



PWE Fairmore Stakeholder Engagement Report Proposed Nelson Site Move

Background

PWE Fairmore is a GP practice in East Lancashire. The practice has approximately 6500 patients currently registered and is set across three sites in Rawtenstall, Padiham and Nelson. Around 2,500 of the registered patient population access the practice from our Nelson site currently, however all patients registered at the practice are free to be seen at any site. This innovative set up allows patients to see a GP at either the most convenient time or location to themselves.

It is proposed that the Nelson site is moved to a new venue in Pendle Community Hospital. The proposed new site is 0.6 miles away from our current site – on the same road – Leeds Road.

Consultation

PWE Healthcare mapped out potential stakeholders of the organisation and those with whom consultation should / could take place on the proposed site move.

Consultation with these stakeholders took place as follows with the support of East Lancashire CCG:

| | |
|--|---------------------------------|
| Patient letter agreed (based on core script) & Dr names/signatures | Steph (PWE) / David (CCG Comms) |
| Poster designed | Angela (CCG) /Steph (PWE) |
| Survey monkey designed, with word version for those with no internet access / limited technical ability | Angela/Libby (CCG comms) |
| Website pages / newsfeeds added | Steph (PWE) |
| Survey monkey live | Angela (CCG) / Steph (PWE) |
| Letters to patients (Nelson Households) | Steph (PWE) |
| Poster and questionnaires with box for returns set up | PWE with support from CCG comms |
| Exhibition stand in Nelson practice showing pictures, plan and location with explanation plus questionnaires | PWE |
| Analysis of survey results | Angela (CCG) |
| Report to PWE | Angela (CCG) |

A total of 74 patients took part in directly providing feedback about the proposed move, however, invites for feedback were sent to 650 households via a postal mail shot. Therefore every household in Nelson with a patient registered at the practice was contacted and informed of the move.

Website

The PWE Healthcare website featured a page informing patients and site visitors of the proposed plans and invited them to take part in a short online consultation completed via Survey Monkey. This was also featured as a news item on the home page with additional links to the online questionnaire and a link to the printable questionnaire to be handed in or posted back. The questions on both questionnaires were identical.

Mail Shot / E-shot

A letter was sent out to all households in Nelson with a patient registered at the surgery informing them of the proposed plans and inviting them to complete the online questionnaire. The letter was sent to 650 households and to local pharmacists.

The electronic survey results are as follows:

Surveys completed: 23

- 1) Do you understand why the practice is proposing to move to Pendle Community Hospital? Yes: 22, No: 1**
- 2) If you ticked no or unsure please let us know what you don't understand about the move below**
Firstly doctors left the practice last year now we having the surgery moved to pendle hospital not much reassurance into what's going on
- 3) Having read our explanation do you support this move? Yes: 17, No 4, Unsure: 2**
- 4) If you ticked no or unsure please let us know what you don't understand about the move below**
 - *think it's ideal where the practice is now*
 - *the place you are proposing has no facilities for any car parking never mind the disabled facility the car park they have is not enough for their own needs .it is always full what ever time you goin there.during the busy time there is no way anybody can park their cars in that car park it is too small even for their own needs*
 - *I believe that the current location of Fairmore is more convenient for my family*
- 5) Have you any worries about the move? No: 20, Yes: 2**
- 6) If you ticked yes, please let us know in the box below**
 - *no longer see same doctor, always diffrent doctor each time not good enough*
 - *parking my car with a disabled badge will be out of question*
- 7) Have you got any ideas or suggestions about the move or the new premises**
 - *its better for me its closer to where i live*
 - *n/a*
 - *Would be a lot better*
 - *find some other place or better still leave it here*
 - *The move is inevitable and will provide better access to NHS services but the new location is further away and requires more time to travel to be seen.*

- *Maybe if u move there then good service for patients Caz currently alot of problems for Patients*
- *Possibly a recorded message at the beginning of phone calls reminding people of the new address*

Surgery Campaign

The surgery patient waiting area boards were furnished with a display / exhibition of the proposed site move information including full colour A4 photographs of the proposed new site. The boards invited patients to complete a paper questionnaire or take part in the online questionnaire. Additionally, questionnaires were put on the Reception desk and handed to waiting / enquiring patients to complete.

A total of 51 paper based questionnaires were completed and 48 patients who completed this support the move.

Those who don't support the move are as follows:

- No as current site is nearer to us
- Unsure - as car park facilities limited space/ Costs given disabled
- No - no reason given

Conclusions/ Recommendations

The feedback from patients and stakeholders identifies that there are some low level concerns over parking facilities, and the slight increase in distance to travel for **some** patients (depending on where the patients live). Therefore, the results of the surveys will be published on our website and put on our notice boards. Patients will also be given reassurance via the notice boards and on our website that:

Parking

There are disabled parking spaces directly outside the new surgery along with conveniently located taxi drop off points and a bus stop directly outside the site on the main road. The site is better served by regular public buses and the train station is located just 0.3 miles (300 yards) from the site.

The hospital does operate a pay and display car park with a charge of £1.90 for up to 3 hours, however, free off-site parking is also readily available within the vicinity. This is no different to our current parking facilities at the present site (which is in respect of quantity more limited), however, the area is better lit and less isolated when using off-site parking than at our current site.

Travel Distance / Convenience

The proposed new site is located just 0.6 miles (600 yards) down the road from our current site. This is less than a 5 minute walk and just a few seconds drive away. The new site is also located closer to the main bus and rail stations in the town centre, making it more convenient for many of our patients and better connected to public transport on the whole.

Other

It is also clear that patients would welcome some additional communications regarding the practice and its ongoing development, therefore the website and practice leaflet will be reviewed as a matter of urgency and placed onto Reception desks and on the website. Additionally, the website home page news feed will be utilised more readily to communicate generally with patients and stakeholders.

Below are copies of the consultation resources created and used, along with photographic evidence of some elements of the consultation activity.

Mailshot to Households

Dear Patient,

We are proposing to move our Nelson GP practice site to a new venue in Pendle Community Hospital as this offers patients, as well as doctors and staff a better, more modern and accessible surgery.

The Nelson practice is based in a building that has poor light, poor access for patients, and the reception waiting area is both cramped and lacks privacy for patients. We think patients deserve a better, more modern and accessible surgery.

We are proposing to move to a new venue in Pendle Community Hospital as this offers patients, as well as doctors and staff a better, more modern and accessible surgery. The proposed new site is a short walk away, (approximately 600 yards away from our current site) – on the same road – Leeds Road.

The benefits of moving to this new location are numerous and include:

- The proposed site will be co-located with other NHS services in Pendle Community Hospital, allowing a more collaborative approach to delivering health services in Nelson
- The proposed new site has increased disabled parking, is closer to the town's bus station and main parking areas than our present site and boasts a public transport bus stop directly outside the premises
- The proposed new site is closer to the town centre, with better outside lighting and is less isolated than the present site
- The proposed new site is not only a more modern site, but is also better value for money than the present site
- The proposed new site is purpose-designed for a GP practice and features:
 - Modern, new and spacious clinical, consultation and patient areas, allowing enhanced facilities for treatment and examination
 - Better natural daylight in all rooms
 - A more spacious reception and patient waiting area, allowing increased opportunity for health service promotion and a setting which better lends itself to respecting patient confidentiality
 - Larger car parking facilities
 - Improved security, IT facilities and electronic connectivity
 - Disabled toilets fitted with alarms

We think that patients will benefit from, and appreciate this proposal, but we want to make sure that we have given people a chance to let us know what they think. This will ensure that we have considered as much as possible the views of our patients.

You can let us know what you think by going online to complete a questionnaire here:

<https://www.surveymonkey.co.uk/r/pwefairmore> or you can complete a questionnaire which is available on our reception desk at Nelson and post it in the box supplied.

For patients visiting the practice we have created some information about the new premises, including a floor plan and pictures. If you don't need to visit the practice you can see this information on our website at: www.pwehealthcare.co.uk

We look forward to hearing your views.

Yours faithfully

Drs Atkinson, Lane and Raju

Proposed Move – Nelson Site

PWE Healthcare would like to hear your views regarding a potential move for one of our Fairmore Practice sites – Nelson. More information is given below, however if you'd like to take the very short survey, please go to: <https://www.surveymonkey.co.uk/r/pwefairmore>

Dear Patient,

We are proposing to move our Nelson site to a new venue in Pendle Community Hospital as this offers patients, as well as doctors and staff a better, more modern and accessible surgery.

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 - Disabled toilets fitted with alarms

We think that patients will benefit from, and appreciate this proposal, but we want to make sure that we have given people a chance to let us know what they think via a short online survey. This will ensure that we have considered as much as possible the views of our patients.



Proposed Move – Nelson Site – Call for Consultation

To take the short online survey to give us your views on our proposed site move and get more information about it, please visit <http://www.surveymonkey.co.uk/r/pwefairmore>

Alternatively, you may complete the [Printable Questionnaire](#) and return it to us by post.

We'd love to have your views, comments and suggestions!

Below are some pictures of the proposed new site facilities including the patient waiting area, the dedicated ground floor entrance, one of the treatment rooms, the reception desk and the on site disabled parking.

Reception Desk Questionnaires

Dear Patient,

PWE Fairmore is a GP practice in East Lancashire. The practice has approximately 6500 patients currently registered, and runs across three sites in Rawtenstall, Padiham and Nelson.

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Proposed Nelson Site Move

Patient Questionnaire

8) Do you understand why the practice is proposing to move to Pendle Community Hospital?

Yes

No

Unsure

9) If you ticked no or unsure please let us know what you don't understand about the move below

10) Having read our explanation do you support this move?

Yes

No

Unsure

11) If you ticked no or unsure please let us know what you don't understand about the move below

12) Have you any worries about the move?

Yes

No

13) If you ticked yes, please let us know in the box below

14) Have you got any ideas or suggestions about the move or the new premises

Yes

No

15) If you ticked yes, please let us know in the box below.

Thank you.

Please return to: PWE Fairmore, 211-213 Leeds Road, Nelson, BB9 8EH



Proposed Move – Nelson Site – Call for Consultation

We'd love to have your views, comments and suggestions!

Below are some pictures of the proposed new site facilities including the patient waiting area, the dedicated ground floor entrance, one of the treatment rooms, the reception desk and the on-site disabled parking.

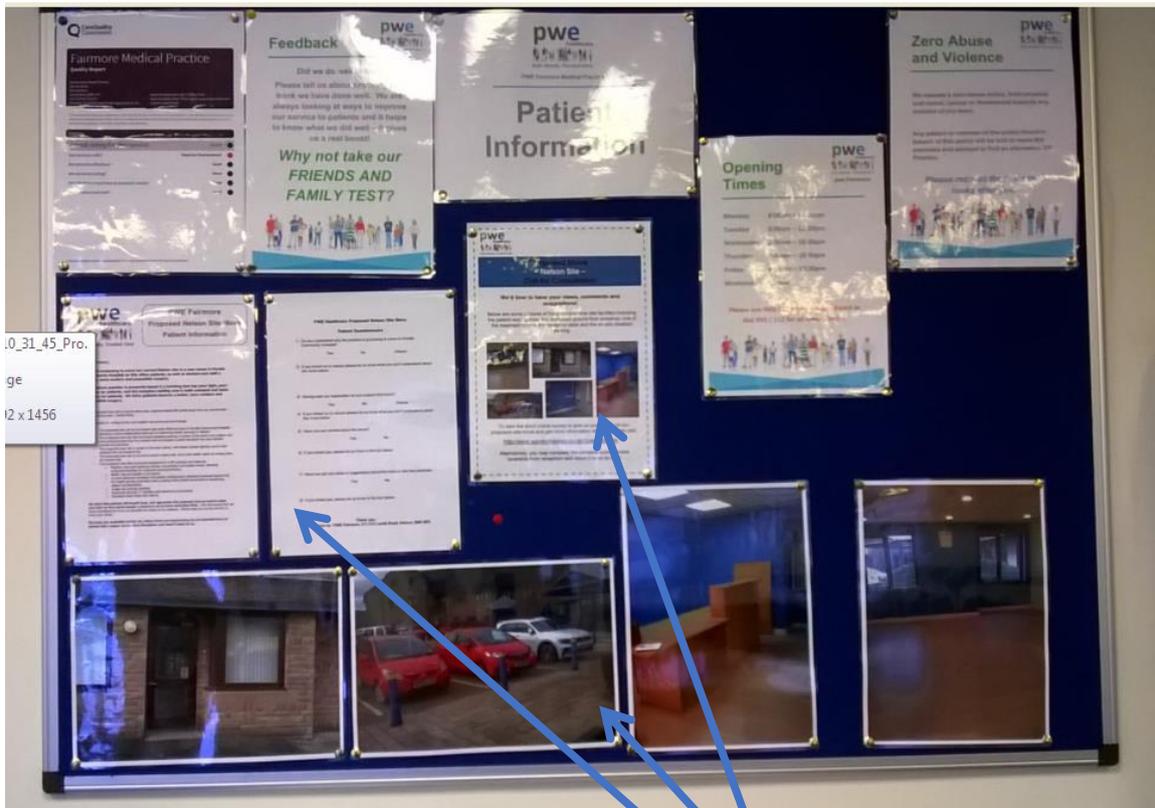


To take the short online survey to give us your views on our proposed site move and get more information about it, please visit:

<http://www.surveymonkey.co.uk/r/pwefairmore>

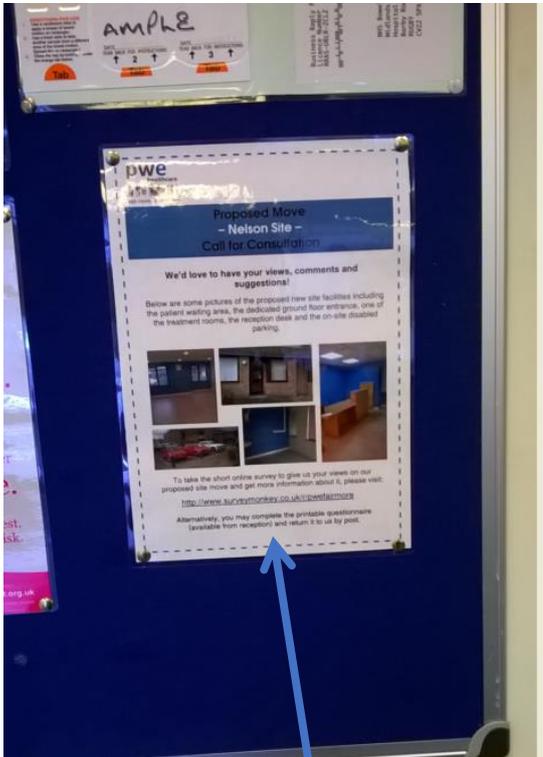
Alternatively, you may complete the printable questionnaire (available from reception) and return it to us by post.

Exhibition Stand / Notice Boards at the Nelson Surgery

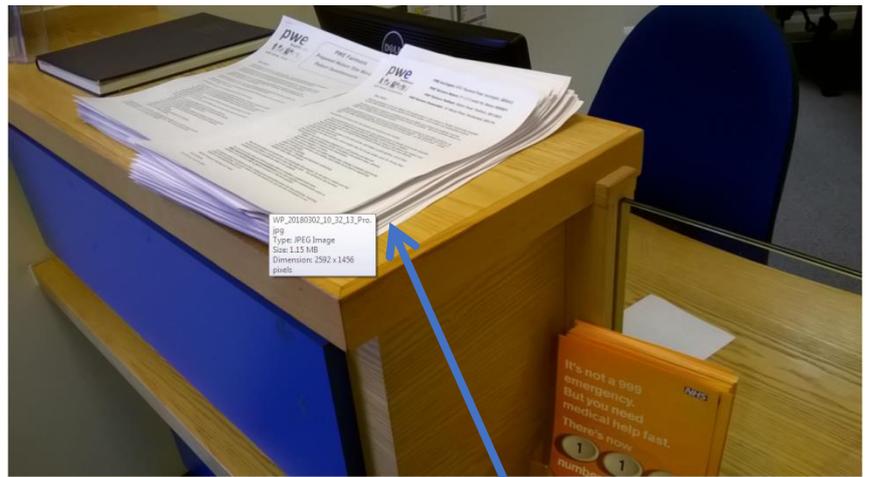


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Exhibition Board in Surgery Reception / Patient Waiting Area and photos of proposed new site.



Poster on Patient Notice Boards



Feedback Questionnaires on Reception Desk