

Themes arising from patient and stakeholder engagement period, re the proposition to close St Philips Drive Surgery building (part of Inspire Health) from 31.05.2023

The engagement period ran from 01.01.2023 until 31.03.2023. Comments were submitted or raised at face to face meetings by patients and/or practice staff

	Theme	Response/outcome
1.	Appointment availability	
1.1	It's already too hard now to get an appointment	The practice acknowledges the recent difficulties with appointment access. A new appointment system has been introduced to try and improve appointment access. The closure of St Philips site would have no impact on appointment availability as available resource and staffing will be switched to other sites.
1.2	Hasland is a large community, I would have thought we needed the 2 surgeries. It is so difficult to get appointments in reasonable time	The closure of St Philips site would have no impact on appointment availability as available resource and staffing will be switched to other sites.
1.3	How can Inspire Health guarantee appointment availability?	The clinical services will remain unchanged. The appointment availability at St Philips drive site will be switched to the remaining practice sites.
1.4	Appointment waiting times at Hasland Medical centre are already lengthy	The practice acknowledges the recent difficulties with appointment access. A new appointment system has been introduced to try and improve appointment access. The closure of St Philips site would have no impact on appointment availability as available resource and staffing will be switched to other sites.

2.	Access to an alternative practice site	
2.1	I've been a patient there for 20 years and don't want to change to another place	The alternative site (Jepson Road) is very close to the existing St Philips Site and offers more modern facilities. The practice will do all it can to minimise the impact of change on registered patients.
2.2	Will I have to go to Avenue House Surgery for appointments? Parking is difficult and the building is intimidating?	Patients will be able to choose which site to attend, either Jepson Road surgery or Avenue House Surgery. It may be necessary to attend a specific building if a patient requests to see a particular clinician on a specific day or date.
2.3	Are appointments numbers spread across the sites to allow patients to be seen at their preferred site?	Yes, appointments are spread across sites and the majority of staff and GPs work across all sites.
3.	Continuity of Care/ Usual GP	
3.1	Why can't you replace the retiring doctor with another doctor?	We are advertising for a new GP to replace the retiring doctors.
3.2	It would appear at face value that the limited working days of the GPs takes away the patients desire to have continuity of care from their registered GP. This situation seems to be at odds with Inspire Health's principle of continuity of care	We uphold the principle of continuity of care for patients. This can be difficult with more part-time working amongst GPs. Patients will have a 'usual GP' and can request an appointment or tel call with a GP of their choice.
3.3	Who will my new usual doctor be?	All patients currently registered with Dr Kemp will be transferred to another 'usual GP' at the practice.
3.4	Will my registration automatically move to Jepson Road or will it be Avenue House?	All patients registered at St Philips Drive will have their registration/usual branch site transferred to Jepson Road
3.5	I don't know any of the other doctors at Inspire Health. Not even their names. Could we have a "rogues gallery" with photographs to help us identify who we are seeing?	The practice is producing an information sheet for patients and will make this available as soon as possible.

4.	Telephone Access	
4.1	I already can't get through on the phones. Isn't it going to be worse when St Philips Drive closes and the calls get added in to another site	There will be no reduction in staffing levels so reception staff will continue to answer incoming calls from an alternative site.
5.	Staffing Levels	
5.1	To what levels will GP staffing be increased to meet presumed increased demand at Hasland Medical centre, given that Dr Narula has recently left the practice?	We are actively recruiting/advertising for clinical staff to replace GPs lost through relocation/retirement.
5.2	How many clinicians does Inspire have? How many are female? Is Inspire Health understaffed?	Approximately 13 full time equivalent clinicians. 10 doctors are female. Inspire Health is currently understaffed and has active advertisements for GPs. Recruiting GPs can be difficult at the moment due to a national shortage of doctors.
5.3	Do the doctors work set days and / or and set sites?	The doctors do normally work set days and many of them work across various sites.
6.	St Philips Building	
6.1	If the site closes, what will happen to the St Philips Drive Surgery building?	This is not yet known.
6.2	Has there been discussion amongst the remaining GP Partners about purchasing it?	Dr Kemp currently owns the St Philips Drive building. Purchase of the building by the remaining GP Partners at the practice is not a current option.
6.3	Will the building go up in height?	The future of the building is not yet known but any changes in use of appearance would be subject to the usual local planning processes.

7.	Dr Catherine Kemp retirement	
7.1	Regret that Dr Kemp is leaving/retiring from the practice	Dr Kemp will retire on 31.05.2023, she will be very much missed by everyone at Inspire Health and her patients.
7.2	Dr Kemp will be a difficult GP to replace/follow	Patients will be provided with an overview of all the organisation GPs. Patients can request a specific 'usual GP' and can see any GP of their choice.