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8 February 2022

To: Cllr J Morgan  
Chairman of Leicestershire County Council  
Health Overview and Scrutiny Committee

Dear Cllr Morgan

Many thanks for your letter, dated 20<sup>th</sup> January 2022, regarding Forest House Medical Centre. Thank you also for informing the Clinical Commissioning Groups (CCGs) of the Petition presented to Leicestershire County Council at its meeting of the Health Scrutiny Committee the day before.

The proposal to relocate services from Forest House Medical Centre to new purpose build premises within the new Lubbesthorpe development has been the subject of discussion with the local community and stakeholders for a significant period of time.

While there is always a balance in terms of advantages and disadvantages of any changes to the way health services are delivered, we firmly believe the proposed new premises will support many more patients in managing their healthcare.

The new Lubbesthorpe Health Centre, which is due to be built in two years' time, will provide more space and enable a wider range of clinical and holistic services to be provided to patients. The services will be delivered by a larger team of health care professionals, including GPs, Nurses and Clinical Pharmacists/Technicians, Physician Associates and Social Prescribers. The new health centre will also have an improved waiting area with better IT systems to enhance the way information is shared with patients.

Over the last few years Forest House Medical Centre has seen a significant rise in the number of patient registrations due to the New Lubbesthorpe housing development, and we expect this trend will continue in the coming years as further housing plans develop. This means that, in two years' time when the new health centre has been built, it will enable a greater number of patients to be cared for.

The relocation of the 2a Park Drive site to the new premises will also support the NHS policy of transitioning from dated, constrained buildings to modern, fit-for-purpose healthcare

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facilities. This facility will provide additional capacity for primary and community healthcare to deliver out-of-hospital services at the Primary Care Network Level. It will also support the policy ambitions of the NHS Long Term Plan, helping with clinical and administrative staff recruitment and retention through improved working conditions and environment.

As the new facility will take two years to develop, Forest House Medical Centre and the Primary Care Network of which it is part are very eager to work with local councillors as transport links and travel arrangements in the area are planned. It is hoped this will help address some of the concerns that some patients have with regard to access. As you may well know the development is in the early stages of growth and the transport networks are expected to be significantly enhanced by 2023/early 2024.

Conversations with regard to these proposals have been ongoing with stakeholders and the local community since the start of 2021. At that time Forest House Medical Centre ran an extensive engagement exercise, reaching out to all registered patients and wider stakeholders, to learn about their experiences of health services and to understand what mattered most to them about care provided in the future. The feedback obtained from over 1,600 patients was used to inform the proposals for improvement.

Then, in August 2021, the practice undertook a formal public consultation. This presented patients and stakeholders with comprehensive information about the proposals to enable them to make informed comments when responding to the consultation. The consultation was participated in by 1,288 people. Attached is a report of the extensive engagement and consultation process followed by the practice, describing the activities undertaken to ensure that every opportunity was used to reach out to people to inform them of the proposals and provide opportunities to participate should they wish. This including sending text messages to all registered patients, as well as letters via Royal Mail.

The CCG welcomes the opportunity of attending the next meeting of the Health Overview and Scrutiny Committee on 2<sup>nd</sup> March 2022 to discuss further the proposal for the Lubbesthorpe development, the engagement and consultation undertaken, and the decision made to by the CCG to implement the proposals made by the practice.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Andy Williams', with a horizontal line extending to the right.

**Andy Williams**  
CEO, LLR CCGs