

Engagement report: Cheddar Road Surgery

Summary

Patients of Summerfield Family Practice and other stakeholders were asked for their views on a proposal to close the Cheddar Road Surgery branch site, which sees around four patients per week.

Currently GPs and practice staff travel daily between the main practice which is based at Summerfield Primary Care Centre, Winson Green Road, Winson Green, Birmingham, B18 7AL, and Cheddar Road Surgery, 55 Cheddar Road, Balsall Heath, Birmingham, B12 9LJ – a distance of around 3.8 miles.

With the majority of its 1,700 patients choosing to book their appointments at the main Summerfield Family Practice, along with the significant investment needed to improve facilities for patients at the branch site which is based inside a terraced house, the practice held a three-week engagement period (12-30 November 2018) to discuss proposals for the future.

There are seven alternative practices within one mile of Cheddar Road Surgery, with capacity for a small dispersal of patients:

1. Balsall Heath Health Centre – 0.4 miles
2. Firstcare Practice – 0.4 miles
3. Dr Walji – 0.4 miles
4. Strensham Road Surgery – 0.4 miles
5. The Wand Medical Centre – 0.5 miles
6. Highgate Medical Centre – 0.5 miles
7. Moseley Medical Centre, 0.9 miles

Engagement activity

A three-week engagement period was held from 12 November until 30 November 2018.

Posters were displayed in the two practice sites inviting people to attend drop-in sessions to discuss the practice closure, as well as asking people to give their views via an online survey (which was also available from reception at both sites in a paper format).

The sessions were held on:

- Thursday 22 November 2018, 1-2pm, Cheddar Road Surgery, 55 Cheddar Road, Balsall Heath, Birmingham, B12 9LJ
- Thursday 22 November 2018, 5-6pm, Cheddar Road Surgery, 55 Cheddar Road, Balsall Heath, Birmingham, B12 9LJ

The practice also:

- Advertised the drop-in sessions and survey on its website - <http://www.summerfieldfamilypractice.com/news.aspx>
- Wrote to patients registered at the Cheddar Road Surgery site advising them of the engagement period
- Had previous discussions with its PPG on 24 August 2018 and captured a small sample of patients' views with its own survey.

The CCG:

- Advertised the drop-in sessions and survey on its Get Involved section of the website

- Shared a news release via its website - <https://www.birminghamandsolihullccg.nhs.uk/news/838-patients-asked-for-views-on-proposal-to-close-cheddar-road-surgery>
- Advertised the drop-in sessions and survey through our social media channels – Facebook and Twitter
- Sent out a stakeholder briefing to: MPs; local councillors; Healthwatch Birmingham; surrounding practices; Health Overview and Scrutiny and Health and Wellbeing committees.

Following the CCG’s news release on the proposal to close Cheddar Road Surgery and details of how patients and stakeholders could have their say, the story was picked up by the Birmingham Mail newspaper (both print and online) and MSM online news, helping to increase awareness of the engagement period.

Engagement reach

Date	Activity	Numbers
22 November 2018	Two drop-in sessions held at Cheddar Road Surgery: 1-2pm and 5-6pm	Approx. 13 attendees
12-30 November 2018	Online and paper copies of the survey	Total responses 15
November 2018	A variety of Facebook posts were made about the engagement opportunities on offer, highlighting the online survey and drop-in sessions.	Post reach 2,246 Post engagement 52
November 2018	A variety of Twitter posts were made about the engagement opportunities on offer, highlighting the online survey and drop-in sessions.	Post reach 1,009 Post engagement 14
November 2018	Individual responses	Letters received 2

Summary of themes identified at drop in sessions:

The drop-in sessions were held on 22 November (1-2pm and 5-6pm) and attracted approx. 13 attendees in total. Each session was led by the lead GP Dr R P Kulshrestha, with CCG support, and themes identified included:

- **Commitment of patients to their GP.** The majority would be happy to travel further to continue seeing the same GPs.
- **Convenience.** The current branch site is convenient for elderly patients and families as it is close to homes/schools. Appointments are easy to get on the day.
- **Distance.** Some patients don’t have access to cars and it would take two buses or be too far to walk. There is also an issue with travel time due to heavy traffic at peak times.
- **Repeat prescriptions.** Fears over having to travel 3.8 miles to pick up a repeat prescription.

Summary of individual stakeholder responses

Two letters were received from stakeholders: from the practice’s PPG and from Healthwatch Birmingham. A summary of their views are included below:

Summerfield Family Practice PPG: *“The surgery at Cheddar Road in Balsall Heath should be closed due to a lack of patients. The doctors I think are wasting time and money keeping it open. The patients have mostly all booking appointments [sic] at Summerfield Centre. We are very happy with the service we receive at this surgery and am sure so are the patients from Cheddar Road, who choose to book appointments here. It is not very far for them to travel to.”*

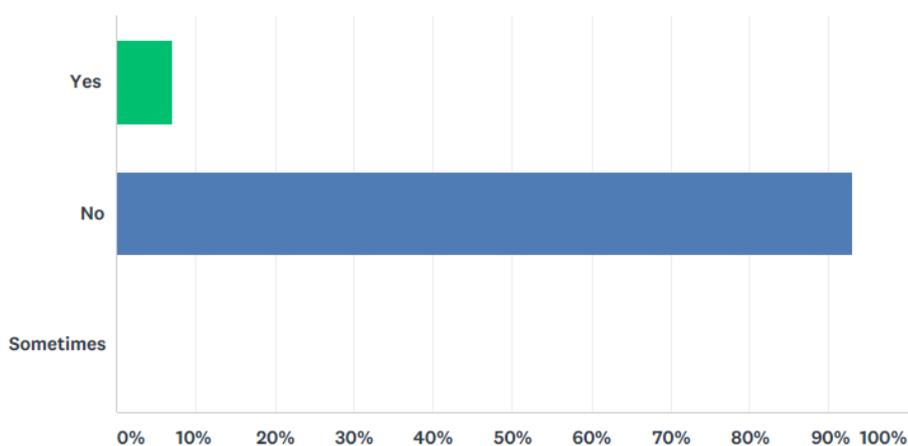
Healthwatch Birmingham: *“We are...concerned about the potential impact the closure of this surgery might have on the most vulnerable within this community. People on low incomes, the elderly, people living in poverty, those with a disability, and those with caring responsibilities. These are some of the groups that might be least able to travel further (3.8miles) to access services at the main Summerfield Centre. This proposal therefore has the potential to impact people in terms of access to GP services, continuity and quality of care.*

“We believe that consideration needs to be made of the demographics of the surgery’s population group and the corresponding distance they have to travel, and changes to any services that would occur because of the closure.”

Survey results

Q1 Do you use Cheddar Road Surgery for your practice appointments?

Answered: 14 Skipped: 1

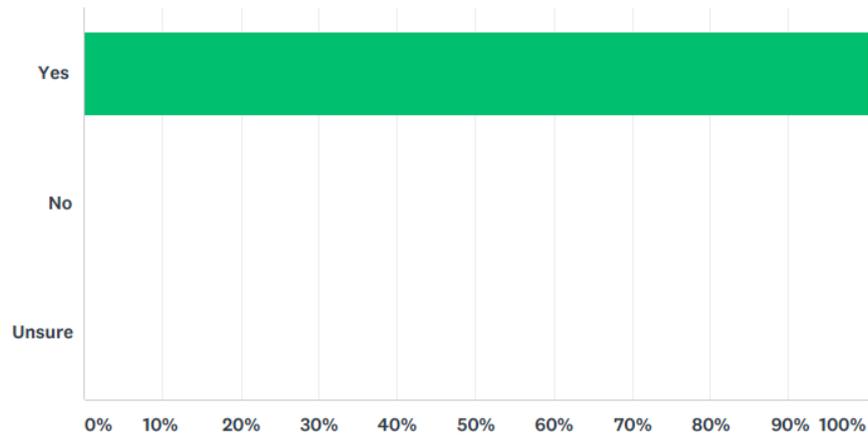


ANSWER CHOICES	RESPONSES	
Yes	7.14%	1
No	92.86%	13
Sometimes	0.00%	0
TOTAL		14

This question was answered by 14 respondents and ignored by one respondent. The majority (13 respondents or 92.86%) said they did not use Cheddar Road Surgery for their practice appointments; with one respondent (7.14%) answering that they used Cheddar Road Surgery. No respondents answered “sometimes”.

Q2 Are you able to attend Summerfield Primary Care Centre?

Answered: 14 Skipped: 1

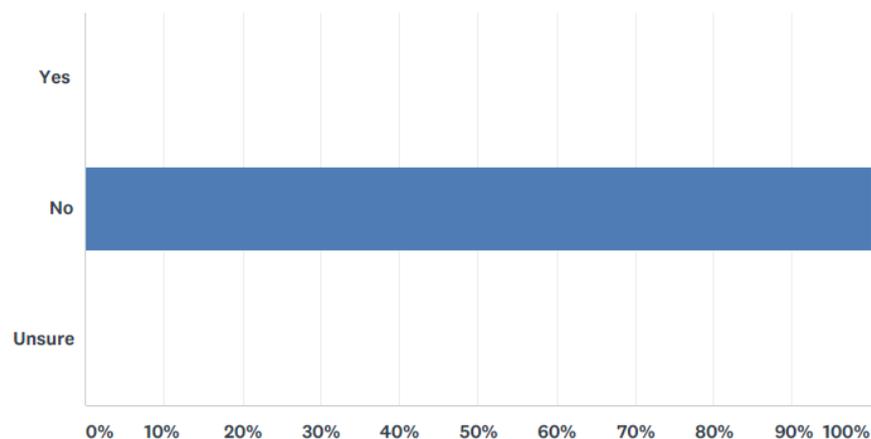


ANSWER CHOICES	RESPONSES	
Yes	100.00%	14
No	0.00%	0
Unsure	0.00%	0
TOTAL		14

This question was answered by 14 respondents and ignored by one respondent. All of those who answered this question (14 respondents or 100%) said they could attend Summerfield Primary Care Centre.

Q3 Would the closure of Cheddar Road Surgery cause you any concerns?

Answered: 14 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	14
Unsure	0.00%	0
TOTAL		14

This question was answered by 14 respondents and ignored by one respondent. All of those who answered this question (14 respondents or 100%) said closure of Cheddar Road Surgery would not cause them any concerns.

Q4 Please tell us about your concerns, or give any other comments on this proposal in the box below:

Answered: 4 Skipped: 11

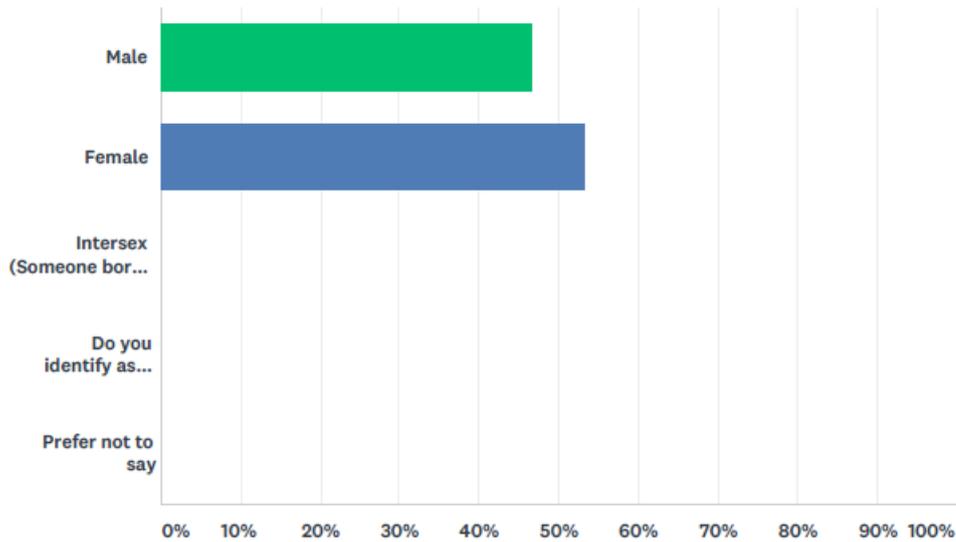
#	RESPONSES	DATE
1	I have no concern for the close of Cheddar Rd surgery. It was discussed by GPs and practice manager in PPG meeting. This merge will be beneficial for all patients as surgery will be open for more added time at Summerfield. Patients will be very happy with this arrangement.	11/23/2018 1:49 PM
2	No concerns for Cheddar Rd surgery	11/23/2018 1:23 PM
3	I will be happy to attend at Summerfield PCC. I like the GPs and service, receptionists well (?) and nice.	11/23/2018 12:51 PM
4	I do not mind travelling	11/23/2018 12:45 PM

This question was answered by four respondents, with 11 respondents choosing to skip this question. All of those who responded indicated that they had no concerns with the closure of Cheddar Road Surgery.

Equality monitoring information

Q5 Please state your sex:

Answered: 15 Skipped: 0

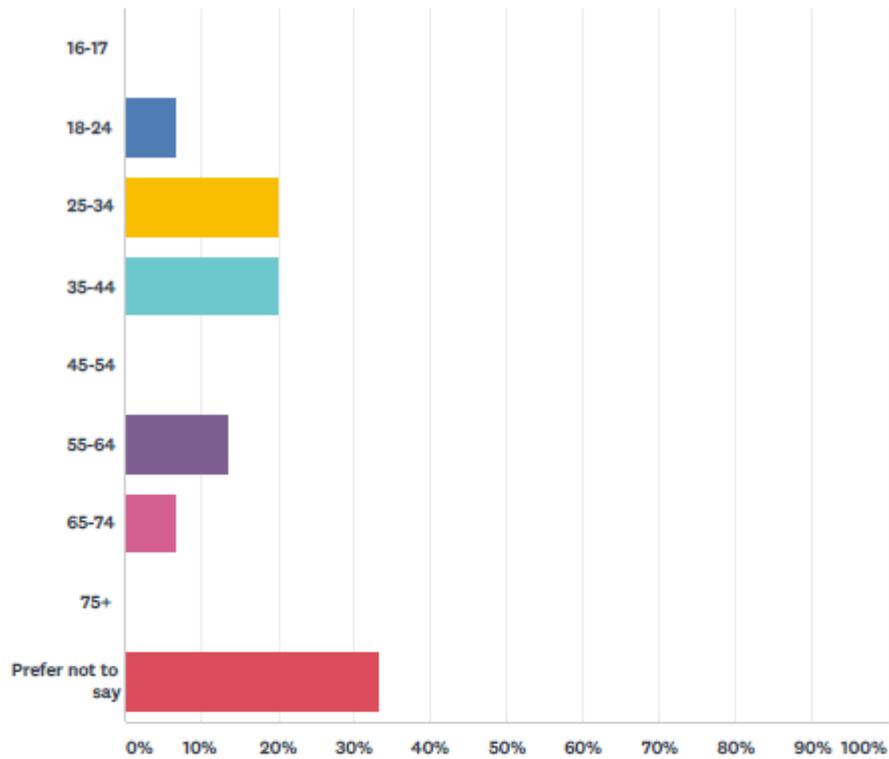


ANSWER CHOICES	RESPONSES	
Male	46.67%	7
Female	53.33%	8
Intersex (Someone born with both male and female reproductive organs)	0.00%	0
Do you identify as trans* (*Any part of a process, including thoughts or actions, to bring your physical sex appearance, and/or your gender role, more in line with your gender identity)	0.00%	0
Prefer not to say	0.00%	0
Total Respondents: 15		

This question was answered by all 15 respondents. The majority of respondents were female (8 respondents or 53.33%), following by males (7 respondents or 46.67%).

Q6 Age group:

Answered: 15 Skipped: 0

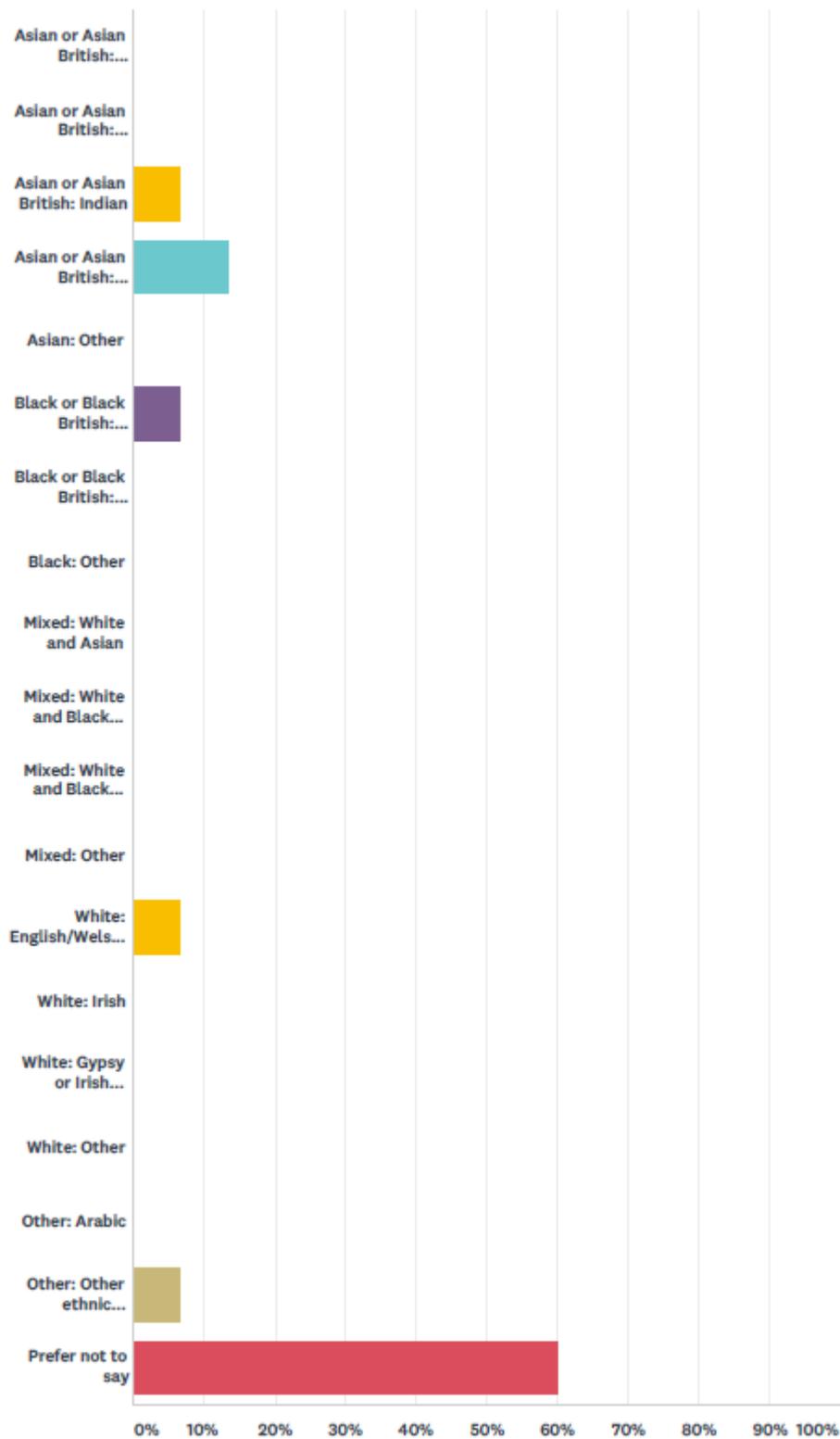


ANSWER CHOICES	RESPONSES	
16-17	0.00%	0
18-24	6.67%	1
25-34	20.00%	3
35-44	20.00%	3
45-54	0.00%	0
55-64	13.33%	2
65-74	6.67%	1
75+	0.00%	0
Prefer not to say	33.33%	5
TOTAL		15

This question was answered by all 15 respondents. The majority of respondents (five respondents or 33.33%) selected “Prefer not to say”; followed by the age groups 25-34-years-old and 35-44-years-old, both receiving three responses each or 20%; the 55-64-years-old category received two responses or 13.33%; and finally the 18-24 and 65-74 categories saw one response each or 6.67%.

Q7 How would you describe your ethnic background?

Answered: 15 Skipped: 0

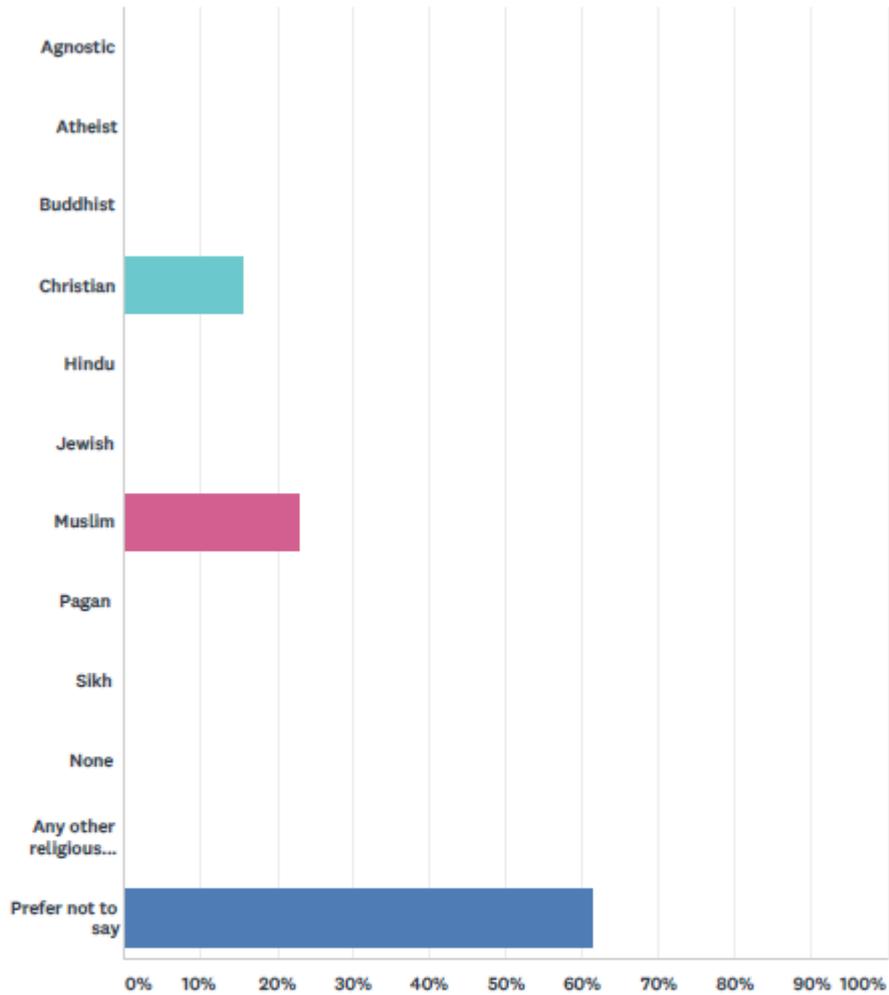


ANSWER CHOICES	RESPONSES	
Asian or Asian British: Bangladeshi	0.00%	0
Asian or Asian British: Chinese	0.00%	0
Asian or Asian British: Indian	6.67%	1
Asian or Asian British: Pakistani	13.33%	2
Asian: Other	0.00%	0
Black or Black British: African	6.67%	1
Black or Black British: Caribbean	0.00%	0
Black: Other	0.00%	0
Mixed: White and Asian	0.00%	0
Mixed: White and Black African	0.00%	0
Mixed: White and Black Caribbean	0.00%	0
Mixed: Other	0.00%	0
White: English/Welsh/Scottish/Northern Irish/British	6.67%	1
White: Irish	0.00%	0
White: Gypsy or Irish Traveller	0.00%	0
White: Other	0.00%	0
Other: Arabic	0.00%	0
Other: Other ethnic background	6.67%	1
Prefer not to say	60.00%	9
TOTAL		15

This question was answered by all 15 respondents. The majority of respondents (nine or 60%) selected the “Prefer not to say” option, followed by: Asian or Asian British: Pakistani (two respondents or 13.33%); and then one response each from Asian or Asian British: Indian; Black or Black British: African; White: English/Welsh/Scottish/Northern Irish/British; and Other: Other ethnic background (6.67% each).

Q8 How would you describe your religion or beliefs?

Answered: 13 Skipped: 2

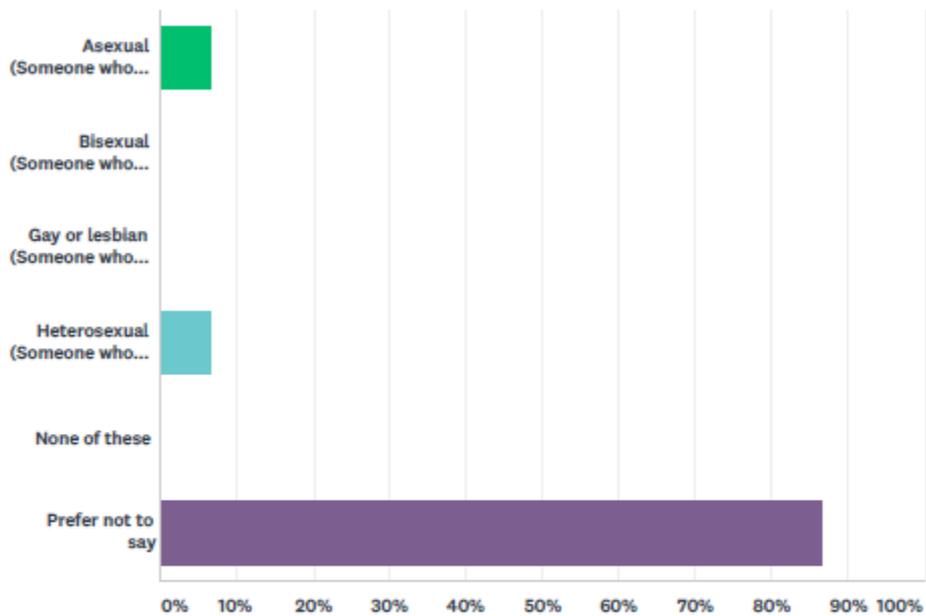


ANSWER CHOICES	RESPONSES	
Agnostic	0.00%	0
Atheist	0.00%	0
Buddhist	0.00%	0
Christian	15.38%	2
Hindu	0.00%	0
Jewish	0.00%	0
Muslim	23.08%	3
Pagan	0.00%	0
Sikh	0.00%	0
None	0.00%	0
Any other religious belief	0.00%	0
Prefer not to say	61.54%	8
TOTAL		13

This question was answered by 13 respondents and skipped by two. The majority of respondents (eight or 61.54%) selected “Prefer not to say”, with three respondents (23.08%) selecting Muslim and two respondents (15.38%) selecting Christian.

Q9 Please indicate which term would best describe your sexual orientation

Answered: 15 Skipped: 0

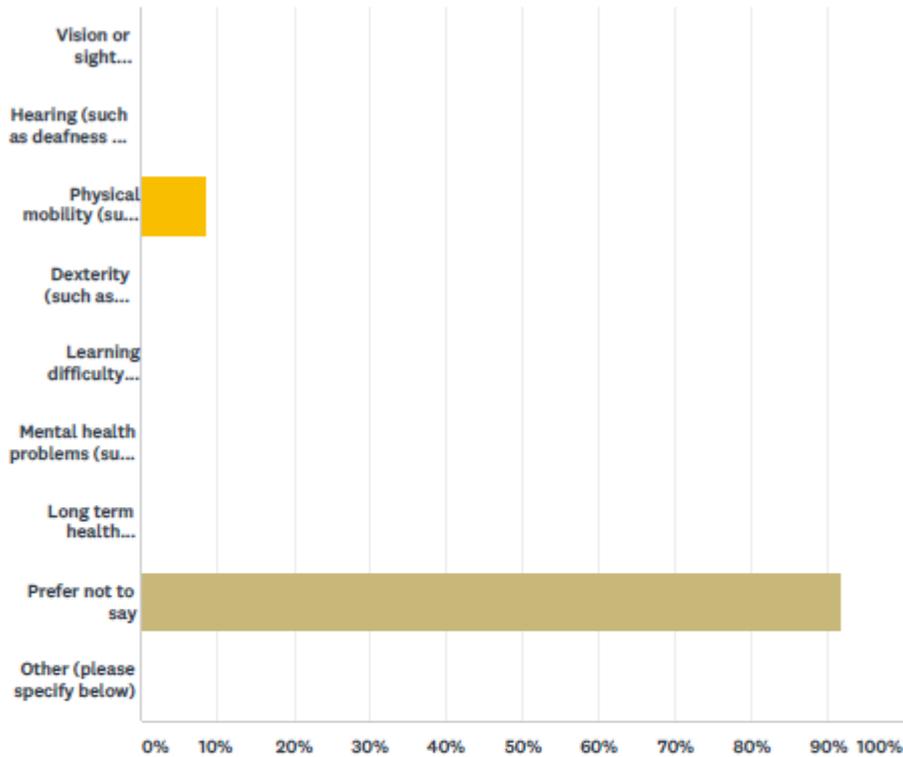


ANSWER CHOICES	RESPONSES
Asexual (Someone who is not attracted any sex)	6.67% 1
Bisexual (Someone who is attracted to both males and females)	0.00% 0
Gay or lesbian (Someone who is attracted to the same sex as themselves)	0.00% 0
Heterosexual (Someone who is attracted to the opposite sex)	6.67% 1
None of these	0.00% 0
Prefer not to say	86.67% 13
TOTAL	15

This question was answered by all 15 respondents. The majority of respondents (13 or 86.67%) selected “Prefer not to say”, with one respondent (6.67%) choosing Asexual – someone who is not attracted to any sex, and one respondent (6.67%) choosing heterosexual – someone who is attracted to the opposite sex.

Q10 Do you have a disability?

Answered: 12 Skipped: 3



ANSWER CHOICES	RESPONSES	
Vision or sight impairment (such as blindness or partial sight)	0.00%	0
Hearing (such as deafness or being hard of hearing)	0.00%	0
Physical mobility (such as being a wheelchair user or using walking aids)	8.33%	1
Dexterity (such as difficulty lifting or carrying)	0.00%	0
Learning difficulty (such as autism, Asperger's syndrome, dyslexia or dyspraxia)	0.00%	0
Mental health problems (such as anxiety, depression, bi-polar, schizophrenia, eating disorder)	0.00%	0
Long term health condition e.g. asthma, COPD	0.00%	0
Prefer not to say	91.67%	11
Other (please specify below)	0.00%	0
Total Respondents: 12		

#	OTHER (PLEASE SPECIFY BELOW)	DATE
	There are no responses.	

This question was answered by 12 respondents and skipped by three respondents. The majority of respondents (11 or 91.67%) selected "Prefer not to say"; followed by one respondent (8.33%) selecting "Physical mobility (such as being a wheelchair user or using walking aids)" as their disability.