

## Appendix 1: Concerns raised and practice response

Concern Raised	Practice Response
<p><b>Consultation Methodology</b></p> <p>At the consultation session, it was stated that residents with an email were sent the information and those without received a paper copy. I have had Town Councillors with family members impacted by the closure, without any paper or emailed copies of the consultation sent to them. So please could you formally confirm the consultation method, including the % of patients that had a paper version of the consultation sent to them.</p>	<p>The Practice has reached out to all Registered Patients via Text, Survey Monkey, Post and the Surveys were also made available at the practice reception desk too. The practice promoted the consultation via Practice website, Facebook and the PCN Tweeted the consultation. The practice has a big number of their population who utilise social media to interact with the practice.</p> <p>From the total number of surveys returned, the practice has received an average 1.5% paper surveys and over 8% of surveys were completed using Survey Monkey. The practice used evidence from the recent successful engagement survey which was carried out between 25<sup>th</sup> May 21 to 24<sup>th</sup> June 21 to plan the consultation methodology. Postage of surveys was outsourced to a reputable company; the practice is happy to investigate any patients who should have received a survey that say they didn't receive it. The practice is in the process of completing a full equality impact assessment as part of the consultation which will be submitted to the CCG.</p>
<p><b>Patient Needs Review</b></p> <p>There is no evidence (I have asked this question formally to Health Scrutiny) that there has been a patient needs assessment, based on your current roll numbers and their ability to access the current Warren Lane practice and the new practice proposed in Lubbesthorpe.</p>	<p>Historically the delivery of services from Forest House Medical Centre building on Park Drive has been limited due to the building restrictions and patients have accessed majority of services and appointments at Warren Lane Surgery. The services delivered from 2a Park Drive in the last 18 months has been prebooked and pre-assessed appointments only making it a "covid red zone site" allowing "normal" services to be accessed by patients safely in a "green zone site".</p> <p>The recent engagement survey from 25<sup>th</sup> May 21 to 24<sup>th</sup> June 21 the practice asked patients how they currently access services at Warren Lane Surgery. The results showed 64% by car, 1.68% by Taxi, 30.6% Walked, 0.5% by bike, 1.3% by Bus and 1.8% other. The practice has also invested in developing other methods of accessing services, these include, Online Consultations, Video Consultations, Electronic Prescriptions (new and repeat requests). Patients are also able to access their records online and request prescription via NHS APP. The practice website has been developed so users are able to access practice information and download appropriate forms as required. The practice has also developed online social media platforms which has proved to be very successful averaging 500 view and hits per day.</p>
<p><b>Funding Displacement</b></p> <p>It is my understanding that Section 106 money should support the creation of new</p>	<p>The NHS has assessed the requirements for modern healthcare premises to support Lubbesthorpe and the surrounding area and is supporting it financially. A s106 agreement is in place for Lubbesthorpe which supports the provision of a new medical centre but no s106 funding was attributed to the new medical centre as part that of that agreement. The new Lubbesthorpe medical centre is being funded mostly by the NHS with a contribution</p>

<p>facilities for the new area that's been created. What financial funding has been allocated and from where, to accommodate patients from Braunstone Town?</p>	<p>of £300k of s106 redirected from Warren Lane as agreed by all parties given that Warren Lane has already had substantial investment by the NHS and s106.</p>
<p><b>Travel Needs</b></p> <p>It is clear that travel to Warren Lane is already creating some financial concerns for local people in my Division, what work has been undertaken to manage this financial burden?</p>	<p>Current travel arrangements into New Lubbesthorpe are not as ideal as they could be and this is understandable given the stage of the development. As the development grows and expands it is envisaged that transport links will improve and the transport network in late 2023/early 2024 is expected to be better than now. However, whilst the practice, the PCN and CCG are consulting with the local population on these plans these bodies have no control over the provision and availability of public transport. This is the responsibility of Leicestershire County Council, specifically the Roads and Travel Department who have responsibility for buses and public transport. The practice has tried to engage this department to facilitate discussion of this issue but without success to date. The practice and PCN are happy to work with Cllr Hack on a joint approach to LCC to attempt to gather further information on public transport planning for the New Lubbesthorpe development.</p>
<p><b>PCN imbalance</b></p> <p>The question about the PCN, was also in the Health Scrutiny questions pack that remain unanswered. What work has been undertaken to support Kingsway, which may see an influx of patients in light of this 'closure'. In addition, how does the PCN expect to manage expectations of the 'growing' population? It is already 64k the revised practice will increase Forest House from 15k patients (which is already the largest practice) to double that? Creating imbalance in the PCN?</p>	<p>The PCN is committed to supporting all member practices. The issue of patients moving their GP registrations will be addressed and all affected PCN member practices provided with appropriate support when and if the proposed move takes place and the Park Drive premises are vacated. The prospective move is around two years away and, therefore, there is time for member practices and the PCN to plan a response. However, it is feasible that if the plans are approved patients will decide to move their registration in advance of any move.</p> <p>The question specifically mentions the mass movement of patient registrations from Forest House to Kingsway. It should be noted that patients may register with the practice they feel happiest with and there are a variety of options available as follows (in order of distance from Park Drive):</p> <p>Thorpe Astley Community Centre – this is branch surgery for Kingsway  Hockley Farm – located within the Braunstone Health and Care Centre in Braunstone  Oakmeadow Practice – located on Tatlow Road, Glenfield  Warren Lane Surgery – the branch surgery for FHMC  Merridale MC – located on Fullhurst Avenue  Kingsway Surgery</p> <p>Patients who wish to move their registration are not, and should not be, restricted to registering with a practice within the PCN and other options are available for patients who wish to move. Details of alternative practices available can be found by using the NHS "Find a GP" service via <a href="https://www.nhs.uk/service-search/find-a-GP">https://www.nhs.uk/service-search/find-a-GP</a> by adding their own postcode. A list of practice with approximate distance will be provided giving choice of provider.</p>

	<p>It is suggested that the increased size of FHMC will lead to an “imbalance” within the PCN. In terms of patients registered with practices this is not expected to cause a problem within the PCN itself. Many PCNs have memberships where practices have vastly varying patient list sizes and the PCN Schedules are adjusted to ensure that a balanced management of the PCN and the capacity to hear and take into account all views, regardless of list size. Any “imbalance” is not considered to be an issue within the PCN.</p>
<p><b>Impact on other local services</b></p>	<p>As mentioned above, historically the delivery of services from Forest House Medical Centre building on Park Drive has been limited due to the building restrictions e.g., one on-call GP supported by one Nurse Practitioner, patients have accessed majority of services, GP and Nurse appointments at Warren Lane Surgery. The services delivered from 2a Park Drive in the last 18 months has been prebooked and pre-assessed appointments only making it a “covid red zone site” allowing “normal” services to be accessed by patients safely in a “green zone site”.</p> <p>The practice is working in partnership with neighbouring Pharmacies in delivering CPCS (Community Pharmacist Consultation Service). The practice GP Based Pharmacist and newly appointed Pharmacy Technician are working with local pharmacies developing eRD (Electronic Repeat Dispensing). This system allows the Pharmacies to assist patients in managing their repeat medicines effectively, the practice target is to increase the percentage of eRD processing in the next 12 months. The Practice and the PCN have a management presence within the Park Drive building. It is clear that this small area has a vibrant selection of businesses including the local pharmacy, the Co-op, the dentist and Post Office (200 yds down Hinckley Road). There is no evidence to suggest that patients who receive repeat prescriptions from the local pharmacy will change to a different pharmacy as a result of the practice move. Evidence elsewhere suggests only a tenuous link between a GP premises and where patients collect their prescriptions. The Co-op has a constant flow of customers who have no interaction with the businesses within the Forest House building and dental practice is not linked to general practice. In short, the practice does not feel the change of location of the GP premises will impact on local businesses.</p>
<p><b>County Councillor not formally consulted</b></p>	<p>Before the consultation took place, the practice wrote to all key stakeholders which included Blaby District Council, Leicester City and Leicestershire County Council. The letters were sent on 10<sup>th</sup> Aug 2021. The practice is in close contact with key members at BDC and are working closely as a locality group. Subsequently, the Blaby District Council promoted the consultation on their Facebook on 14<sup>th</sup> Aug 21 encouraging the public to take part in the survey.</p>

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