

Shrewsbury Health and Wellbeing Hub

Engagement Report- October 2021

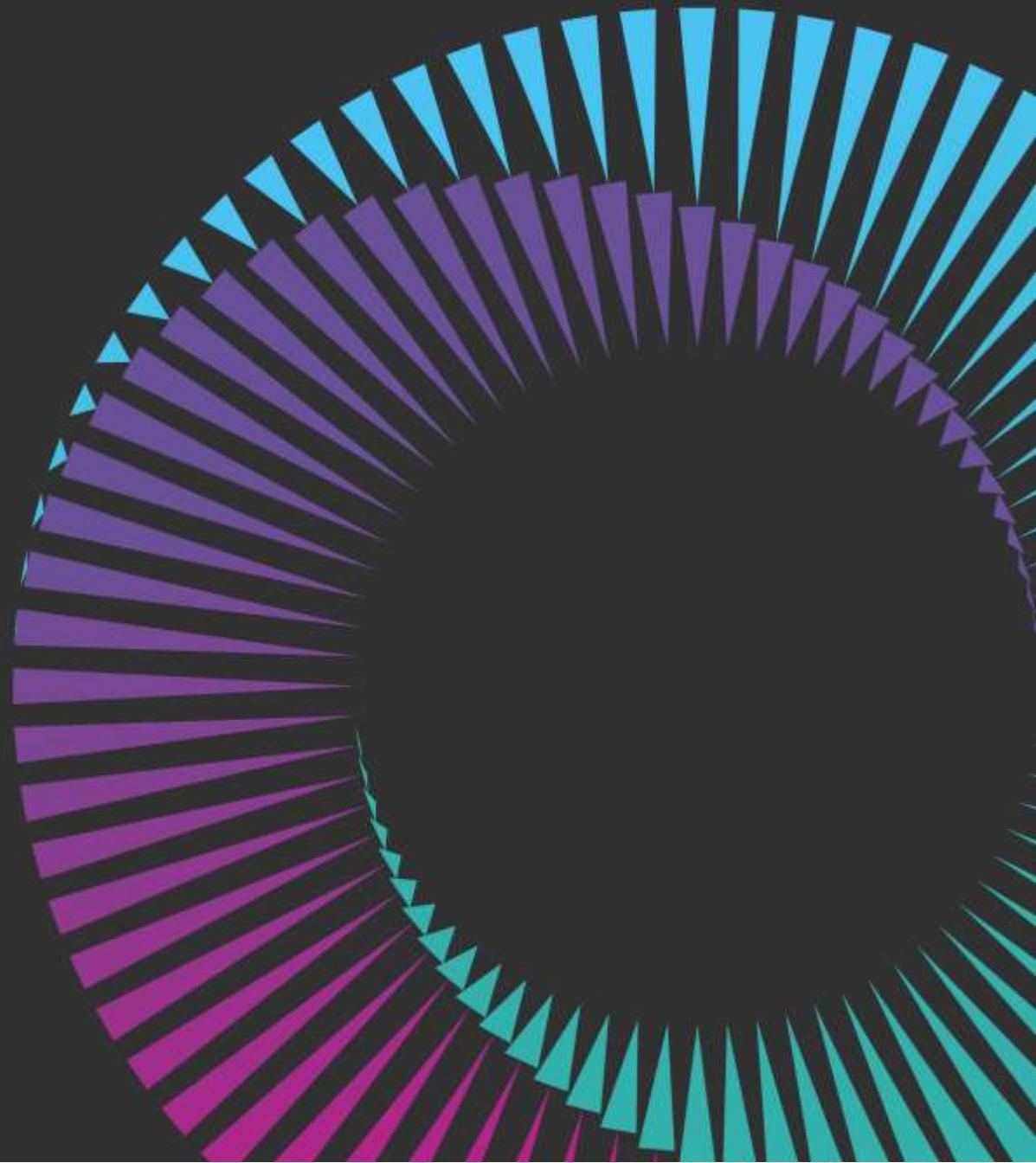


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Introduction

Shropshire, Telford and Wrekin CCG wants to pilot a new approach to providing more 'joined-up' care, by bringing together health and wellbeing services into one location in Shrewsbury. This hub will bring together GP services with a range of other health and wellbeing services in a new state-of-the-art building. The new facility, which could open in Autumn 2024, will be a fantastic resource with a range of health and wellbeing services provided by the NHS, local council and voluntary sector organisations that can work together under one roof.

Eight GP practices are involved in this project:

- The Beeches Medical Practice
- Claremont Bank Surgery
- Mytton Oak Surgery
- Radbrook Green Surgery
- Belvidere Medical Practice
- Marden Medical Practice
- Marysville Medical Practice
- South Hermitage Surgery

The CCG wants to be sure that changes to services are informed by public opinion, so they have undertaken a listening exercise to understand what is important to local people when they are accessing GP services and their views on whether they think a health and wellbeing hub would be beneficial for themselves and their local community.

The listening exercise was open between 23 August 2021 and 26 September 2021 and was promoted widely via the media, social media, GP practices, voluntary and community organisations and online. People were able to give their views via an online survey or for people who were unable to access the service, a telephone line was available. Some people chose to send us their feedback by email.

An engagement document providing more information about the proposals was added to the CCG website with a link to the online survey. People were able to request the engagement document in different languages and formats.

A public and patient advisory group was also set up to review and give feedback on our communications and engagement activities. This involves patient representatives and voluntary sector organisations.

Methodology

We used a variety of communications and engagement methods to promote the listening exercise and to obtain the views of local people and other key stakeholders. We wanted to make as many people aware of the listening exercise as possible and encourage them to give us their views.

Stakeholder mapping and database

A comprehensive stakeholder mapping exercise was the first step in ensuring that the listening exercise reached its target audiences and the key groups most likely to be impacted on by any changes to GP services in Shrewsbury.

A stakeholder database of over 250 contacts was created. The stakeholder database includes, for example: organisations representing health, long term conditions, often excluded communities, people with protected characteristics, public sector organisations, the voluntary sector and local politicians and councillors.

Promotion of the listening exercise

The listening exercise was promoted very extensively to the patients of the GP practices involved, the general public and key stakeholders using the following tools:

- Stakeholder email briefing to over 250 local NHS, local authority and voluntary and community sector stakeholders, including those working with people belonging to the nine protected characteristics
- A press release issued to the local media
- Social media messages circulated via Twitter and Facebook
- A comms toolkit including social media content and graphics, newsletter and website content provided to the GP practices involved
- An online survey and engagement document on a dedicated page on the CCG website
- Promotion through CCG and partner organisation internal and external newsletters

Engagement methods

We used the following engagement methods during the listening exercise:

- An online survey to allow comparison of feedback from patients and staff of the different practices and the monitoring of response rates from different population groups
- Online focus groups were offered however there was no interest in these and many organisations explained that their members would prefer to feedback through the online questionnaire
- We also offered to attend existing meetings of voluntary and community organisations to talk about the proposals and to listen to people's views but there weren't any available during our listening exercise
- Telephone interviews were offered as an alternative to the online survey as our experience tells us that some people prefer this method. The opportunity to give feedback on the telephone also offers access to those who are digitally excluded.

We also attended the CCG's Assuring Involvement Committee during the listening exercise to discuss our plans for communications and engagement activities.

Patient and Public Advisory Group (PPAG)

At the beginning of the listening exercise, key stakeholders were invited to be part of a patient and public advisory group. We invited a representative from each of the GP practices involved as well as voluntary organisations representing those groups most likely to access GP services for example, people with a disability, older people, pregnant women, carers and parents of young children. Some organisations were unfortunately unable to take part.

Members include:

- A patient representative from each of the GP practices involved
- Age UK Shropshire, Telford and Wrekin
- Energize Shropshire Telford and Wrekin
- Maternity Voices Partnership Shropshire and Telford & Wrekin
- Healthwatch Shropshire
- Taking Part

PPAG members were asked to cascade information about the listening exercise within their organisations and to their members.

We would like to take this opportunity to thank the PPAG members and all those on the stakeholder database for cascading information about the listening exercise and helping us to reach as many people as possible.

ENGAGEMENT ACTIVITY

1,286
questionnaire
responses



256 stakeholder database contacts

Update sent to stakeholders at start of listening exercise"

Dedicated Patient and Public Advisory Group



ENGAGEMENT FEEDBACK



Feedback from patient advisory group meeting

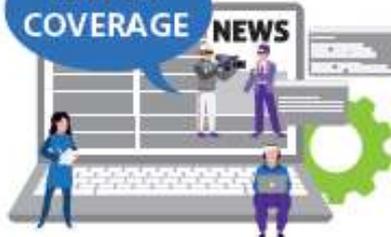
Survey responses

Telephone feedback

Email correspondence from:

4 organisations and 3 patients

MEDIA COVERAGE



5 online articles

7 printed articles

Total reach: 7,360,371

The Shrewsbury Health and Wellbeing Hub page has received 1200 views with an average time of 3 minutes 2 seconds spent on the page

ONLINE PRESENCE



TWITTER

Reach: 11,178

Engagements: 257

FACEBOOK

Reach: 1,142

Engagements: 15

Feedback to online survey

In this section, we provide an overview of all of the feedback to the online survey, including from people linked to all of the eight GP practices involved. Later in this document, feedback from people with a link to each GP practice will be described separately. To view the questionnaire see appendix A.

Responses were received from all areas with the majority 1,219 (94.79%) of respondents saying that they live or work in Shropshire. To see a breakdown of all responses by location, see the table below:

Area	Number of responses	Percent
Shropshire	1,219	94.79%
Telford and Wrekin	30	2.33%
Powys	5	0.38%
*Herefordshire	5	0.38%
*Newcastle Under Lyme	1	0.07%
*South Staffordshire	2	0.15%
*Stafford	3	0.23%
*Worcester	4	0.31%
*Wyre Forest	3	0.23%
*Another Local Authority/Area	4	0.31%
*Somewhere else	10	0.77%
Total	1,287	

**Please note that respondents who lived or worked outside of Shropshire, Telford and Wrekin and Powys were not able to complete the survey due to being out of area.*

Involvement with GP practices

Most respondents, 1,024 (79.62%), said they were a patient registered at one of the eight practices involved in this project, with the highest number 395 (30.71%) being registered at The Beeches Medical Practice.

A further 25 respondents confirmed they were not patients registered at one of the eight practices however shared an interest in the proposal of the health and wellbeing hub. To see a full breakdown of all responses from each practice see the tables below.

Respondents by practice

Practice	Number of responses	Percent
The Beeches Medical Practice	395	30.71%
Claremont Bank Surgery	93	7.23%
Mytton Oak Surgery	106	8.24%
Radbrook Green Surgery	99	7.69%
Belvidere Medical Practice	61	4.74%
Marden Medical Practice	112	8.70%
Marysville Medical Practice	61	4.74%
South Hermitage Surgery	97	7.54%

The vast majority of respondents told us that they were a patient at one of the practices, 952 (71.92%); a small number of people were a carer, relative, member of staff or had an interest in the service. Please see below for more details:

Involvement with practices

Practice	Number of responses	Percent
Patient registered at the practice	952	71.92%
Carer of a patient	5	0.38%
Relative of a patient	6	0.46%
Member of staff	7	3.76%
I am interested in the service	7	3.76%

Some respondents who represent an organisation or have a particular interest in the service provided further details:

- Representative of Taking Part who provide IAG and advocacy in Shropshire providing a preventative service and supporting people in all communities
- Shropshire Council
- Representative for Diabetes UK Shrewsbury Kids Group- supporting young children and families with Type 1 diabetes
- Representative of SAND (Safe Ageing No Discrimination) supporting health and well-being services in Shropshire Telford and Wrekin to be more inclusive of LGBT+ people
- Shropshire IAPT Team
- Members of the Patient Participation Group
- Secondary education
- Representative for A4U, Disability advice and advocacy charity
- Ludlow Hospital
- Shropshire Partners in Care
- Shropshire Deaf and Hard of Hearing Forum

Access to General Practice services

The number of visits to a GP practice varied across all areas although most patients 554 (43.07%) attended 1-3 times in the last 12 months. The majority of patients 1,041 (80.94%) attended the GP practice to see a GP followed by 667 (51.86%) to see a practice nurse or healthcare assistant. For a full breakdown of all responses, see the tables below.

Number of times patients visited a GP practice within the last 12 months

Answer Choices	Number of responses	Percent
None	232	18.04%
1-3 times	554	43.07%
4-6 times	167	12.98%
More than 6 times	117	9.09%
I attend regular weekly appointments	4	0.31%
I attend regular monthly appointments	16	1.24%

Services accessed at GP practices

Answer Choices	Number of responses	Percent
GP	1041	80.94%
Practice nurse or healthcare assistant	667	51.86%
Mental health and counselling services	31	2.41%
Midwife	19	1.47%
Physio	79	6.14%
Social prescribing link worker	7	0.54%
Other – please tell us what the service is:	74	5.75%

In total 74 respondents confirmed they visited their GP practice for other services not listed and these included:

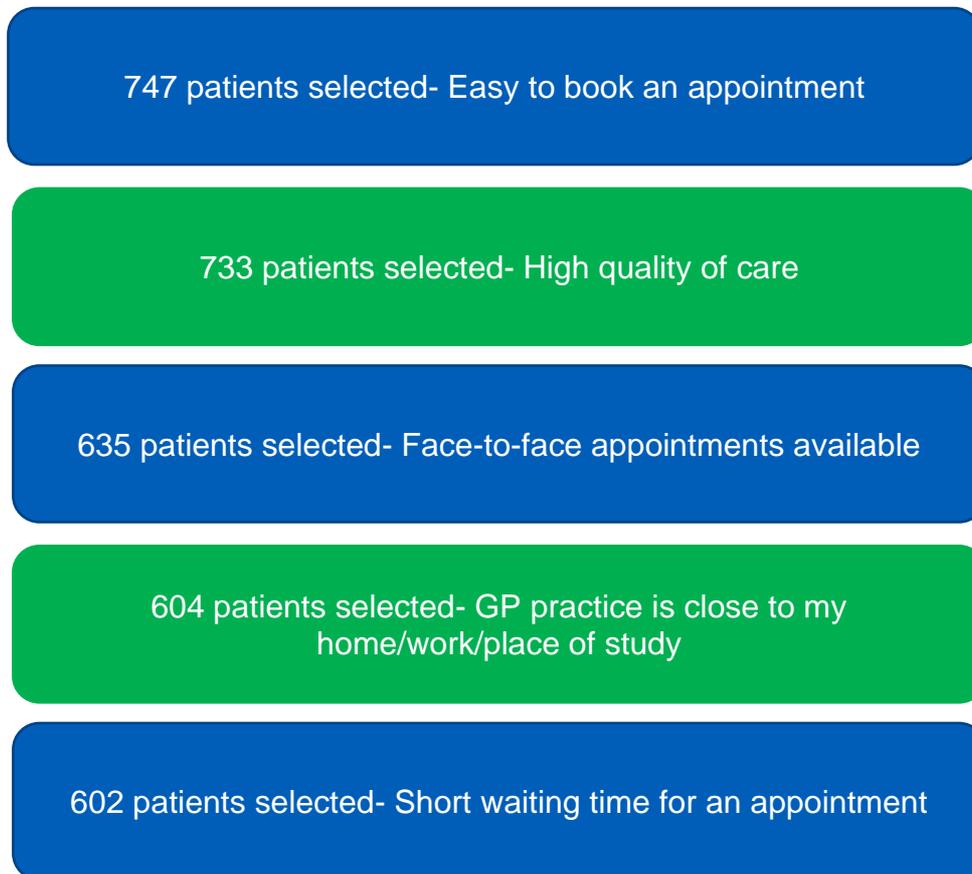
- Annual health checks
- Asthma clinic
- Blood pressure checks
- Blood tests and medication monitoring
- Diabetes review
- Glaucoma clinic
- Orthopaedics
- Pain clinic
- Paramedics
- Pharmacy
- To access vaccinations e.g. flu jabs.

Non-NHS health, wellbeing and community services were also reported to be accessed at GP practices with most people, 79 (6.14%), accessing mental health services within the last 12 months. Other services used are detailed in table below:

Answer Choices	Number of responses	Percent
Addiction, including alcohol dependency, support services	7	0.54%
Advocacy services	5	0.38%
Allergy support services	1	0.07%
Chiropractic services	7	0.54%
Complementary therapy services e.g. acupuncture	59	4.58%
Counselling services	3	0.23%
Hormone clinics	1	0.07%
Mental health services	79	6.14%
Osteopathy services	2	0.15%
Podiatry services	1	0.07%
Post adoption support services	1	0.07%
Physiotherapy	5	0.38%
Support for people with a disability	42	3.26%
Services to help you stop smoking	6	0.04%
Sight and hearing loss support services	2	0.15%
Support for carers	17	1.32%
Weight loss services	32	2.48%

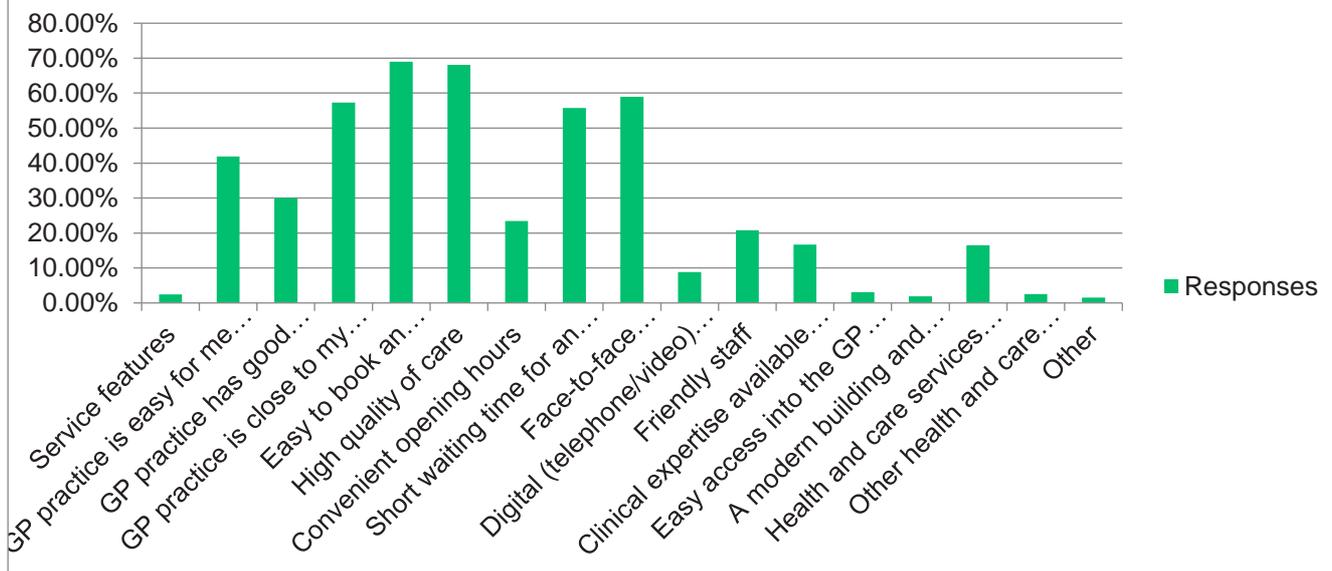
What's important to patients

Respondents across all areas were asked to select up to five options that are most important when accessing GP services, these were identified as:



To view a breakdown of the other things that are important to people when accessing General Practice services, please see the graph below:

What do you consider most important when accessing GP services? Please select your top 5 options from the list below:



Travel to General Practice appointments

Most respondents 628 (48.83%) travelled to General Practice appointments by car followed by 508 (41.05%) who walked. The four respondents who selected “other means of transport” told us this was by a wheelchair or mobility scooter. Most patients, 735 (57.15%), confirmed their travel time to be less than 10 minutes.

To see a full breakdown of all responses, see the tables below:

All transport methods used

Method of transport	Number of responses	Percent
By car	628	48.83%
Walk	508	41.05%
Someone else gives me a lift	42	3.26%
Bicycle	27	2.09%
Taxi	11	0.85%
Bus	19	1.47%
Other, please tell us how you get there:	4	0.31%

Travel time

Time travelled	Number of responses	Percent
Less than 10 minutes	735	57.15%
11-20 minutes	276	21.46%
21-30 minutes	44	3.42%
31 minutes to 1 hour	7	0.54%
Over an hour	0	0

The time that people would be prepared to travel to access a GP practice with additional community services varied across all areas, with the highest number of respondents, 461 (35.84%), saying they would be prepared to travel for 11-20 minutes followed by 440 people (34.21%) saying that they would travel for less than 10 minutes. This shows that more people would be prepared to travel for longer to access services at a health and wellbeing hub compared to their current travel time to their GP practice.

To view all other responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	440	34.21%
11-20 minutes	461	35.84%
21-30 minutes	135	10.49%
31 minutes to 1 hour	18	1.39%
Over an hour	3	0.23%

Accessing NHS or other health and wellbeing services

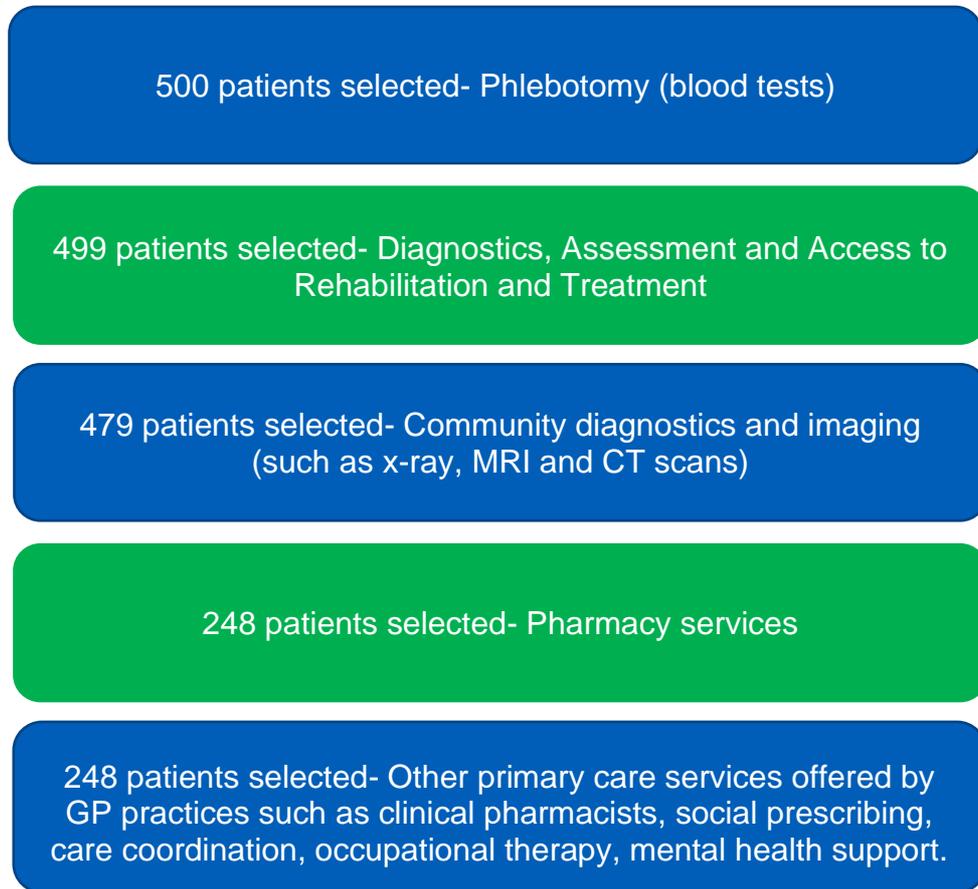
Most patients, 889 (69.12%), confirmed they do not have any difficulties or barriers in accessing these services compared to 167 people (12.98%) who do. Of these responses, 151 comments were received detailing the difficulties patients face which can be seen in the infographic below:



Community services at GP practices

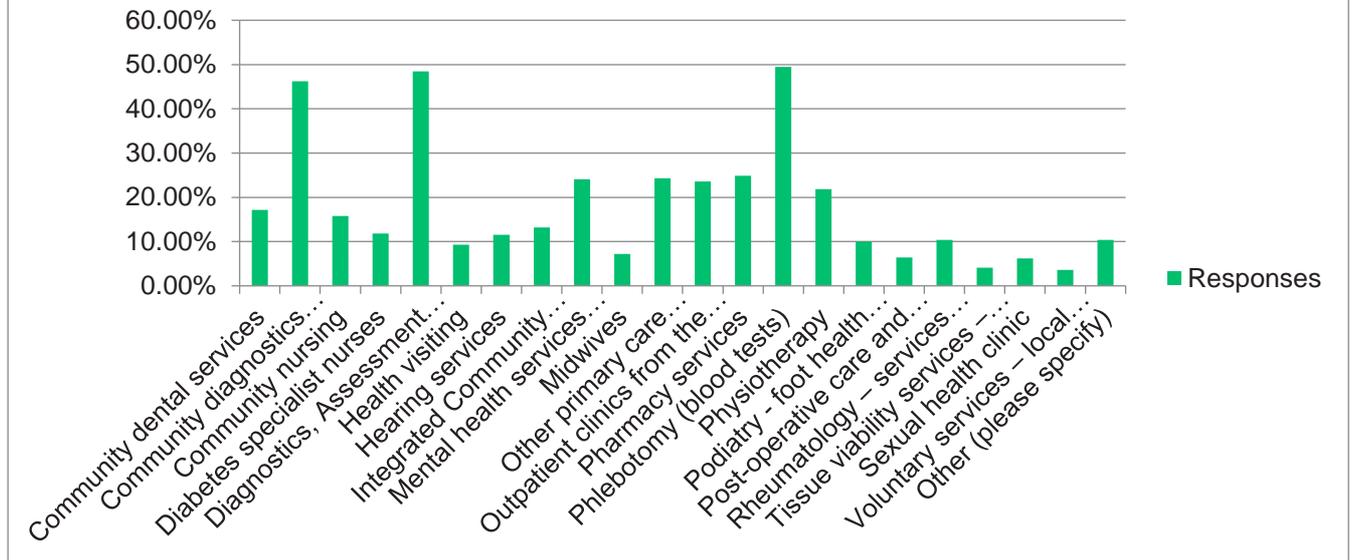
Most respondents, 598 (46.50%), strongly agreed or agreed that having other community services at their GP practice would be beneficial.

When asked which services they would like to see in a health and wellbeing hub, respondents selected the following top five services:



To view the other services selected, please see the graph below:

Which, if any, of the following services would you like to see in this health and wellbeing hub?
Please select the five that are the most important for you.



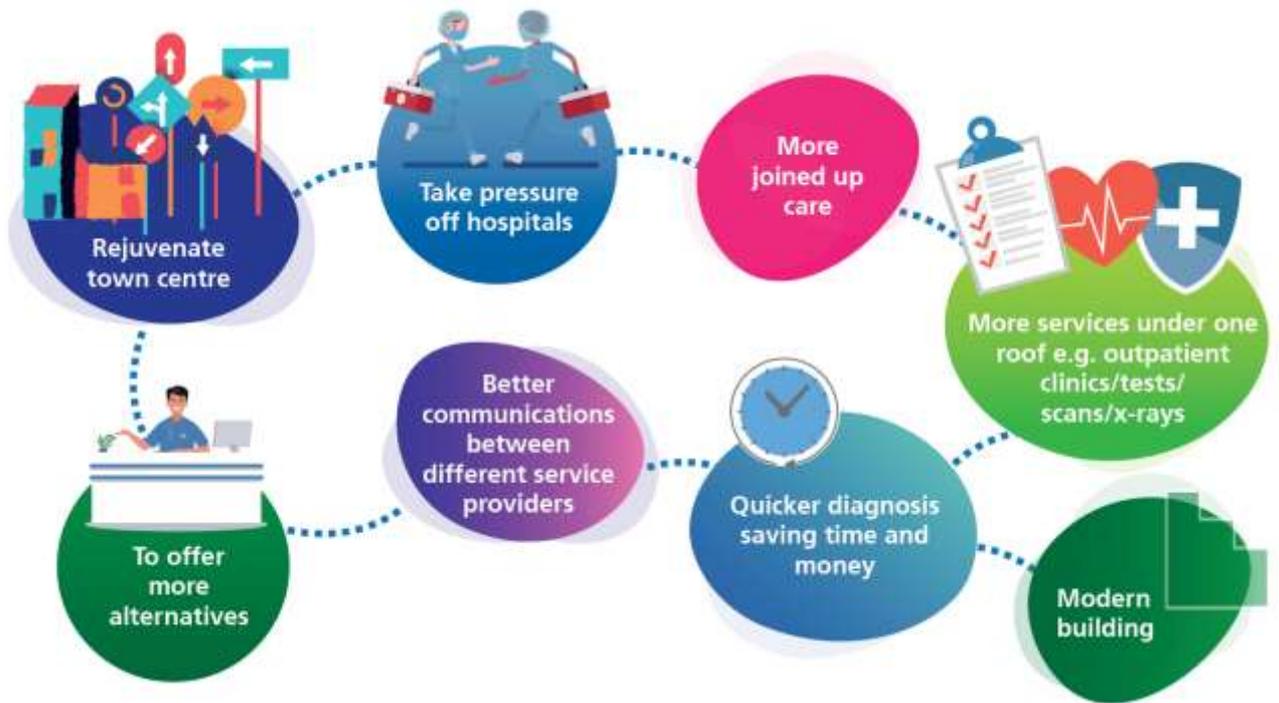
Proposal for a Health and Wellbeing Hub

Respondents were asked for their views on the proposed Health and Wellbeing Hub and its potential benefits. Some people, 308 (23.95%), did not respond to this question as they felt they required more details on the following:

- Location of the new hub
- Which practices would move into the hub
- What services would be available and when
- Number of appointments offered each day
- Opening hours of the new hub
- Free parking options for patients

Of those responding, 405 (31.49%) felt this type of service was not required compared to 309 (24.02%) who did. A further 264 (20.52%) were undecided.

To view the comments made about the hub’s potential benefits, please see the infographic below:



Concerns raised about this type of service included:



Most people, 346 (26.90%), said they found this type of health and wellbeing hub to be neither good nor poor whilst 305 respondents did not answer this question. This is possibly indicative of the lack of detailed information available about the hub at this stage.

For a breakdown of responses, please see the table below:

Response	Number of responses	Percent
Very good	132	10.26%
Good	181	14.07%
Neither good nor poor	346	26.90%
Poor	135	10.49%
Very poor	182	14.15%

Respondents gave additional feedback that should be taken into consideration before making any final decision on the new health and wellbeing hub. This can be seen in infographic below:



Demographic data

As part of this engagement activity equality data was collected to ensure public views from all areas and communities were recorded. The full details are documented in appendix B, with a summary provided below.

Age and gender of respondents:

Most respondents, 635 (49.37%), were female aged 55-64 compared to 222 (17.26%) who were male aged 65-74. Eleven respondents preferred not to answer this question. A graph presenting these results can be seen in appendix B, section 1.1 and 1.2.

Marital status of respondents:

Most respondents, 544 (42.30%), described themselves as married or in a civil partnership whilst 402 (31.25%) chose to answer this question.

Gender identity:

Everyone who answered this question confirmed their gender to be the same as the sex they were registered at birth whilst 442 people preferred not to answer.

Most respondents 660 (51.32%) confirmed they were are not pregnant or given birth within the last 12 months compared to 23 (1.78%) that are/had. A further 36 respondents preferred not to say whilst 567 did not answer this question.

Ethnic background:

Responses were received from people from eight different ethnic backgrounds, with the majority 802 (62.36%) describing themselves as English/Welsh/Scottish/Northern Irish/British. To see a table presenting all results see appendix B, section 1.3.

Religion and belief:

Most respondents, 459 (35.69%), described themselves as Christian (including Church of England, Catholic, Protestant and all other Christian denominations) followed by the second highest, 315 (24.49%), saying that they do not have a religion. To see a table presenting all results see appendix B, section 1.4.

Sexual orientation:

Most respondents, 772 (60.03%), described themselves as heterosexual/straight, whilst 502 (39.03%) decided not to answer this question. To see a table presenting these results see appendix B, section 1.5.

Day-to-day activities:

Many respondents 505 (39.26%) confirmed that their day-to-day activities are limited due to a health condition compared to 290 (22.55%) that do not consider to have any long term condition. A further 491 (38.18%) did not answer this question.

To see a table of the long-term conditions identified, see appendix B, section 1.6.

Occupation of the MAIN INCOME EARNER in your household:

Many responses were received detailing the occupation of respondents of which most were described to be Intermediate managerial/ professional/ administrative e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government. To see a table presenting these results see appendix B, section 1.7.

Long-term health conditions:

A total of 955 (74.26%) of respondents detailed the different long-term conditions patients experience. To see a table presenting these results see appendix B, section 1.8.

Furthermore, it was also detailed that 321 respondents day-to-day activities are reduced due to their condition.

Notes

Some additional questions relating to musculoskeletal (MSK) services were asked as part of the online survey and the feedback to these questions has been fed back to the ICS to inform its work on the development of local MSK services.

The feedback received from the survey has been minimally edited, proofed or annotated for the purpose of clarity of response.

Feedback by other methods

We received six email responses during the period of the listening exercise, four from people representing organisations and two from individuals.

1) Mytton Oak Medical Practice patient representative

Summary of feedback:

There is a lack of interest from patients of Mytton Oak Medical Practice. Questions asked related to what a health and wellbeing hub is and where it will be located, will GPs be moved there and is there funding to expand the practice. Other feedback included: NHS consultations are a waste of time, the NHS doesn't listen to what patients think and a hub in Shrewsbury is preferred to Telford.

It was expressed patients are more concerned with immediate problems such as getting appointments and treatments, both primary and secondary care, and the ambulance service.

2) Condover Parish Council

Summary of feedback:

There is public anxiety about what the proposals will mean for local residents. The Parish Council requires further information on what is being proposed including the hub location and the timetable. An invitation to attend a parish council meeting was given.

3) Bayston Hill Parish Council

Summary of feedback:

There is public anxiety and concern for the future. Further information about the proposal was requested including the potential location of the site as it was highlighted location being one of main concerns creating anxiety amongst residents. The reasons for the hub and the benefits were also requested. An invitation to attend a parish council meeting was presented.

4) Shropshire, Telford and Wrekin Defend Our NHS

Summary of feedback:

The feedback included that more information on the proposal is needed and that there are likely to be winners and losers. The main positive being a community-based centre that brings together a wide range of health and wellbeing services. Concerns included the following:

- People without a car or with a disability or a long term condition may find it difficult to travel to services that are centralised in a single hub; also potential travel challenges for parents of young children and those with a buggy or wheelchair
- Access matters to older people particularly to the frail elderly who are unlikely to drive or to use public transport readily.
- Importance of continuity of care, particularly for older people

- Impact of travel costs particularly for people on a low income
- Concern about private sector providers in the hub
- There needs to be a separate engagement exercise on MSK services
- If services move to a central location there will be a greater inequality in access and a greater inequality in outcomes achieved.

We also received three email responses from individuals, which gave the following feedback:

- Concern about the hub being located in Shrewsbury and not Telford
- Query about location of hub and if people from outside Shrewsbury would be able to access it
- Impact on health inequalities and areas of deprivation in Shrewsbury
- Travel for older, frail patients
- Inclusion of services for people with a learning disability or dementia?
- Query about infection control
- Suggestion of virtual joined-up services

Telephone calls

We received a number of telephone calls during the engagement exercise. Most people asked how they could give their feedback and we supported one individual to complete the online survey over the telephone.

Other feedback by telephone included:

- Need to know hub location
- A waste of time and causes worry
- Concern about travel from Bayston Hill to Shrewsbury.
- This work has been done before.
- Patients want an improved local service that prevents illness.
- Buildings and equipment need to be fully utilised.

Summary of feedback by GP practice

Feedback from stakeholders relating to each of the eight practices involved in this project can be found in this section. The eight GP practices are:

- The Beeches Medical Practice
- Claremont Bank Surgery
- Mytton Oak Surgery
- Radbrook Green Surgery
- Belvidere Medical Practice
- Marden Medical Practice
- Marysville Medical Practice
- South Hermitage Surgery

1) Summary of feedback relating to The Beeches Medical Practice

Practice	Number of responses
The Beeches Medical Practice	395

395 respondents said that they had a link to the Beeches Medical Practice. This is the highest number of respondents linked to one of the practices involved in this project.

In what capacity are you involved with the practice?

Most respondents, 366 (92.65%), told us that they are patients registered at The Beeches Medical Practice. Of the 20 respondents who said they are involved in another way, three gave us more information about their link to the practice:

- *Social Prescribing Advisor*
- *I am in the process of joining doctors*
- *We are the local school to Beeches, we are currently developing how we support the community in many ways and are interested in this development in Shropshire*

How many times have you visited your GP practice within the last 12 months?

Most patients, 189 (47.84%), said they had visited The Beeches Medical Practice 1-3 times in the last 12 months. Further details can be seen in the table below:

Answer Choices	Number of responses	Percent
None	50	12.65%
1-3 times	189	47.84%
4-6 times	67	16.96%
More than 6 times	59	14.93%
I attend regular weekly appointments	2	0.50%
I attend regular monthly appointments	8	2.02%

What service/s do you currently use at your GP practice?

Most respondents, (361), told us they see a GP when they visit their practice followed by a practice nurse or healthcare assistant. Of the other responses (33), patients confirmed they access pharmacy services at the practice as well as:

- General vaccinations
- Phlebotomy services to include test results
- Hearing aid support
- Asthma clinic
- Access to blood pressure machines
- Diabetes clinic

What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

Patients accessed a range of non-NHS health, wellbeing and community services which include:

- Services to help stop smoking
- Weight loss services
- Addiction, including alcohol dependency, support services
- Mental health services
- Complementary therapy services.eg. acupuncture
- Advocacy services
- Support for carers
- Chiropractic services
- Counselling services
- Support for people with a disability

What do you consider most important when accessing General Practice services?

Although respondents felt there were many important factors to consider when accessing General Practice services, the top five given by people linked to The Beeches Medical Practice were:

GP practice is close to my home/work/place of study

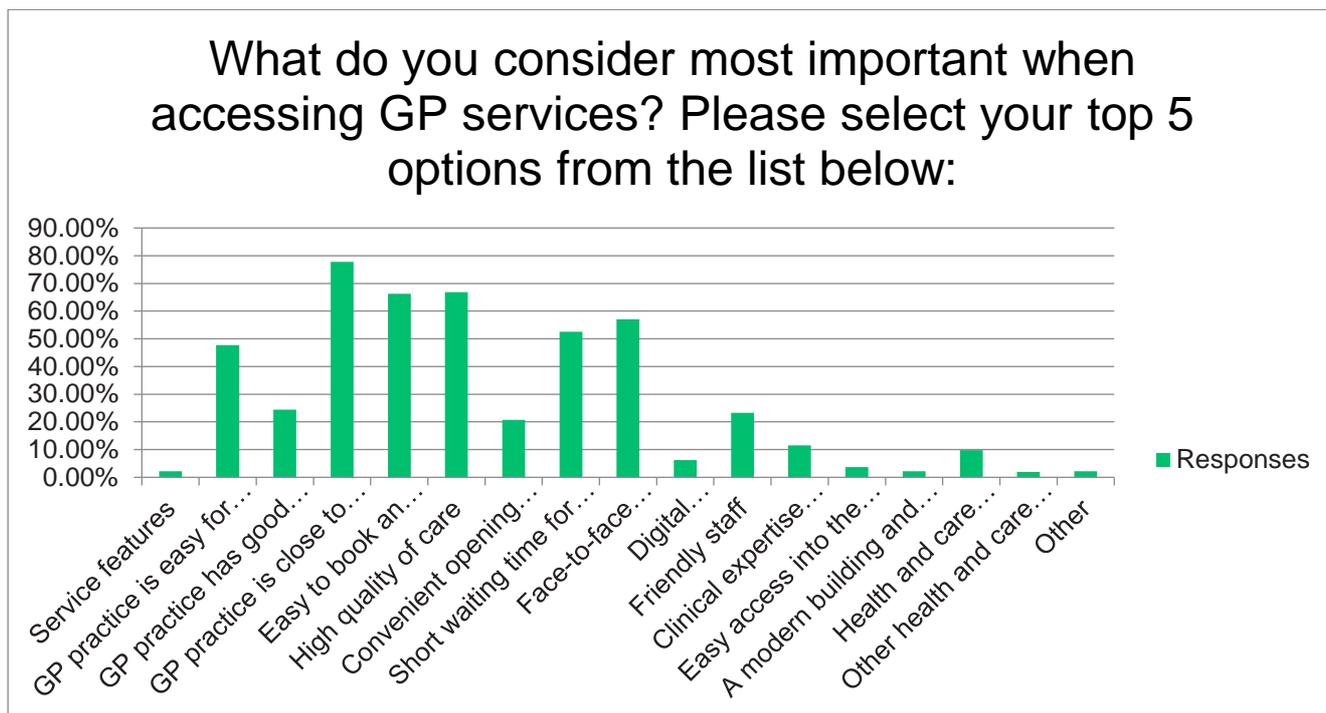
High quality of care

Easy to book an appointment

Face-to-face appointments available

Short waiting time for an appointment

To see what other things are important to respondents, see the graph below:



How do you usually travel to your General Practice appointment?

Most respondents, 223 (56.45%), said that they walk to their General Practice appointment followed by 178 (45.06%) who travel by car. The five respondents who selected other means of transport confirmed this to be by a wheelchair or mobility scooter.

To see a full breakdown of responses, see the table below:

Method of transport	Number of responses	Percent
By car	178	45.06%
Walk	223	56.45%
Someone else gives me a lift	7	1.77%
Bicycle	9	2.27%
Taxi	0	0
Bus	0	0
Other, please tell us how you get there:	5	1.26%

How long does it usually take you to travel to your GP practice?

The travel time varied between less than 10 minutes and up to 30 minutes although most respondents, 301 (76.20%), confirmed that they travel less than 10 minutes to The Beeches Medical Practice. To see all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	301	76.20%
11-20 minutes	55	13.92%
21-30 minutes	3	0.75%
31 minutes to 1 hour	0	0
Over an hour	0	0

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied, with the highest number of respondents, 202 (51.13%), saying they would travel less than 10 minutes followed by 136 (34.43%) selecting 11-20 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

The vast majority of respondents, 316 (80%), confirmed they do not have any difficulties or barriers in accessing these services compared to 44 people (13.92%) who do. 38 comments were received detailing the difficulties patients face, these include:

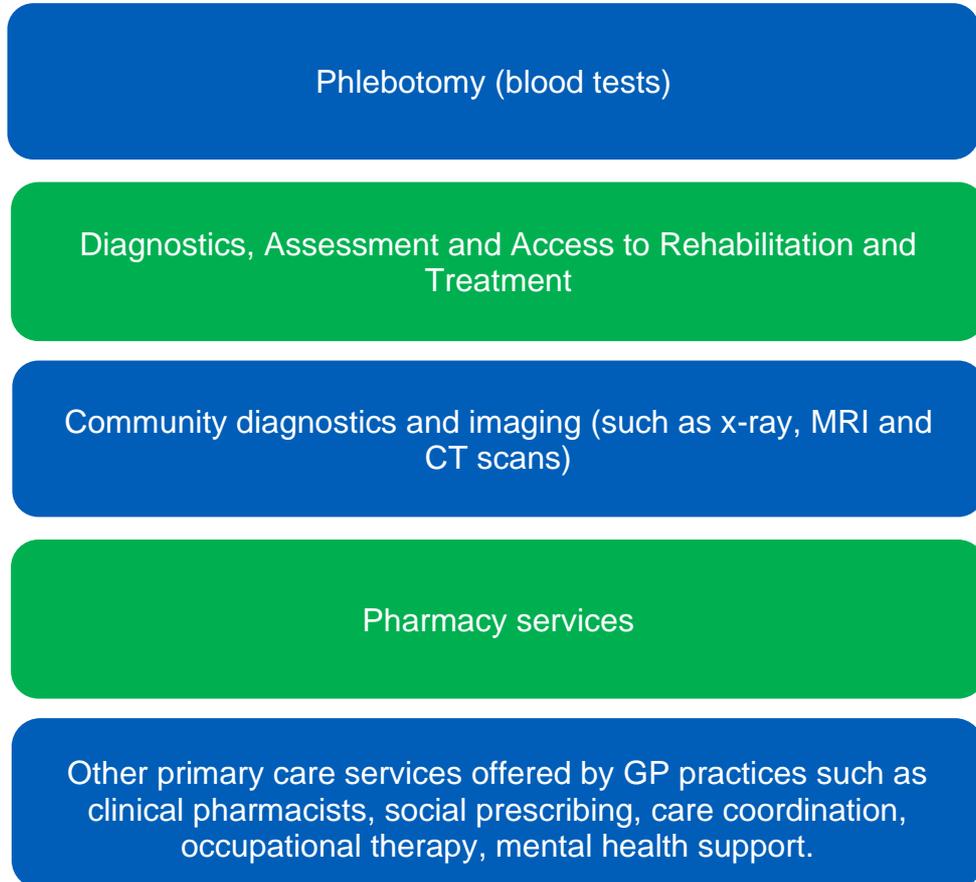
- Long waiting times for appointments
- Mental health
- Mobility issues
- Anxiety
- Limited appointments for those working Monday-Friday 9am-5pm
- Requirement of home visits
- No online access to appointment booking systems resulting in travel to a local library or walk to a surgery
- Lack of face-to-face appointments with GPs (online services can be restrictive).
- Poor parking
- Practice reception staff

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

A large number of respondents, 125 (31.64%), neither agree nor disagree with this statement, however most people, 160 (40.50%), strongly agree or agree that this would be of benefit. A further 70 patients (17.72%) do not believe there to be any benefit.

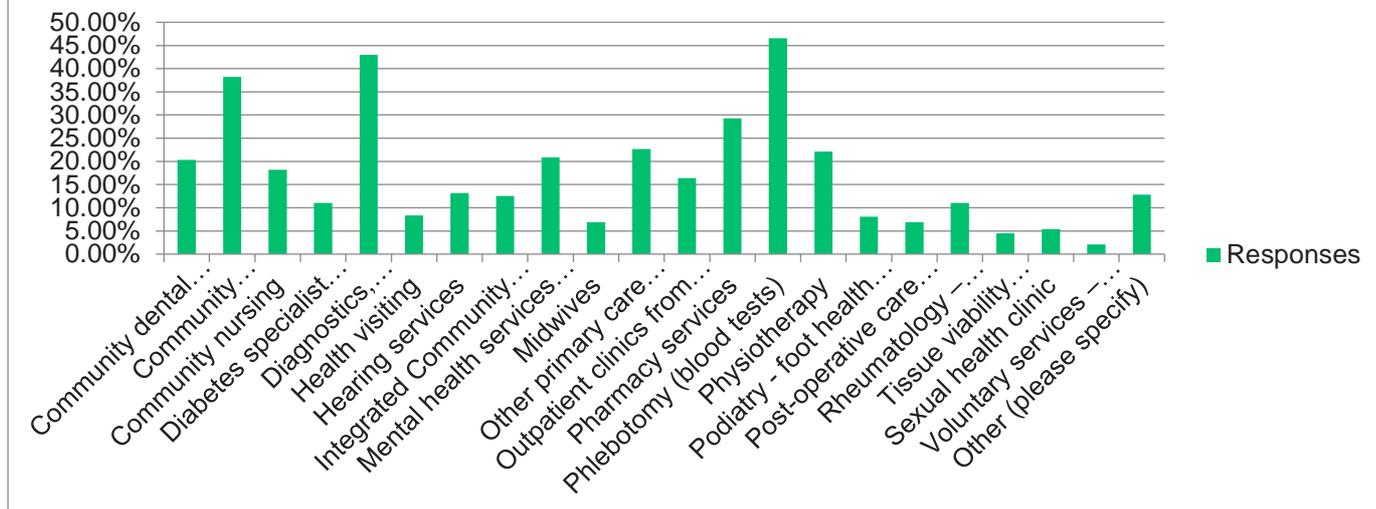
Which, if any, of the following services would you like to see in this health and wellbeing hub?

Respondents confirmed the top five services they would like to see in the proposed health and wellbeing hub to be:



To see all other services that are important to respondents, see the graph below:

Which, if any, of the following services would you like to see in this health and wellbeing hub?
Please select the five that are the most important for you.



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Although respondents rated the benefits below, a large number of people, 123 (31.13%), felt there were no benefits of this type of service. Furthermore, the existing services offered at The Beeches Medical Practice were described as exemplary and practice staff were said to be excellent in helping patients. Many concerns were raised that the existing levels of care would be lost by moving General Practice services into a health and wellbeing hub.

Benefit	Number of responses	Percent
Save time	27	6.83%
Save money (on parking etc.)	15	3.79%
Make it easier to get an appointment	57	14.43%
Give me easier access to different services	108	27.34%
Access to modern facilities	41	10.37%

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

Most respondents, 184 (46.58%), either strongly disagreed or disagreed with the need for a health and wellbeing hub. A large number of additional comments, (123), were received around four themes:

Access:

- Elderly patients and those who do not drive would find it extremely difficult to access GPs
- Inconvenience, stress and possibly expense to get to appointments
- Number of available appointments to be increased dramatically to meet patient numbers
- Ability to see a patient's named GP
- Sustainability to offer multiple services from one location

Transport:

- Details on the bus routes available
- Parking provision in place and for this be free to patients

Location:

- Details of the hub location to be shared before making any decisions

Financial:

- Cost to build the new hub
- Option to reinvest the funding back into The Beeches Medical Practice
- A cost-cutting exercise

What is your overall opinion of this type of health and wellbeing hub?

Overall, most respondents, 144 (36.45%), described their opinion of the health and wellbeing hub as either poor or very poor, followed by 131 people who were undecided and required further information to make an informed decision. This is compared to only 58 (14.68%) of people who described the hub as very good or good.

Is there anything else you think we should take into consideration?

Respondents gave a number of comments that should be taken into consideration before making any final decision on the proposed health and wellbeing hub. These include:

- Not all patients can drive and have access to a car
- The elderly, people with a disability and the most vulnerable patients will suffer if existing services are moved
- Shrewsbury as a location would make travel/access more difficult without a car
- Shropshire is considered one of most rural counties in the country and any new service should reflect this
- Provide more details on hub's location, hours and services available
- Offer more appointments given the patient list size and new premises
- Reinvest the budget allocated for the new hub back into existing GP practices
- Keep GPs close to the population they serve
- Location of any new hub to have good transport links and ample free parking
- Identify the services that are currently most difficult to access
- The hub to be made available to surrounding areas and not only those living in Shrewsbury
- Run a trial with patient assessment first
- Consider the local situation. One size does not fit all

- Any new service/hub should be in addition to existing GP services
- Learnings from similar hubs that have failed e.g. in Harlescott
- Personal care by the same doctor
- Outskirts of town would be better as a location for a new hub

2) Summary of feedback relating to Claremont Bank Surgery

Practice	Number of responses
Claremont Bank Surgery	93

93 respondents told us that they had a link to Claremont Bank Surgery.

In what capacity are you involved with the practice?

The vast majority of respondents, 90 (96.77%), told us that they were patients registered at Claremont Bank Surgery. Of the three respondents who told us that they are involved with the practice in another way, one was a relative of a patient and two were members of staff.

How many times have you visited your GP practice within the last 12 months?

Most respondents, 48 (51.61%), told us that they had visited Claremont Bank Surgery between 1-3 times within the last 12 months. Further details can be found in the table below:

Answer Choices	Number of responses	Percent
None	16	17.20%
1-3 times	48	51.61%
4-6 times	11	11.82%
More than 6 times	6	6.45%
I attend regular weekly appointments	1	1.07%
I attend regular monthly appointments	1	1.07%

What service/s do you currently use at your GP practice?

Most patients, 77 (82.79%), told us that they attend their practice to see a GP followed by 47 people (50.53%) who see a practice nurse or healthcare assistant. Other services accessed include:

- General vaccinations
- Podiatry services
- Patient group meetings

What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

A total of 20 patients responded to this question and they told us that they use the following non-NHS health, wellbeing and community services and had used them in the past 12 months:

- 3 patients accessed weight loss services
- 8 patients accessed mental health services
- 4 patients accessed complementary therapy services.eg. acupuncture
- 1 patient accessed advocacy services
- 2 patients accessed support for carers
- 2 patients accessed support for people with a disability.

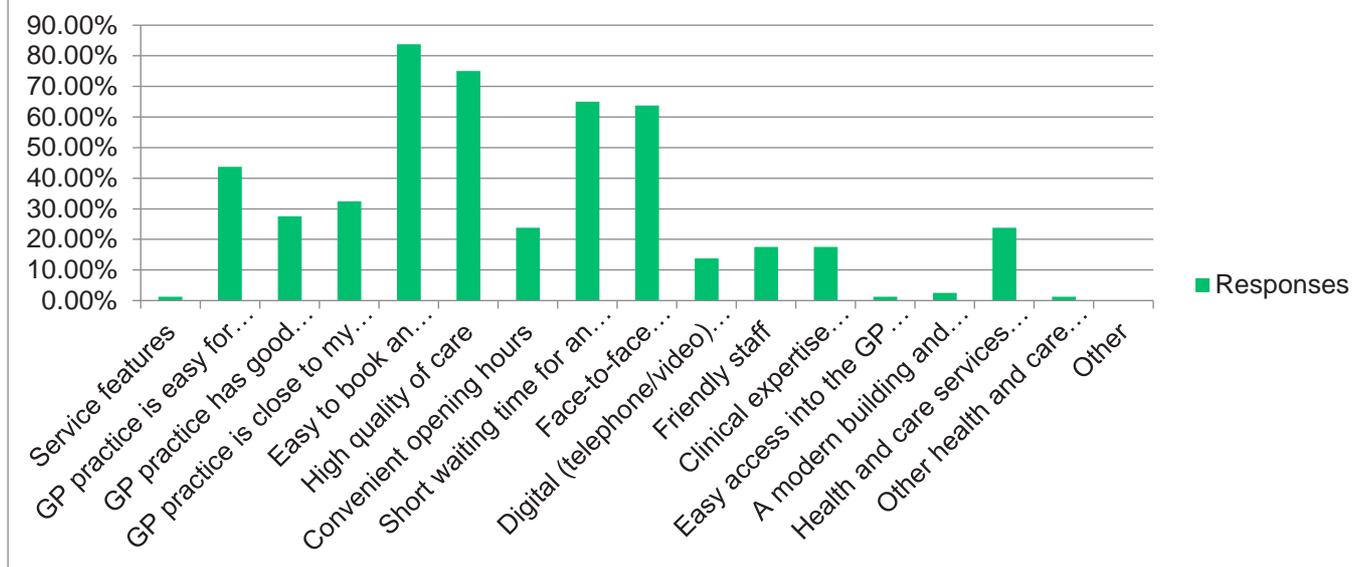
What do you consider most important when accessing General Practice services?

Although patients felt there were many important factors to consider when accessing General Practice services, the top five given in relation to Claremont Bank Surgery were:



To see what other things are important to respondents, see the graph below:

What do you consider most important when accessing GP services? Please select your top 5 options from the list below:



How do you usually travel to your General Practice appointment?

Most respondents, 45 (48.38%), travelled by car followed by 33 people (35.48%) who walked to their appointment. To see a full breakdown of all responses, see the table below:

Method of transport	Number of responses	Percent
By car	45	48.38%
Walk	33	35.48%
Someone else gives me a lift	6	6.45%
Bicycle	1	1.07%
Taxi	3	3.22%
Bus	8	8.60%

How long does it usually take you to travel to your GP practice?

Most patients, 46 (49.46%), told us that their travel time is between 11-20 minutes. To see all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	24	25.80%
11-20 minutes	46	49.46%
21-30 minutes	9	9.67%
31 minutes to 1 hour	1	1.07%
Over an hour	0	0

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied. The highest number of respondents, 45 (48.38%), said they would be prepared to travel 11-20 minutes followed by 17 people (18.27%) who would travel less than 10 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

The majority of respondents, 69 (74.19%), confirmed they do not have any difficulties or barriers in accessing services compared to 11 (11.82%) who do. Of these responses, comments were received detailing the difficulties patients face, these include:

- Difficulty in making appointments due to receptionists blocking visits
- Distance to travel
- Disabled parking is very limited
- Lack of public transport
- Difficulty in getting face-to-face appointments
- Mobility issues
- Difficulty in accessing practice website for online bookings

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

Most respondents 45 (48.38%) either strongly agreed or agreed with this statement compared to 17 people who strongly disagreed or disagreed. A further 16 people were undecided.

Which, if any, of the following services would you like to see in this health and wellbeing hub?

Respondents confirmed the top five services they would like to see in the proposed health and wellbeing hub to be:

- Phlebotomy (blood tests)
- Diagnostics, Assessment and Access to Rehabilitation and Treatment
- Community diagnostics and imaging (such as x-ray, MRI and CT scans)
- Outpatient clinics from the Shrewsbury and Telford Hospital NHS Trust, for example, dermatology and ophthalmology clinics
- Physiotherapy

To see all other services that are important to respondents, see the graph below:



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Most respondents, 36 (38.70%), felt that the biggest benefit would be easier access to different services followed by making it easier to get appointments. Other comments received included:

- ‘A new hub would rejuvenate the town centre’
- ‘Quicker diagnosis saving time and money in a modern building’
- ‘Remove some of the stress of wondering, as a blue-badge holder, whether the single and very awkward disabled parking space at my GP surgery will be free. Also saving the stress associated with parking at the RSH’.

To view all other responses, see the table below:

Benefit	Number of responses	Percent
Save time	17	18.27%
Save money (on parking etc.)	10	10.75%
Make it easier to get an appointment	18	19.35%
Give me easier access to different services	36	38.70%
Access to modern facilities	14	15.05%

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

A similar number of responses was recorded from respondents who agree and those who disagree with the proposal of a new health and wellbeing hub. 29 (31.18%) people disagree that there is a need for a hub compared to 25 people (26.88%) who see the benefit. A further 21 (22.58%) neither agree nor disagree and felt they require more information before making a decision. Additional comments made include:

‘Too large loses the relationship between doctor and patient’

‘It’ll just make it worse’

‘I doubt that, on balance, it will deliver any benefits’

‘Actually, I’m worried it will cause problems - moving GPs further from patients’

‘If GP practice moves there as major barrier to accessing primary care is distance and cost of travel’

‘No benefit if moved outside of neighbourhoods’.

What is your overall opinion of this type of health and wellbeing hub?

A similar number of respondents, 29 (31.18%), described this type of health and wellbeing hub as either very good or good compared to 26 (27.95%) whose opinion was poor or very poor. A further 20 people were undecided and 18 people did not answer this question.

Is there anything else you think we should take into consideration?

Respondents gave a number of comments that should be taken into consideration before making any final decision on the new health and wellbeing hub. These include:

- Not all patients can drive and have access to a car and so would require good transport links
- Reinvest the funding into existing GP services to cater for new homes being built in and around Shropshire
- Personal care by the same doctor
- Learning from similar models that have failed. i.e. Severn Fields did this resulting in patients not being able to get appointments and staff feeling stressed
- Improved access for wheelchair users
- Keep GPs close to the population they serve
- Location of any hub should be situated on the outskirts of town to reduce traffic
- The hub idea is good for network-working amongst the practices but no GP practices should move there
- Elderly, disabled and most vulnerable patients will suffer if existing services are moved
- Location of any new hub to have ample free parking
- Identify the services that are currently most difficult to access

3) Summary of feedback relating to Mytton Oak Surgery

Practice	Number of responses
Mytton Oak Surgery	106

106 respondents said that they had a link to Mytton Oak Surgery.

In what capacity are you involved with the practice?

Almost all respondents, 99 (93.39%), told us that they were patients registered at Mytton Oak Surgery whilst one was a relative of a patient and six respondents preferred not to answer this question.

How many times have you visited your GP practice within the last 12 months?

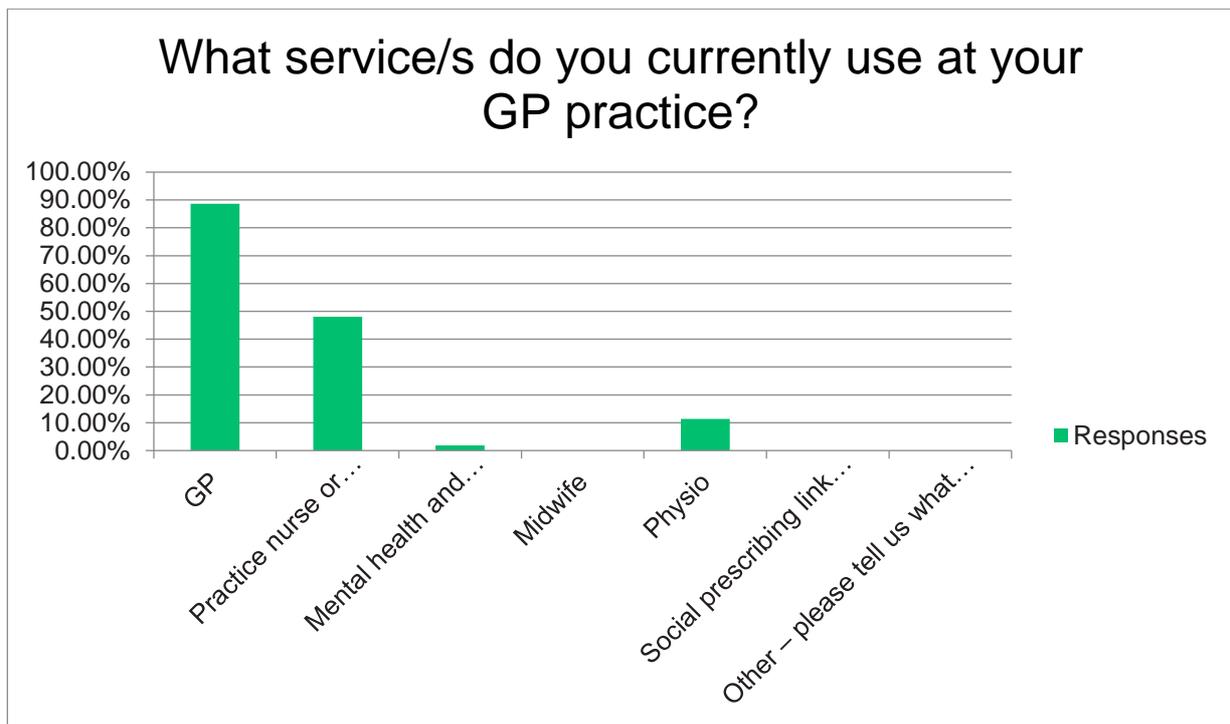
Most respondents, 42 (39.62%), visited Mytton Oak Surgery 1-3 times within the last 12 months. Further details can be found in the table below:

Answer Choices	Number of responses	Percent
None	36	33.96%
1-3 times	42	39.62%
4-6 times	9	8.49%
More than 6 times	9	8.49%
I attend regular weekly appointments	0	0
I attend regular monthly appointments	1	0.94%

What service/s do you currently use at your GP practice?

Most patients, 94 (88.67%), told us that they visit their practice to see a GP followed by 51 people (48.11%) who see a practice nurse or healthcare assistant.

Details of other services accessed can be found in the graph below:



What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

A total of 25 patients responded to this question and they told us that they had accessed the following services in the last 12 months:

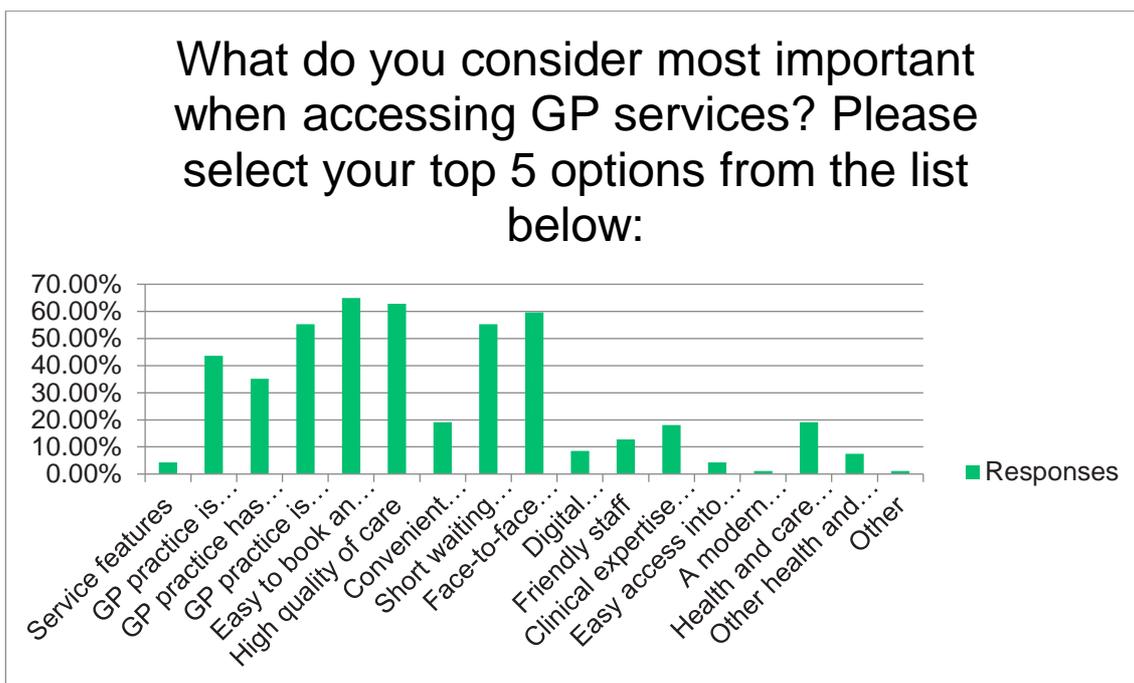
- 10 patients accessed mental health services
- 5 patients access weight loss services
- 3 patients accessed complementary therapy services.eg. acupuncture
- 3 patients accessed support for people with a disability
- 1 patient accessed advocacy services
- 1 patient accessed support for carers
- 1 patient accessed a health check
- 1 patient accessed post adoption support

What do you consider most important when accessing General Practice services?

Although patients felt there were many important factors to consider when accessing GP services, the top five for respondents linked to Mytton Oak Surgery were:



To see what other things are important to respondents, see the graph below:



How do you usually travel to your General Practice appointment?

Most respondents, 52 (49.05%), told us that they travel by car followed closely by 50 people (47.16%) who walk to their appointment. To see a full breakdown of all responses, see the table below:

Method of transport	Number of responses	Percent
By car	52	49.05%
Walk	50	47.16%
Someone else gives me a lift	4	3.77%
Bicycle	2	1.88%
Taxi	0	0
Bus	4	3.77%

How long does it usually take you to travel to your GP practice?

Most respondents, 68 (64.15%), told us that their travel time is less than 10 minutes. To see all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	68	64.15%
11-20 minutes	22	20.75%
21-30 minutes	2	1.88%
31 minutes to 1 hour	1	0.94%
Over an hour	0	0

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied. The highest number of respondents, 46 (43.39%), told us they would be prepared to travel less than 10 minutes followed by 37 people (34.90%) who said they would travel 11-20 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

Most respondents, 68 (64.15%), confirmed they do not have any difficulties or barriers in accessing these services compared to 22 people (20.75%) who do. Of these responses, comments were given detailing the difficulties patients face, these included:

- Long waiting times for initial appointments and once referred
- Difficulty in making appointments for those working Monday-Friday 9am-5pm
- Limited access for disabled patients
- Lack of disabled parking
- Delay in receiving telephone follow up appointments once seen by a GP
- Better transport links

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

Just over half of respondents, 55 (51.86%), either strongly agreed or agreed that a GP practice with other community services would be beneficial compared to only 11 patients that strongly disagree or disagree. A further 26 patients were undecided.

Which, if any, of the following services would you like to see in this health and wellbeing hub?

Respondents told us the top five services they would like to see in the proposed health and wellbeing hub:

Diagnostics, Assessment and Access to Rehabilitation and Treatment

Community diagnostics and imaging (such as x-ray, MRI and CT scans)

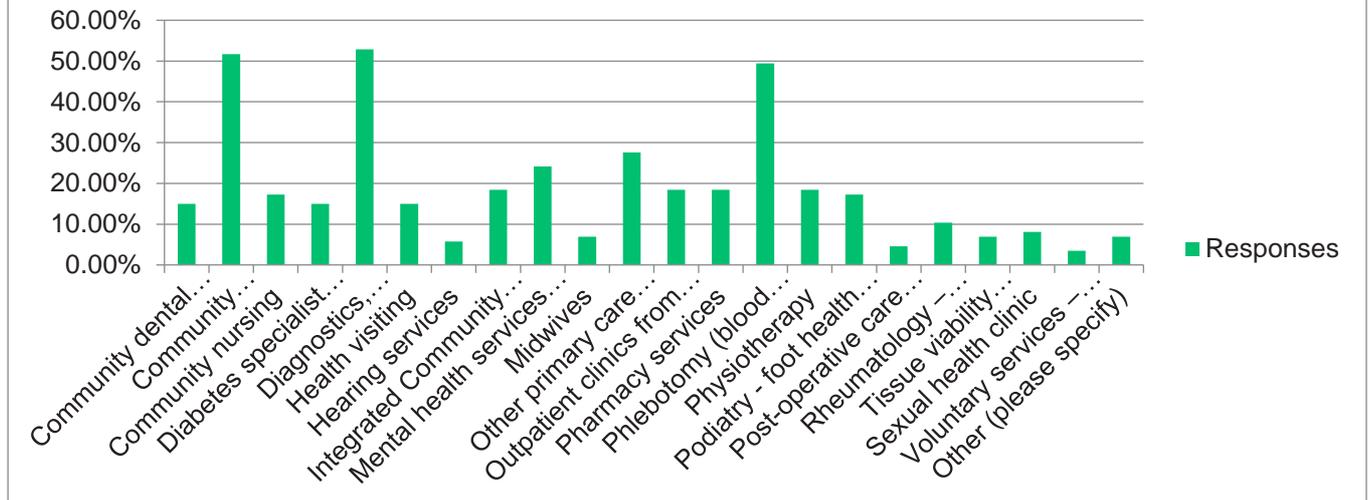
Phlebotomy (blood tests)

Other primary care services offered by GP practices such as clinical pharmacists, social prescribing, care coordination, occupational therapy, mental health support

Mental health services including, for example, psychological therapies, support for people with an eating disorder and bereavement support

To see all other services that are important to respondents, see the graph below:

Which, if any, of the following services would you like to see in this health and wellbeing hub?
Please select the five that are the most important for you.



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Although respondents rated a number of benefits, most people, 44 (41.50%), felt that the biggest benefits would be to give people easier access to different services followed by making it easier to get appointments. To view all other responses, see the table below:

Benefit	Number of responses	Percent
Save time	13	12.26%
Save money (on parking etc.)	9	8.49%
Make it easier to get an appointment	34	32.07%
Give me easier access to different services	44	41.50%
Access to modern facilities	18	16.98%

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

A similar number of responses was recorded for those who agree and those who disagree with the proposal for a new health and wellbeing hub. 34 people (32.07%) felt that there is no need for a need for a hub compared to 31 people (29.24%) who see the benefit. A further 18 people (16.98%) neither agree nor disagree and felt they require more information before making a decision.

What is your overall opinion of this type of health and wellbeing hub?

Most respondents, 33 (31.13%), described this type of health and wellbeing hub as either very good or good compared to 25 people (23.58%) whose opinion was poor or very poor. A further 23 patients were undecided.

Is there anything else you think we should take into consideration?

Patients gave a number of comments that should be taken into consideration before making any final decision on the new health and wellbeing hub. These include:

- Details of the hub's location and for this to be accessible by foot
- Learning from similar models that have failed. i.e. Teldoc in Telford resulting in long delays in appointments
- Reinvest the funding into existing GP services
- Public transport to be in place before agreeing on a site
- Ensure more face-to-face appointments are available
- Elderly, disabled and most vulnerable patients will suffer if existing services are moved
- Personal care by the same doctor.

4) Summary of feedback relating to Radbrook Green Surgery

Practice	Number of responses
Radbrook Green Surgery	99

99 respondents said that they had a link to Radbrook Green Surgery.

In what capacity are you involved with the practice?

Almost all respondents, 93 (93.93%), told us they are patients registered at Radbrook Green Surgery whilst one person was a relative of a patient and two were members of staff. A further three people preferred not to answer this question.

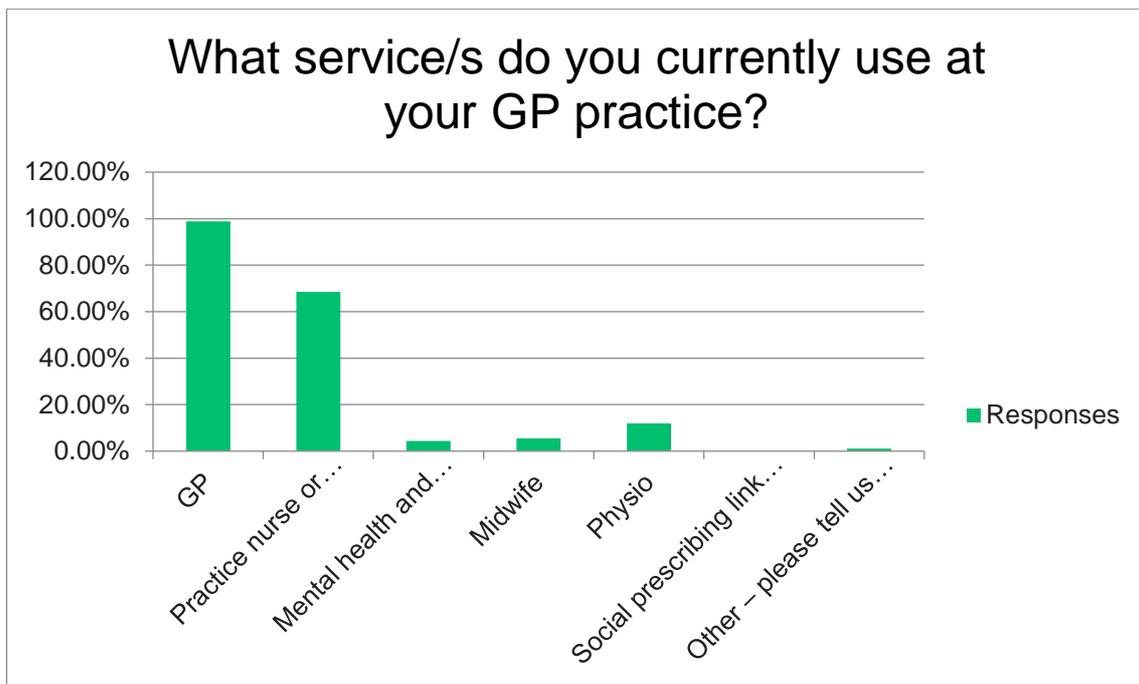
How many times have you visited your GP practice within the last 12 months?

Most respondents, 48 (48.48%), visited Radbrook Green Surgery 1-3 times within the last 12 months. Further details can be found in the table below:

Answer Choices	Number of responses	Percent
None	22	22.22%
1-3 times	48	48.48%
4-6 times	13	13.13%
More than 6 times	10	10.10%
I attend regular weekly appointments	0	0
I attend regular monthly appointments	0	0

What service/s do you currently use at your GP practice?

The vast majority of patients, 91 (91.91%), visit Radbrook Green Surgery to see a GP followed by 63 people (63.63%) who see a practice nurse or healthcare assistant. More details can be found in the graph below:



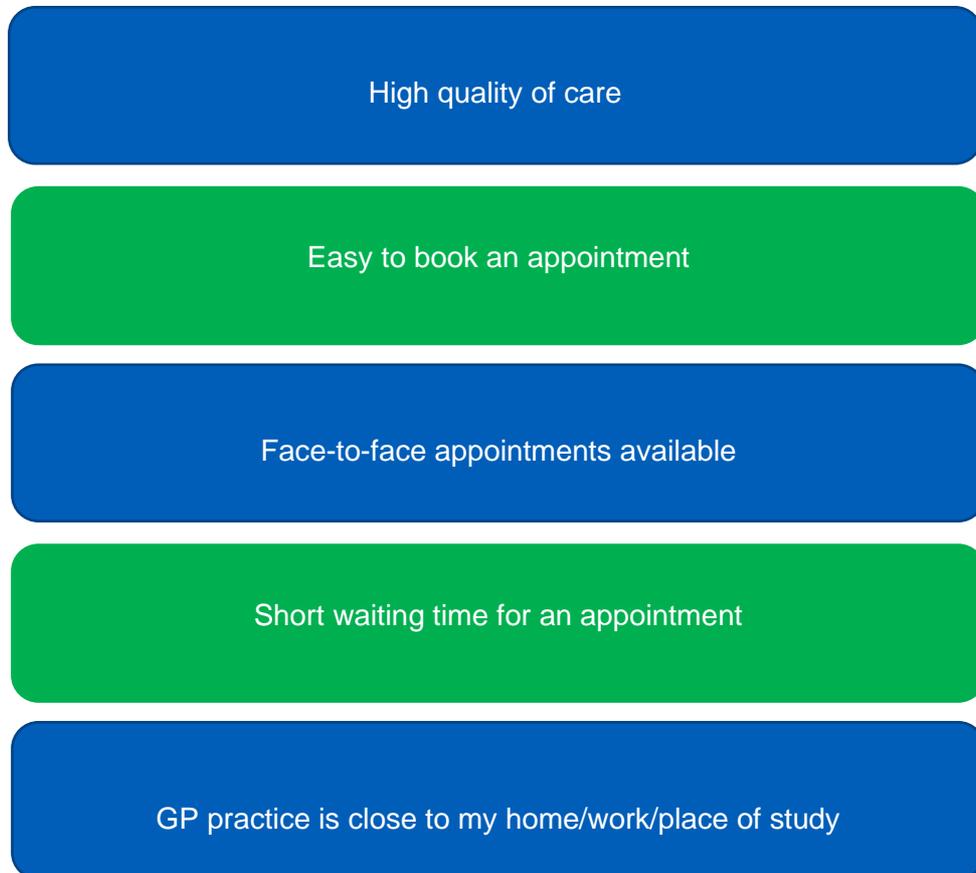
What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

A total of 21 patients responded to this question and the following services were accessed:

- 8 patients accessed complementary therapy services.e.g. acupuncture
- 4 patients accessed mental health services
- 4 patients accessed support for people with a disability
- 2 patients accessed weight loss services
- 2 patients accessed counselling services
- 1 patient accessed advocacy services

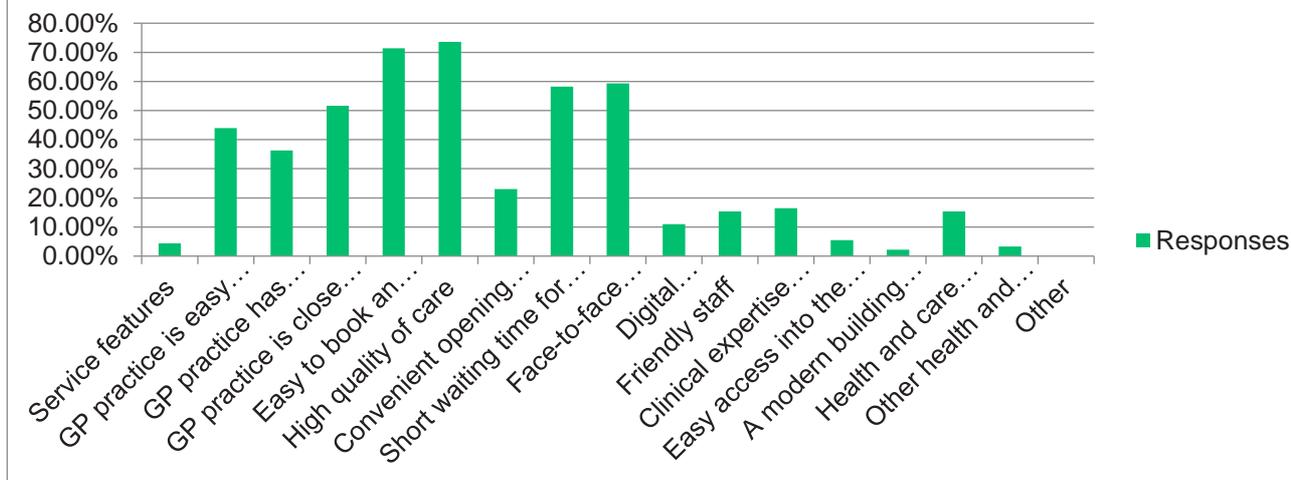
**What do you consider most important when accessing General Practice services?
Please select your top 5 options**

Although respondents felt there were many important factors to consider when accessing GP services, the top five for Radbrook Green Surgery were:



To see what other things are important to respondents, see the graph below:

What do you consider most important when accessing GP services? Please select your top 5 options from the list below:



How do you usually travel to your General Practice appointment?

Most respondents, 61 (61.61%), travel by car to their appointment followed by 31 (31.31%) who walk. To see a full breakdown of all responses, see the table below.

Method of transport	Number of responses	Percent
By car	61	61.61%
Walk	31	31.31%
Someone else gives me a lift	4	4.04%
Bicycle	1	1.01%
Taxi	3	3.03%
Bus	0	0

How long does it usually take you to travel to your GP practice?

Patient travel time to Radbrook Green surgery varied but the majority of patients, 68 (68.68%), told us their travel time was less than 10 minutes. For all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	68	68.68%
11-20 minutes	18	18.18%
21-30 minutes	3	3.03%
31 minutes to 1 hour	0	0
Over an hour	0	0

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied. The highest number of respondents, 43 (43.43%), told us they would travel less than 10 minutes followed by 37 people (37.37%) who would travel 11-20 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

The vast majority of respondents, 73 (73.73%), told us that they do not have any difficulties or barriers in accessing these services compared to 15 people (15.15%) who do. Of these responses, comments were made detailing the difficulties patients face, these include:

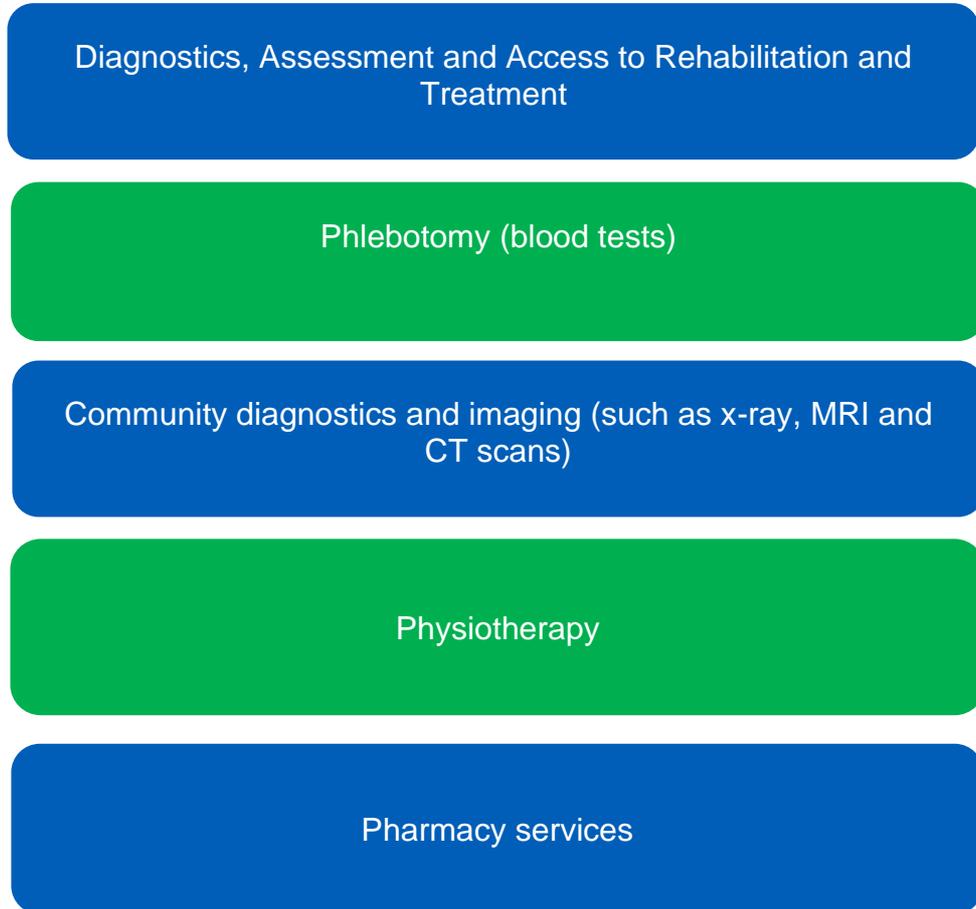
- Lack of public transport links for those who do not drive
- Lack of face-to-face appointments
- Long waiting times for appointments
- Difficulty in making appointments for those working Monday-Friday 9am-5pm
- Challenging reception staff making it difficult to book appointments.

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

Over half of respondents, 56 (56.56%), either strongly agreed or agreed that having other community services at their GP practice would be beneficial compared to 12 people who strongly disagreed or disagreed. A further 31 people were undecided.

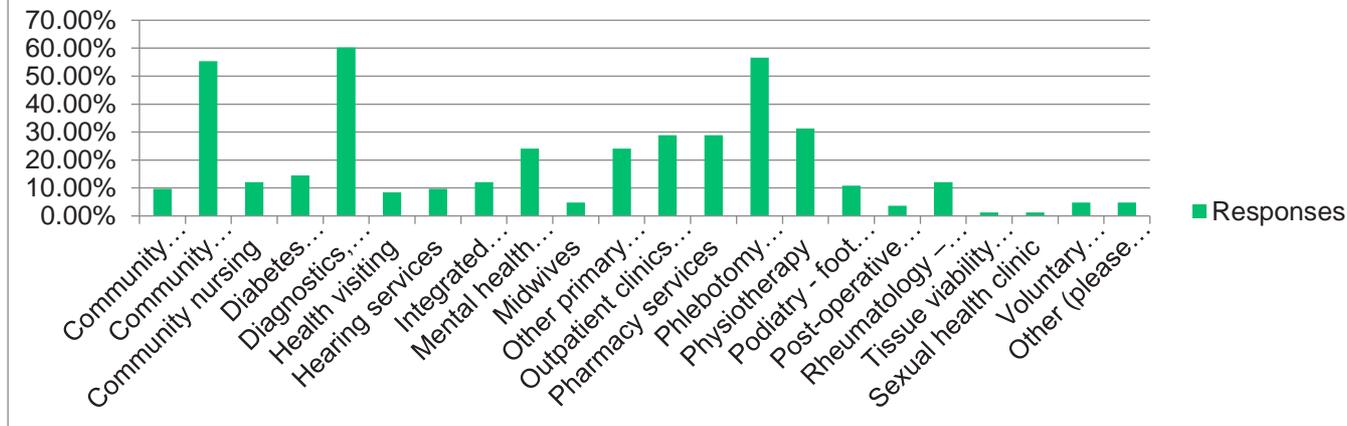
Which, if any, of the following services would you like to see in this health and wellbeing hub?

Patients confirmed the top five services they would like to see in the proposed health and wellbeing hub were:



To see all other services that are important to respondents, see the graph below:

Which, if any, of the following services would you like to see in this health and wellbeing hub?
Please select the five that are the most important for you.



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Although patients rated a number of benefits, most people, 43 (43.43%), felt that the biggest benefit would be having easier access to different services followed by making it easier to get appointments. To view all other responses, see the table below:

Benefit	Number of responses	Percent
Save time	10	10.10%
Save money (on parking etc.)	5	5.05%
Make it easier to get an appointment	19	19.19%
Give me easier access to different services	43	43.43%
Access to modern facilities	14	14.14%

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

An equal number of responses (26.26%) was recorded for people who agree and people who disagree with the proposal for a new health and wellbeing hub. A further 28 patients neither agreed nor disagreed and felt they require more information before making a decision.

What is your overall opinion of this type of health and wellbeing hub?

Most patients, 29 (29.29%), described this type of health and wellbeing hub as either very good or good compared to 21 (21.21%) who thought it was poor or very poor. A further 24 patients were undecided and 25 patients did not answer this question.

Is there anything else you think we should take into consideration?

Patients gave a number of comments that should be taken into consideration before making any final decision on the new health and wellbeing hub. These include:

- Evidence to show that a new hub would deliver high quality services as proposed
- Details of the hub's location and for this to be accessible by foot. In the town centre would disadvantage many patients
- Learning from similar models that have failed. i.e. Severn Fields resulting in a bad reputation
- Reinvest the funding into existing GP services
- Any new hub should be in addition to existing services
- Personal care by the same doctor
- Need for coordination of health and social care services
- Medical records need to be secure but readily available to support healthcare across the system
- Provide ample free parking
- Public transport to be in place before agreeing on a site given that the bus station is no longer in town centre
- Ensure more face-to-face appointments are available.

5) Summary of feedback relating to Belvidere Medical Practice

Practice	Number of responses
Belvidere Medical Practice	61

61 respondents said that they had a link to Belvidere Medical Practice.

In what capacity are you involved with the practice?

Almost all respondents, 55 (90.16%), told us that they were patients registered at Belvidere Medical Practice whilst one was a member of staff. A further five preferred not to answer this question.

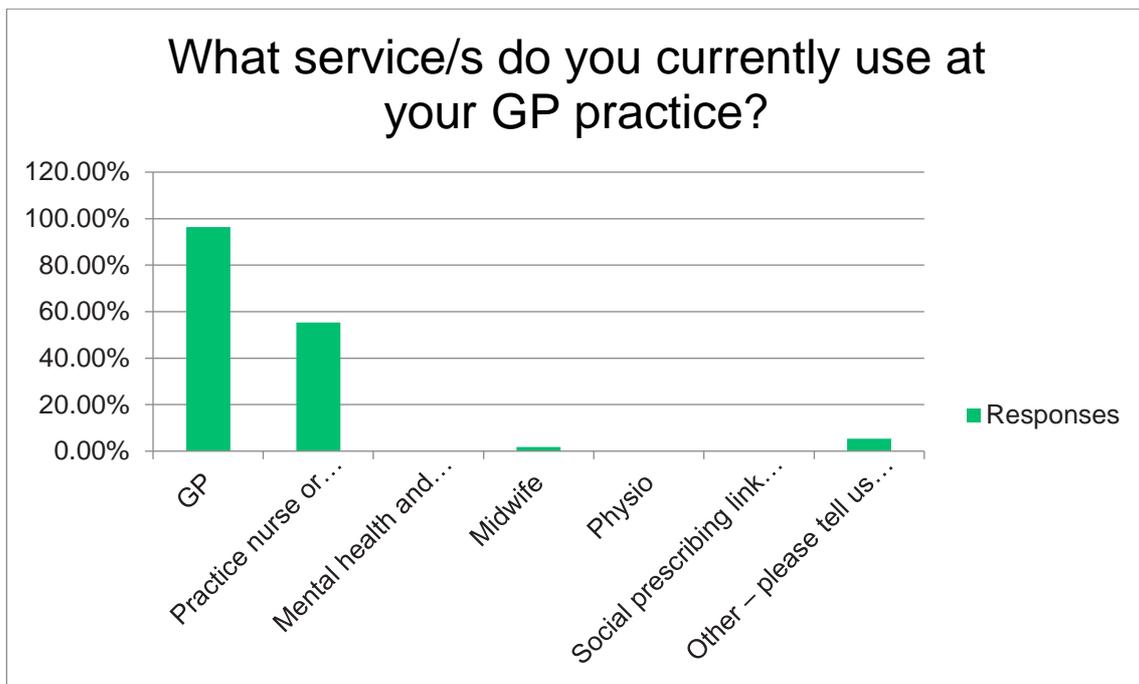
How many times have you visited your GP practice within the last 12 months?

Most respondents, 36 (59.01%), visited Belvidere Medical Practice 1-3 times within the last 12 months compared to 12 patients that who did not visit at all. Further details can be found in the table below:

Answer Choices	Number of responses	Percent
None	12	19.67%
1-3 times	36	59.01%
4-6 times	5	8.19%
More than 6 times	2	3.27%
I attend regular weekly appointments	0	0
I attend regular monthly appointments	0	0

What service/s do you currently use at your GP practice?

Most patients, 54 (88.52%), attended Belvidere Medical Practice to see a GP followed by 31 people (50.81%) who saw a practice nurse or healthcare assistant. A total of 7 respondents did not answer this question. Further details can be found in the graph below:



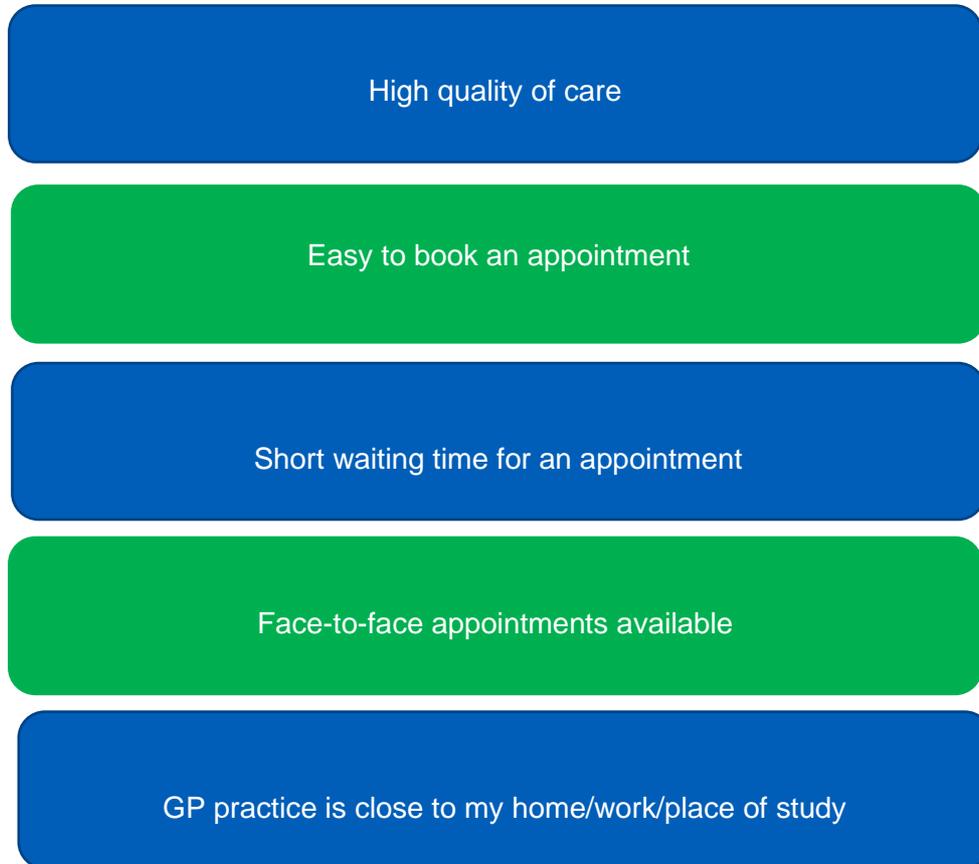
What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

A total of five patients responded to this question and told us that they'd used the following services in the last 12 months:

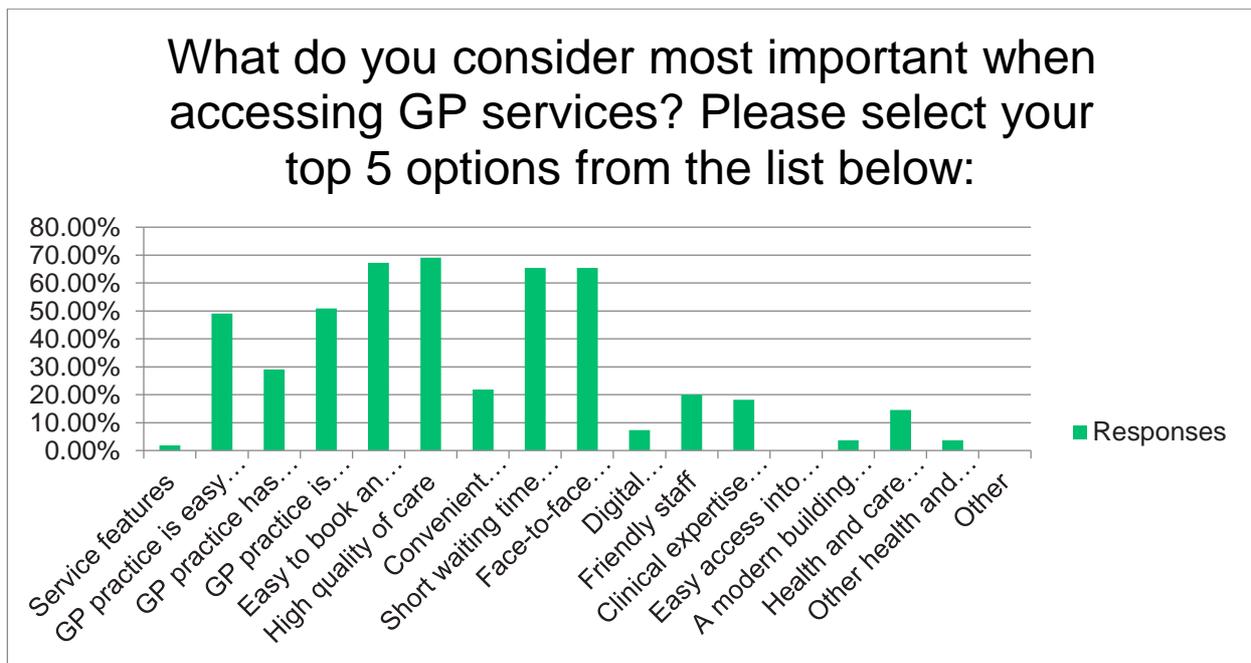
- 2 patients accessed complementary therapy services.e.g. acupuncture
- 1 patient accessed weight loss services
- 1 patient accessed support for people with a disability
- 1 patient accessed physiotherapy services

What do you consider most important when accessing GP services?

Although patients felt there were many important factors to consider when accessing GP services, the top five for Belvidere Medical Practice are:



To see what other things are important to respondents, see the graph below:



How do you usually travel to your General Practice appointment?

An equal number of respondents, 31 (50.81%), told us that they travel by car or walk to their GP appointment. For a full breakdown of all responses, see the table below:

Method of transport	Number of responses	Percent
By car	31	50.81%
Walk	31	50.81%
Someone else gives me a lift	2	3.27%
Bicycle	2	3.27%
Taxi	0	0
Bus	1	1.63%

How long does it usually take you to travel to your GP practice?

Most respondents, 34 (55.73%), told us that they travel for less than 10 minutes to their practice. To see all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	34	55.73%
11-20 minutes	14	22.95%
21-30 minutes	5	8.19%
31 minutes to 1 hour	1	1.63%
Over an hour	0	0

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied. The highest number of respondents, 30 (49.18%), said that they would travel 11-20 minutes followed by 14 people (22.95%) who would travel less than 10 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

Most respondents, 48 (78.68%), confirmed they do not have any difficulties or barriers in accessing these services compared to 6 (9.83%) who do. Of these responses, comments were received detailing the difficulties patients face, these include:

- Lack of public transport links for those who do not drive
- Lack of face-to-face appointments
- Long waiting times for appointments unless it's an emergency
- Disabled access.

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

Most respondents, 35 (57.37%), either strongly agreed or agreed that having other community services at their GP practice would be beneficial compared to seven patients who strongly disagreed or disagreed. A further 11 patients were undecided.

Which, if any, of the following services would you like to see in this health and wellbeing hub?

Respondents told us that the the top five services they would like to see in the proposed health and wellbeing hub were:

Diagnostics, Assessment and Access to Rehabilitation and Treatment

Phlebotomy (blood tests)

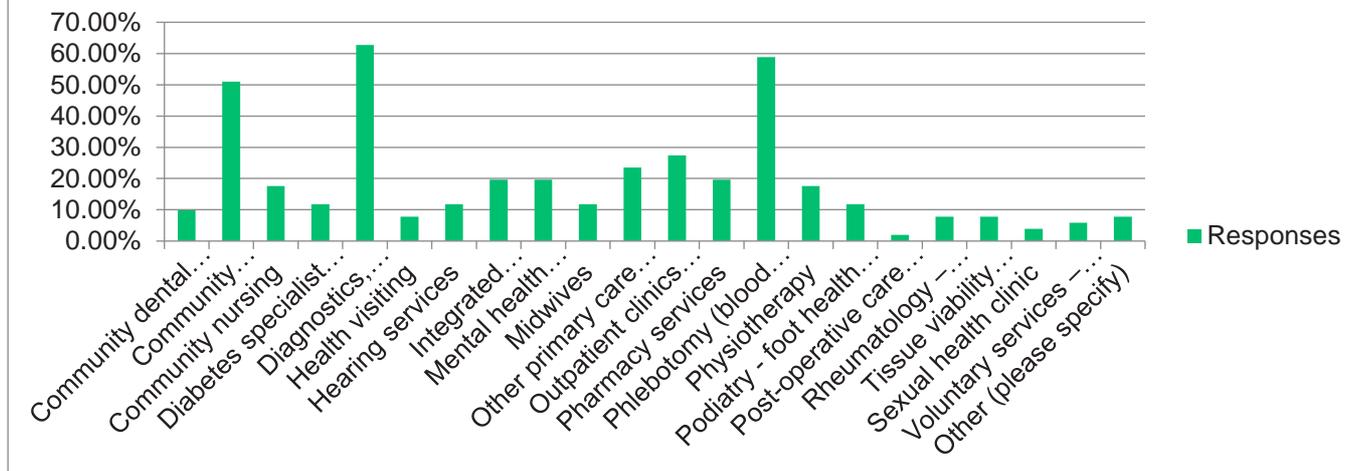
Community diagnostics and imaging (such as x-ray, MRI and CT scans)

Outpatient clinics from the Shrewsbury and Telford Hospital NHS Trust, for example, dermatology and ophthalmology clinics

Pharmacy services

To see all other services that are important to respondents, see the graph below:

Which, if any, of the following services would you like to see in this health and wellbeing hub?
Please select the five that are the most important for you.



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Although patients rated a number of benefits, most, 24 (39.34%), felt that the biggest benefit would be having easier access to different services followed by making it easier to get appointments. To view all other responses, see the table below:

Benefit	Number of responses	Percent
Save time	11	18.03%
Save money (on parking etc.)	5	8.19%
Make it easier to get an appointment	21	34.42%
Give me easier access to different services	24	39.34%
Access to modern facilities	8	13.11%

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

Most respondents, 19 (31.14%), either strongly agreed or agreed with the proposal of a new health and wellbeing hub compared to 13 people (21.31%) who strongly disagreed or disagreed. A further 16 people neither agreed nor disagreed and felt they require more information before making a decision.

What is your overall opinion of this type of health and wellbeing hub?

Most respondents, 20 (31.78%), described this type of health and wellbeing hub as either very good or good compared to 11 people (18.03%) who thought it was poor or very poor. A further 22 patients were undecided and 13 patients did not answer this question.

Is there anything else you think we should take into consideration?

Patients gave a number of comments that should be taken into consideration before making any final decision on the new health and wellbeing hub. These include:

- To repurpose the Pride Hill shopping centre into a hub
- GP surgeries to be local to the patients they serve
- Public transport to be in place before agreeing on a site
- GP practices should provide first point of contact and the hospitals provide the secondary specialist services
- GPs specialising in different medical conditions
- Personal care by the same doctor
- Invest funding into opening more GP surgeries
- Ensure more face-to-face appointments are available.

6) Summary of feedback relating to Marden Medical Practice

Practice	Number of responses
Marden Medical Practice	112

112 respondents told us that they had a link to Marden Medical Practice.

In what capacity are you involved with the practice?

Almost all respondents, 96 (85.71%), told us that they were patients registered at Marden Medical Practice whilst one was a carer of a patient, eight were members of staff and one was interested in the service. A further six preferred not to answer this question.

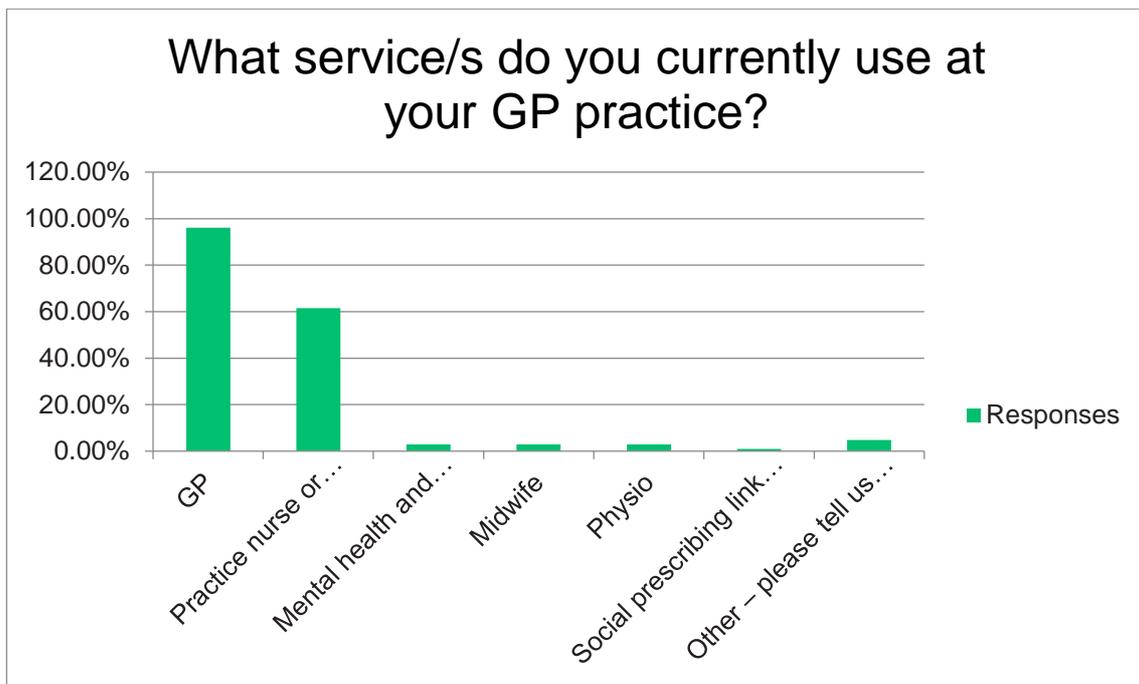
How many times have you visited your GP practice within the last 12 months?

Most patients, 57 (50.89%), visited Marden Medical Practice 1-3 times within the last 12 months compared to 25 patients who did not visit at all. Further details can be found in the table below:

Answer Choices	Number of responses	Percent
None	25	22.32%
1-3 times	57	50.89%
4-6 times	16	14.28%
More than 6 times	6	5.35%
I attend regular weekly appointments	0	0
I attend regular monthly appointments	0	0

What service/s do you currently use at your GP practice?

Most patients, 100 (89.28%), attended the practice to see a GP followed by 64 people (57.14%) who saw a practice nurse or healthcare assistant. Further details can be found in the graph below:



What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

A total of 17 patients responded to this question and told us that they'd used the following services in the last 12 months:

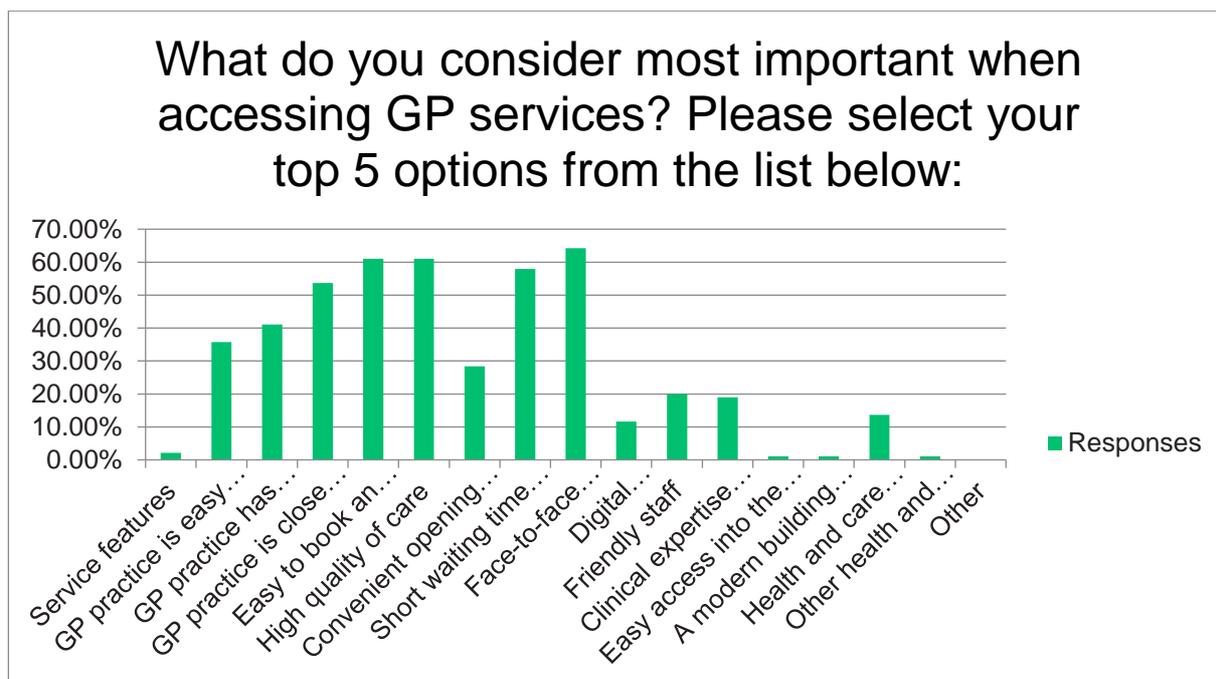
- 8 patients accessed mental health services
- 3 patients accessed support for people with a disability
- 3 patients accessed complementary therapy services.e.g. acupuncture
- 2 patients accessed weight loss services
- 1 patient accessed stop smoking services.

What do you consider most important when accessing General Practice services?

Although respondents felt there were many important factors to consider when accessing General Practice services, the top five for Belvidere Medical Practice are:



To see what other things are important to respondents, see the graph below:



How do you usually travel to your General Practice appointment?

Most respondents, 64 (57.14%), told us that they travel by car to Marden Medical Practice followed by 36 people (32.14%) who walk. To see a full breakdown of all responses, see the table below:

Method of transport	Number of responses	Percent
By car	64	57.14%
Walk	36	32.14%
Someone else gives me a lift	3	2.67%
Bicycle	5	4.46%
Taxi	1	0.89%
Bus	0	0

How long does it usually take you to travel to your GP practice?

The majority of respondents, 64 (57.14%) told us that they travel for less than 10 minutes to their practice. To see all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	64	57.14%
11-20 minutes	36	32.14%
21-30 minutes	3	27.27%
31 minutes to 1 hour	5	4.46%
Over an hour	1	0.89%

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied. The highest number of respondents, 47 (41.96%), said that they would travel 11-20 minutes followed by 32 people (28.57%) who would travel less than 10 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

Most respondents, 80 (71.42%), told us that they do not have any difficulties or barriers in accessing these services compared to 15 people (13.39%) who do. Of these responses, comments were made detailing the difficulties patients face, these include:

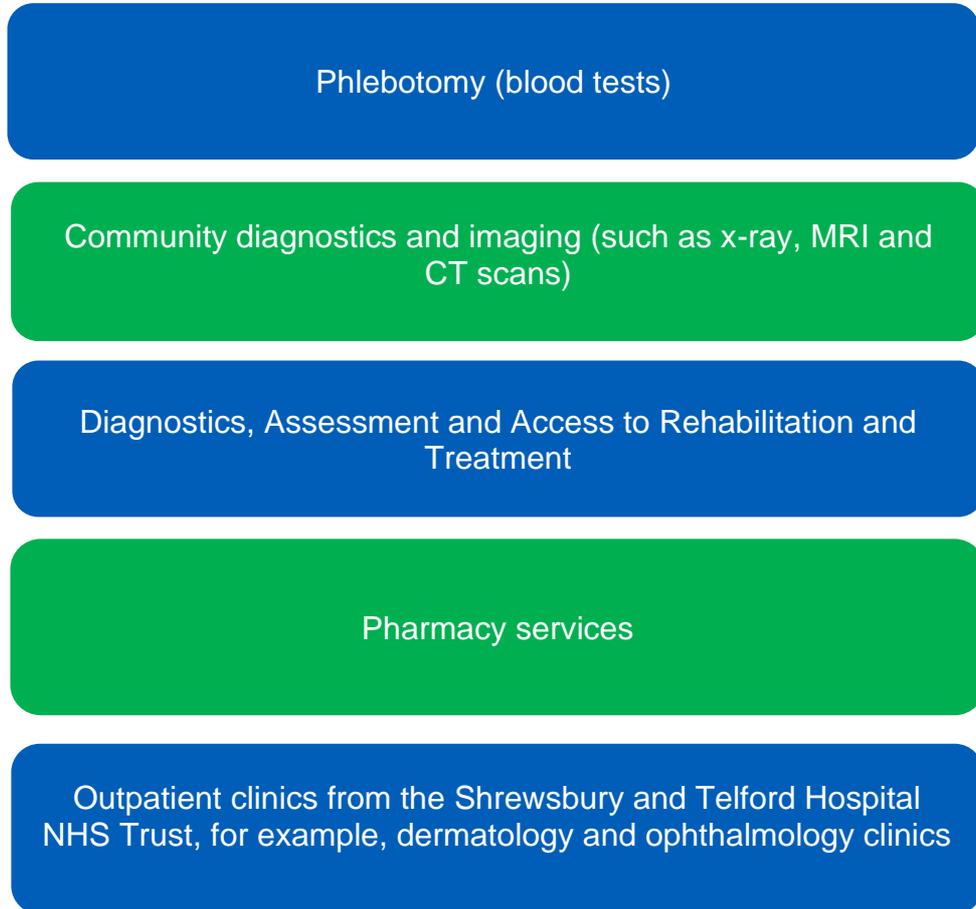
- Poor transport links
- Lack of face-to-face appointments
- Long call times and waiting times for appointments
- Lack of support services for deaf patients e.g. appointments can now only be booked over the phone as the online system has been removed resulting in patients not accessing healthcare
- Long referral times.

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

Most respondents, 64 (57.14%), either strongly agreed or agreed that having other community services at their GP practice would be beneficial compared to 11 patients who strongly disagreed or disagreed. A further 20 patients were undecided.

Which, if any, of the following services would you like to see in this health and wellbeing hub?

Respondents confirmed the top five services they would like to see in the proposed health and wellbeing hub would be:



To see all other services that are important to respondents, see the graph below:



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Although respondents rated a number of benefits, most, 42 (37.50%), felt that the biggest benefit would be having easier access to different services followed by making it easier to get appointments. To view all other responses, see the table below:

Benefit	Number of responses	Percent
Save time	16	14.28%
Save money (on parking etc.)	5	4.46%
Make it easier to get an appointment	24	21.42%
Give me easier access to different services	42	37.50%
Access to modern facilities	20	17.85%

Other comments made include:

- ‘Hopefully doctors will be more accessible’
- ‘Better communication between different service providers’
- ‘It would be good to get an x-ray without sitting in A&E for hours’
- ‘NHS will make money by selling the surgeries for housing’.

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

Most respondents, 32 (28.57%), either strongly agreed or agreed with the proposal of a new health and wellbeing hub compared to 23 people (20.53%) who strongly disagreed or

disagreed. A further 23 patients neither agreed nor disagreed and felt they require more information before making a decision.

What is your overall opinion of this type of health and wellbeing hub?

Most respondents, 33 (29.46%), described this type of health and wellbeing hub as either very good or good compared to 29 people (25.89%) who thought it was poor or very poor. A further 27 patients were undecided and 23 patients did not answer this question.

Is there anything else you think we should take into consideration?

Respondents gave a number of comments that should be taken into consideration before making any final decision on the new health and wellbeing hub. These include:

- These type of places are completely impersonal, they make you feel like a number, many people rely on seeing the same doctor, getting to know the staff, feeling comfortable and cared for, part of the community.
- Learning from similar models that have failed e.g. Severn Fields and Harlescott
- Consider autistic people who have difficulties with crowds and new places
- Personal care by the same doctor
- Travel time for patients
- New services to be in addition to existing services
- GP surgeries to be local to the patients they serve
- Reinvest funding into existing GP surgeries.

7) Summary of feedback relating to Marysville Medical Practice

Practice	Number of responses
Marysville Medical Practice	61

61 respondents told us that they had a link to Marysville Medical Practice.

In what capacity are you involved with the practice?

Most respondents, 56 (91.80%), told us that they are patients registered at Marysville Medical Practice whilst one was a member of staff. A further four preferred not to answer this question.

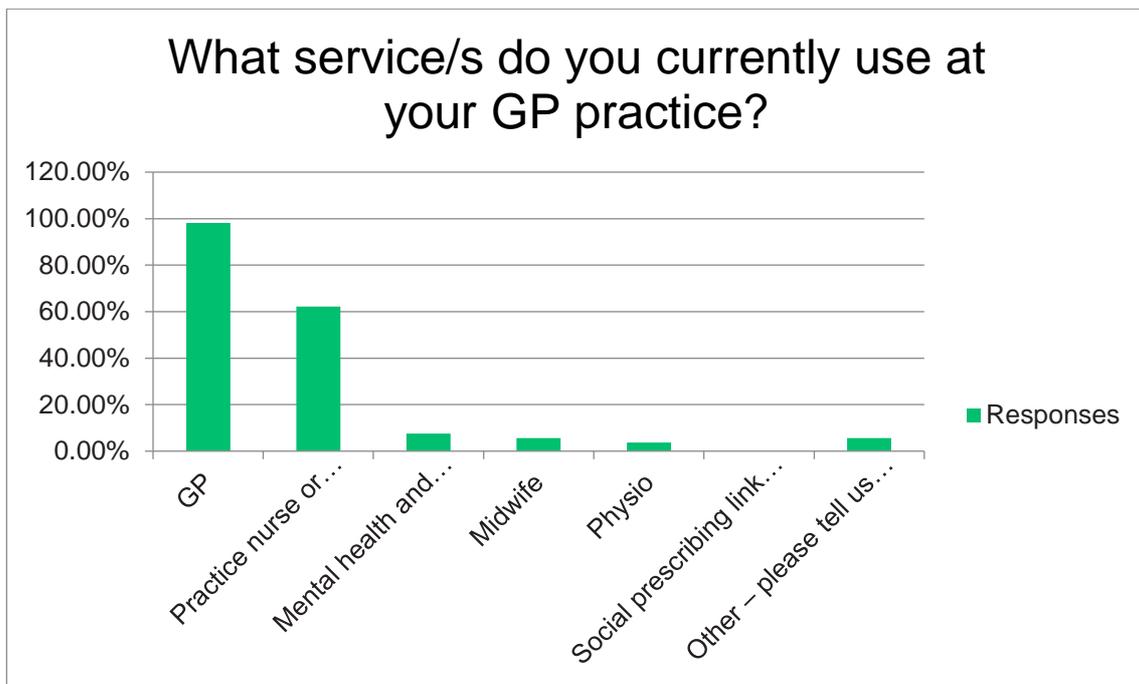
How many times have you visited your GP practice within the last 12 months?

Most patients, 27 (44.26%), visited Marysville Medical Practice 1-3 times within the last 12 months compared to 11 patients who did not visit at all. Further details can be found in the table below:

Answer Choices	Number of responses	Percent
None	11	18.03%
1-3 times	27	44.26%
4-6 times	9	14.75%
More than 6 times	3	4.91%
I attend regular weekly appointments	0	0
I attend regular monthly appointments	2	3.27%

What service/s do you currently use at your GP practice?

Most patients, 52 (85.24%), visited Marysville Medical Practice to see a GP followed by 33 people (54.09%) who saw a practice nurse or healthcare assistant. Further details can be found in the graph below:



What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

A total of eight patients responded to this question and they told us that they'd accessed the following services in the past 12 months:

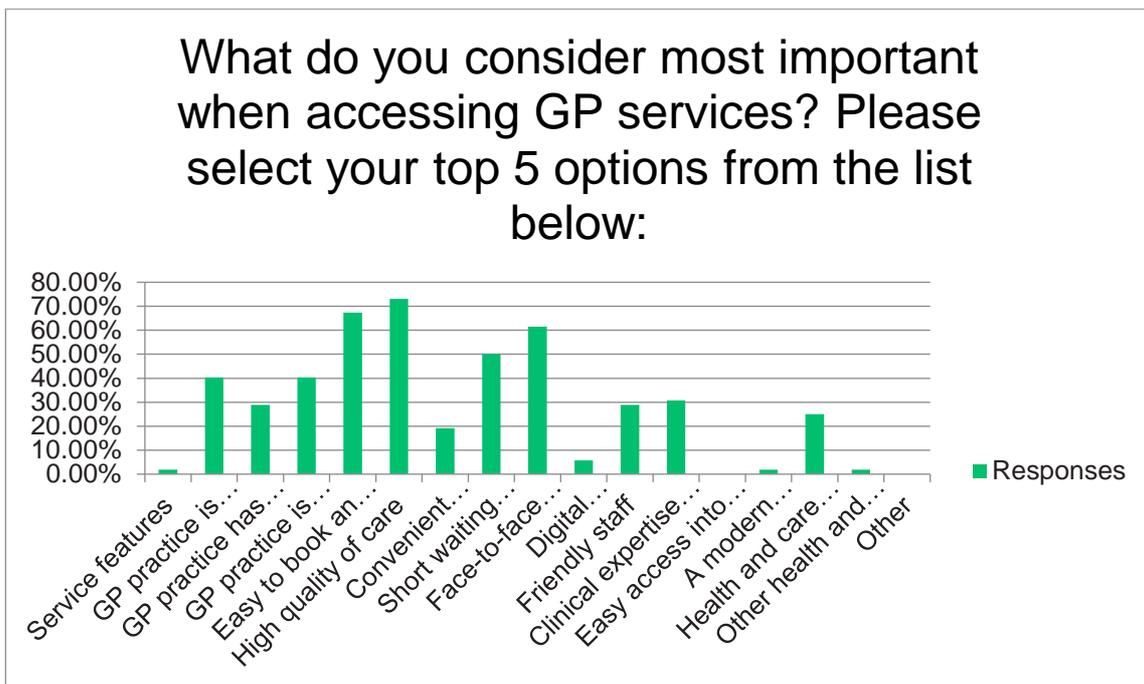
- 5 patients accessed mental health services
- 1 patient accessed complementary therapy services.eg. acupuncture
- 1 patient accessed support for carers
- 1 patient accessed support for people with a disability

What do you consider most important when accessing General Practice services?

Although respondents felt there were many important factors to consider when accessing General Practice services, the top five for Marysville Medical Practice are:



To see what other things are important to respondents when accessing General Practice services, see the graph below:



How do you usually travel to your GP appointment?

Most respondents, 34 (55.73%), told us that they travel by car to Marysville Medical Practice followed by 21 people (34.42%) who walk. To see a full breakdown of all responses, see the table below:

Method of transport	Number of responses	Percent
By car	34	55.73%
Walk	21	34.42
Someone else gives me a lift	2	3.27%
Bicycle	2	3.27%
Taxi	0	0
Bus	0	0

How long does it usually take you to travel to your GP practice?

The majority of respondents, 36 (59.01%), told us that they travel for less than 10 minutes to Marysville Medical Practice. To see all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	36	59.01%
11-20 minutes	11	18.03%
21-30 minutes	4	6.55%
31 minutes to 1 hour	0	0
Over an hour	0	0

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied. The highest number of respondents, 24 (39.34%), said that they would travel 11-20 minutes followed by 22 people (36.06%) who would travel less than 10 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

The majority of respondents, 43 (70.49%), told us that they do not have any difficulties or barriers in accessing these services compared to 7 people (11.47%) who do. Of these responses, comments were received detailing the difficulties patients face, these include:

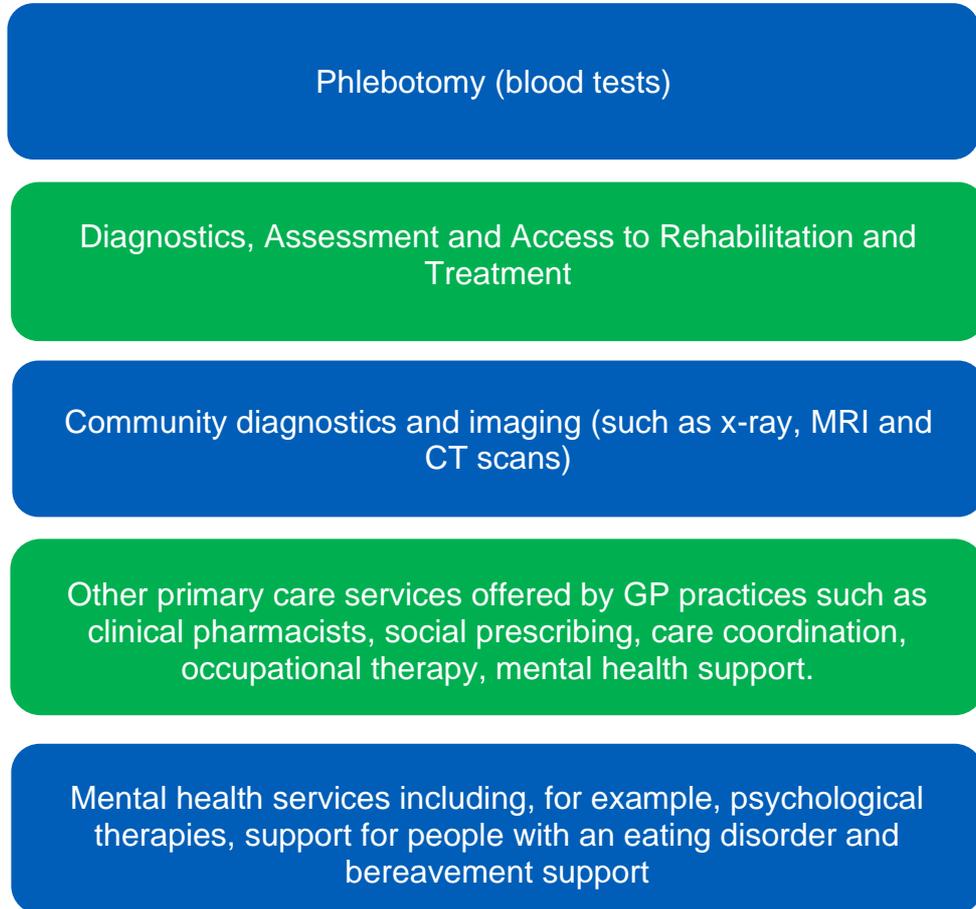
- Mental health issues
- Access to buildings
- Hearing aid support for deaf patients.

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

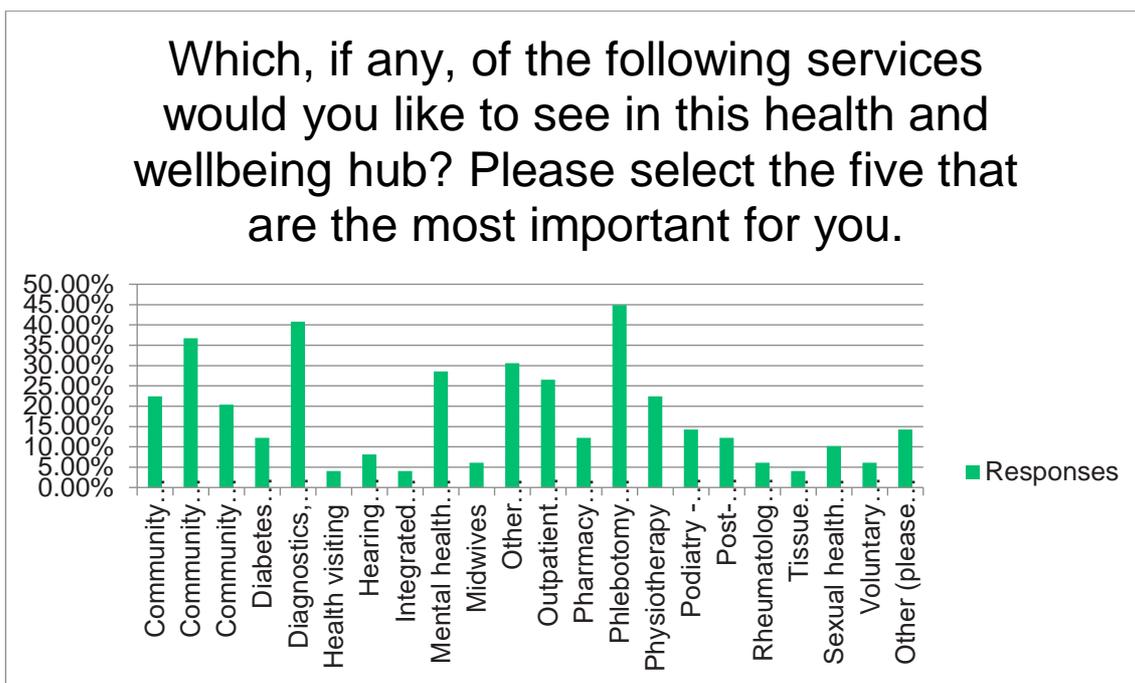
Most patients, 25 (40.98%), either strongly agreed or agreed that having other community services available at their GP practice would be beneficial compared to nine patients who strongly disagreed or disagreed. A further 17 patients were undecided.

Which, if any, of the following services would you like to see in this health and wellbeing hub?

Patients confirmed the top five services they would like to see in the proposed health and wellbeing hub were:



To see all other services that are important to respondents, see the graph below:



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Although respondents rated a number of benefits, most, 20 people (32.78%), felt that the biggest benefit would be to have easier access to different services followed by making it easier to get appointments. To view all other responses, see the table below:

Benefit	Number of responses	Percent
Save time	4	6.55%
Save money (on parking etc.)	8	13.11%
Make it easier to get an appointment	12	19.67%
Give me easier access to different services	20	32.78%
Access to modern facilities	3	4.91%

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

Most respondents, 21 (34.42%), either strongly disagreed or disagreed with the proposal of a new health and wellbeing hub compared to 11 people (18.03%) who strongly agreed or agreed. A further 14 people neither agreed nor disagreed and felt they require more information before making a decision.

What is your overall opinion of this type of health and wellbeing hub?

Most respondents, 17 (27.86%), described this type of health and wellbeing hub as either very poor or poor compared to 9 people (14.75%) who thought it was very good or good. A further 20 patients were undecided and 15 patients did not answer this question.

Is there anything else you think we should take into consideration?

Patients gave a number of comments that should be taken into consideration before making any final decision on the new health and wellbeing hub. These include:

- Reinvest the funding for this new hub into existing GP surgeries and hospitals
- Not many patients drive and the elderly rely on walking to their surgery
- Ensure that the current high standard of GP care continues at any new site
- Any new building should be environmentally friendly
- Accessing post pregnancy support is currently difficult and should be improved as part of bringing services together
- Free parking for patients
- Personal care by the same doctor.

8) Summary of feedback relating to South Hermitage Surgery

Practice	Number of responses
South Hermitage Surgery	97

97 respondents told us that they had a link to South Hermitage Surgery.

In what capacity are you involved with the practice?

Most respondents, 88 (90.72%), told us that they are patients registered at South Hermitage Surgery; three other people told us that they were a carer, a member of staff and an individual who is interested in the service. A further five people preferred not to answer this question.

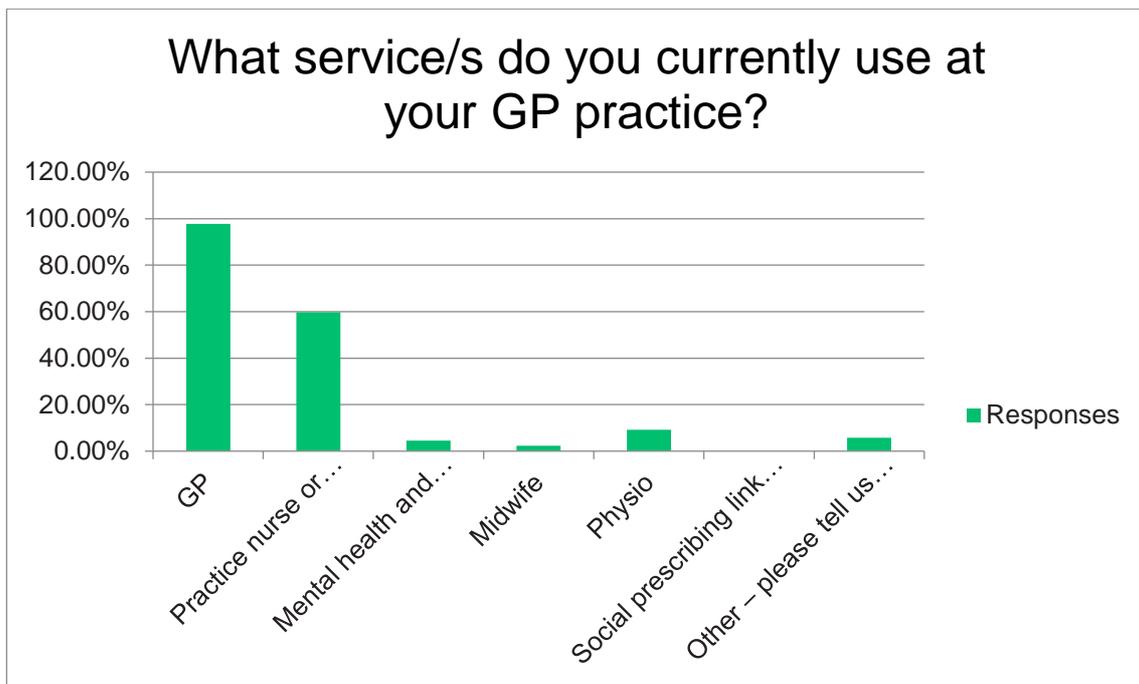
How many times have you visited your GP practice within the last 12 months?

Most patients, 42 (43.29%), visited South Hermitage Surgery 1-3 times within the last 12 months compared to 21 patients who did not visit at all. Further details can be found in the table below:

Answer Choices	Number of responses	Percent
None	21	21.64%
1-3 times	42	43.29%
4-6 times	16	16.49%
More than 6 times	5	5.15%
I attend regular weekly appointments	1	1.03%
I attend regular monthly appointments	2	2.06%

What service/s do you currently use at your GP practice?

Most patients, 85 (87.62%), visit South Hermitage Surgery to see a GP followed by 52 people (53.60%) who see a practice nurse or healthcare assistant. More details can be found in the graph below:



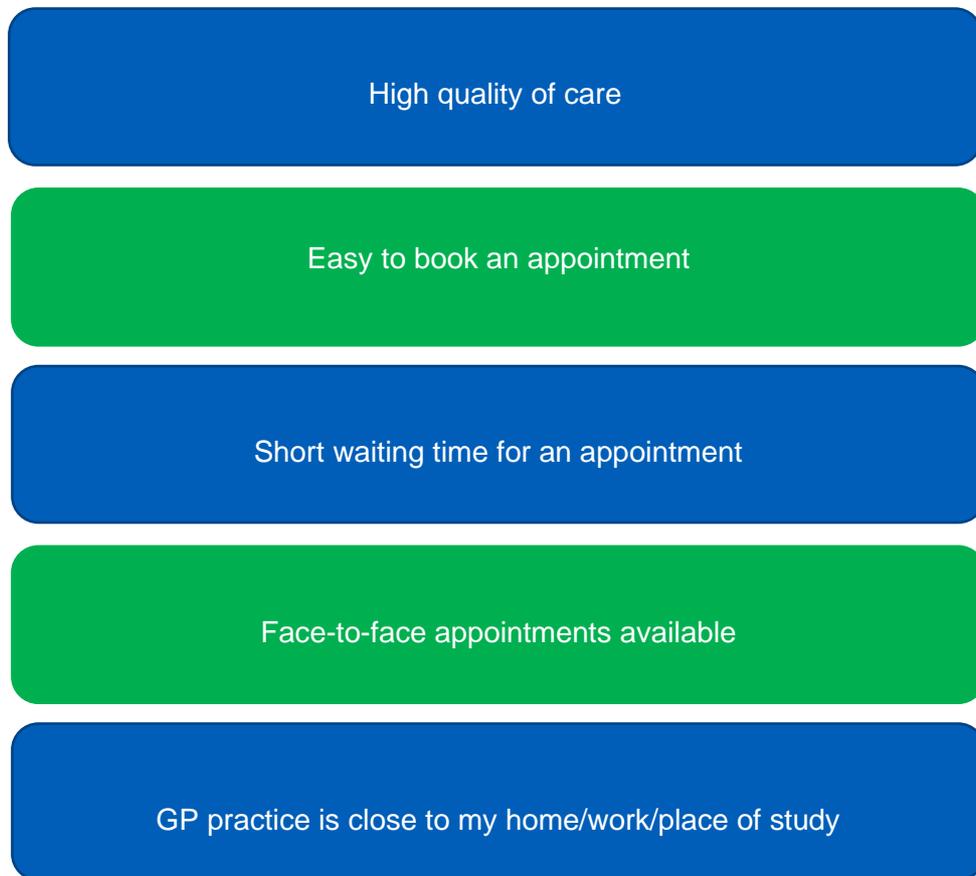
What non-NHS health, wellbeing and community services do you use (e.g. provided by the voluntary sector) and have you used within the last 12 months?

A total of 25 patients responded to this question and they told us that they had accessed the following services over the last 12 months:

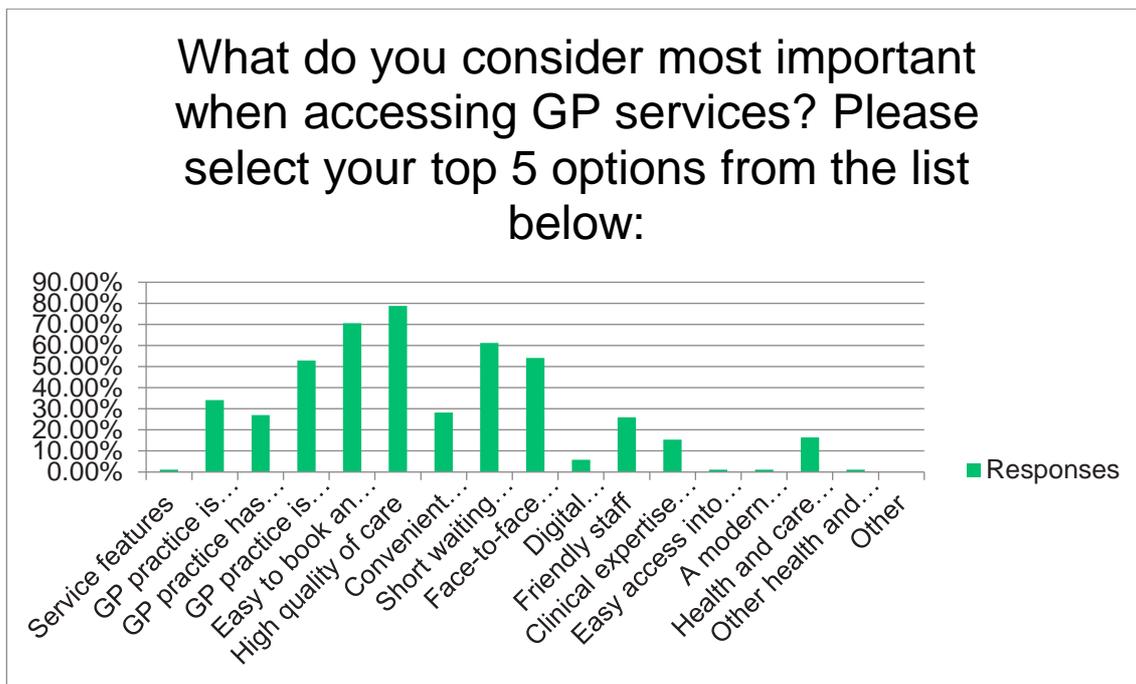
- 10 patients accessed complementary therapy services.eg. acupuncture
- 9 patients accessed mental health services
- 4 patients accessed support for people with a disability
- 1 patient accessed support for carers
- 1 patient accessed weight loss services.

What do you consider most important when accessing General Practice services?

Although patients felt there were many important factors to consider when accessing General Practice services, the top five for South Hermitage Surgery are:



To see all other things that are important to respondents, see the table below:



How do you usually travel to your General Practice appointment?

Most respondents, 60 (61.85%), travel by car to South Hermitage Surgery followed by 29 people (29.89%) who walk. For a full breakdown of all responses, see the table below:

Method of transport	Number of responses	Percent
By car	60	61.85%
Walk	29	29.89%
Someone else gives me a lift	6	6.18%
Bicycle	1	1.03%
Taxi	0	0
Bus	2	2.06%

How long does it usually take you to travel to your GP practice?

The majority of respondents, 58 (59.79%), told us that they travel for less than 10 minutes to South Hermitage Surgery. For all responses, see the table below:

Time travelled	Number of responses	Percent
Less than 10 minutes	58	59.79%
11-20 minutes	22	22.68%
21-30 minutes	2	2.06%
31 minutes to 1 hour	1	1.03%
Over an hour	0	0

How far would you be prepared to travel to access a GP practice with additional community services?

The time that people would be prepared to travel to access a GP practice with additional community services varied. The highest number of respondents, 38 (39.17%) said that they would travel less than 10 minutes followed by 34 people (35.05%) who would travel 11-20 minutes.

Do you have any difficulties or barriers in accessing NHS or other health and wellbeing services?

The majority of respondents, 69 (71.13%), told us that they do not have any difficulties or barriers in accessing these services compared to 14 people (14.43%) who do. Of these responses, comments were made detailing the difficulties patients face, these include:

- Further support required in accessing GP service for blind patients
- Lack of GP appointments
- Limited disabled access
- No carer support resulting in difficulty in travelling to appointments.

To what extent do you agree/disagree that having other community services available at your GP practice (such as physiotherapy, pharmacy, x-rays) would be of benefit to you and your family?

Most respondents, 39 (40.20%), either strongly agreed or agreed that having other community services at their GP practice would be beneficial compared to 18 people who strongly disagreed or disagreed. A further 25 patients were undecided.

Which, if any, of the following services would you like to see in this health and wellbeing hub?

Respondents told us that the top five services they would like to see in the proposed health and wellbeing hub are:

Community diagnostics and imaging (such as x-ray, MRI and CT scans)

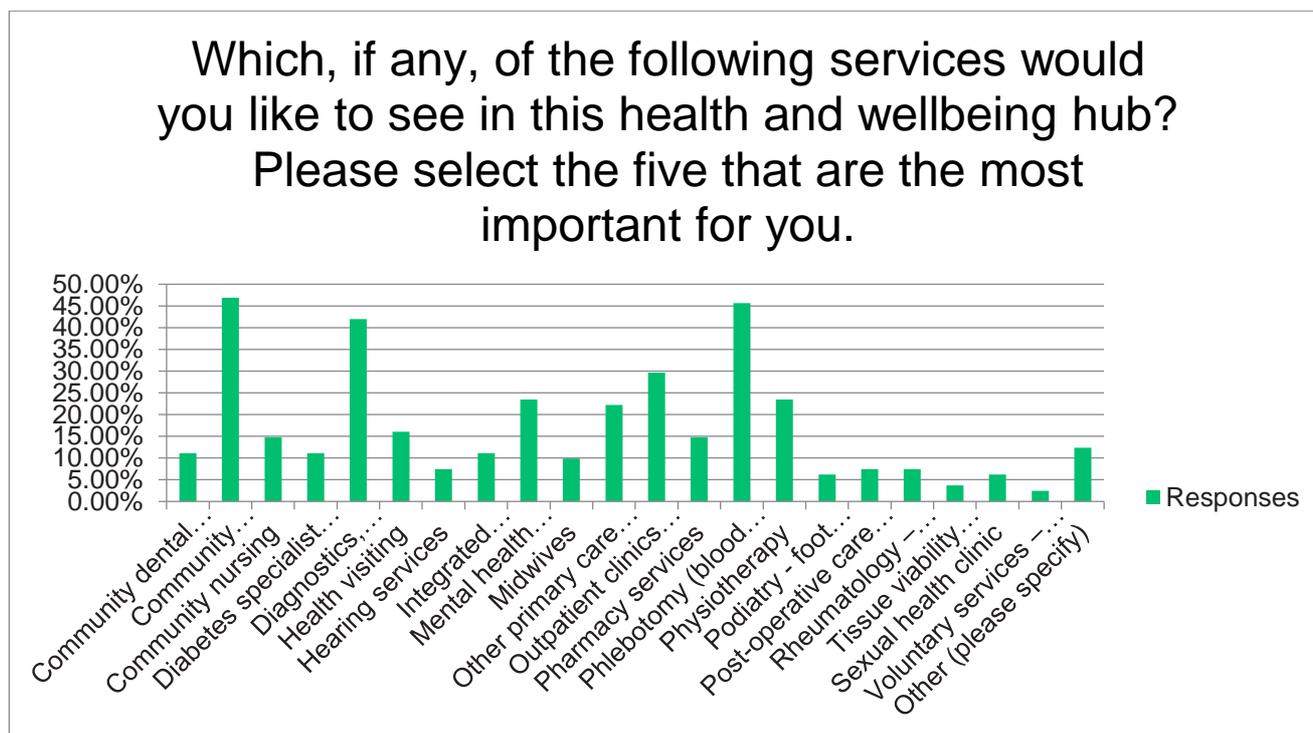
Phlebotomy (blood tests)

Diagnostics, Assessment and Access to Rehabilitation and Treatment

Outpatient clinics from the Shrewsbury and Telford Hospital NHS Trust, for example, dermatology and ophthalmology clinics

Mental health services including, for example, psychological therapies, support for people with an eating disorder and bereavement support

For the other services that are important to respondents, see the table below:



What benefits, if any, do you think this health and wellbeing hub would deliver? These benefits could be to you personally or to other people.

Although patients rated a number of benefits, most, 27 (27.83%), felt that the biggest benefit would be having easier access to different services followed by making it easier to get appointments. To view all other responses, see the table below:

Benefit	Number of responses	Percent
Save time	10	10.30%
Save money (on parking etc.)	3	3.09%
Make it easier to get an appointment	16	16.49%
Give me easier access to different services	27	27.83%
Access to modern facilities	15	15.46%

Do you agree or disagree that there is a need for this type of health and wellbeing hub?

Most respondents, 43 (44.32%), either strongly disagreed or disagreed with the proposal for a new health and wellbeing hub compared to 15 people (15.46%) who strongly agreed or agreed. A further 21 patients neither agreed nor disagreed and felt they require more information before making a decision.

What is your overall opinion of this type of health and wellbeing hub?

Most respondents, 38 (39.17%), described this type of health and wellbeing hub as either very poor or poor compared to 14 people (14.43%) who thought it was very good or good. A further 28 people were undecided and 17 people did not answer this question.

Is there anything else you think we should take into consideration?

Respondents gave a number of comments that should be taken into consideration before making any final decision on the new health and wellbeing hub. These include:

- Not all patients drive and mobility will be restricted with elderly patients
- Introduce social care clinics/hubs
- GP surgeries to be local to patients
- A hub would need to be in the town centre to ensure its central and has good transport links
- Introduce menopause clinics
- Reinvest the funding for this new hub into existing GP surgeries to offer longer opening hours and more appointments
- Needs to be accessible to all ages and disabilities
- Environmentally, to encourage people to walk/cycle to their appointments
- Personal care by the same doctor.

Conclusion and recommendations

- Many respondents told us that they want to know more details about the proposals including what services would be included in the hub and where it would be located. They are also interested to know which practices would move, the number of appointments that would be available, the hub's opening hours and information about parking.

Recommendation: Provide more details about the proposed health and wellbeing hub in future engagement work.

- Local concern and anxiety expressed via the online survey (a total of 1,287 questionnaire responses) as well as through other methods, including a high number of responses particularly from the Bayston Hill area.

Recommendation: Ensure that key stakeholders are involved in the engagement process, particularly from the Bayston Hill area. Work with GP practices and local councils to ensure that information is circulated to patients and residents.

- Most respondents to the online survey, 405 (31.46%), do not agree with the proposed health and wellbeing hub whilst many more require further information in order to make an informed decision.

Recommendation: As above; ensure that all key stakeholders are informed and have access to all the information they need (where this is available.)

- Many respondents comment on the potential problems that patients will face in relation to access, transport and parking. Some respondents are concerned about travel for people on a low income, people who don't drive, the elderly, parents of young children (particularly those using a buggy) and people with a disability including wheelchair users.

Recommendation: Consider the needs of specific groups who might find it a challenge to travel further to access GP services, particularly by public transport. Consider mitigating actions to reduce any negative impacts on these groups, for example additional support.

- Many respondents 505 (39.26%) confirmed that their day-to-day activities are limited due to a health condition making additional travel a challenge. Disabled access was also mentioned in the feedback as well as consideration of the needs of people with Autism, carers and people with a vision or hearing impairment.

Recommendation: As well as considering access to the hub location for certain groups, also consider access to the service e.g. booking an appointment, support on-site and access to the building and inside the building.

- Overall, respondents told us that they would like the following services in the proposed health and wellbeing hub: phlebotomy; diagnostics assessment and access to rehabilitation and treatment; community diagnostics and imaging; pharmacy services and other primary care services.

Recommendation: Consider the inclusion of these services within the proposed health and wellbeing hub.

- Most people told us that would not travel further than 20 minutes to a GP practice with additional community services.

Recommendation: Review travel times from existing GP practices to the proposed new site and minimise the number of people who need to travel more than 20 minutes; take mitigating actions e.g. provision of support, where this is not possible.

- Most people told us that the following are most important to them when they are accessing general practice services: easy appointment booking; high quality care; face-to-face appointments; close to home/work/study; short waiting times.

Recommendation: Consider an appointment booking system that is easy for patients to use, including for people who don't have online access.

