast but the volume is very large so when

multiple users are accessing the system from Thingwall or Rocky Lane, the system can be “slow”.

10. The new premises will be developed on the “Warrens” nursery site where there is currently some derelict brick buildings and green houses. The site was identified by Wirral Borough Council as surplus to requirements and the PCT has entered into a contract for the purchase of the land leasehold for 125 years. The agreement is explicitly for the provision of Primary Health Care facilities.
11. The site has good transport links but will require the entrance to be created via Arrowe Park Road with traffic light signalisation.
12. The development would provide sufficient accommodation to meet the needs of the practice. In addition, there would be much needed PCT accommodation to provide clinical space for visiting services as well as office space for the Community Nursing team. There would be sufficient car parking to serve a building housing all such services.

Patient and Residents Consultation

Consultation Process

13. The consultation had two main target groups, the patients of West Wirral Group Practice and the residents who live within half a 0.5 miles of “The Warrens”.
14. Both consultation processes ran concurrently and it was accepted that this would lead to a number of patients / residents receiving the consultation documents twice, as they would be in both groups.

Development of the Consultation Leaflet

15. The practice and its Patient Focus Group lead the development and final content of the consultation leaflet, supported by the PCT Capital Projects Team, Communications and Engagement Directorate and Bebington and West Wirral Locality.

Distribution of Consultation Leaflets

16. Patient consultation leaflets were sent by post to all over 16's registered with the practice, a total of 12105 patients. Consultation leaflets were also made available in PCT premises and all three practice sites throughout the consultation period.
17. The residents' leaflets were circulated to all homes and businesses within 0.5 miles of the site and to homes and business on roads which continued beyond the measure. They were also distributed to all concentrations of addresses on the border of the 0.5 mile measure. 4,574 leaflets were distributed by mailshot with satellite tracking to confirm delivery.
18. Following concerns raised by a resident living in a block of flats close to “The Warrens” site, it became evident that some residents had not received the consultation leaflet. When investigated, it was identified that the company undertaking the mailshot were unable to gain access to the flats, so were unable to deliver the leaflets.
19. In order to ensure a comprehensive consultation all the residents who lived in the flats were sent by post a leaflet and given the opportunity to respond. The period for their comments was extended to give them opportunity to consider the leaflet and comment.

Consultation Period

- 20. The consultation period for the patient consultation ran for 12 weeks from 17 November 2008 to 9 February 2009.
- 21. The consultation period for residents ran for 4 weeks from 17 November 2008 to 17 December 2008. As described above for a small group of residents the consultation period was extended to give them opportunity to comment and this period ran from 23 January 2009 to 9 February 2009.

Public Meetings

- 22. A specific public meeting was held for residents and three public meetings were held for the patients of the practice, to allow them to view the plans and put forward their comments and concerns.
- 23. The dates and times were advertised in the consultation leaflet sent to patients and residents, within the local media and at the three sites of the practice.
- 24. The meetings provided the opportunity for people to discuss the proposal with representatives from the practice, building developers, architects and PCT representatives. Overall, the meetings were well attended by patients, with the earlier ones better attended than those towards the end of the period.

Patient Responses to the Consultation Leaflet

- 25. A total of 2725 patient responses were returned to the PCT from the patient consultation, which is a 22.5% response rate. This is the highest response to a premises development consultation the PCT has experienced.

The results of the responses are as follows:

Strongly agree with proposal	Agree with proposal	Strongly disagree with proposal	Disagree with proposal	Total
1766	669	173	117	2725
64.8%	24.6%	6.3%	4.3%	100%

- 26. This table demonstrated that the vast majority of respondents were in favour of the proposal with 89.4% indicating they strongly agreed or agreed to the proposal.
- 27. The majority who responded were 60+ years. It is evident from the responses from this group that they have actively participated with the consultation.

Age band	% List size	% Responded
Under 20	19%	1%
20 – 39	18%	10%
40- 59	28%	24%
60+	35%	65%

- 28. This very high response rate from the 60+ group is interesting as a number of concerns expressed during the public meetings were in relation to elderly patients being able to access the new site. It is evident that the concerns expressed were relevant but were not of such substance as to result in high numbers of respondents disagreeing with the proposal. The table overleaf presents the results of the patients’ responses by age.
- 29. This following table present the results from the returns where the respondent had indicated their age.

Age band	Strongly agree with proposal	Agree with proposal	Strongly disagree with proposal	Disagree with proposal	Total	%
Under 20	20	11	0	3	34	1.3%
20 – 40	194	41	12	8	255	9.8%
41- 60	405	151	40	23	619	23.7%
60+	1090	439	104	74	1707	65.3%
Total	1709	642	156	108	2615	
%	65.4%	24.6%	6%	4%		

Residents Responses to the Consultation Leaflet

30. A total of 562 resident responses were returned to the PCT from the residents' consultation. The results of the responses are as follows:

Strongly agree with proposal	Agree with proposal	Strongly disagree with proposal	Disagree with proposal	Total
338	122	27	84	571
59.2%	21.4%	4.7%	14.7%	100%

31. This table demonstrated that the vast majority of residents who responded were in favour of the proposal with 80.6% indicating they strongly agreed or agreed to the proposal.
32. There were only 11 responses to the 2nd residents' consultation.

Patient's Priorities

33. The consultation document asked respondents to score in order of priority, specific aspects of the proposal. The following table ranks the results of this:

	Results
Wider Range of Health Services	1 st
Improving Quality of Health	2 nd
Mobility and Access	3 rd
Car Parking	4 th
Public Transport	5 th
Retaining Greenery	6 th

34. It is clear that the two most important issues to patients are "wanting a wider range of health services" and "improving the quality of health care". The least important issue is for "retaining greenery around the proposed site".

Feedback from all Responses

35. Of the 3287 responses received from both the patients' and residents' consultations, 2897 (88.1%) of the responses were supportive of the proposal to provide a One Stop Primary Health Care Centre for the patients of West Wirral Group Practice at "The Warrens".

Conclusion

36. The PCT has undertaken a robust patient and local residents' consultation exercise and there is overwhelming evidence that the majority of patients who commented are strongly in support of the proposal.
37. In response to the concerns raised by patients in writing and during the consultation events, the PCT has assured them that:
 - concern regarding public transport routes will be raised with colleagues at Merseytravel and main bus operators in Wirral
 - patients will continue to receive the same excellent standard of care and service that they currently receive.

Recommendations

38. The Board is asked to:
 - note the very positive outcome of the consultation being in support of the proposal
 - note the comments of respondents
 - support the development of a One Stop Primary Health Care centre at "The Warrens" for West Wirral Group Practice.

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