

Pre-Consultation Listening Exercise

High Oak Surgery | Feedback Report

September 2021



Produced by



for




Dudley Integrated
Health and Care
NHS Trust

Aims

There were three key aims which underpinned the pre-consultation engagement:

1. Understand the experiences of service users in relation to accessing GP services remotely and from the Brierley Hill Health Centre location since April 2020.
2. Explore the potential (adverse) impacts of any changes which may be proposed.
3. Understand the key health and wellbeing issues which matter most to our local community.

It was important to ensure that the pre-consultation engagement exercise did not itself become the public consultation, as its purpose was to seek feedback from the local service users in order to inform the development of the proposals and the consultation.

Communications and promotion

The online questionnaire was developed in Survey Monkey, and included the input of key stakeholders such as local Elected Members and Healthwatch. The questionnaire was available for access from 27th July – 15th August 2021 and the following routes were utilised to promote the online and offline versions :

- High Oak Surgery Facebook page
- Healthwatch social media platforms including ‘paid-for’ adverts on Facebook
- Poster in Brierley Hill Health and Social Care Centre (BHHSCC) along with paper copies available at surgery reception
- Paper copies distributed by local Elected Members



Facebook post on the High Oak Surgery page promoting the questionnaire

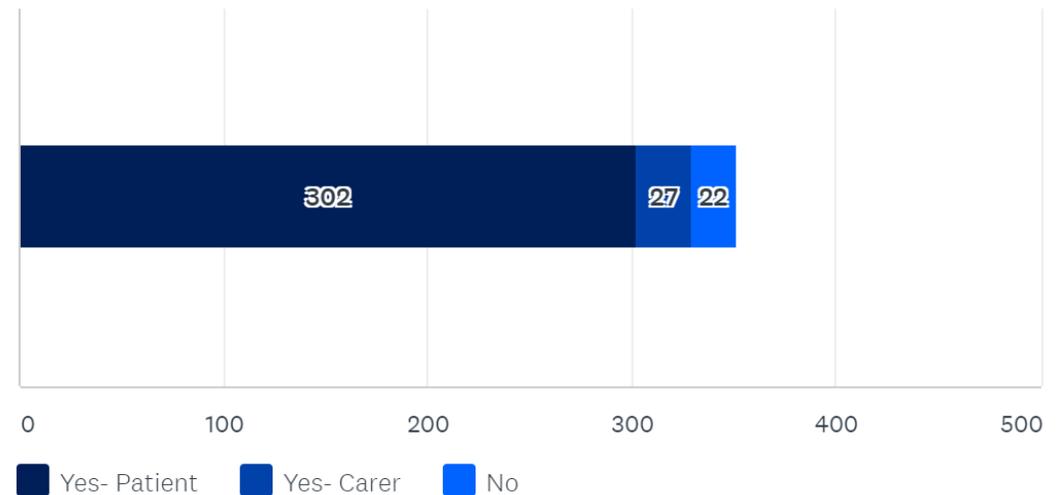
Key headlines

- 343 responses were received in total, comprising of 253 online responses and 90 paper copies.
- 46% (153) of respondents said that they had either an ‘extremely poor’ or ‘poor’ experience of accessing services at BHHSCC. This is in comparison to 20% (65) of respondents who said they had a ‘good’ or ‘very good’ experience’.
- The overwhelming majority of respondents (80%, 265) said that if the High Oak Surgery continues to remain at BHHSCC, “this will not be good for me”.
- Good location, ease of access, and walking distance repeatedly came up in responses as reasons for why High Oak Surgery should be based in Pensnett.
- A sizeable number of responses recognised that facilities in Pensnett were not suitable and change was required. However, most responses indicated a preference for improved infrastructure and services in Pensnett, as opposed to moving to BHHSCC.
- The lack of an adequate bus service to reach BHHSCC from the Pensnett area was a strong recurring theme across the responses.

Q1

Are you currently a patient, and/or care for a patient at High Oak Surgery?

Answered: 338 Skipped: 5



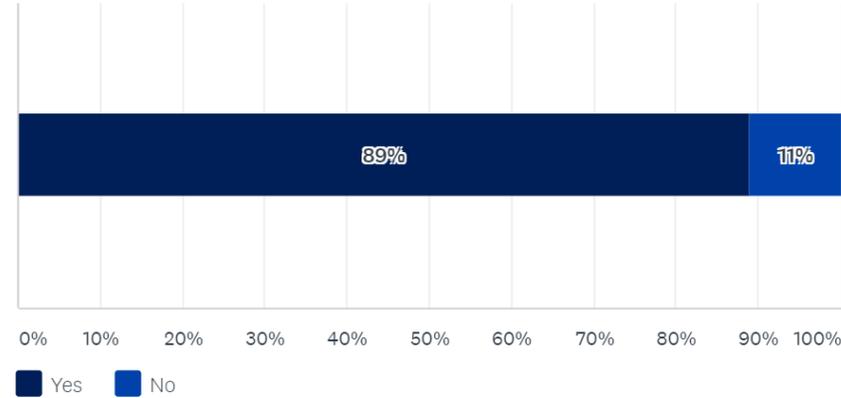
Note

No questions in the survey were marked as mandatory. Therefore some respondents answered all the questions while others may have missed some, hence the 'skipped' number listed under each question.

Q2

Have you or someone you care for needed to access GP services from High Oak Surgery since it moved to the Brierley Hill Centre in March 2020?

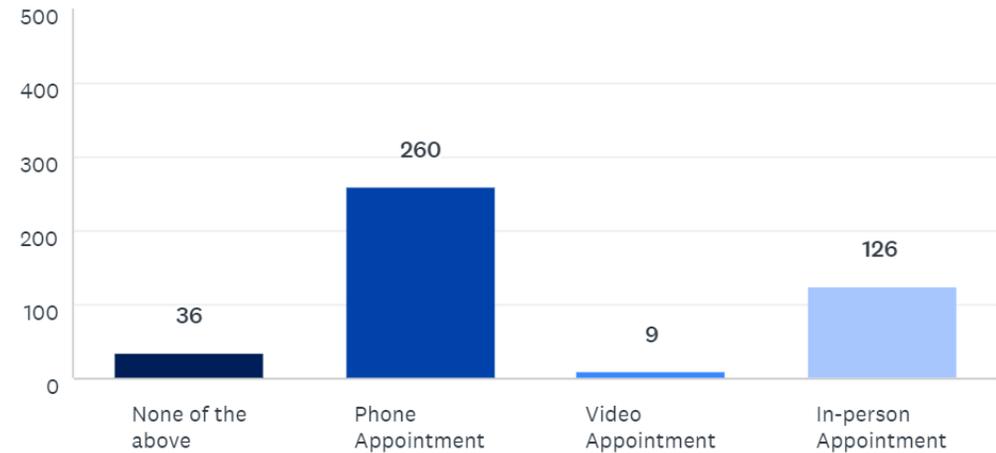
Answered: 335 Skipped: 8



Q3

If so, what type of appointment did you have? Select all that apply

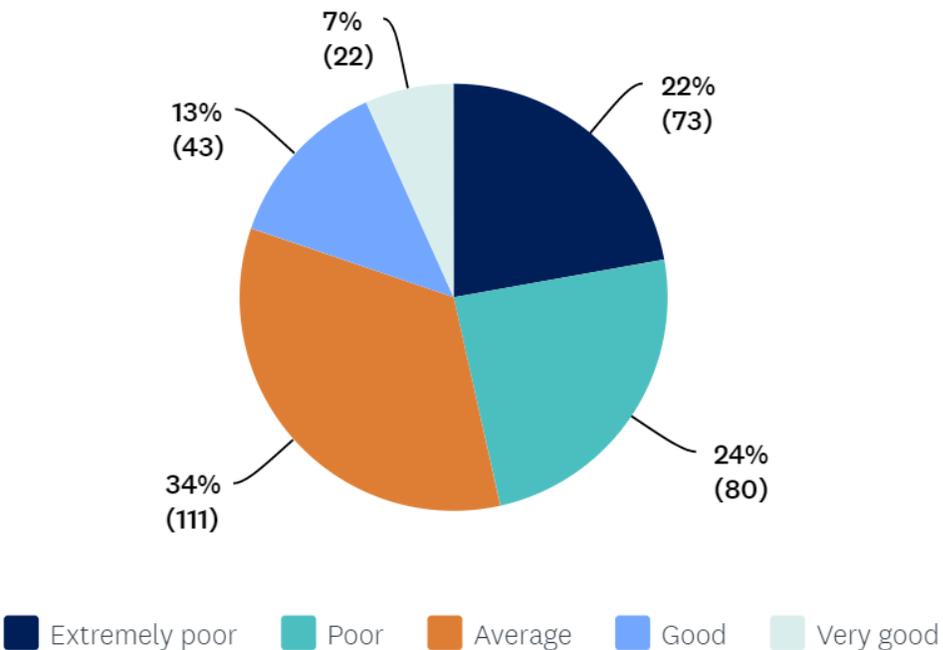
Answered: 326 Skipped: 17



Q4

How would you rate your overall experience of accessing services at High Oak Surgery while based at the Brierley Hill Centre?

Answered: 329 Skipped: 14



A selection of comments related to this question have been included on the next slide. A greater number of comments can be seen in the appendix document.

Q4

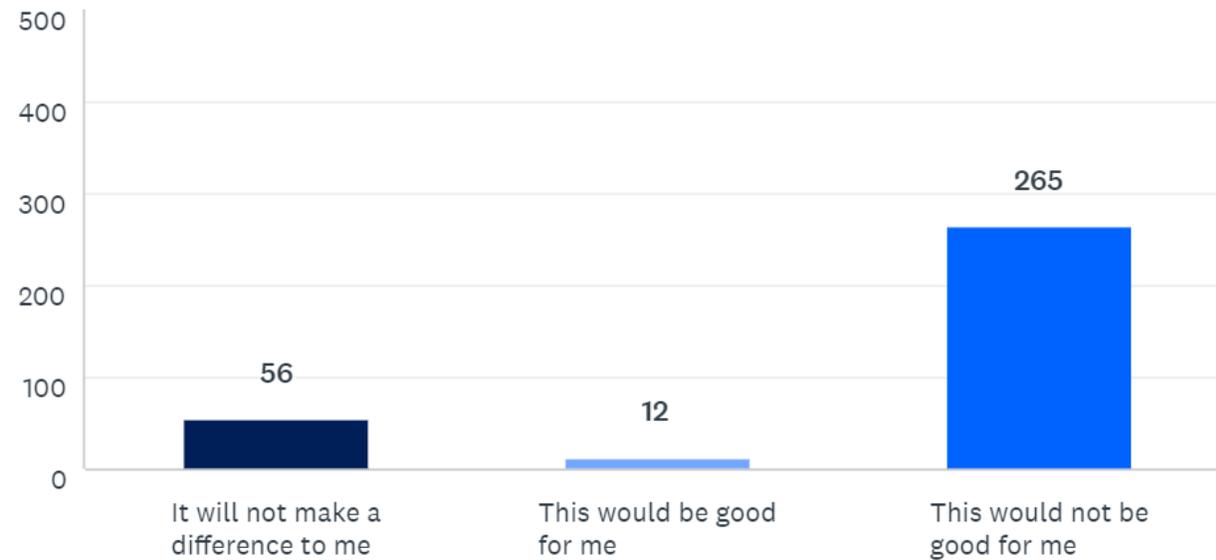
Comments

- “
1. Managed eventually to get a call back 24hrs later than I called, then got a really poor response and GP put receiver down on me. Very rude.
 2. Very difficult to speak to someone. Never offered a face to face appointment.
 3. Got an appointment when I wanted it
 4. Hard to see a Doctor. Only able to access surgery by getting someone to take patient as not able to access public transport. Difficult to get to Brierley Hill.
 5. Poor - simply because my husband and I are both over 80, do not drive and he, in particular is unable to walk from Brierley Hill High Street to the health centre. We only have very limited access to lifts and my husband struggles with telephone because of deafness. The surgery people are lovely and very kind.
 6. This is a 'Pensnett' surgery that is now no longer based in Pensnett. This is not providing accessible care for the area. It may be convenient for the staff but it is not convenient for the community and for vulnerable people accessing the service.
 7. Not on a main bus route from Pensnett. Long way to walk from the High Street when you are feeling unwell.
 8. I have been put off making appointments for diabetes and asthma checks owing to long telephone queues. I have been to the surgery for my flu jab and that is it. The surgery is now further away and it takes more planning to get there.
 9. My elderly mother is a patient and I have to take time off work now to drive her to Brierley hill. Previously, if well enough, she was able to walk to the Pensnett surgery. Additionally she received a doctors phone call, as requested by the surgery, however the doctor had no idea why he was calling her?
 10. I've had two telephone consultations during Covid restrictions, on one consultation I was asked to send a photograph to the doctor to assess if I needed antibiotics. Also the surgery being located in Brierley Hill means I have to travel further to visit the surgery & as I work till 5.30pm during the week, I would find it difficult to attend the surgery for even the last appointment of the day, due to the heavy traffic in the area. The car parking facilities at Brierley Hill Health Centre are not adequate for the size of the Health Centre, patients regularly have to drive around a very tight car park looking for spaces, and even have to double park waiting for patients leaving to access a parking space.
- ”

Q5

If the High Oak Surgery continues to remain at the Brierley Hill Centre for the foreseeable future, how would this affect you?

Answered: 333 Skipped: 10



A selection of comments related to this question have been included on the next slide. A greater number of comments can be seen in the appendix document.

Q5

Comments

“

1. I have two children who are autistic and find it very stressful attending somewhere that looks almost as daunting as the hospital. They felt more comfortable at the smaller community surgery.
2. I would have to leave the surgery.
3. I'm partially sighted and would have to catch a bus (one every hour,) 25 min walk & cross 2 main roads.
4. I would consider moving to a more suitable one. I moved from Brierley Hill to High Oak, as it was easier to get an appointment and to get to.
5. It is now not within walking distance for me, meaning that I have to plan a visit. It is no longer near to my pharmacy, so I have changed pharmacies too. I think that if the surgery permanently relocates, the pharmacy will ultimately close (this happened decades ago when the surgery relocated to Kingswinford and the old Vantage pharmacy closed). This will mean another empty building in a community that feels utterly forgotten about.
6. I did want the surgery back in Pensnett but now I think it is much better to park at Venture way. I don't mind now if you stop at Venture Way
7. I find travelling there a pain to get there.
8. Too far to travel for an appointment with a baby.
9. Not on bus route.
10. I think the facilities are much better and especially due to COVID feel much safer. The old surgery in Pensnett is very small and not well ventilated at all.

”

Q6

Thinking back to when High Oak Surgery was located on Pensnett High Street (before March 2020), what do you feel were the positive and negative aspects of that location (e.g. building, facilities, access etc.)?

Answered: 243 Skipped: 100

The table below sets out the key themes which emerged in response to this question. Detailed comments from respondents can be seen in the appendix document.

Positives	Negatives
Good location: <ul style="list-style-type: none"> Close to the local school Close to pharmacy Within walking distance for many in the local community 	Building is not fit for purpose: <ul style="list-style-type: none"> Old Small Lack of space for wheelchair access as well as pushchairs (narrow corridors) Lack of adequate facilities (i.e. toilets, baby changing) Lack of privacy/confidentiality in the reception/waiting area
Facilities: <ul style="list-style-type: none"> Car park Services are situated on one level (no-step access) so helpful for people with access issues 	Aesthetics: <ul style="list-style-type: none"> Building does not look inviting from the outside Bars on the windows are unpleasant Unprofessional look inside
Friendly and approachable staff	Car park being used for school drop-off/pick-up
Local and easily accessible on foot, via car and bus route	Not enough facilities to carry out all aspects of health care, e.g. no base for health visitors, physios, podiatrists.
Easy to get appointments	
On the whole, the site met the needs of local patients	

“It was terrible to access at the entrance. The parking was took up sometimes by school parents. The main road was constantly blocked up with traffic.”

“It was a good central location for all who used it. The building had definitely seen better days but it was somewhere most people could access easily enough .”

“Although it was small it was convenient for travel and time. There’s a lot of older people around here who would only have to walk, but now have to ride a bus for their appointments.”

“The previous surgery wasn't suitable. It isn't big enough, it's not fit for purpose. I can understand some patients can't travel to Brierley Hill but if you move back you need a bigger and fit for purpose place.”

Q7

When thinking about your own health and wellbeing, which of the following services and opportunities matter to you most? Please number the following list from 1-10, where 1 matters most and 10 matters least.

Answered: 298 Skipped: 45

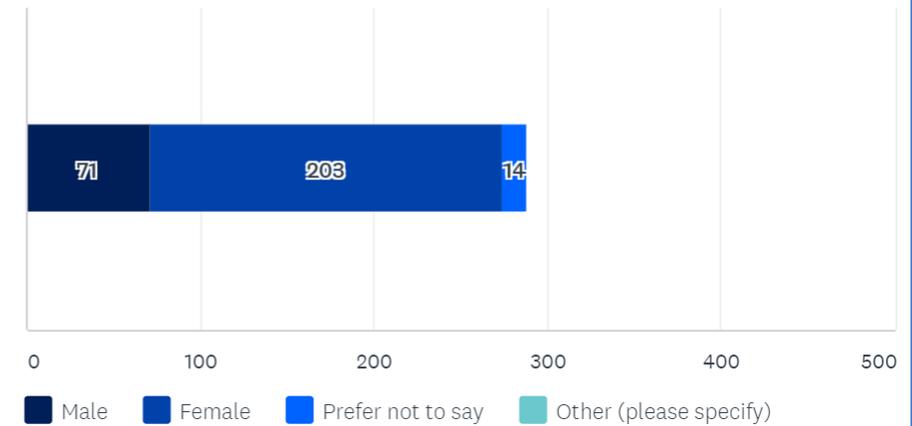
Service	Ranking (based on all responses)
Getting a same-day GP appointment	1
Accessing your GP quickly over the phone	2
Access to safe, clean walking and recreational areas	3
Mental health services	4
High quality and safe hospital services	5
Strong community and social networks	6
Access to a range of community health and care services locally (i.e. physiotherapy, podiatry, dietician, vaccination clinic)	7
Contributing positively to your local community	8
Access to smoking cessation/drugs/alcohol support and advice	9
Early years and children's services in the community (i.e. baby clinics)	10

Equality Monitoring

Q8

What is your gender?

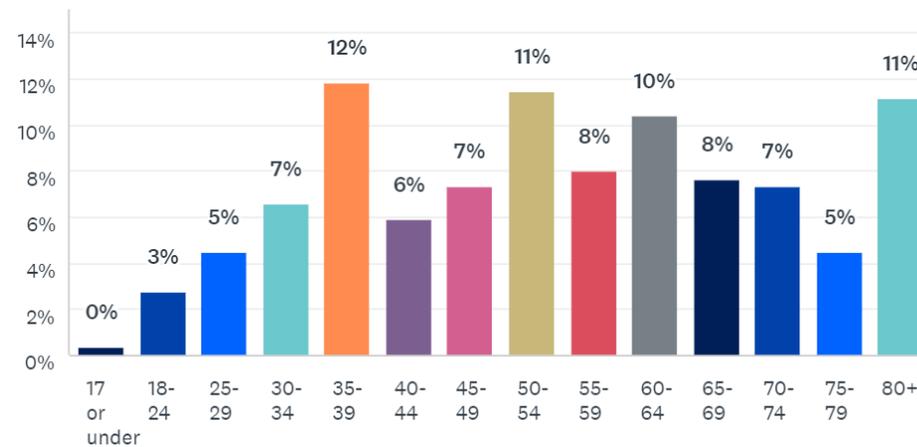
Answered: 288 Skipped: 55



Q9

What is your age?

Answered: 287 Skipped: 56



Q10

What is your ethnicity?

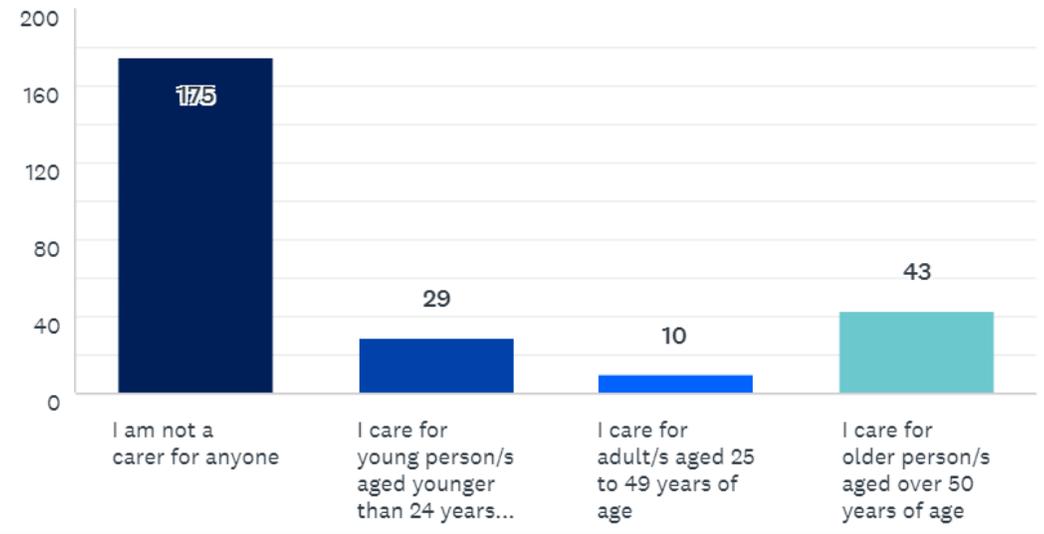
Answered: 283 Skipped: 60

ANSWER CHOICES	RESPONSES	
▼ White British	94%	266
▼ White Irish	2%	5
▼ White East European	1%	2
▼ White Gypsy/Roma/Traveller	0%	1
▼ White other background (please state)	1%	2
▼ Mixed- White and Black Caribbean	0%	0
▼ Mixed- White and Black African	0%	0
▼ Mixed- White and Asian	0%	0
▼ Mixed - Other background	0%	0
▼ Asian or Asian British (Indian)	1%	3
▼ Asian or Asian British (Pakistani)	0%	0
▼ Asian or Asian British (Bangladeshi)	0%	0
▼ Asian other background (please state)	0%	0
▼ Black or Black British (Caribbean)	0%	0
▼ Black or Black British (African)	0%	0
▼ Other Black background (please state)	0%	1
▼ Prefer not to say	1%	3
TOTAL		283

Q12

Are you a carer?

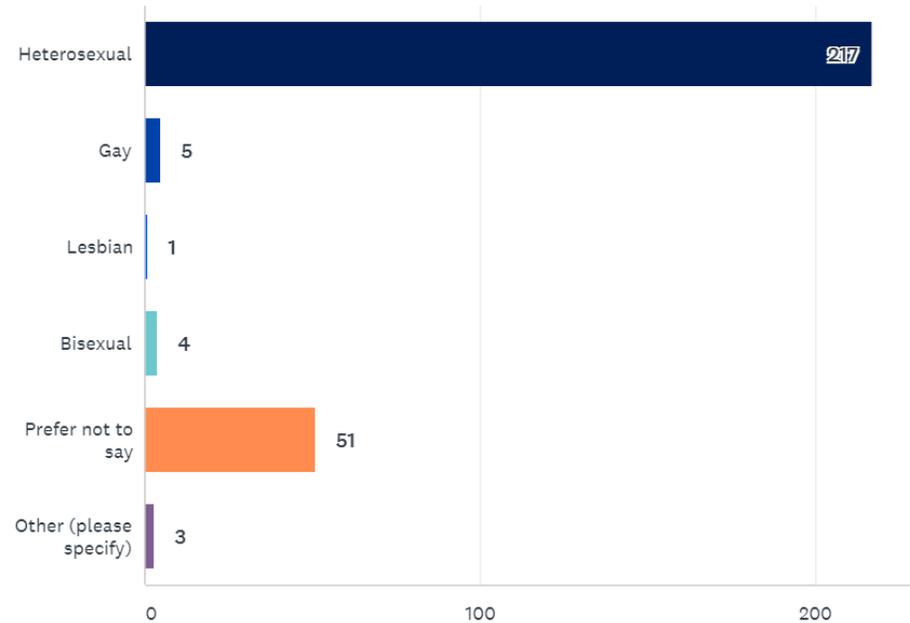
Answered: 257 Skipped: 86



Q11

What is your sexual orientation?

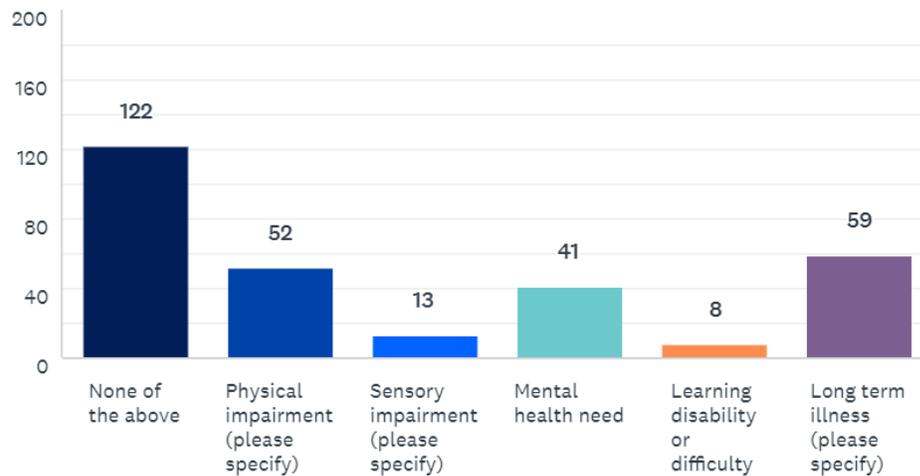
Answered: 281 Skipped: 62



Q13

Do you consider yourself to have a disability?

Answered: 244 Skipped: 99



Conditions specified

- Glaucoma
- PTSD, currently under assessment for Autism Spectrum Disorder
- Diverticulitis
- Otho arthritis
- Pulmonary fibrosis
- Fibromyalgia
- osteophytes, hindbrain hernia, mental health
- Hypothyroidism
- Epilepsy
- Osteoarthritis
- Limited mobility due to age and arthritis
- Can't walk far
- Vision loss, short term
- memory loss
- Rheumatoid arthritis
- Mobility issues from long term disc problems
- COPD
- Mobility issues
- Arthritis & Depression
- Arthritis in both knees, plus 1 hip, 2 collapsed disks, Type 2 diabetes
- Fibromyalgia, endometriosis, B12 deficiency
- Occipital Neuralgia
- Lupus SLE
- Mental health issues
- Spine problems.
- Heart disease.
- Crohn's disease
- My walking is slow and I need a walking stick for stability
- Bi polar
- Ankylosis spondylitis
- Liver failure
- Diabetes
- Hypertension arthritis
- Ibd

Thank you