

Northville Family Practice: Patient and Public Feedback Summary

During May and June 2019 we informed patients and stakeholders that the contract for providing GP services at Bishopston Medical Practice is due to expire at the end of September 2019. Alongside an evaluation of the long term sustainability of the options available to us, we have also considered the views of patients in coming to our decision to ask patients to re-register at one of their neighbouring practices.

We asked individuals to give their views on how the surgery is used today, so that patients can continue to have access to high-quality healthcare services which can be sustained beyond September 2019. Feedback was sourced from the following:

- 132 responses to a patient questionnaire, which was distributed in May 2019
- Two separate engagement events in May 2019

This document summarises the key learnings from our engagement work, and identifies the key implications which we will be taking into consideration as we progress with these plans:

Travel impact

- **Patients who responded to the questionnaire indicated that one of the main benefits of Northville Family Practice is its location; with the majority travelling on foot to the surgery**

50% of respondents who are patients at Northville Family Practice reported that they lived less than half a mile from the surgery, and 62% said they travelled to the surgery by walking. A number of people who completed the survey also expressed concerns about having to drive long distances to an alternative practice.

Implication

Travel impact assessments have identified that 19% of patients registered at the surgery would have to travel an additional 10 minutes or more on foot to a suggested alternative practice. We will carefully monitor this group to ensure that those who may find travelling this distance difficult are adequately supported. On the other hand, our analysis has also indicated that walking times would be increased by less than 10 minutes for 42% of registered patients, and that a further 39% would actually have a shorter journey time to an alternative practice.

Appointment Times

- The two most popular time slots for appointment times were 8:00am-10:00am and 10:00am-12:00pm.

67% of questionnaire respondents indicated one of these two slots as the time of day they would 'typically use the surgery'.

Implication

The practices in the area are taking steps to accommodate the increase in patients and will aim to accommodate the preferential times for ease of access. Whilst it will take time to implement these changes, in the long-term this should improve access to high quality care for patients.

Premises

- The majority of respondents reported both access to the premises – and the premises itself – as 'good' or 'very good'.

Of the patients who responded to the questionnaire, over 70% rated Northville Family Practice as 'good' or 'very good' on the two measures above.

Implication

Some of the practices in the surrounding area already have existing capacity. All the premises are purpose built and allow space for the practice to accommodate patient needs in a flexible and effective way.

Access to a GP

- Being able to access a GP quickly – both today and in the future – was stressed as an area of importance at both engagement events.

Feedback from the engagement events in Filton complemented our questionnaire, which asked how respondents would like to access a GP. When asked if they would like to see the same GP or are happy to see any GP as long as the appointment is offered within a shorter timeframe, 46.4% of respondents indicated they would prefer a quicker appointment or have no preference.

Implication

The practices in the area around Northville have engaged with the CCG thoroughly and recognise how important access is. They have stated that they have capacity to help patients to access a GP quickly.

Carer support and accessibility

- **Some patients at Northville Family Practice are likely to need carer or family support when accessing a GP**

10% of respondents to the Northville patient questionnaire indicated that they required additional carer or family support to access the surgery. 4% suggested that accessible information formats (e.g. braille, easy read) would be required when accessing services in the future.

Implication

We will ensure we continue to take into account any additional support required by individual patients. An ongoing Equality Impact Assessment (EIA) is in progress to ensure no patient would be unfairly disadvantaged by the changes being made.