

## Frequently Asked Questions (FAQs) – High Oak Surgery Consultation – October 2022

### **Question: Why did you move the surgery from the Pensnett site to Brierley Hill Health and Social Care Centre?**

**Answer:** At the start of the Covid-19 pandemic in March 2020, Dudley residents needed a Respiratory Assessment Centre. This was for patients who were suspected of being Covid positive and needed to be seen face-to-face, by a clinician. The building was chosen because of its proximity to Russell's Hall Hospital and because it offered a safe environment to reduce the virus from spreading.

### **Question: Why have you not moved back?**

**Answer:** The Respiratory Assessment Centre closed in June 2021, however, given the presence of the Covid-19 variants and the possibility that the Centre may need to resume if cases increased, it was agreed by partners across health and care in Dudley to defer any decision relating to the High Oak Surgery returning to its original site on Pensnett High Street.

In addition, the existing Pensnett portacabin site is unable to offer the same clinical space and services and is nearing the end of its economic life, needs modernisation and is no longer fit for purpose.

### **Question: Who owns the site?**

**Answer:** Dudley Integrated Health and Care NHS Trust lease the site from Dudley Council and the lease has less than three years left to run. There appears to be no possibility of renewing the lease and the land has been earmarked for housing development.

### **Question: What engagement has taken place so far?**

**Answer:** Since 2020, several engagement activities have taken place with registered patients and local stakeholders about the proposal to relocate High Oak Surgery. The activities were an opportunity for people to feedback to us about High Oak Surgery and its services following the relocation. They included:

- Appreciative inquiry with six patients registered at the surgery
- Letter to each household registered with the surgery asking for experiences of accessing the surgery during the height of the Covid pandemic
- Listening exercise with patients registered at the surgery and wider stakeholders facilitated by local councillors, the practice, and digital channels with paper surveys available
- Regular meetings with local ward councillors and Mike Wood, MP

- A meeting with West Midlands Combined Authority (WMCA)
- A meeting with the Leader of the Council
- Regular attendance and updates at the Health and Adult Social Care Overview and Scrutiny Committee
- Meetings with representatives of a local pharmacy
- Healthwatch engagement with twelve patients who were known to have difficulties such as mobility, digital, carers, etc

**Question: What services do you offer from Brierley Hill Health and Social Care Centre?**

**Answer:** Brierley Hill Health and Social Care Centre is a purpose-built, state-of-the-art centre offering greater clinical space and modern facilities for primary care including access to wider services such as physiotherapy and podiatry. It is also co-located with the extended hours access hub and the clinical hub as well as other health and care services. The surgery within Brierley Hill Health and Social Care Centre is 297 sq. metres and has 8 clinical rooms, including a minor injuries suite. This offers a spacious reception and waiting area and larger administration space. The facility is also supported by 2 hours of free car parking at ASDA, which is situated directly opposite.

Services that are delivered from this site include:

- GP appointments – 2 GPs on site each day
- Advanced Nurse Practitioner appointments
- Physician's Associate appointments
- Physiotherapist appointments
- Midwife appointments
- Health and Wellbeing Coach appointments
- Care Co-ordinator appointments
- Dietician appointments
- First Contact Podiatrist appointments
- Health Care Assistant appointments
- Practice Nurse appointments
- Pharmacist appointments (3 on-site over a week)
- Services can run seven days a week with security on site to support staff
- Plus, a significant range of other services and service providers from across the Dudley Health economy.

**Question: How far away is the Brierley Hill Health and Social Care Centre from Pensnett Site?**

**Answer:** Brierley Hill Health and Social Care Centre is 1.6 miles away from the Pensnett site.

**Question: How did you decide which options to discount and include?**

**Answer:** Options were addressed and appraised against the following criteria:

- Clinically Appropriate and safe
- Aligned with Estates principles
- Deliverable between 12 – 18 months
- Affordable
- Travel time and distance
- Access and location (parking and bus stops)
- Range of services available

**Question: Why were the options which have been put forward chosen?**

**Answer:** Following an appraisal process, involvement from your local ward councillors, your local MP and Healthwatch Dudley, two viable options for the future of the Surgery have been identified:

- **Option 1a** - High Oak Surgery is retained at Brierley Hill Health and Social Care Centre as it is currently (single site solution)
- **Option 1b** - As per option 1a but with a hub and spoke arrangement for physically non-invasive care such as long-term conditions reviews, psychological therapies, health coaching, etc to be delivered. The hub would be Brierley Hill Health and Social Care Centre and the spoke would be premised somewhere in the Pensnett vicinity

**Question: Have you already made your mind up – will what I say make a difference?**

**Answer:** The two viable options are open to influence and no decision has been made about the future of the surgery. It is important that you share your views and help us to understand the impact of the proposals and share any ideas or concerns you may have.

**Question: How are you telling people about this conversation?**

**Answer:** The surgery will be sending a letter to each head of household to let them know we have started a public conversation. The letter will tell people how they can find out more and get involved.

The letters will be sent out during the week starting Monday 17<sup>th</sup> October 2022 which means that people may get letters at different times

We will be sharing information on social media and our website [www.dihc.nhs.uk](http://www.dihc.nhs.uk)

We will also be contacting local stakeholders such as councillors and other health and care organisations via e-mail to let them know the conversation has started and inviting them to share their views.

**Question: When does the conversation start and finish?**

**Answer:** The conversation starts on Monday 17<sup>th</sup> October 2022 and will finish on Monday 5<sup>th</sup> December 2022.

**Question: How can I find out more information?**

**Answer:** We have produced a document which contains all the information that you will need. The document can be found on the website [www.dihc.nhs.uk](http://www.dihc.nhs.uk) or you can get a hard copy sent through the post by ringing the Time2Talk team on 0121 612 4110.

**Question: How can I share my views?**

**Answer:** We have developed a survey that will take you through a set of questions so we can understand your views. The survey can be accessed online at [www.dihc.nhs.uk](http://www.dihc.nhs.uk) or you can get a hard copy with a freepost address by ringing the Time2Talk team on 0121 612 4110.

We also have two meetings taking place which will be led by representatives from Dudley Integrated Health and Care NHS Trust. These will take place:

- Brockmoor Community centre 9<sup>th</sup> November at 6:30 pm
- Brockmoor Community Centre 23<sup>rd</sup> November 10:30 am
- St James Methodist Church 30<sup>th</sup> November 3:00 pm

For anyone that needs help filling in the survey, we are holding some friendly drop-in sessions with team members from Dudley Integrated Health and Care NHS Trust and NHS Black Country Integrated Care Board. You don't need to book onto these, you can just turn up, but you may have to wait if it is busy.

Date	Time	Location
Thursday 20th October 2022	17:00 - 18:30	120 High St, Pensnett, Brierley Hill DY5 4DS
Monday 24th October 2022	17:00 - 18:30	Brierley Hill Health and Social Care Centre
Wednesday 26th October 2022	10:30 am - 12:00 pm	120 High St, Pensnett, Brierley Hill DY5 4DS
Tuesday 1st November 2022	17:00 - 18:30	Brierley Hill Health and Social Care Centre
Friday 4th November 2022	10:30 am - 12:00 pm	Brierley Hill Health and Social Care Centre
Monday 7th November 2022	17:00 - 18:30	120 High St, Pensnett, Brierley Hill DY5 4DS
Thursday 10th November 2022	10:30 am - 12:00 pm	Brierley Hill Health and Social Care Centre

Healthwatch Dudley are also holding a session for patients who have a learning disability and the invites to this session will be sent directly to registered patients from the surgery to advise of a date and time and how to book on.

The teams will also attend the Council's `Your Home Your Forum` on 31<sup>st</sup> October at Brierley Hill Methodist Church, Bank Street, Brierley Hill, DY5 3DA at 6:30 pm

**Question: What happens at the end of the public conversation?**

**Answer:** All the feedback that we collect and receive will be analysed and a report will be developed that shares people's views. The report will be written by NHS Arden and Greater East Midlands and NHS Midlands and Lancashire Commissioning Support Unit. They are experienced in research analysis.

The report will then be considered by the Board of Dudley Integrated Health and Care NHS Trust who will decide whether to put an application forward on the future of the surgery to the NHS Black Country Integrated Care Board.

**Question: Who decides on the future of the surgery?**

Answer: Only the NHS Black Country Integrated Care Board can decide on any application about the future of the surgery. If an application is put forward, it will go to the Primary Care Commissioning Committee.

**Question: When will a decision be made?**

No decision will be made until the public conversation has concluded and we have considered the impact of any proposals.

**Question: What are the timings you are working to?**

**Answer:** We would anticipate that the report will be ready by the end of January 2023, but it does depend on the number of responses that are received.

Following that the report will be considered at the February Board meeting of Dudley Integrated Health and Care NHS Trust and if an application is made, it will go to the NHS Black Country Integrated Care Board in March 2023 where a final decision will be made.

**Question: Will there be any transport arrangements made if the surgery permanently relocates to Brierley Hill Health and Social Care Centre?**

Answer: We are not able to influence travel provision in the area as this is beyond our control.