

## FOREST HOUSE - REPORT OF ENGAGEMENT AND CONSULTATION 2021

### **Purpose of the Report**

This report outlines the activities undertaken by Forest House Medical Practice to reach out to people to promote their engagement and formal consultation in 2021.

### **Background**

Forest House Medical Practice, due to the restriction of the building and limited facilities are unable to deliver the extent of services that they would like to. They are experiencing difficulty in managing and sustaining the site and have proposed that the Forest House Practice relocates to the upcoming new larger health centre premises which is being built on the New Lubbesthorpe housing development approx. 1.5 miles away from 2a Park Drive.

The relocation will also fully support the increase in the patient population from the housing development who are registering with them as the New Lubbesthorpe falls within our boundary area map.

### **Policy Framework**

In order to ensure that the patient voice has been part of developing the proposals for the practice, both engagement and formal public consultation has been undertaken.

- Engagement to understand people's experiences of health services at Forest House and what matters most to people about the care and services they receive. Engagement was undertaken between 25 May 2021 and 25 June 2021.
- The formal 30-day public consultation on proposals to relocate the services from Forest House Medical Centre to a new upcoming larger health premises which is being built on the New Luttethorpe Housing development approximately 1.5 miles away from 2a Park Drive (subject to planning permission. The consultation was undertaken between 11 August 2021 and 12 September 2021.

### **Engagement Activities**

Forest Medical Group, which incorporates Forest House Medical Centre and Warren Lane Surgery, asked patients for their feedback from patients on a number of areas of patient care including access, service provision and facilities between the 25th May 2021 – 25th June 2021.

The practice reached out to their practice population to inform them of the engagement using a range of activities. These include, but are not limited to, the following activities:

- The Practice used both the online software 'Survey Monkey' and hard copies of the survey posted to patients registered address to gain responses, with easy read, large print and translations available on request.
- Posted letters out to all households of registered patients
- Communicated with the following stakeholders:
  - LFE Parish Council
  - Blaby District Council
  - LFE Post office
  - MPs and Councillors
  - Leicester Partnership NHS Trust
  - University Hospitals of Leicester
  - Voluntary sector organisations
  - Local Healthwatch (Healthwatch Leicester and Leicestershire)
  - Community groups including Alzheimer's Society Local Service
  - Local patient support groups
  - Children's services and centres
  - Thorpe Astley Community Centre
  - Braunstone West Social Centre
  - Pharmacies including Boots, Lloyds, Thorpe Astley
  - Forest House Dental Practice
  - Other GP practices
  - North Blaby Primary Care Network
  - East Leicester and Rutland GP Federation
  - Fossebrook Primary School
  - Stafford Leys Primary School
  - St Mary's Playgroup
  - Promise Childcare
  - Lilliput Montessori Day Nursery
  - Local shops including Co-operative, Sainsbury's, Tesco, Londis and Hayre
  - Local Medical Committee
  - Local Pharmaceutical Committee
  - Other health providers
  - Leicestershire Partnership NHS Trust
  - University Hospitals of Leicestershire including Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital
  - District nursing/community nursing and those who provide local clinics
  - Integrated Leadership Team Members
  - Local Care homes

- Patient Participation Group
  - Mosaic 1898 Disability Services
  - Applegarth Residential/Nursing Home
  - Aylesham Court Residential /Nursing Home
  - Barons Park
  - Famile House Residential/Nursing Home
  - Heathcotes Residential/Nursing Home
  - Kirby House
  - Portland House Residential/Nursing Home
  - Taverner Drive
  - Woodhayes Residential Home
  - BAME groups/local interest groups
- Utilisation of social media, including Practice Facebook, Twitter and Instagram (please note the practice website attracts approximately 20,000 hits per month and the social media platforms approximately 10,000 hits per month). Also, North Blaby Council Twitter coverage and Blaby District Council Facebook coverage
  - 2 online virtual public events attended by 20 people, for all communities/organisations including Patient Participation Groups, which was attended by the PPG Chair and Vice Chair who is also the Chair of the LFE Parish Church Council.
  - Briefing and/or letter to all MPs and councillors providing information about the proposals, the consultation, and asking for any support in dissemination within their community.
  - Dissemination of consultation proposal via Blaby District Council to their Health Partnership Committee of which has 33 partners from multi agencies. These are Adult & Children's Wellbeing Services, Active Together, Councillors, Police & Fire Services, CCG, Public Health, Libraries, Coping for Cancer, First Contact Plus, Work Skills Training, Support for Carers, East Mids Housing Sheltered Accommodation and Residents Committee, Health Watch, Coop and Support Vulnerability Group.
  - Promotion of consultation proposals through the Blaby District Council general newsletter
  - 11,000 text messages sent to patients linking to consultation proposals and promoting how people can get involved.

## **Consultation Activities**

The practice used a multi-channel approach in order to reach their registered patients and stakeholders. These include, but are not limited to, the following activities:

- The Practice used both the online software 'Survey Monkey' and hard copies of the survey posted to patients registered address to gain responses, with easy read, large print and translations available on request.
- Communications with the following stakeholders:
  - LFE Parish Council
  - Blaby District Council
  - LFE Post office
  - MPs and Councillors
  - Leicester Partnership NHS Trust
  - University Hospitals of Leicester
  - Voluntary sector organisations
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  - Barons Park
  - Famile House Residential/Nursing Home
  - Heathcotes Residential/Nursing Home
  - Kirby House
  - Portland House Residential/Nursing Home
  - Taverner Drive
  - Woodhayes Residential Home
  - BAME groups/local interest groups
- Letter posted to 968 households that had no mobile phone registered on their records. (Multiple registered patients could reside at households.)
  - Text messages sent to 11,336 patients with links to online survey
  - Printed copies of the consultation made available at the practice site which was widely advertised.
  - Utilisation of social media, including Practice Facebook, Twitter and Instagram (please note the practice website attracts approximately 20,000 hits per month and the social media platforms approximately 10,000 hits per month. Also, North Blaby Council Twitter coverage and Blaby District Council Facebook coverage.
  - Briefing and/or letter distributed to all MPs and councillors providing information about the proposals, the consultation and asking for support to disseminate information within their community.
  - Clinicians encouraged patients to fill out the survey when they attended appointments. In addition, front desk staff also brought the consultation to the attention of patients both in person and over the telephone. Information was also provided in waiting areas.
  - 26 August 2021, 6pm online virtual open day attended by 15 people. Event was recorded to enable other being to view the meeting on YouTube.
  - 20 August, 5pm meeting held with Patient Participation Group (PPG).

### **Final engagement and consultation responses**

The final consultation figures are shown below:

- The total number of replies from the engagement was very positive with 1603 respondents, which represents over 10% of the practice list size.
- The total number of replies from the public consultation was also very positive with 1,288 respondents.

Overall, we are confident that activities during the public consultation allowed the practice to meet statutory and common law duties. A post-consultation Equality Impact Assessment (EIA) was produced to provide assurance that this is the case. The EIA also identify activities that need to be implemented post consultation to continue to reach out and co-design services with people.