

April 2018

**Emsworth Surgery
Patient survey and
engagement results**

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Introduction

Healthwatch was created to gather and represent the views of the public. The aim of Local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how services are provided.

Every voice counts when it comes to shaping the future of health and social care, and when it comes to improving it for today. Everything that local Healthwatch does will bring the voice and influence of local people to the development and delivery of local services. People need to feel that their local Healthwatch belongs to and reflects them and their local community. It needs to feel approachable, practical and dynamic and to act on behalf of local people. Healthwatch needs to be able to clearly demonstrate effectiveness and impact on service change.

For almost 70 years, Action Hampshire has been supporting not-for-profit organisations to deliver great services to local people and communities; speak up for the changes they would like to see; and shape the future of where they live and work.

This report provides analysis of a patient survey produced and carried out by Emsworth GP surgery about potential plans to relocate the service.

Healthwatch Hampshire and Action Hampshire have worked together to produce this report which gives detail of the survey responses (over 1000 responses) and takes into account additional feedback gathered from complaints, patient reports and further feedback received by the surgery.

The GP practice created and distributed the survey but asked Healthwatch Hampshire to analyse the responses and create a report. Healthwatch Hampshire and Action Hampshire are both charities independent of the NHS.

This report gives the findings from the survey and some areas for consideration arising from the responses shared.

Context & methodology

Emsworth GP Surgery is looking to relocate to a different site. For some time, they have been exploring the possibility of making the short move to the site of the Emsworth Victoria Cottage Hospital, but are now also looking at an alternative location on land available at Redlands Grange.

In order to understand patient views on the proposed move, Emsworth GP Surgery created and circulated an online survey using Survey Monkey. This was circulated to all patients, together with information about the proposed move.

1,058 responses to the online survey were received, together with 103 separate written responses. A petition of 454 signatures, against moving to the Redlands Grange Site was also received.

After patient responses had been collected, Emsworth GP Surgery asked Healthwatch Hampshire to independently analyse the responses and produce a report. Healthwatch Hampshire then requested Action Hampshire to carry out the data analysis. Healthwatch Hampshire and Action Hampshire are both independent charities, and will be paid for the time they have spent on the data analysis.

The data from the on-line survey was analysed using Excel. No advanced statistical methodologies were utilised. The percentage of responses for each response category were simply calculated, together with an analysis of the 'other' category.

Only one question was subjected to cross-analysis. The question "How would you feel if the surgery moved to Redlands Grange?" was cross analysed with 'frequency of attendance at the GP Surgery'; and 'age of patient'.

Narrative comments were analysed separately and grouped into categories. Representative quotations are shown towards the end of the report.

Responses to the survey were received from 1,058 people. The majority of respondents (97%) were patients of Emsworth Surgery. The remainder were mainly relatives/carers of patients.

Key themes

1058 responses were captured as part of the survey. 451 narrative comments were also given as part of the survey.

In addition to the results and feedback obtained in the survey there was an additional 28 pages of correspondence shared with the surgery regarding the potential relocation of Emsworth surgery. The nature of the correspondence varies. Much of the feedback falls in line with the feedback obtained in the survey but some is much more detailed in it's analysis of the situation.

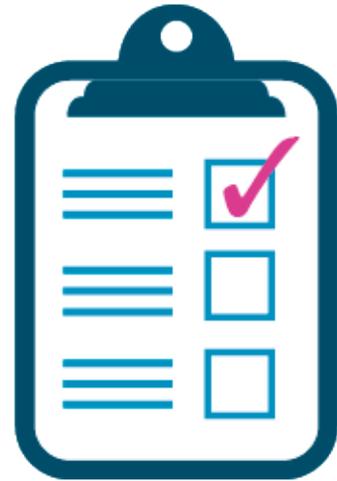
These comments fell in to seven broad categories:

- **Lack of parking and access at Redlands site**
- **Support for a move to the Redlands site**
- **Lack of public transport to get to Redlands site**
- **Concerns about the effect on the local community and businesses**
- **Concerns about the provision of Pharmacy services at Redlands site**
- **Concerns about the structure of the survey**
- **Other feedback (including support for alternative sites, quality facilities, quality of service, staffing and waiting times)**

Each of the above categories is detailed in the report including representative examples of feedback.

Emsworth Surgery has provided a detailed response to this report can be found on page 19.

We hope that the findings and areas for considerations will be recognised and acted upon to improve the experience of people receiving these services.

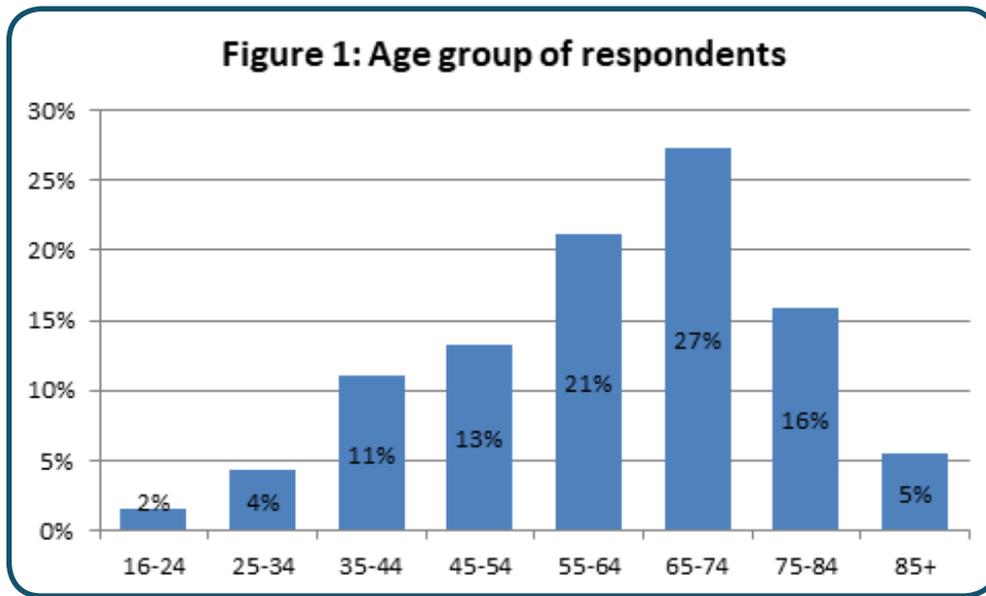




Survey findings

Age of respondents

A mixed age range of patients responded to the survey, with the majority of respondents being aged 55 or above. (See Figure 1 below).



Where do respondents live?

The majority of respondents (67%) live in the postcode area: PO10 7.., followed by PO10 8.. (23%). A small number of respondents live in PO9, PO18 and PO10.

How many times have you visited the surgery in the last 12 months?

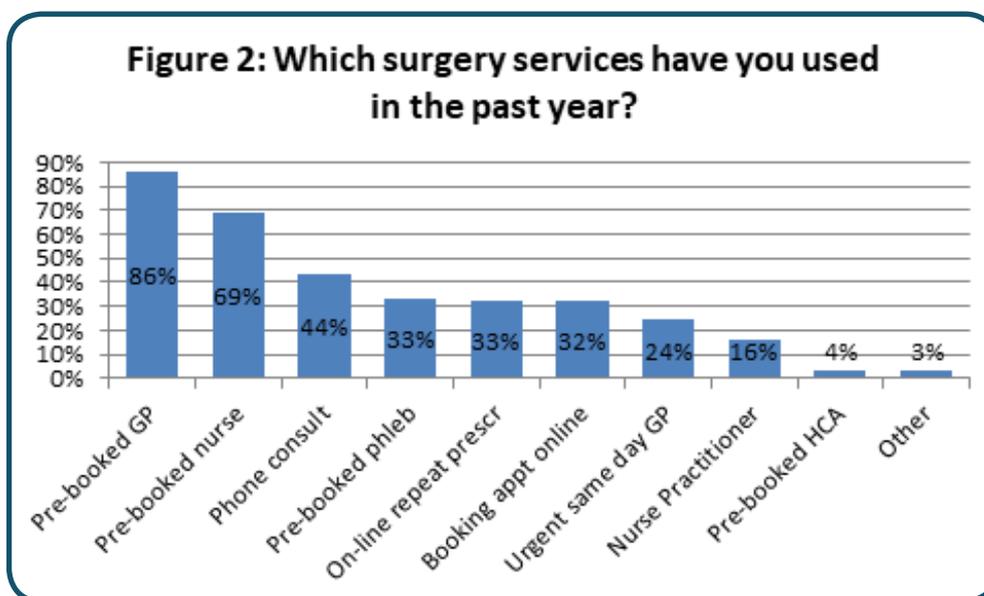
Respondents were asked about how frequently they had visited the surgery in the past year. Few (4%) had not used the surgery at all, while around a third had visited the surgery 'once or twice' (37%) or 'up to 5 times' (35%). 23% of respondents had visited the surgery 'more than five times'.





In the past year, which services have you used at the surgery?

Respondents were able to choose as many options as applied. The most frequently used services were pre-booked GP appointments (86% of respondents) and pre-booked nurse appointments (69% of respondents).



NB. Percentages do not add up to 100% because respondents were able to choose more than one option.

Respondents could choose 'other' and write in another service. The most frequently cited services are shown below. The numbers in brackets denote the number of respondents who said they had used this service.

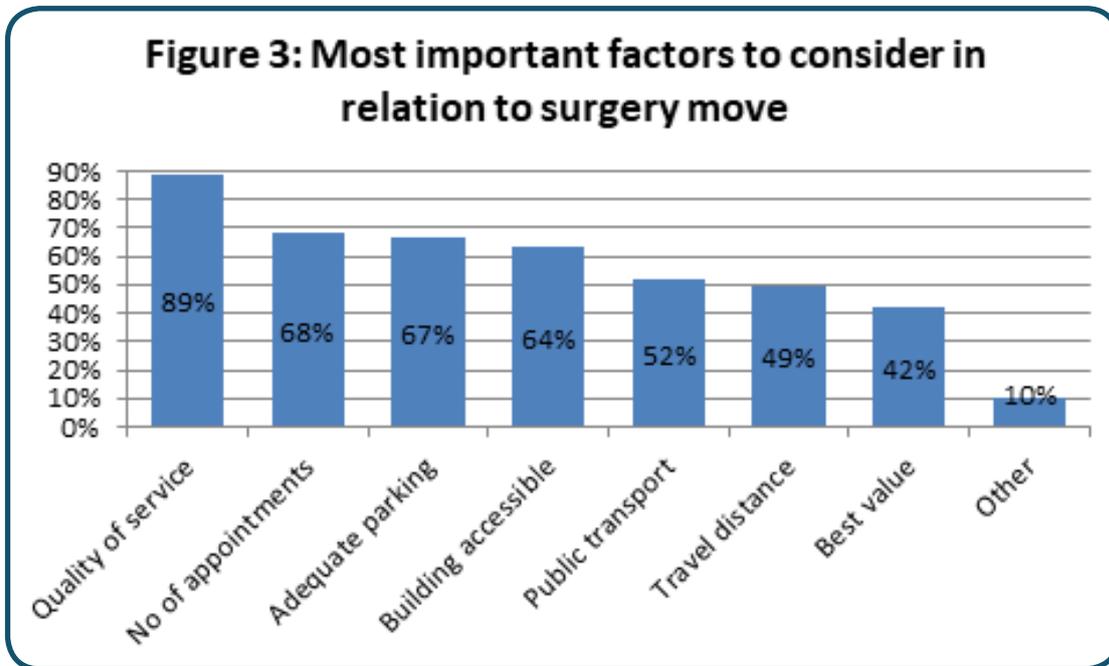
- Prescription request in person (19)
- Pick up an item (eg. prescription, batteries, sample bottle) (8)
- Flu clinic (7)
- Accompanying a patient (2)
- Diabetic review (2)
- Travel clinic (2)
- Front desk query (2)
- Online consultation (2)
- Booking an appointment in person (2)





The Practice needs to consider its options of moving to Redlands Grange or the Cottage Hospital. What do you think are the most important factors to consider when making this choice?

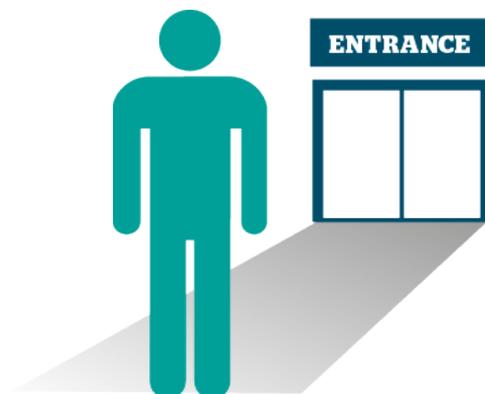
'Quality of service' was the factor cited by most respondents (89%), followed by 'number of appointments', 'adequate parking' and 'accessible building'.



NB. Percentages do not add up to 100% because respondents were able to choose more than one option.

The most frequently identified factors identified in 'other' are shown below. The numbers in brackets denotes the number of respondents who said this was the most important factor.

- Central Emsworth location (27)
- Transport (17)
- Wide range of services (14)
- Appointments (9)
- Parking (8)
- Pharmacy (8)
- Impact on community / local businesses (7)
- Fit for purpose building (6)
- Future proofed (6)
- High standard of services (2)
- Low maintenance costs (2)
- Timescale (2)



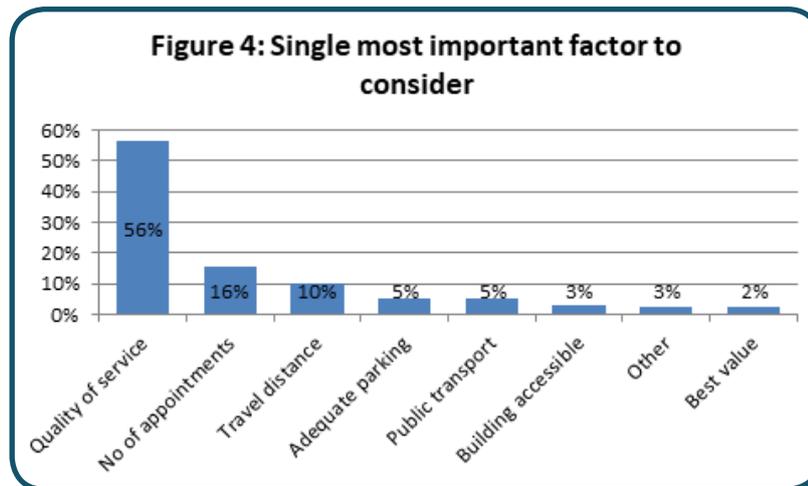


If you had to choose just one factor ...

Respondents were then asked to choose just one of those factors. Quality of service was cited by most respondents (56%), although arguably, this should be 'taken as read'.

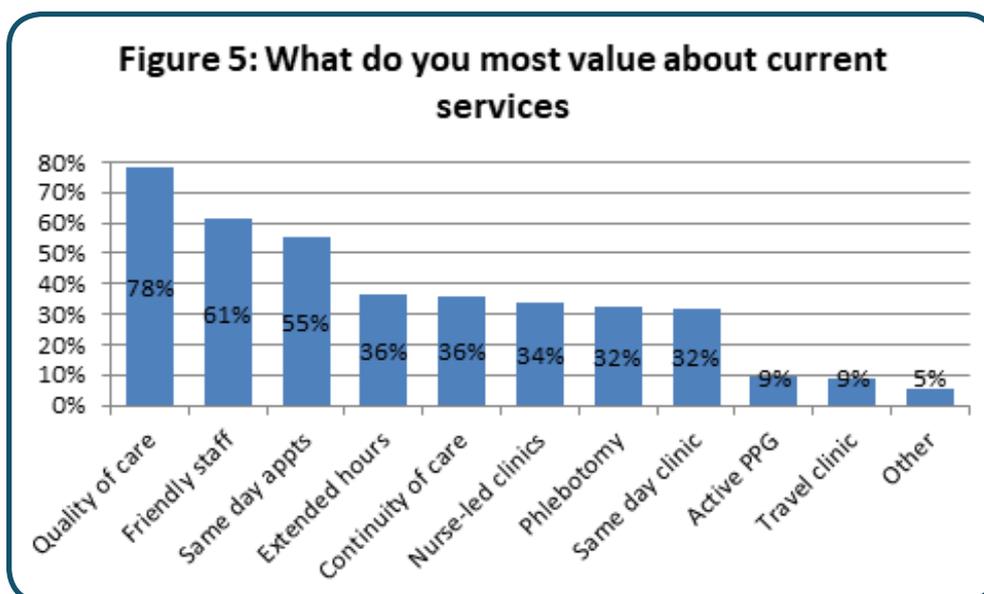
The most cited factors in 'other' were:

- Central Emsworth location (16)
- All are important - doesn't help site selection (3)



What do you value about the services currently provided by the surgery?

The most frequently cited response was 'Quality of care' (78% of respondents), followed by 'Friendly staff' (61%) and 'Same day appointments' (55%).



NB. Percentages do not add up to 100% because respondents were able to choose more than one option.

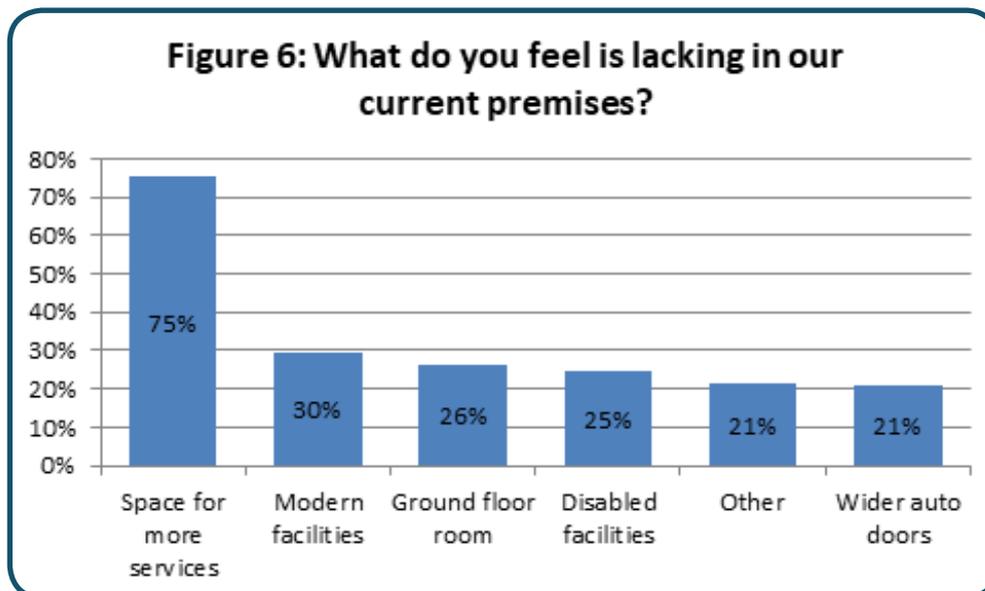
- The most frequent responses under 'other' were:
- Central location (19)
- None (9)



- Online services (8)
- Different GP each time (2)
- Excellent service (2)
- Staff not always friendly and approachable (2)

What do you feel is lacking in our current premises?

'Space for more services' was the most commonly recurring element seen to be lacking in current premises.



NB: Percentages do not add up to 100% because respondents were able to choose more than one option.

A large number of narrative responses were received for this question. The most commonly cited responses are shown below. It can be seen that 'Parking' was an element that a great many respondents felt was currently lacking.

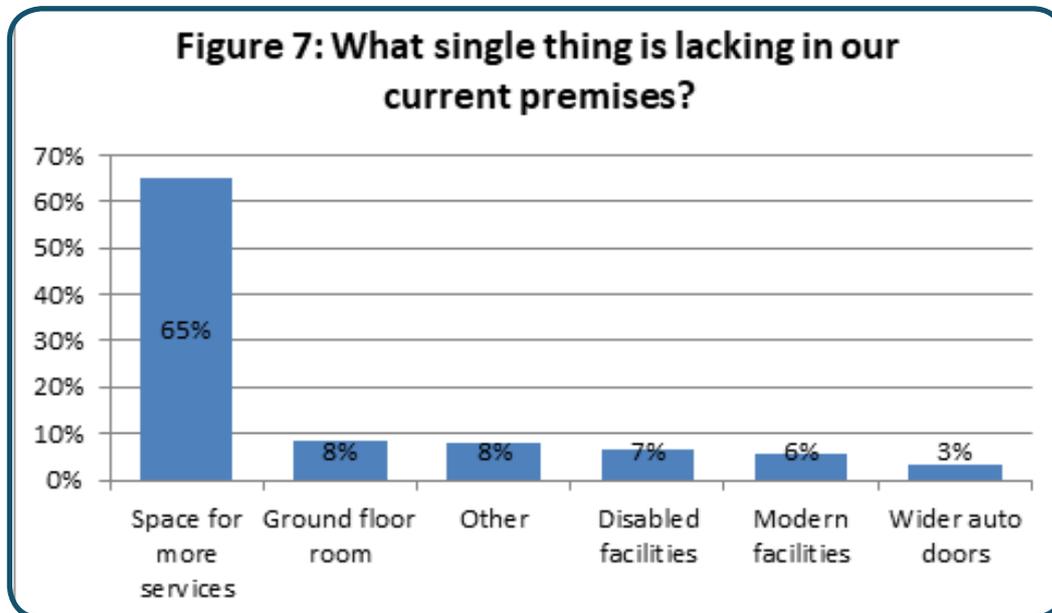
- Parking (82)
- More clinicians/appointments (23)
- Improved privacy (6)
- Able to see own GP (5)
- Friendlier/more helpful reception staff (4)
- Improved reception area (3)
- Better toilet facilities (2)
- Improved online bookings (2)
- Improved ventilation (2)





If you had to choose just one ...

Respondents were asked to choose just one thing that they felt was lacking in the current surgery. 'Space for more services' (65%) was again the most cited element perceived to be lacking.



Again, many respondents chose to make a narrative comment, and again, parking was the most frequently cited problem.

- Parking (35)
- Nothing, all is fine (27)
- More clinicians/appointments (14)
- Able to see own GP (3)
- Friendlier/more helpful reception staff (3)
- Improved privacy (3)
- Improved reception area (3)
- Central location (2)

Booking appointments online

Respondents were asked whether they booked appointments online. 44% of respondents said that they booked online, while 56% said that they did not book online.

Ordering repeat prescriptions online

Respondents were asked whether they ordered repeat prescriptions online. Of those to whom the question was applicable, 41% of respondents said that they ordered online, while 59% said that they did not order online.



Repeat Dispensing

Respondents were asked if they used Repeat Dispensing. This was a term that was obviously unclear to some people. Of those to whom the question was applicable, 61% said that they did use Repeat Dispensing, 28% said they did not use it, while 11% were unsure.

Nominated pharmacy

Respondents were asked if they had a nominated pharmacy to where repeat prescriptions were sent. Of those to whom the question was applicable, 86% said that they did have a nominated pharmacy, while 14% said that they did not.

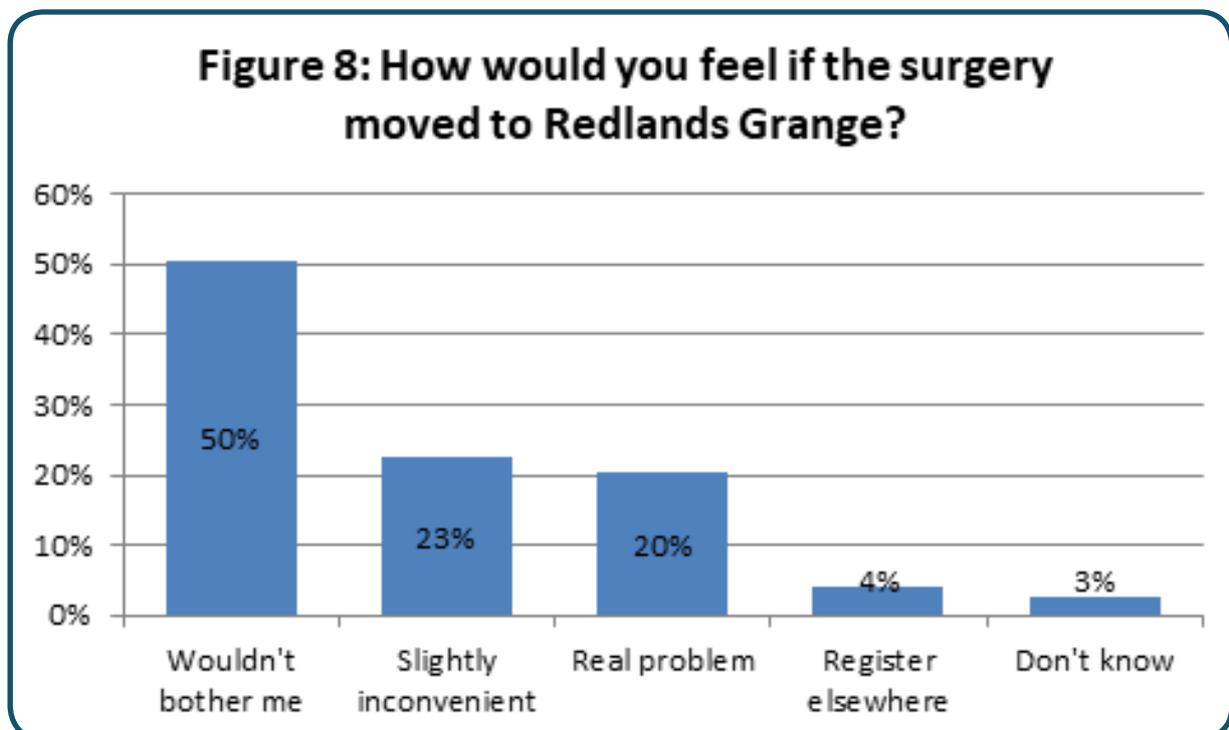
E-consult

Respondents were asked if they used E-consult to contact the surgery. 13% said that they did use E-consult, while 87% said that they did not.

If the surgery was to move to Redlands Grange and not the Cottage Hospital site, which phrase would best describe your reaction?

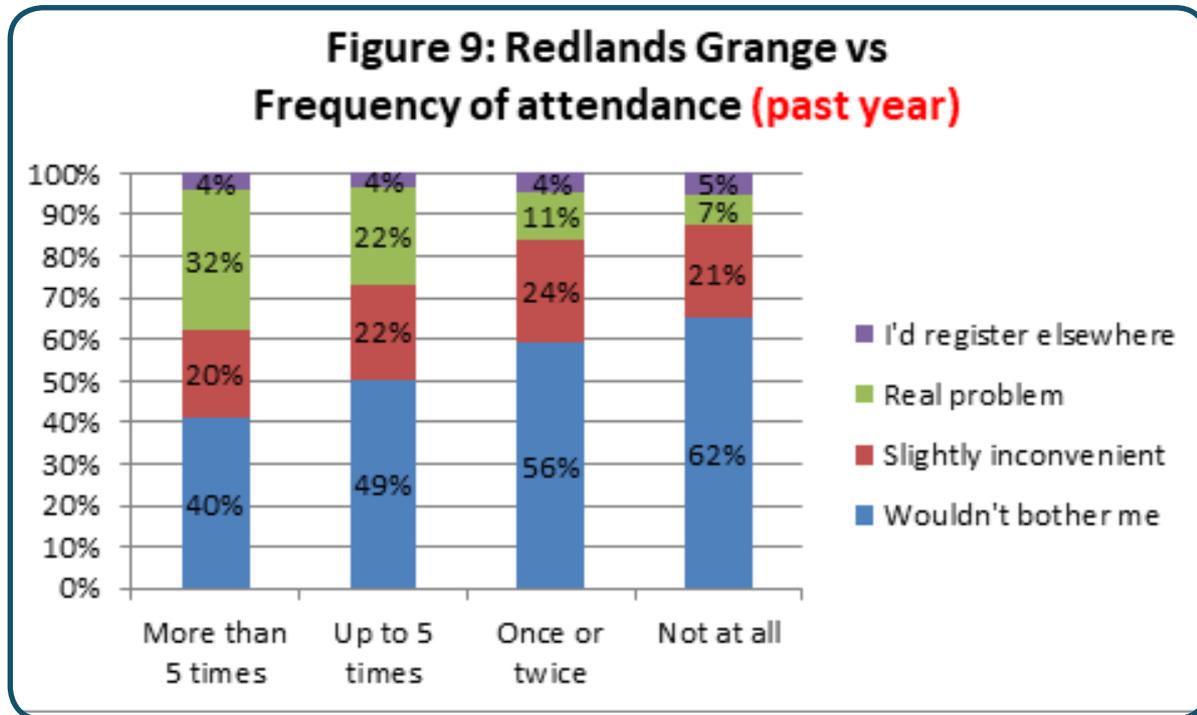
Respondents were asked how they would feel if the surgery were to move to Redlands Grange and not the Cottage Hospital.

50% said that it wouldn't bother them. 23% said that 'It would be slightly inconvenient, but not a real problem for me'. 20% said 'It would be inconvenient and a real problem for me'. 4% of respondents said that they would register elsewhere.



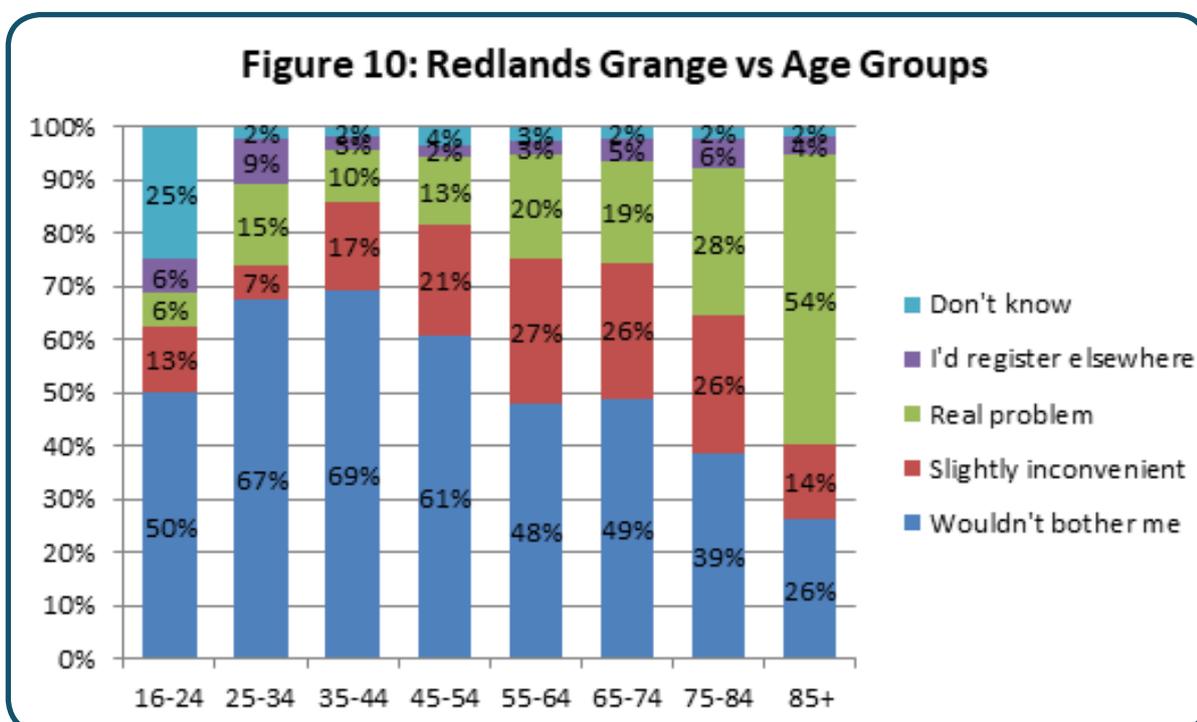


When the responses to this question are examined in relation to the frequency of attendance at the GP surgery, we can see that broadly, the proportion of respondents saying ‘It wouldn’t bother me’ decreases with frequency of surgery attendance, while the proportion of respondent saying ‘It would be a real problem’ increases with frequency of surgery attendance.



When the responses to this question are examined in relation to age groups, we can see broadly that the proportion of respondents saying ‘It wouldn’t bother me’ decreases with age, while the proportion of respondents saying ‘It would be a real problem’ increases with age. 54% of people in the 85+ age group say that it would be a real problem if the surgery was located at Redlands Grange.

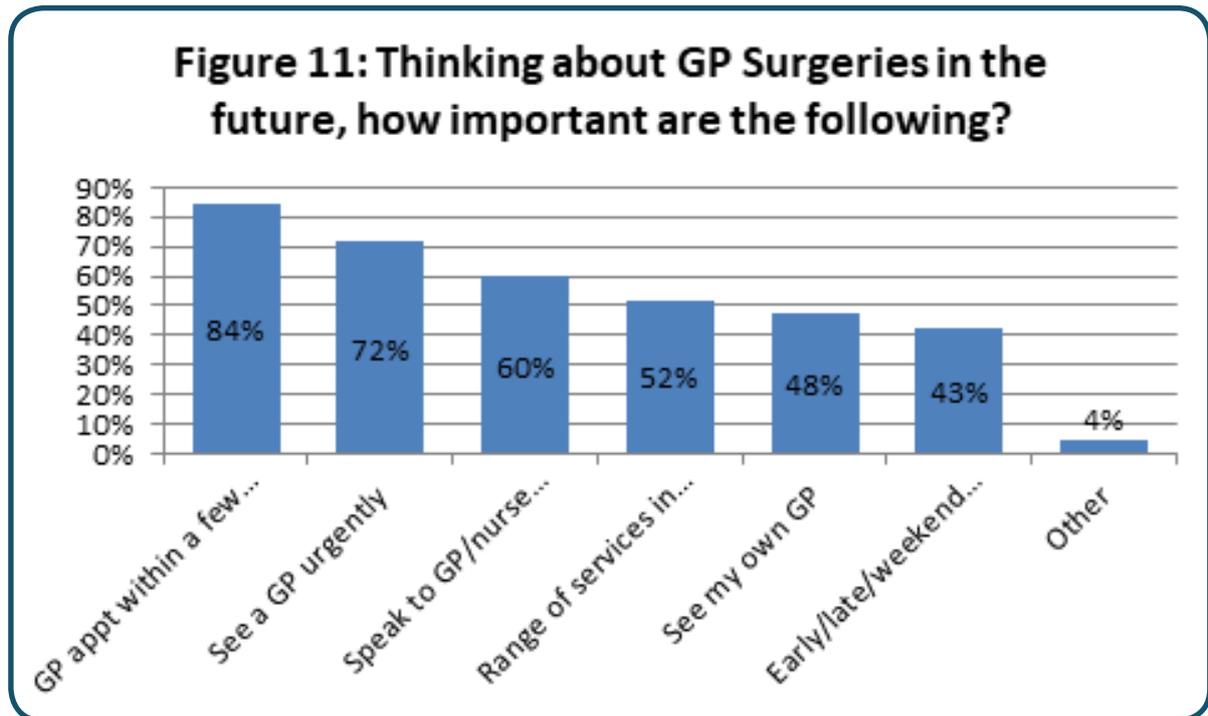
The exception to this broad pattern is the two groups aged 16-24 and 25-34. However, this may well be a result of the relatively small number of respondents in these two age groups, so should be treated with caution.



This means that broadly speaking, respondents who are older and/or attend the surgery more frequently, are more likely to say that a move to Redlands Grange will cause them real problems, and less likely to say that it wouldn't bother them.

Thinking about GP surgeries in the future, how important are these factors?

Respondents were asked how important they felt the following factors were in a future GP surgery. 'GP appointments within a few days' was the most commonly chosen response (84% of respondents), followed by 'Able to see a GP urgently' (72%), and 'Speak to a GP/nurse on the phone' (60%).



NB. Percentages do not add up to 100% because respondents were able to choose more than one option.

The most commonly cited features in 'other' were:

- Ease of travel to surgery (5)
- Central location (3)
- Good public transport access (3)
- Local trusted pharmacy (3)
- On-line booking for all clinicians (3)
- Improved online services (2)
- More nurse clinics/appointments (2)
- Parking (2)





451 narrative comments were given in addition to those already mentioned. These comments fell in to seven broad categories:

- **Lack of parking and access at Redlands site 21%**
- **Support for a move to the Redlands site 15%**
- **Lack of public transport to get to Redlands site 14%**
- **Concerns about the effect on the local community and businesses 13%**
- **Concerns about the provision of Pharmacy services at Redlands site 9%**
- **Concerns about the structure of the survey 4%**
- **Other feedback (including support for alternative sites, quality facilities, quality of service, staffing and waiting times) 24%**

Each category is detailed below including representative examples of feedback.

Lack of parking and access at Redlands site

Lack of adequate parking at the Redlands site and issues with access in general including disabled access and the effect of extra traffic on local residents featured as a significant issue for many respondents. This also came through as a theme in other elements of the survey.

“I believe our country-wide issue of ‘parking’ will become a problem. The current surgery location, in the town, has plenty parking spaces, albeit paid. At Redlands, parking will be limited. Any overflow vehicles will risk parking outside private homes which is unacceptable ! At the outset, parking expansion must be allowed for in the building plans.”

“Accessibility for those who do not drive/are unable to drive and need to visit surgery on foot or mobility scooter.”

“Adequate parking spaces for people who will no longer be able to walk to their appointments if the practice is not in central Emsworth”

“As a resident of Redlands Grange I am concerned that if you do not factor in adequate parking spaces for all those using the surgery (Staff, disabled and non-disabled patients) the estate will just become one huge car park. There is already a serious issue with housing association residents parking on the road, and an accident waiting to happen on the corner of Brushwood Grove, Double yellow lines throughout the estate will be required. I sincerely hope and urge planning officiants to look into this.”

“Convenience. Emsworth town centre is so much easier to get to than Redlands Grange. Redlands Grange and surrounding areas have a very small population of elderly and a greater number of young children. Families can travel easily , elderly cannot. The surgery would full of children with colds and incurable ailments. Whilst the elderly with real issues would be less inclined to go being it would mean another trip out and so far away. If you ask the majority of 80+ years patients, they will wait to go to the shops if they are having to go to the surgery. They don’t want to go out twice most of the time. If they need to catch the bus to get there then they may as well go to Havant... So what’s the point at all. This is a terrible idea.”

“I am a resident of Redlands Grange so a new surgery here would be much more convenient for us. However, we currently have a car park for residents and our visitors which is adjacent to the proposed surgery site and this must still be available for our use after the surgery is built. Therefore adequate and separate car parking must be provided for the doctors, patients and any other surgery visitors as part of the surgery development.”



Support for a move to Redlands site

Many respondents were in support of a move to the Redlands site. They frequently cited the importance of improved facilities, more space and the difficulty in making a decision that would be right for all.

“A move is long overdue action is needed now. The old saying ‘you will never please all of the people all of the time’ is true, In my youth I lived in one of four villages, each with a small surgery (two rooms in a house) open a couple of mornings a week. Eventually a new modern surgery opened with chemist and car parking was built and all of the village surgeries closed. Everybody seemed to have differing views but after it was opened the advantage became apparent. My advice would be let the professionals decide what is best for their patients and get on with it while the money is still available.”

“A purpose designed building will, in my opinion, provide the best environment for improved services in every respect.”

“In real terms Redland Grange is the only option within this timescale to provide a modern multi-discipline facility for the future. You are never going to please all of the people so I think you just have to go for it.”

“I am entirely in favour of moving to Redlands Grange if that is what the professional doctors and nurses at the surgery recommend. I can understand the logic of moving and wish them the very best of luck with the project.”

“The proposed site sounds a splendid idea as there is so much space available to build a first rate surgery. Do hope it goes ahead. Good luck!”

“I think it would be a great idea to move to Redlands grange, more space and modern premises”

“It is important to consider the working environment and facilities for our GPs and nurses, as well as patients. A new build is the way forward.”

Lack of public transport to get to Redlands site

Many respondents felt that lack of public transport links to the proposed Redlands site would cause a significant problem. This was highlighted particularly in reference to elderly and frail patients.

“A move to Redlands Grange would be very inconvenient to patients living in the west of the town especially those who do not have a car, reliant on public transport. You could have a satellite surgery similar to the one at Westbourne in the town centre.”

“Although not a concern for me at present, I feel sure that public transport from Emsworth to the proposed new surgery will present a huge problem for the elderly, less-mobile patients.”

“As we do not have a car, and increasing age may make mobility a problem, it is important that the surgery is within easy walking distance, or served by a frequent bus service. This would not be the case if the surgery was to move to Redlands area.”

“Considering the large percentage of elderly patients, being able to get to the surgery should be high priority i.e no train station for Redlands Grange.”

“Good transport links are essential. I can walk to the current surgery, it’s too far to walk to the new one. How will the elderly and disabled cope? Also there should be more specialist clinics and stop smoking clinics; the surgery needs one.”

“Having a central location near bus routes, which come from all directions. Many elderly people live in the centre of Emsworth so that they can be close to shops and other services. Moving out of town is unreasonable on them.”



Concerns about the effect on local community and business

Many respondents felt that to move the surgery away from a central village location would have an adverse effect on the local community and local business. Whilst it was recognised by some that this wasn't the responsibility of the surgery, it was still highlighted as a concern.

"Whilst attending the surgery I often visit: The library, The Coop, the Newsagent, have coffee, visit the pharmacy. Relocating from the heart of Emsworth would reduce this footfall and remove the surgery from the l "If the surgery goes from the centre there will be less reason for people to visit the village for regular daily transactions. Less spend = fewer businesses = less local jobs and less taxes to fund healthcare. That breaks up a community and all ages suffer."

Have you considered the effect that moving will have on other services and shops? What about the chemists? You'll either build your own chemist on-site or people will go to Westbourne - they're unlikely to go back to Emsworth. You appear to want to serve the people of North Emsworth rather than south. Incidentally - I live nearer to Redlands than the centre - but convenience isn't everything!!!!"

"We think there is no doubt that moving the surgery away from 'the square' will affect the prosperity of the shops there. All the banks have gone, there is a question mark over the library and if the surgery goes to Redlands it will presumably open a pharmacy, so the existing chemists will close too. The existing shops will struggle. We downsized and moved to the centre of the village to be in walking distance of all these facilities- we don't really want to move again, but perhaps we will have to, so that we remain independent and are not a burden on our family."

"Emsworth seems to be losing all its local facilities e.g. banks (already gone) Royal mail (possibly moving to Havant) now it appears we will lose central GP surgeries to the North of Emsworth! Are you forgoing all the old residents of Emsworth in favour of new incoming people to the north?"

"I understand all the arguments for having a purpose built Centre but it will lose proximity to other places in the village and some of it's character will be lost."

Concerns about social isolation

Some respondents felt that to move the surgery may impact on older people who have moved to the area because everything (including GP) was accessible locally. They can walk into town and do everything in one go - going to the doctor's gives them a reason for a walk and to get 'out and about'.

"Whilst attending the surgery I often visit: The library, The Coop, the Newsagent, have coffee, visit the pharmacy. Relocating from the heart of Emsworth would reduce this footfall and remove the surgery from the local community."

"The surgery is central to village life. Moving so that people can have better parking is nonsense."

"GP surgery is part of a vibrant town community please do not move out of town."

Concerns about the provision of Pharmacy services

Many respondents reported concerns around the provision of pharmacy services if a move were to occur. Some felt that access to a pharmacy on site or near by was very important. Others felt the central village location was more important.

"If the surgery is going to move out of the town centre then it's imperative that a pharmacy is also provided on the same site. You can't expect people to have to travel back to the village to collect their prescription. I'm also concerned about the increase in traffic along new Brighton road/Southleigh road if the surgery is located on rdlands grange. Both these roads are on school routes and used by children walking/cycling to school."



“If the surgery moved to Redlands Grange, it would be a real shame not to be able to access the old pharmacy directly after an appointment. I would rather support the independent Old Pharmacy in Emsworth with very friendly staff rather than the chain Rowlands pharmacy in Westbourne.”

“It will be a shame to not have the convenience of a pharmacy next door - or would it be possible to include this with a new build?”

“Location of pharmacy. A pharmacy in surgery would upset existing pharmacies in Westbourne/Emsworth and using existing pharmacies would make difficulties for some patients.”

“Moving to Redlands is a good idea but Pharmacies to fulfil prescriptions are a distance away. They are currently very convenient.”

“Only concern, would be being further from pharmacy - would one also move to be on same site. As Westbourne resident, I tend to go to Emsworth anyway, but use the chemist / pharmacy in Westbourne quite often (2 family members have regular prescriptions) and would rather not have the extra distance to walk, if that were to relocate. I realise you do not control this, but it could be an unintentional outcome..... Thanks”

“Potential loss of business to the pharmacies, with increased risk of losing the independent pharmacy.”

Concerns about the structure of the survey

Some respondents felt that the survey itself was structured in a way that didn't allow them to fully express their views. This was true of people both in support and opposition to a surgery re-location. Question 16 which asked ‘If the surgery was to move to Redlands Grange and not the Cottage Hospital site which of the phrases below would best describe your reaction?’ was felt to give inadequate options for some respondents.

“Q.16 did not consider if the move to Redlands Grange would be more convenient for some people, which could be true for many living in North Emsworth. Why so negative?”

“A very closed survey. I think that the decision has already been made and that this survey is loaded to validate that decision.”

“For many people, moving to Redlands Grange would be better - Q16 does not allow that as an answer!”

“I am against the move to Redlands Grange and the way information about this has been written feels subjectively in favour of the move. Not objective. It is not at all what many patients like us want and I hope this survey is not just to tick a box. Please do not move out to Redlands Grange.”

“This survey reads very ‘pro Redlands’ considering statistics and questions asked.”

“Q16 above gives no option which addresses the question of the role of the surgery in the wider community - the way the village ticks - in those terms the move to Redlands would be a huge loss to the village.”

Other feedback

Further feedback included comments about support for alternative sites, the importance of quality facilities and/or service ahead of location and the importance of adequate staffing and reduced waiting times. These elements of feedback are no less important than those highlight above but were reported far less frequently in the narrative responses to the survey.

For consideration...

Further feedback

In addition to the results and feedback obtained in the survey there was an additional 28 pages of correspondence shared with the surgery regarding the potential relocation of Emsworth surgery. The nature of the correspondence varies. Much of the feedback falls in line with the feedback obtained in the survey but some is much more detailed in its analysis of the situation.

As the feedback has been shared directly with the surgery it is felt that it would not be appropriate to include it within this report. It is however recommended that all patient feedback is taken into consideration and responded to in a timely manner.

What next?

Over 1000 people shared their views as part of this survey. This feedback, along with this report has been shared with Emsworth Surgery.

The analysis of the survey results has highlighted some key themes that we recommend are carefully considered in any business case to ensure that the views of local people are recognised and, where appropriate, acted upon.

The following key themes should be directly addressed in feedback to patients and as part of any future business case regarding relocation of Emsworth Surgery:

- **Access and availability of parking facilities**
- **Availability and ease of public transport**
- **Availability of Pharmacy services for patients**

In addition it is also clear that there is some concern about the effect of a relocation on the economy and nature of the community and local business. Whilst not the duty of the Surgery to address this it is recommended that the views of patients are considered carefully and responded to accordingly.

It should also be noted that the structure of the survey made it difficult for some respondents to share their views in a way in which they felt would be accurate. This should be noted for any future survey/consultation.

Finally, we recommend that this document is shared in the public domain. A full response from Emsworth Surgery can be found on page 19.

We hope that the findings and areas for considerations will be recognised and acted upon to improve the experience of people receiving these services.





Response from Emsworth Surgery

The doctors and staff here at Emsworth Surgery have been looking at ways to deal with increasing pressures on our facilities so that we can continue to provide good services to local people in the years ahead. We carefully considered a number of options and have concluded that our preferred option is to move to a new, purpose-built site at Redlands. We fully accept that any move would be likely to present a range of issues for those who use the surgery so we carried out a survey to better understand what such a move might mean for people. We commissioned Healthwatch Hampshire to independently analyse the survey results and feedback we have received through other routes. The results of this survey are now available and the themes from these, together with our early thoughts, are set out below. We will use this feedback as we progress our thoughts and plans.

We would like to thank everyone who took the time to complete the survey regarding a possible relocation to a different site. It is important that we gain patients' views and there was an exceptionally good response to the survey. The Practice would also like to thank Healthwatch for the very comprehensive introduction on page 3 outlining the need to explore opportunities to relocate and for providing a detailed analysis of the results, especially with the large number of comments and suggestions received both on the survey and those received directly by the Practice and the South Eastern Hampshire Clinical Commissioning Group.

Overall Feedback

The survey has been very useful because it helps us to focus more closely on the issues that matter most to people. While nearly three quarters of all those who completed the survey told us that moving the surgery would not bother them, or would be only slightly inconvenient, a significant minority - around 20% of respondents - told us that they had concerns. We will now look at these concerns in detail as part of the work ahead.

Key Themes

The key themes which have arisen from the survey and from the direct responses received are as follows with the Practices' responses below:

Availability of public transport, access and availability of parking facilities, availability of pharmacy services for patients and concern about the effect a relocation may have on the local community businesses .

Availability of Public Transport

We understand that for some patients transport to a new building may be an issue. If the Practice did relocate there is a need for public transport links to be improved, however, Redlands is on an existing bus route and is very near to Westbourne village. We would like to reassure patients that should a new build go ahead we will ensure that transport providers and Havant Council are informed about the new surgery and the increased activity which this would produce. It is assumed that further transport links will need to be put in place to service the additional developments north of Emsworth.

We will also look into the voluntary services available to assist with transport. The medical receptionists, who are also trained as care navigators, will be able to put patients in touch with the relevant voluntary services as appropriate. The care navigators will also be trained to take into account factors for patients such as making leeway for timings for appointments to coincide with bus timings etc.



Over the past few years we have developed a range of services which allow patients to access the care they need without having to come in to the surgery. Telephone consultations are readily available with GPs and nurses and the surgery has offered an e-Consult service since December 2016 which is proving to be a popular way of contacting the surgery / GPs and more patients are using this service week on week. Patients are able to request repeat prescriptions online and have the prescriptions sent electronically to their nominated pharmacy in addition to being able to book and cancel appointments and access medical records online. Of course, people may still need - or want - to come to the surgery but we know that these initiatives are already starting to reduce the number of times patients need to visit the surgery.

Access and Availability of Parking Facilities

Many respondents identified good parking provision as an important issue to take in to account when considering the relocation of the surgery. We fully understand this. Although, currently, there is no dedicated parking for the Emsworth Surgery, there is a range of paid and free parking provision nearby. However, often busy roads have to be crossed to access the surgery from some of the car parks and when surgeries run late, as inevitably happens sometimes, patients do on occasions receive parking tickets. This will not be an issue with free parking attached to the new surgery.

Parking spaces will be provided as part of any new facility. The minimum ratio in Havant's standard planning guidance is that there should be three car parking spaces allocated for each consulting room but there may well be more than this provided. Should there be a pharmacy on site this will be treated as ancillary to the main building use and may attract further parking spaces.

There is a limit to what we can do at this stage but we will keep an eye on access and parking and ensure that we use that parking as effectively as possible and consider incorporating drop off and pick up points.

Availability of Pharmacy Services for Patients

We recognise that patients find it convenient to have a pharmacy near to the surgery. We would seek, as part of any relocation planning, to incorporate an in-house pharmacy at the new site. However, given the stage that we are at in the planning process we cannot guarantee this. We have introduced electronic prescribing and an increasing number of patients are now having their prescriptions sent electronically to their nominated pharmacy so they can pick up their medicines at a time and place which best suits them. This will continue.

Concern About the Effect a Relocation May Have On The Local Community Businesses

Some respondents expressed concerns about the potential adverse effect that relocation might have on Emsworth as a thriving community. We consider ourselves very much part of the local community but our prime responsibility is to make sure our patients receive a high quality medical service, now and in the years ahead. The reality we face is that the current site is far too small and is insufficient to meet demand. It was never intended to service the current number of registered patients, which we expect to increase with a growing population. Improving the public transport links between the North of Emsworth and the town centre could also increase the footfall in the town centre. We believe that our contribution to the life of the local community can continue from other sites within the Emsworth area.

Thank you once again to everyone who took the time to share their views and to Healthwatch for analysing the survey and feedback received.



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