

WIRRAL COUNCIL

HEALTH AND WELL BEING OVERVIEW AND SCRUTINY COMMITTEE :
8 SEPTEMBER 2009

REPORT OF THE DIRECTOR OF PRIMARY CARE AND PROVIDER
SERVICES, NHS WIRRAL

**PROPOSAL FOR THE MODERNISATION AND DEVELOPMENT OF PRIMARY
CARE FACILITIES IN NHS WIRRAL:
PUBLIC CONSULTATION – OUTCOME OF THE PROPOSAL TO RELOCATE
GREENWAY ROAD SURGERY TO THE ST CATHERINE’S DEVELOPMENT**

Executive Summary

A period of public consultation was held to seek the views of all key stakeholders on the proposal to relocate Greenway Road Surgery to the St Catherine’s Development. The results of the consultation have been collated and analysed, and Members are asked to note the recommended outcome of this consultation.

1 Background

- 1.1 Many of the existing buildings on the St Catherine’s site are over 100 years old, are inefficient and not conducive to the provision of modern healthcare. The proposals for the redevelopment of the St Catherine’s site will provide a modern, purpose-built facility that is fit for purpose. There will be room to accommodate two GP practices within this development, alongside a range of other healthcare services.
- 1.2 A period of consultation was held during 2008 regarding the relocation of two local GP Practices – Victoria Park Health Centre and Devaney Medical Centre – to the St Catherine’s site. The majority of respondents were in favour of the relocation of Victoria Park Health Centre, and this outcome was supported by the NHS Wirral Board. Following the outcome of the Devaney Medical Centre consultation, the GP Partners took the decision that it may not be in the best interests of the patients of that practice to relocate at this time. Both outcomes have been noted by Members of this Committee.
- 1.3 This outcome has presented another local GP Practice, Greenway Road Surgery, with the opportunity to relocate to St Catherine’s, along with Victoria Park Health Centre.
- 1.4 Greenway Road Surgery is situated approx half a mile from the St Catherine’s Site, where it was originally based. It has been at its current location for 8 years. Whilst the practice building remains fit for purpose, there is little room for expansion to meet the practice’s growing aspirations. Relocation to the new Development would afford the practice the opportunity to work alongside a range of healthcare services, providing a one-stop-shop facility to its patients. It would retain an identity separate to

the other GP Practice coming onto the site, but would have the benefit of shared facilities, such as Minor Surgery rooms, and training suites.

- 1.5 Consultation literature was produced that would allow respondents to comment specifically on the proposals to relocate the General Practice. Work was carried out with the practice to produce a leaflet which would convey the specific aspirations of the practice from the development and which would seek comments on the principle of relocating the practice to the St Catherine's site. There was opportunity for respondents to state whether or not they were in agreement with the proposals outlined, and also for additional comments/questions to be raised.
- 1.6 All stakeholders were given the opportunity to share their views on each of the consultations via return of the leaflet, or by contacting the Have Your Say office by telephone, e-mail, letter, or in person.

2. Greenway Road Surgery Consultation Process

- 2.1 Consultation with patients registered with Greenway Road Surgery took place between 3 April 2009 and 26 June 2009. A copy of the consultation leaflet was sent to all patients aged 16 and over registered with the practice, and leaflets were available in the Surgery throughout the consultation period.
- 2.2 A public consultation event was held for the practice on 9 June, in the Surgery building, between 4 – 7pm. Practice and PCT members, along with representatives from the Developers and Architects, were on hand to answer any queries. Details of the event were clearly highlighted in the consultation literature, in the Surgery building, and on the PCT and Practice websites; the event was therefore made available to a wide range of stakeholders.

3. Responses to the Consultation Process

- 3.1 A total of 6197 leaflets were distributed to patients. Of this, 624 leaflets were returned, a 10% return rate from the eligible cohort of respondents. The following table outlines the nature of these responses:

| Total Leaflets Returned | Agree with Proposal | Disagree with Proposal | No comment/ left blank |
|--|----------------------------|-------------------------------|-------------------------------|
| 624 (10% of eligible practice population) | 475 (76%) | 138 (22%) | 11 (2%) |

- 3.2 No telephone calls were received by the Have Your Say Office in relation to the Greenway Road Consultation, whilst one e-mail was received.
- 3.3 The Consultation Event was attended by a total of 4 patients.

- 3.4 The most significant issues raised by respondents were in relation to the availability of free parking at the site and accessibility to the site, particularly for those who do not drive. More detailed analysis of responses is included as an Appendix to this report.

4. Outcome of Consultation Process

- 4.1 Due to the positive outcome of the consultation relating to Greenway Road Surgery, this practice remains committed to the original proposals outlined in the consultation document, and is largely supported by its patient population in moving forward with these proposals.
- 4.2 A report will be presented to the NHS Wirral Board, which will be asked to support the proposal to relocate Greenway Road Surgery to the St Catherine's Development.
- 4.3 There are currently issues with parking on the St Catherine's site, which have been raised as part of the consultation process. However, as part of the redevelopment, it is proposed that more than 300 Headquarter staff, together with staff from the Wheelchair and Independent Living services, plus a number of clinical management staff – accounting for around 350/400 cars a day - will be permanently moved off the site. The new development will include 525 car parking spaces on site, compared with 468 at present.

5. Background Papers

- 5.1 A paper regarding the consultation process in relation to Devaney Medical Centre and Victoria Park Health Centre was submitted to this Committee in January 2009.

6. Recommendations

- (1) That the Committee notes the consultation on proposals to relocate Greenway Road Surgery to the St Catherine's Development
- (2) NHS Wirral Board is due to consider this matter on 8 September, on the same day as the Overview and Scrutiny Committee Meeting. The outcome will be reported to Members of this Committee.
- (3) That the Committee makes a formal response on the recommendation to relocate this Surgery, following the positive response from the patients of this Practice.

JOHN SOUTH

Director of Primary Care and Provider Services, NHS Wirral

0151 643 5300
September 2009

Appendix One

Proposal to Relocate Greenway Road Surgery

Analysis of Consultation Results

There were 624 responses received by the end of the consultation period (30 June 2009).

475 voted yes

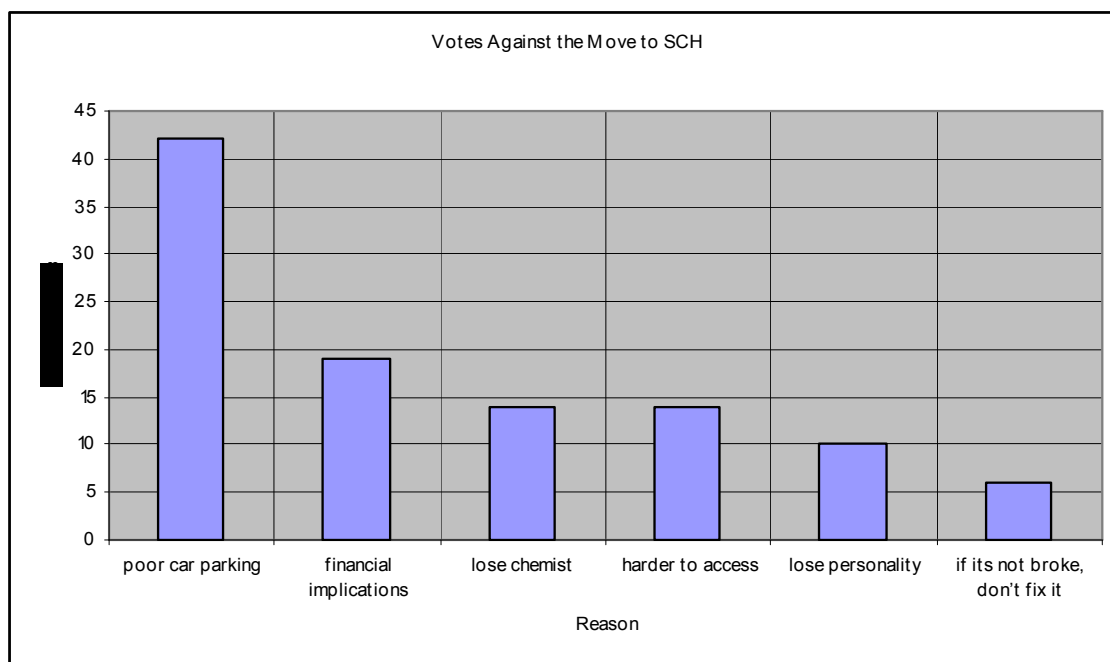
138 voted no

11 did not vote [but made a comment]

The main issues raised in the negative responses were:

- 1 car parking at St Catherine's
- 2 Bigger surgeries mean more waiting times; losing personality
- 3 If it isn't broke, don't fix it
- 4 The costs of moving; waste of the current building
- 5 Proximity to Chemist at current site, do not wish to lose that
- 6 Harder to access for the elderly, disabled and those with children

The chart below shows the number of times each issue above was cited as a reason against the move to St Catherine's:



(Out of the 138 negative votes, not all had comments and some had more than one reason against the move.)

By addressing the main issue of parking, 30% of the negative votes could change to positive votes.

Positive comments made by more than one person included:

- 1 This is a very good idea...
- 2 In patient's best interests
- 3 Extra facilities will be excellent
- 4 Good concentration of services

16 patients also took the opportunity to praise the practice and their staff.

For non voters, the main reason cited was the requirement for further information; however, a large number of non-voters have faith in the Doctors' decisions.

The main conditional issues raised in the positive votes were [as long as...]:

- 1 Car parking is available
- 2 There is a Chemist
- 3 No merge/ keep regular GP
- 4 Appointment time is not affected
- 5 The old practice is utilized
- 6 Local labour is used in the building works

The chart below shows the number of times each issue above was cited as a provision in the move to St Catherine's:

