

Hopton & Stanton Surgeries Public and Community Engagement Report September 2016 Events

Purpose of engagement

Hopton & Stanton Surgeries organised two public engagement events in September 2016 as part of their plan to consult and engage with community leaders, patient groups and the local population about their future vision and proposal development to provide quality primary care services for all their patients, now and on into the future.

This has been initiated in response to the loss of the Hopton GP and nurse-led surgery site, the future development and population needs of the practice catchment area and the village of Stanton being designated as a Key Service Centre in the *St Edmundsbury Borough Council Rural Vision 2031 Core Strategy (2014)* in recognition of the important role it has to play in serving the residents of the village and those that live in the immediate surrounding area.

Event details

Patients, stakeholders and members of the public were invited to drop-in at two engagement events to give their views on:

- The findings of the Hopton & Stanton Surgeries Premises Option Appraisal (June 2016)
- The draft outline plans to improve the practice facility in Stanton
- The additional services available to Hopton patients following the transfer of GP services from Hopton to Stanton

Venues/Dates

- STANTON COMMUNITY VILLAGE HALL
Saturday 17th September between 09:30am and 12:30pm
- HOPTON VILLAGE HALL
Thursday 29th September between 7:00pm and 9:00pm

Materials

- A display of architectural drawings of the practice's plans for the new build on the surplus area of the playing field at Blackbourne Middle School (now housing the primary school) in Upton Road, Stanton.
- A patient information sheet entitled *Stanton Medical Practice - A new vision for the future healthcare of our community* was given out to everyone who attended.
It included:
 1. A simple explanation as to why there is a need for change
 2. Details of what the current options are along with the findings of the Hopton & Stanton Surgeries Premises Option Appraisal (June 2016)

3. Details of the practice's vision for the future and the anticipated benefits for patients
4. Details of the services that are available to Hopton patients following the transfer of GP services from Hopton to Stanton including dispensing services, community transport options and the interim use of Stanton Community Health Centre for additional parking and providing additional consulting space when the nurse-led services transfer from Hopton in January 2017
5. Details of how the public can make their comments and suggestions along with information on how to become more involved with the practice via the Patient participation Group (PPG).
 - A sign up list for anyone who wanted to go on the emailing list to receive progress updates
 - A sign up list for those who wanted more information on the PPG
 - A Comments & Suggestions Card which could be completed and posted into a box at the event or taken away and handed into the Stanton practice reception. (There is also an online Comments & Suggestions form).
 - Leaflets of one or more of the Community Transport Services available.

Events promotion

An event notice was produced to promote both venues and was sent to: Barningham, Hopton, Market Weston, Coney Weston News, Hepworth, Hinderclay, Thelnetham, Wattisfield Newsletter, Blo Norton & Garboldisham News, Stanton newsletter, Jo & Andrew Hassan, Nearby GP practices, St Edmundsbury borough council, NHS England, Healthwatch, Suffolk LMC, West Suffolk CCG, Members of the practice participation group, Liz Truss MP, Hopton parish council, Blo Norton Parish Council, Suffolk County Council, Market Weston Parish Council, Community Healthcare Teams, Breckland Borough Council, Matthew Hancock MP and West Suffolk District council.

The event notice also appeared on the practice website and in the practice waiting room. A note was also sent to patients via SMS where permission to send information has been received.

Outcomes

STANTON COMMUNITY VILLAGE HALL - 17th September.

Attendance

In attendance on behalf of the practice: Dr Nick Redman, Dr C. Wayne, Coral Mitchell & Mick Ellis (re: PPG), Denise Wrobbel (Communications Consultant) and Dan Pennock (Healthwatch). In addition, Joanna Finn - Lay Member, Patient & Public Engagement, West Suffolk CCG also attended and offered support to Coral Mitchell regarding the PPG.

The event went well with approx. 30 local people dropping in between 9.30am and 12.30pm including Councillor Joanna Spicer (Blackbourne Division). Most of the people attending were from Stanton, Barningham and Coney Weston, but there was one gentleman from Hopton who came along as he uses the Stanton Surgery now as his wife is in a wheelchair and access at Stanton is better than at the Hopton Surgery.

Feedback

The feedback seemed mainly positive and people were pleased to have the opportunity to find out more about the vision for the future and welcomed continued communication. 11 people signed up to the update email list (others are already on the practice newsletter list) and 9 comments & suggestions cards were posted in the box provided. (Additional cards were taken away to hand in the Stanton Surgery reception at a later date).

The general theme was ideas for provisions at the new site including a buggy park, a pavement and slip road from the main road to the main entrance and additional services such as blood tests. An example of the comments is *“We are very well served by the surgery at Stanton. The doctors and staff are very helpful and always give 100% care to all patients. The number of new houses being built in Stanton and the closure of Hopton Surgery makes it vital for the Stanton Surgery to have bigger premises in order to continue at their high level of service. We need to retain our wonderful doctors in a new larger building.”*

PPG

Coral Mitchell is a Hopton resident and a patient at the practice who is also part of the Community Action Group and a virtual PPG member. She helped to find out if there are more people who would like to be involved in the PPG and if there is an appetite for a face to face addition to the PPG. Another local resident, Mick Ellis, worked alongside Coral on and they spoke to quite a few people and received a favourable response with 6 signing up to find out more. One gentleman was particularly interested and spoke about helping to set up distribution of a hard copy of a regular practice newsletter.

HOPTON VILLAGE HALL - Thursday 29th September

Attendance

In attendance on behalf of the practice: Dr Nick Redman, Dr Sara Raton-Lunn, Dr Lucy Ross, Rob Freeman (Practice Manager), Coral Mitchell & Mick Ellis (re: PPG), Denise Wrobbel (Communications Consultant) and Dan Pennock (Healthwatch). In addition, Joanna Finn - Lay Member, Patient & Public Engagement, West Suffolk CCG and Gordon from the local Community Transport Service also attended.

The event was well supported with approx. 40 local people dropping in mainly within the first hour. Most of the people attending were from Hopton, Garboldisham and Barningham.

Feedback

People were pleased to have the opportunity to find out more about the vision for the future and welcomed continued communication. 17 people signed up to the update email list and 16 comments & suggestions cards were posted in the box provided.

The majority of people attending appeared to think that the practice is very good and there is obvious disappointment that a service, which has been on their doorstep in Hopton (and close to Garboldisham) for many years, is now 4 miles further away, but most could see the benefit of having a local healthcare facility that has the capacity to continue to offer good access as the local community grows and to offer additional clinics.

The themes from the comments were:

- Good access to the GPs is the number one priority.
- Some concerns about getting to Stanton for non-drivers.
- Provision suggestions at the new site including a footpath from the main road to the main entrance and disabled parking bays sited close to the main entrance.
- Continued public consultation and communication welcomed.

An example from the comments is: *“Any new surgery needs to cater for the growing population. A green field site in Stanton is a solution. My preference is for Option F, with facilities for x ray, minor operations & rooms for visiting consultants. I don't believe smaller GP surgery facilities in Hopton would be viable”*

PPG

Coral Mitchell and Mick Ellis spoke with attendees to find out if there are more people who would like to be involved in the PPG and if there is an appetite for a face to face addition to the PPG. They spoke to a number of people and received a favourable response with 6 signing up to find out more. There is an appetite to hold a meeting with all those interested from both the Hopton & Stanton events to set up a face to face PPG.

Future engagement and communication

To build on the outcome of both events and continue public engagement through good communications and the opportunity for public suggestions and comments, the following actions are planned:

1. Updates on the progress of a dispensary service from end of October, additional parking at the Stanton Health Centre, Nurse-led services being located at the Stanton Health Centre from January 2017 and details about the three community transport options to be posted on the practice website and sent to press/stakeholders.
2. The patient information sheet entitled *Stanton Medical Practice - A new vision for the future healthcare of our community* (distributed at both events) to be made available to view and download on the practice website (Including a large print version). Hard copies to also be made available in the practice waiting room (Stanton & Hopton).
3. The Comments & Suggestions card (used at both events) to be made available in the practice waiting rooms with a post box for responses and a link to the online Comments & Suggestions form included in the online patient information sheet
4. A meeting to be set up at the practice for the people interested in setting up a face to face PPG with Rob Freeman in liaison with Coral Mitchell. It will include discussions about setting up a regular patient newsletter for distribution via email and in hard copy format, along with a prominent email sign up on the practice website.
5. Additional text to be included on the practice website PPG page to explain about the formation of a face to face PPG including a link for interested people to sign up.
6. A sign to be located in the car park to inform patients about the additional parking in the Stanton Health Centre.
7. Once a funding decision is made and it is possible for the practice to progress to a final draft/planning application, a selection of the architectural plans to be made available on the practice website.
8. The partners and practice manager continue to welcome communication and engagement with community leaders.

Prepared by Denise Wrobbel 11/10/16