

## Lingdale Engagement

Patient feedback from the surveys and practices responses

Comment	Practice response
<p>I don't think this survey is going to be a true representation of what the local people feel because if you have no internet it's going to cost money to send the survey back also the hill side practice fail to send all of the letters out correctly because of not paying enough postage so some people had to spend money going to collect them from the local sorting office then pay £1.50 to enable them collect it not only that this survey is aimed at single users &amp; the letter is addressed to the house hold so again not getting a true representation.</p>	<p>The practices wrote out to patients and offered both paper based surveys and an online survey monkey.</p> <p>Hillside practice wrote out to all patients affected by the postage error and apologised and reimbursed patients. All patients were given opportunity to complete the survey and share views.</p> <p>Practices have worked with the CCG and partners to raise awareness of the survey with information on the practice websites stakeholder briefings, meetings with Overview and Scrutiny Committee and with Redcar Councillors and the parish councillor.</p>
<p>The covering letter states that Lingdale Clinic is open 2 hours a day INCORRECT, this hasn't been the case for a long time. To get an appointment at Skelton is difficult enough (I previously telephoned 43 times to get at appointment). Appts at Lingdale are NEVER offered when an appointment is available.</p>	<p>Hillside Practice We operate a system called "Doctor First" in which most appointments to see a GP are booked following a brief telephone discussion with doctor.</p> <p>Dr Harvie, Dr Lavelle and Dr Lord use Dr First for all their appointments. Dr Ferrer and Dr Cooper have some face to face appointments which can be booked direct.</p> <p>We also offer appointments to pre-book on-line. All of these are telephone call-backs and the doctor will arrange any face to face appointments which are needed.</p> <p>Brotton surgery A full pre-bookable appointment system operates for Brotton. Face to face and telephone appointments with the doctor, nurse practitioner or practice nurse can be made by telephone or by calling in person to Brotton Surgery. Our receptionists have completed Care Navigator training to ensure they have the additional skills</p>

	<p>to signpost patients and ensure they are allocated the correct appointment.</p> <p>Urgent appointments are available to book on the day to enable you to be seen when the problem arises. There are a limited number of these appointments and these are booked by ringing at 8.00am.</p>
<p>The big NHS idea is care in the community. Lingdale is a deprived area and traveling to the main site is difficult and relatively expensive for those without a car. Lingdale clinic would be ideal for all my doctor/nurse visits but never once have I been offered an appointment at Lingdale. It would seem to me that there has been a deliberate attempt to reduce numbers at the clinic to aid closure.</p> <p>Services at Lingdale should be expanded with a regular baby clinic, family planning, elderly chiropody service, flu vaccination and many more that I could name even if this only meant opening on one or two days a week. The clinic only seems to be the size of a large detached house, I cannot understand how it costs £16000 to replace a boiler, the NHS should try competitive tendering. A cost of £5000 should be more than adequate.</p>	<p>Currently, Lingdale Clinic is a small, branch clinic of the Hillside Practice and Brotton Surgery. Lingdale Clinic was only used by Hillside Medical Practice for up to two hours per day from Monday to Friday. Currently an average of 19 appointments per month using the clinic, an average of less than one per day. This is taking place against a background of serious financial difficulties</p> <p>The CCG and partners are spending more than they have available to them and as such must make savings in order to protect frontline services. The closure of this under-used facility would support the efforts to create savings to protect frontline services.</p> <p>The CCG fully understands that the branch surgery at Lingdale is convenient for those who live close by – especially for those who have mobility difficulties.</p> <p>However, the practices and the CCG also acknowledge that that working across two sites is both time consuming and inefficient at a time of greater demand in the system.</p> <p>The costs of the boiler are not determined by the practices.</p>
<p>Using a local heating engineer would cost at least 1/4 of the cost quoted. A suggestion is that patients using Lingdale Clinic, have a group of 10-12+ volunteers with cars to transfer the patients (friends) to and from appointments in Hillside. No finance would be involved. Let us</p>	<p>The costs of the boiler are not determined by the practices.</p> <p>The practices will ensure that all feedback is considered as part of the business case.</p>

not conform to red tape but to do what is right.	
Keep lingdale open	The practices will ensure that all feedback is considered as part of the business case.
Not many people knew lingdale clinic do appointments as hillside practice doesn't inform them. Even if you request for appointment at the clinic 9/10 it's shut	The practices will ensure that all feedback is considered as part of the business case.
If It Will Save Money. Close Lingdale Surgery NOW	The practices will ensure that all feedback is considered as part of the business case.
There's a lot of elderly people and young people with children who would find it difficult to get to Skelton as we only have 1 bus an hour	The practices carried out a period of engagement with patients to help understand how the proposal to close the clinic might impact on them. Transport and public transport concerns will be factored into the business case.
It's a lot easier for me to attend the clinic in Lingdale, as it is horrendous trying to get in at hillside practice	The practices will ensure that all feedback is considered as part of the business case.
<p>I am also a carer in the community and would like to express how difficult it is for many of my clients to attend either surgery. The doctors do not often carry out home visits for these clients instead expecting them to use public transport or get taxis. I would also like to point out that myself and my family moved to Lingdale 5 years ago and in that time we have never been offered an appointment at the Lingdale surgery even before the apparent issues which caused the closure.</p> <p>Had we been offered appointments at the surgery we would have accepted as otherwise we have to work appointments around my partner being available as I myself do not drive and would have an issue taking an ill child to and from our surgery on buses.</p>	<p>Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice.</p> <p>The practices carried out a period of engagement with patients to help understand how the proposal to close the clinic might impact on them. Transport and public transport concerns will be factored into the business case.</p> <p>Community Matrons work collaboratively with Practices and offer support to patients in their own homes.</p>
The reason for us saying that	Both practices offer same day appointments with

<p>Hillside does not currently meet our requirements is that it is difficult and sometimes not possible to see a doctor.</p>	<p>a range of health professionals. Due to high demand it is not always possible to see a specific doctor but other health professionals can be seen where clinically appropriate.</p>
<p>When I have rung to make an appointment I would happily have gone to Lingdale if it had been offered as it much nearer to home.</p>	<p>Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice.</p>
<p>I have answered 'Yes' to Q5, but find it VERY frustrating that booking a phone consultation online can result in a date a week later. These consultations are designed to free up GPs to do more, but the waiting time still seems FAR too long.</p>	<p>Both practices offer same day appointments with a range of health professionals. Due to high demand it is not always possible to see a specific doctor but other health professionals can be seen where clinically appropriate. The appointment systems that are in place aim to meet the needs of patients in a timely manner.</p>
<p>I presumed it had closed as at no time in the last 12 months was I offered an appointment at lingdale, this would be my preferred option. I find it impossible to get a doctors appointment and the last 3 times I have seen a nurse practitioner. I live in Moorsholm.</p>	<p>Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. However the clinic has been closed since February 2018 due to there being no heating or hot water.</p>
<p>Wasn't aware of services previously and Lingdale should not be closed as some elderly patients cannot travel to further areas and I myself struggle to get to the surgery it would be easier if lingdale provided a better service. If I had been better informed it would have been easier for me to travel to lingdale rather than brotton to be seen by a gp. The boiler should be replaced and there should be more information sent to patients about services at lingdale so more people would use the practice. The services at lingdale should be better made aware of so more patients could use the clinic sure with more awareness there would be at least 100</p>	<p>Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice.</p> <p>Community Matrons work collaboratively with Practices and offer support to patients in their own homes.</p>

patients a month using the service	
We as a village have to travel to see a doctor I would like to be able to have an appointment in my own village.	Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice.
As a Lingdale resident we seem to have everything taken away from us, I have elderly gran who would prefer to be seen a Lingdale as this would be easier also what about baby clinic or those that don't drive.	Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice. The practices carried out a period of engagement with patients to help understand how the proposal to close the clinic might impact on them. Transport and public transport concerns will be factored into the business case.
I didn't know that Lingdale clinic was still open. As it hasn't been offered to me on ringing for appointments.	Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice.  However the clinic has been closed since February 2018 due to there being no heating or hot water.
On some appointments I would use the Lingdale site meaning I could leave my car at home and walk.	Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice.
I live next to the clinic. No car. Bus service not good. Time could save your life being over the road to go see Doctor or Practice Nurse.	Lingdale clinic has and could only offer low intervention services and is not able to provide a full range of primary care services including nurse led services from the clinic. There are no nurse led services offered from Lingdale. Patients that met the criteria to see a clinician at Lingdale were offered this choice.
Why not rent out the flat to help pay for the elec-gas all so share room for drop of chemist put	The practices will ensure that all feedback is considered as part of the business case.

chemist in the room.	This is not something that the practices can consider as the property is owned by NHS Properties
It takes about three hours to attend surgery on bus at Brotton not everyone has a car if can drive.	The practices carried out a period of engagement with patients to help understand how the proposal to close the clinic might impact on them. Transport and public transport concerns will be factored into the business case.

**Patient feedback from the patient engagement sessions on 10<sup>th</sup> December 2018:**

Themes	Practice response
Attendees expressed concerns that patients such as young people or those on low income and the elderly, (that may have previously walked to the Lingdale Clinic), would incur transport costs and potential issues with access to public transport to the main practice sites.	The practices carried out a period of engagement with patients to help understand how the proposal to close the clinic might impact on them. Transport and public transport concerns will be factored into the business case.
Attendees expressed concerns that there would be a loss of community feeling if local services are relocated	The practices and the CCG fully understand that the branch surgery at Lingdale is convenient for those who live close by – especially for those who have mobility difficulties. However, the practices and the CCG took into account the fact that working across two sites is both time consuming and inefficient at a time of greater demand in the system.