



168 Locking Road | Weston super Mare | BS23 3HQ

01934 628118 / 624242

bnssg.168enquiries@nhs.net

12th November 2020

Dear Sir/Madam

Important Patient Communication - The Future of Locking Village Surgery

I am writing to you to inform you about a proposal to relocate our branch site, Locking Village Surgery, into the new GP Surgery development being built at Locking Parklands. The development of a new GP Surgery in that area is part of the wider Healthy Weston programme of work to strengthen GP services in Weston super Mare. The new Surgery location is approximately one mile from Locking Village Surgery.

168 Medical Group (formally Longton Grove and New Court Surgeries) have been selected to run the new GP facility from when it is due to open in Winter 2021. We are delighted to be involved in this exciting project but we recognise that this is likely to lead to the closure of Locking Village Surgery in 2021. This is still subject to a formal consultation.

Our Patient Participation Group have been consulted already and are in support of our plans.

168 Medical Group's key priority is to provide safe, high quality care for our patients. We are keen to reassure patients that you would continue to have access to both the clinical and non-clinical staff and services that you are used to. This new building allows us to expand the range and quality of services available to our current patients but also gives us the space to provide services needed for new patients moving into that area. Currently, Locking Village Surgery is not fully compliant in a range of areas.

We recognise that some of our current Locking Village patients may find it hard to get to the new Parklands Surgery site so we are considering options around transport services for those who would require support.

We want to ensure that the impact on Locking Village patients is minimal and so we would like to hear from you. If you'd like to give us some feedback please complete the enclosed questionnaire. Additional copies are available on our website www.168medical.co.uk

We view this step as a truly positive way forward for our patients and look forward to working more closely with our patients to help us plan future proofed, sustainable GP services for all our patients.



www.168medical.co.uk

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Partner GPs

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Salaried GPs

Dr E Boulton, Dr A Byrne, Dr C Lim, Dr J Haley, Dr S Smith, Dr C Cottrell, Dr H Paris



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Yours sincerely

Eloise Poynter

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Executive Manager

On behalf of the 168 Medical Group Partners



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Frequently Asked Questions

When is the new Parklands Surgery due to open?

Work to start building the new Surgery is due to start this summer. The new building is due to be handed over in Winter 2021.

When are you proposing to close Locking Village Surgery?

To ensure care for our patients is seamless we propose to close Locking Village Surgery in Winter 2021 as the new building opens.

Will I have to re-register at the new surgery?

No, we intend for all Locking Village Surgery patients to be transferred over automatically to the new Surgery.

Will I still be able to see my doctor that I know?

Yes, you would be able to access your GP through our Askmygp service at either the new Surgery or at our main site at 168 Locking Road.

Locking Village Surgery is only open till 12 noon. Will the new Surgery be open longer?

Yes, it is likely that the new Surgery will be open from 08:00 – 18:30 Monday to Friday.

What about Askmygp?

Askmygp will continue to be the best way for patients to contact the surgery. It will be open between 8am and 5pm Monday to Friday.

What about my repeat prescriptions?

Repeat prescriptions can continue to be ordered using online services or via your Pharmacy in the usual way. They will continue to be sent electronically to your nominated Pharmacy to be dispensed as they are now.



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Locking Village Surgery Patient Survey

Introduction:

Thank you very much for taking the time to complete this short survey.

This survey is to capture patient views around proposals to relocate our branch site, Locking Village Surgery, into the new GP Surgery development being built at Locking Parklands. The development of a new GP Surgery in that area is part of the wider Healthy Weston programme of work to strengthen GP services in Weston super Mare. The new Surgery location is approximately one mile from Locking Village Surgery on the other side of the A371.

We acknowledge that the Locking Village Surgery is currently closed due to difficulties making it safe for patients and staff during the current pandemic. Your feedback will be used to help us understand more about how the surgery was used before the pandemic and how we can develop it in the future to meet your needs.

Anything you disclose will remain confidential and anonymous, with the results of the survey analysed at an aggregate level. No answers will be attributable to you as an individual.

We are able to offer this survey in different formats and languages. We can also carry out a telephone survey if preferred. For more details, please contact bnssg.168enquiries@nhs.net or call 01934 628118 or 624242 and a member of staff will be able to help you complete the form over the telephone.

Further copies of this survey are available on our website www.168medical.co.uk

Please complete this survey by the 31st January 2021

Please return this survey to the surgery in one of the following formats:

1. Email to bnssg.168enquiries@nhs.net
2. Pop into the post box at Locking Village Surgery
3. If you need help filling in this questionnaire please telephone 01934 628118 or 624242 and a member of staff will be able to help you complete the form over the telephone.
4. Send a hard copy to:

FAO – Eloise Poynter



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Your comments on the proposed changes:

1. What, if any, comments or questions do you have about the proposals?
2. If you could name one improvement or new service that you would like to see at the newly built Surgery, what would it be?

Your use of Locking Village Surgery:

3. How long have you been a patient at this practice?
 - Less than 1 year
 - 1 – 3 years
 - 3 – 5 years
 - 5 – 10 years
 - More than 10 years
4. Before the pandemic how frequently did you use the Locking Village Surgery site?
 - At least once a month
 - Every three months
 - Every six months
 - Once a year
 - Less than once a year



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5. How far do you currently live from Locking Village surgery?

- Less than 1 mile
- 1 to 3 miles
- More than 3 miles

6. What form of transport do you normally use to get to Locking Village Surgery?

- Bus
- Car
- On foot
- Taxi
- Bike
- Other (please specify)

7. Do you own a smartphone (a mobile phone which can access the internet) or have other means to access the internet?

- Yes
- No

8. Have you used the AskmyGP online service to request an appointment/seek advice?

- Yes
- No
- Don't know / not sure

9. If you answered 'No', what is preventing you from using it?



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10. Before the coronavirus pandemic, Locking Village Surgery was open 08:30 till 12:00 noon. Were you happy with these opening hours?

Yes

No

11. If you answered 'No' to the previous question, what changes to opening times would you like to see?

Your feedback about how the surgery works:

12. Thinking about the surgery overall, to what extent are you satisfied with the service and support you typically receive?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

13. Thinking about when the Surgery was open before the pandemic, what do you think worked well?

14. Owing to the pandemic, services are currently being provided from 168 Medical Group building on Locking Road, what do you think is currently working less well or could be improved?



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15. When the Locking Village Surgery was open before the pandemic, how would you describe the following aspects of the Surgery?

| | Very Good | Good | Average | Poor | Very Poor |
|--|-----------|------|---------|------|-----------|
| Building and general facilities | | | | | |
| Ease of access in and around the building | | | | | |
| Ease of getting an appointment | | | | | |
| Support and advice from clinicians and staff | | | | | |

Your thoughts on the future:

16. Would you be interested to participate in a discussion group about the future of Locking Village Surgery?

- Yes
- No

If you answered 'Yes' to the above question, please provide your preferred contact details. This information will be used only to invite you to a discussion group and is not analysed with other information you have provided in this survey You can find about more about our privacy policy here: <https://www.168medical.co.uk/practice-information/policies/gdpr-privacy-notice.htm>

- Email address:
- Phone number:

About you:

We know that health services do not meet everyone's needs equally and that some groups find it harder to access them than others. We want to change this so that everyone who needs to access health and care can. The following questions are based in the Equality Act and we'd really appreciate it if you could answer them to help us understand your experiences and needs better.

17. Which of the following best describes your age?

- Under 16 years



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- 16 to 24 years
- 25 to 44 years
- 45 to 64 years
- 65 to 74 years
- 75+ years

18. What is your gender?

- Male
- Female
- Prefer not to say
- Non-binary/third gender
- Other

19. How would you describe your ethnic origin?

- White: British or Irish
- White: Other background
- Gypsy, Roma or Irish Traveller
- Mixed or multiple ethnic groups
- Asian or Asian British
- Black, African, Caribbean or Black British
- Other ethnic group: please write in:

20. Which of the following best describes your work status? Please tick the option that fits your current situation.

- Working full-time (30+ hours)
- Working part-time (9-29 hours)
- Unemployed / not working
- Retired
- Looking after house / children
- Not working due to illness or disability
- In full-time education

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21. Do you consider yourself to have a disability?

Yes

No

22. Do you consider yourself to have a long term health condition?

Yes

No

Thank you for your time.



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