

Agenda Item: 11.1

<p style="font-size: 1.2em; font-weight: bold; margin: 0;"><i>Governing Body</i></p> <p style="font-size: 1.2em; font-weight: bold; margin: 0;"><i>held in public</i></p>	<p style="font-size: 1.5em; font-weight: bold; margin: 0;"><i>Report</i></p> <p style="margin: 0;">Date of Meeting: 18th July 2019</p>
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Report Title	Patient Engagement Report for Biddenham New Build Primary Care Facility		
Report Author	Presented By	Responsible Director	
Laura Greenish, Estates & Premises Officer and Nikki Barnes, Head of Infrastructure & Integration	Mike Thompson, Chief Operating Officer	Mike Thompson, Chief Operating Officer  Geraint Davies, Director of System Commissioning Signature: 	
Purpose for presenting report	This report provides some background to the Biddenham Primary Care Facility scheme and gives an overview of the patient engagement undertaken for the project.		
Action Required:	For information only		
Approval Route:	BLMK CCGs' Estates Working Group – 16 th May 2019 Primary Care Commissioning Committee – 12 th June 2019 BCCG EMC – 13 th June 2019		
Further Assurance:	N/A		
Which Strategic Objectives does this report provide evidence for?			Please Tick
We will commission high quality, safe and sustainable models of care that deliver effective clinical outcomes and patient experience using evidence based decisions and best practice			✓
We will ensure that there is a financially sustainable and affordable healthcare system in Bedfordshire.			✓
We will lead, engage and operate as an effective place based and STP wide system partner to achieve greater integration of care delivery.			✓
We will support local people and stakeholders to have an influence on services we commission to ensure our decisions are informed and shaped by local views and insights.			✓
We will operate and manage our Governing Body to the highest standards of accountability and transparency.			✓
Implications/Assessments	Yes	No	N/A
Have any financial implications been signed off by the Chief Finance Officer?			✓
Have any quality implications been signed off by the Director of Nursing & Quality?			✓
Have any privacy implications been signed off by the Head of Information Governance?			✓
Have any conflicts of interest implications been signed off by the Corporate Office?			✓

Have any public engagement implications been signed off by the Head of Communications & Engagement?	✓		
Has an Equality Impact Assessment been carried out?		In progress	
Key Risks	Risk of some potential challenges for a small group of patients in terms of accessibility to the proposed new facility. Failure to address these challenges may have a negative impact on patients. This paper proposes actions for responding to these concerns, namely working with Bedford Borough Council to consider options for mitigating these issues as part of the planning process.		
Executive Summary	<p>The purpose of this paper is to provide some background to the Biddenham Premises scheme and to give an overview of the patient engagement undertaken for the project. It includes the key findings from the engagement exercise, and describes the actions being taken to mitigate the potential negative impacts of the scheme identified for some patients.</p> <p>The CCG's Primary Care Commissioning Committee (PCCC) – with delegated authority to approve primary care premises schemes – has reviewed the outcomes of the patient engagement exercise. Whilst the potential impact for a small number of patients has been noted, the PCCC has concluded that the benefits of the proposal outweigh the dis-benefits, and have agreed that the project should continue.</p> <p>The Governing Body is asked to note the outcome of the consultation, to note the actions being taken, and to confirm that the consultation does not indicate any reason to discontinue the development of the Outline Business Case for the scheme at this stage.</p>		

Introduction

The purpose of this paper is to provide some background to the potential relocation of two branch surgeries in Bromham to new purpose-built premises in Biddenham, and to give an overview of the patient engagement undertaken for the project.

It describes briefly:

- The process undertaken for the patient engagement
- The main findings
- How the outcomes will inform planning
- Governance – next steps

Background

Adjacent to a new housing development underway in Biddenham is a proposed 'Local Development Centre'. This development is subject to a planning condition, which requires provision of a new GP surgery facility.

The site provides a good location for the delivery of healthcare services, given its transport links to the villages to the North-West of Bedford, and its accessibility for people who live on that side of the town. The two existing branch surgeries in nearby Bromham (and the main surgeries for both practices) are constrained, and housing numbers are expected to continue to grow significantly in this area. There is a proposal to relocate the two Bromham branch surgeries into a new-build facility in Biddenham, supported in principle by the CCG's Primary Care Commissioning Committee (PCCC).

The PCCC has previously indicated support in principle for this scheme, including the expected revenue impact. On this basis, meetings have taken place with both practices and the developer to calculate an approximate number of patients likely to use the facility now and in the future, which has generated an approximate size and rental cost of the new premises, and outline designs. It is expected that the facility could ultimately serve a total of 15,500 patients.

The new facility would provide both practices with much-needed capacity for delivering their core primary care services, and would provide them with the space to deliver additional services not possible in their current premises in Bromham, for example minor surgery, extended hours, phlebotomy, contraception/sexual health and social prescribing. They also intend to work closely with other providers and organisations to ensure space in the building is used to offer integrated mental health services, physiotherapy, mobile diagnostics (e.g. ultrasound), health promotion activities and access to voluntary sector support - reflecting the increased focus on improving wider health and wellbeing.

Patients would continue to see their usual team of GPs and practice staff within the shared facility, but a number of areas in the building would be shared between the two practices where economies of scale can be achieved.

Patient Engagement Process

From 8 February to 31 March 2019, Bedfordshire CCG and partners from The De Parys Group (TDPG) and Linden Road Surgery (LRS) undertook an engagement exercise to hear patients' and local residents' views on the proposal to build a new surgery on the boundary between Bromham and Biddenham. The process was supported by the Bedford Borough Overview and Scrutiny Committee. A booklet was produced outlining the case for change and a questionnaire for patients to feedback their views. The documents were available both online and in paper format, enabling those without access to a computer to take part in the survey.

The survey was promoted using a variety of channels including:

- Letters sent to the 720 TDPG patients who had either accessed GP services at the Bromham branch surgery within the past 12 months or who were registered as living in Bromham village
- Letters sent to the 354 LRS patients who had accessed GP services at the Bromham branch surgery within the past 10 months
- SMS texts with links to the survey to 3,600 TDPG patients who had not used the Bromham branch surgery within the past 12 months and were registered as living in a neighbouring villages
- SMS texts with links to the survey to 4,682 patients registered at Linden Road Surgery who had not used the Bromham branch surgery within the past 10 months
- Online on the websites of both GP practices, Bromham Parish Council, Biddenham Parish Council and Bedfordshire CCG
- Posters and flyers at the GP practices in both TDPG and LRS main and branch surgeries and on Biddenham and Bromham Parish Council notice boards
- Social media via Facebook and Twitter with the handle #BiddenhamGP.

- Both practices held drop in sessions in the afternoon and early evening. All four sessions were supported by representatives from Bedfordshire CCG.

Stakeholder Briefing

A briefing notification providing an overview of the engagement was issued to the following stakeholders:

- Bedford Locality Board
- Healthwatch Bedford Borough
- Members of Bedford Borough Council's Overview and Scrutiny Committee
- Local MPs
- Bromham Parish Council
- Biddenham Parish Council
- Elected members

Key Findings

A total of 616 responses were received to the survey.

Of the 575 respondents registered with TDPG and LRS practices

- 407 (71%) had seen a GP, nurse or other clinician at the Bromham branch in the past year.
- Of these 81.5% had been seen 1 to 5 times and 12% had been seen 6 to 10 times.
- The majority of respondents usually travelled by car or walked to the Bromham branch surgeries.

Impact of the Relocation

The responses painted a mixed picture. There was a split between patients who suggested that access to the new facility – in terms of convenience, travel time and cost, and ease of transport – would be an improvement, but there were equally a significant proportion of patients who considered that they would be negatively impacted by the relocation, and approximately a third of respondents who indicated that they wouldn't be impacted either way. A higher percentage of patients from The De Parys Group indicated that they would be adversely impacted by the move than Linden Road patients, which may be a reflection on the restricted opening times of the Linden Road branch due to the poor condition and inefficient layout of their current building.

Support for the New Facility

More than half of the respondents (52%) said they would use the new facility, with 31% undecided and 17% said they would not use it. Interestingly a number of patients currently registered with other practices indicated that they may choose to use the new facility, and this has been the informal feedback received at some of the engagement events.

Accessing the New Facility

Adequate parking was considered important by a high number of respondents (72%) and a regular public transport service was also considered very important to over a third of respondents. 41% of respondents considered it to be very important to be able to walk to appointments, whilst 22% of respondents considered having a safe cycling route as very important (compared with 45% thinking it was not at all important).

Respondents cited that it was difficult to cross Bromham Bridge as a pedestrian or cyclist and that bus routes and time-table schedules would need to be reviewed to enable people to travel to and from appointments. Some respondents were concerned that the relocation of the branch surgeries would add to traffic congestion. A few said that they would not be able to travel to the branch surgery if it was relocated and would need to start having home visits.

Over 50% of respondents who said that they would use the new facility, would do so because of the time it would take to travel, the new modern facilities and if it was easy to park. 48% would choose to use it due to the convenience of its location. Others said they would use it if there were more appointments and services made available. Appointment availability appeared to be an important issue to respondents also.

Expanding the Service Offer

Respondents were asked which services they would like to use that are not currently available at the branch surgeries in Bromham, 548 respondents answered this question. The majority of respondents (85%) said they would like the new facility to provide blood tests, this was followed by minor illness clinics and minor surgery. Around one-third of respondents indicated that they would like to use various nurse led clinics and 6% would like to see warfarin clinics. Other services respondents suggested including were blood pressure monitoring, podiatry services, maternity services and a dispensing pharmacy.

There were 284 responses to the question asking if there is anything else that the CCG and practices should consider for patients who currently use the branch surgeries in Bromham. Of the 284 responses 67 gave a response of N/A or similar.

These responses have been broadly classified into 11 emerging themes, with some responses covering more than one of the themes. A selection of the responses are shown below, the full responses can be found in **Appendix H of the engagement report**.

- By far the largest number of comments (approximately 30% of comments made) were regarding accessibility and transport, with concerns regarding availability of public transport, the location of bus stops and shelters, pedestrian access and increased congestion.
- There was a general feeling that at least one branch surgery should remain in Bromham, as respondents thought the branch surgeries were integral to the village and that moving the branch surgeries would have a detrimental effect on the pharmacy and village life.
- Some respondents commented that they liked the services and staff that provided them, hoping that if the branch surgeries were relocated, that the current workforce would move with them.
- Many respondents commented that they hoped that more appointments would be available, and therefore the appointment booking system would need to be improved (both telephone and on-line).
- Patients were not asked specifically whether they favoured the proposal, some patients stipulated strongly that were against the proposal, whilst others said they strongly favoured it, and cited reasons such as ease of getting to the new build as opposed to driving and parking in the town centre (at the main surgeries), availability of appointments, the increased variety of services available and hopefully an increase in operating hours.

Future planning

The engagement exercise has raised a number of important issues which will need to be taken into account as part of the planning for the new build in Biddenham. It was expected that residents of Bromham might raise concerns about the proposed location of the new facility, though this needs to be considered in the context of the larger group of patients likely to be served by the new facility.

Bedfordshire CCG, The De Parys Group and Linden Road Surgery will work with the developers to support their planning application, and will be involved with joint discussions with Bedford Borough Council to address concerns raised by respondents regarding location, transport links and availability of public transport.

The De Parys Group and Linden Road Surgery will consider the feedback by patients when planning the service model at the new build.

Governance – Next Steps

The outcome of the engagement exercise was reviewed by the June meeting of the Primary Care Commissioning Committee, and it was agreed that the planning for the new facility should continue. The developer has submitted the Planning Application to Bedford Borough Council, and CCG officers have started discussions with the Council's Planning Team.

Recommendations

Members of the Governing Body are asked to note the findings from the engagement exercise, and to note the decision by the Primary Care Commissioning Committee to continue the planning for the new facility in Biddenham.