



Guildford and Waverley
Clinical Commissioning Group

Development of Primary Care Premises in Guildford

Engagement Report

December 2019

If you would like this report translated into another language or alternative format such as large print, Braille or audio, please contact us using the details on page 14.

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Executive summary

Background

Primary care describes a range of health care services provided in GP practices and surgeries. The majority of primary care is provided by General Practitioners or GPs. Practice Nurses and increasingly other health and care professionals are key members of the primary care team, enabling a wider range of services to be provided in local premises.

A number of factors are increasingly affecting the ability of GP practices in Guildford to meet the needs of their patients:

- Population growth in Guildford
- Guildford Borough Council has been developing its own Local Plan, which indicates significant numbers of new homes are likely to be built over the next 10 years
- More people are living longer often with multiple long-term health conditions that require monitoring and treatment.
- The buildings that some of our GP practices operate from do not have enough space to provide the range of additional services required for future, modern primary care.
- Some parts of the existing buildings are not accessible for all patients.
- Limited capacity to develop the growing primary care workforce.

These combined challenges mean that we need to address the pressing requirement for primary care expansion at a local level.

NHS Guildford and Waverley Clinical Commissioning Group (CCG) is responsible for planning and buying local health care, including that provided by GPs, known as primary care. The CCG has been working with Guilddowns Group Practice and Woodbridge Hill Surgery to consider what is really needed to improve the health and wellbeing of those living in these parts of Guildford, now and in the future. We need to ensure we have services that are sustainable to meet the projected population growth and the prospect that we will have a greater number of people living longer with complex health needs.

We have started to explore options for modernising and developing the primary care estate in the area by identifying existing gaps and issues.

The feasibility study has looked at five options, as outlined below. These are not proposals at this stage and no final decisions have been made.

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Option A	Retain all five current GP practice sites for Guildowns and Woodbridge Hill Practices. Maximise the available space at Wodeland Avenue Surgery.
Option B	Co-location of both practices on a single site near RSCH or Park Barn, with the exact location to be determined at a later stage.
Option C	Co-location of both practices on a single site at the Jarvis Centre or nearby suitable location.
Option D	Co-location of both practices on two sites in west and north Guildford, on sites to be determined but which could include RSCH or Park Barn, and the Jarvis Centre or another suitable location nearby.
Option E	As option D, but additionally explore the potential to retain the Wodeland Avenue Surgery, with modernisation and/or extension of the building, and the potential for new ownership models.

The options are being considered as part of a wider feasibility study that is looking at the potential sites for new premises, the feasibility of development and the likely costs.

Our aspirations for the future delivery of primary care services are:

- To work at greater scale to improve access and quality of services for patients
- To provide premises that are fit for purpose and facilitate team working
- To harness technology to improve quality

It is important that we listen to local residents on the options being considered. Between July and September 2019 we carried out some early discussions with patients and members of the public. Each option has differing impacts on the delivery of care, the community, the workforce and the CCG. This exercise has now ended and we have gathered lots of views on what is positive and what concerns people about the options.

The sections below give a short summary of the work we have undertaken and our main findings. More detail is included later in the report, with a full description in the appendix.

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Engagement activities

Between July and September 2019, a number of engagement activities took place to seek people's views, including:

- Two workshops
- A number of exhibitions at three local venues
- An online survey
- Reply postcards with a freepost address

We told people about the opportunity to tell us their views in a number of ways:

- Text messages were sent out by Guilddowns and Woodbridge Hill practices to their registered patients
- Posters and leaflets were distributed to a variety of public venues
- Emails were sent out to key stakeholders e.g. councillors, voluntary sector organisations
- A media release was issued that advertised the engagement events
- Messages were placed on social media
- A Facebook live session took place alongside some live tweeting

What did patients tell us was important to them?

- Access to their practice – in particular the availability of public transport to get to their GP practice
- Parking – the need for sufficient parking, including disabled parking
- Services in the practice – the need for additional time for more detailed discussions about their health.
- Access to other professionals such as physiotherapists or a mental health practitioner.
- Access to appointments – currently there can be a delay of up to three weeks to see a GP for a non-urgent appointment.
- Ensuring emergency appointments are available.
- Technology – a balance between traditional methods and the use of new technology for example continuing with face to face and telephone appointments but also offering online appointments.

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What did patients think about the options?

- People generally welcomed the opportunity to improve primary care premises locally, but had some concerns about some of the options.
- People said that reconfiguration of the sites from five sites to one wouldn't be right for the local area and would not provide the local access to primary care that people need and value
- There is concern about the potential loss of the Wodeland Avenue Surgery and how this area would be served if this happened
- Some people asked about the time it would take for these proposals to come to fruition and whether the sites would still be available when the business case development had been completed.
- There was feedback about other potential sites and ensuring that all appropriate sites have been considered.

We also received comments from people on how their GP practice is currently managing things and how they will cope with future demand.

Next steps

The CCG would like to thank everyone who engaged with this programme of work. We welcome all comments, thoughts and feedback.

The information we have gathered will inform the feasibility study and details about the progress of this project will be shared with partners and patients. The CCG will keep its website updated with further information, as and when it becomes available.

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Introduction

NHS Guildford and Waverley Clinical Commissioning Group (CCG) is responsible for planning and buying local health care, including that provided by GPs, known as primary care.

The role of a General Practitioner (GP) is arguably one of the most important roles within the NHS, serving a large number of residents within the local community as health needs continue to develop and evolve. Due to a number of challenges facing primary care in parts of Guildford, the CCG is supporting two GP practices – Guilddowns Group Practice and Woodbridge Hill Surgery – to explore the potential to develop new, fit for purpose premises.

This engagement report highlights thoughts, views and concerns of those we engaged with regarding how and where they would like GP services to be provided in the future.

Why did we want to talk to people?

‘Shaping the future of primary care’ is a CCG programme focussed on how practices in north and west Guildford will evolve over the coming years to meet the needs of their growing and changing population needs.

25,000 patients are currently registered with Guilddowns Group Practice whilst 11,500 patients are registered with Woodbridge Hill Surgery. Over the past few years these practices have seen a significant number of challenges as described in the executive summary.

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How did we inform people?



Information and contact details were available on Guildford and Waverley CCG website and Healthwatch Surrey website.

Media release sent to local media outlets including Surrey Advertiser
Published on Healthwatch Surrey's website



Messages on social media including Twitter and Facebook

Messages sent out via channels informing them of this work and encouraging people to take part

Email sent out to key stakeholders for their support including:

Guildford Access Group, Guildford Borough Council, Healthwatch Surrey, Surrey Coalition of Disabled People, Surrey County Council, Surrey Equality and Diversity Network

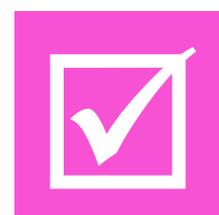


Leaflets and postcards were shared with:

Guildowns Group Practice and Woodbridge Hill Surgery, local pharmacies, dentists, community halls and churches. They were also shared online.

Online survey captured views

The survey was open originally for four weeks from 15th July and then extended until 5th September. 61 people completed the survey.



Text messages sent to patients

Text messages were sent to all patients registered with the practices who have a mobile number recorded on their record (and who have not declined to receive text messages from their practice)

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How did we involve people?

Engagement workshops



The public, stakeholders and registered patients from Guildowns Group Practice and Woodbridge Hill Surgery were invited to attend two engagement sessions. These took place on 22 July and, following discussions with Healthwatch Surrey, on 3 September 2019.

Attendees were asked:

1. What is important to you in relation to your GP practice?
2. What are your hopes and fears for the development of your practice?

Nine people attended the first event which enabled a detailed discussion to be had regarding the different factors raised.

Up to 120 people attended the second event; this was run as a plenary session (questions and answers), led by GPs from the two practices alongside programme leads from the CCG.

Drop in exhibitions

Drop in exhibitions were held over two weeks in July:

- Park Barn Centre
- Yvonne Arnaud Theatre
- Queen Elizabeth Park's New Life Baptist Church.

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These sessions offered people the opportunity to find out more about:

- The challenges GP practices face
- The options being considered
- The reasoning behind the options

GPs and Practice Managers from Guildowns Group Practice and Woodbridge Hill Surgery attended some of the sessions alongside members of the CCG's commissioning, communication and engagement teams to talk to patients and members of the public about the different options and the pressures they are facing.



Social media engagement

The CCG used social media to broaden its reach, a key group being students from the University of Surrey.

A Facebook live session, led by a GP from Guildowns Group Practice was held, half an hour before the first interactive workshop giving people the chance to find out more about what was happening and why. The video generated over 140 views online, two likes and two shares on the CCG's Facebook channel.

Live tweeting took place throughout the evening, showcasing the discussions that were taking place, what people were saying and encouraging people to send their questions through Twitter.

Freepost Postcards

In order to make it easier for people to have their say, the CCG designed A5 postcards with questions asking patients about their GP practices and what was important to them about various aspects of the service they receive, including the location. The postcards had a freepost address on the reverse allowing people to fill them out at their convenience and send them back to the CCG.

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The postcards were available at the drop in exhibitions; placed in the different practices and distributed amongst local community networks, pharmacies, and organisations near the practices.

Online survey

An online survey was made available on 15 July 2019 and remained open for seven weeks.

It was publicised as follows:

- The survey was promoted via the CCG's website and social media and was available on both practice websites
- Links were emailed to partners across Surrey Heartlands Integrated Health and Care System and they were asked to share the survey with their members and encourage them to complete it
- The survey link was also sent to Surrey Coalition of Disabled People, Guildford Access Forum, Guildford Borough Council, the University of Surrey, Healthwatch Surrey and the Patient Participation Group at the CCG.

The survey comprised a mixture of 13 closed and open-ended questions.

What did people tell us?

Throughout our engagement activities, people shared numerous views regarding the issues affecting primary care delivery in Guildford and the potential options. These have been grouped into key themes and areas of concerns as follows:

- ✓ **Access to their practice** – physically being able to get to the practice with good transport links and car parking facilities.
- ✓ **Services in the practice** – the ability to have longer appointments than the standard 10 minutes allocated and having the opportunity to see other health professionals such as physiotherapists and mental health practitioners at their practice.
- ✓ **Access to appointments** – currently there can be a delay of up to three weeks to see a GP for a non-urgent appointment. Ensuring emergency appointments are readily available as well as extended access on weekends and evenings.
- ✓ **Workforce and planning** – having the chance to see their preferred GP as well as a range of other health care professionals. People also discussed what the impact of local housing developments may be on GP practices.

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- ✓ **Technology** – a balance between traditional methods and the use of new technology for example continuing with telephone appointments but also offering online consultations.
- ✓ **Reconfiguration of the sites** – people hoped that two sites would be considered, rather than reducing from five sites to one and suggested other sites for the CCG to consider. These included the Queen Elizabeth Park site and the Slyfield housing development site.
- ✓ **The time** it would take for these proposals to come to fruition.
- ✓ There were also comments from patients on how their GP practice is currently managing things and how they will cope with rising demand and pressures in the short term.

The full results of each engagement activity can be found in the appendix of this report. Details of the activities from the engagement events are in appendix 1 on page 15, results from the freepost postcards are in appendix 2 on page 19 and the in-depth results of the online survey are in appendix 3 on page 22.

Conclusions

Support

Patients welcomed the opportunity for Guilddowns Group Practice and Woodbridge Hill Surgery to operate from modern, well-designed premises.

Patients recognised that the current buildings have a number of limitations including a lack of parking at some sites and limited accessibility for people with mobility issues.

Concerns

Although the possibility of new premises was welcomed by many people, there were significant concerns regarding the potential for additional and inconsiderate parking and traffic congestion that could be caused if the practices are relocated. In addition, there was a real concern from patients about the possibility of the number of sites reducing from five to one, therefore reducing the local nature of the service which patients appreciate and rely on.

There are also concerns regarding how long it would take for any of the proposals to come to fruition, with many people worried about the challenges their GP practice currently faces and how they will cope with current demand. In addition, people feel that by waiting for the CCG to complete the feasibility study, current sites which are available could be developed by other companies, hence, losing out on potential sites.

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What will we do with this feedback?

The CCG would like to thank all those who engaged regarding the potential development of primary care premises for Guilddowns Group Practice and Woodbridge Hill Surgery. We really do welcome all views relating to local health care services and hope that those who got involved with this work will get involved with future health and care service proposals. We are in the very early stages of this work and the associated public engagement. The CCG wanted to hear from patients about their thoughts on these options.

The CCG is clear that should any significant changes be required in developing and/or relocating practices, a formal public consultation would be carried out.

Many ideas have been put forward in recent years about ways to solve the limitations of primary care premises in west and north Guildford; this engagement exercise enabled the CCG to find out what local people think about the potential options.

The CCG would like to reassure residents and patients that no decision has been made. The CCG will continue to develop plans based on the needs of the local population.

The table below explains how the CCG will address the issues raised during the engagement:

Theme	Response and Actions
Transport and parking concerns	<ul style="list-style-type: none"> The CCG is currently working through the feasibility study, which will include consideration of the parking and public transport issues for each of the sites included within the options. The CCG will be working with Guildford Borough Council and Surrey County Council on transport and parking options.
The reconfiguration of sites across Guildford to accommodate the new ways of working for general practice	<ul style="list-style-type: none"> The CCG has made no decisions regarding any redevelopment of primary care premises in the area. The feasibility study forms the first stage of considering the issues and potential options and the CCG wanted to hear people's views at this early stage. If any significant change regarding primary care provision is proposed following this work, a formal public consultation would take place.

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<p>The length of time taken to develop these proposals</p>	<ul style="list-style-type: none"> • The CCG recognises that the timeline is longer than some residents would like. The CCG is committed to following a robust and formal process, in line with NHS England guidance. • The CCG will work with local partners to secure potential development sites where possible, including Guildford Borough Council as the local planning authority.
<p>Considering other sites which might be available</p>	<ul style="list-style-type: none"> • The CCG has welcomed ideas from local residents about other sites which could be used for this development. Following review, the CCG has discovered that there are various constraints related to the size of the sites and the potential locations within the area. A number of site searches have been conducted over recent years and the CCG believes that the currently viable sites have been identified. There will be ongoing discussions with Guildford Borough Council as the local planning authority. • The Queen Elizabeth Park site has been mentioned as a possible site for a new GP practice by residents. The CCG listened to local people and considered this site as part of the feasibility study. Unfortunately, it was discovered that the site is not available. • The CCG also received feedback about the Slyfield development site. This is on the very edge of the area served by the practices and so would be likely to compound issues of travel and parking. It is also a longer term development (10-15 years) which could prove problematic, if it is agreed to go ahead with a development of new primary care premises and solutions are needed more quickly.

Work on this project is continuing. The CCG will publish information as and when it is available on its website to ensure people are updated with progress.

Contact details

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Appendix 1: Findings from the engagement events

Activity One

*What is important to you at your GP practice?
The top three themes are detailed below*

- **Access to their practice**

In particular transport and access to get to their GP practice, asking whether home visits would be considered and explained that the use of technology such as the ability to book their appointments online was important to them.

- **Services in the practice**

People discussed how important 10-minute GP appointments are for their care, but asked whether this time could be increased for more detailed discussions about their health with their doctor.

People also said that having the opportunity to see other healthcare professionals for example, being able to see a phlebotomist or a mental health practitioner was very important for them.

- **Workforce and planning**

Having the ability to see a doctor of their choice regularly and the GP practice having a number of doctors that patients can choose from.

People also discussed how the new housing estate developments could affect the GP practices.

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Activity Two

What are your hopes and fears regarding the different options?

Hopes

- Large site will be flexible for future expansion based on the needs of the local people
- To have a one stop shop for people with different needs
- Close to the University to help support young people
- Having more of an individualised choice for patients
- More staff within the practice to help with patient numbers
- Accessible location by public transport
- Two locations will be considered
- Practices still feel local and for the community
- Support for families and new mothers
- Support for prevention
- Ideas for other locations considered

Fears

- Challenges with getting public transport to the new proposed site
- Issues with the lack of parking spaces available
- The new site won't be accessible
- Less personalised experience for patients
- Where will services which are based in the current buildings of the new estate go?
- Increasing demand on the new estate for example at the Royal Surrey site
- Problems for children and young people as mental health issues won't be addressed
- Few people are engaged in the engagement which will have a major impact

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The table below summarises the questions asked and concerns raised at the second engagement event.

Concerns raised
Technology isn't for everyone, but there must be a balance between what the practices offer, in terms of offering services through technology (for example online appointments) but also providing alternatives e.g. telephone appointments for those who don't use technology.
Transport and parking. Time taken to get to a new site. It must be accessible for people.
Going from five sites into one isn't viable and won't help the population in the local area.
Bringing services together, including children's services, mental health and other professionals would help patients.
Some felt that the University of Surrey must support their own students.
The option of home visits would be a good way to support elderly patients and those who can't visit the practice.
The sites currently being reviewed for the feasibility study could be developed by someone else, as this programme of work has a long timeline.
Cost of the new site – how will it be paid for and would revenue be brought into the new building?
Discussion around the possibility of considering the Spectrum Leisure Centre, Sure Start Children's Centres and former Safeguard Coaches garage site.
Concerns that Friary and St. Nicolas ward wasn't being considered in this programme of work, especially as residents from that area use services from Wodeland Avenue Surgery.

The CCG and the GPs welcomed questions at the second engagement event and were able to provide local people with relevant information to ensure they were aware of what was happening.

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Appendix 2: Freepost postcard results

The A5 postcards asked people four questions which, alongside the answers are outlined below:

Question 1: What services at your GP Practice do you value the most?

Knowlegeable GP

Doctors appointment for more complex needs

Nurse appointments for blood tests and flu jabs

Online access to GP services

Access to urgent appointments

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Question 2: What is important to you regarding where your GP practice is located?

Near communities

- Having local services available on one site, for example, a pharmacy, dentist or mental health services

Parking

- Having a good car parking facility, with free car parking for patients when visiting their GP practice

Improved bus routes

- Having a bus route which can support patients to get to and from the surgery.
- Ensuring there's more than one bus on the route

Convenience

- Having the new practice nearby for people, either by a short walking distance or easier to get to on the bus or in the car.

Question 3: What is the most important thing we should know about when planning GP services for the future

Responses included:

- Free parking
- Home visits
- Recruitment of more GPs
- Bringing services together like pharmacy and dentistry
- Extended access
- Better investment in GPs
- Accessibility for all to their GP practice
- More mental health support

Q4: Any other comments?

“GP appointments need to be longer than 10 minutes”

“Would patients from other practices be able to use the new practices?”

“Condensing down from five sites to one wouldn’t be right. Having two sites would be the best solution”

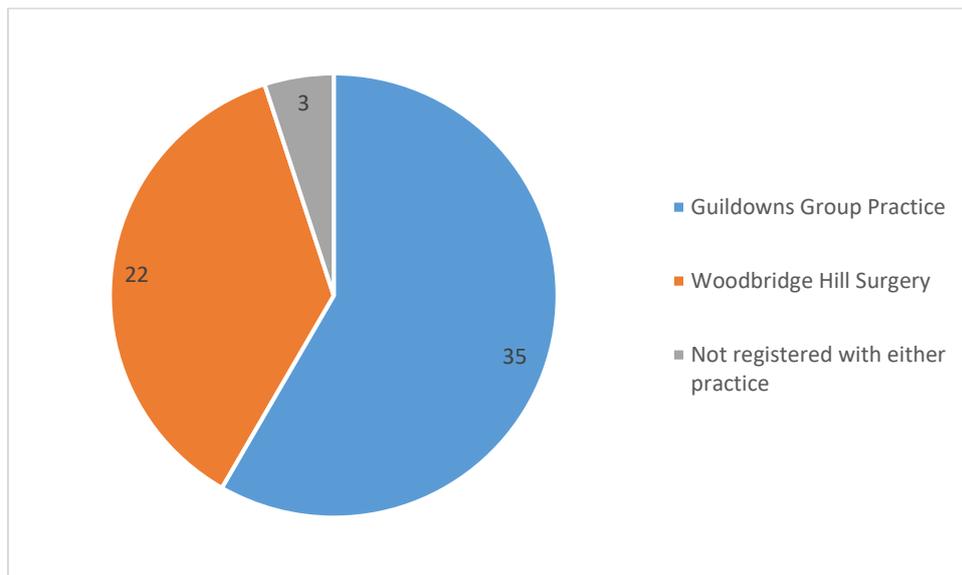
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Appendix 3: Survey results

61 people fully completed the online survey. This is a relatively small completion rate (as a proportion of patients registered with the practices), which limits the conclusions that can be drawn from the breakdown of responses.

Question 1: Which GP practice are you registered with?



A majority of respondents to the online survey (n=36) were registered at Guildowns Group Practice whilst 22 people were registered at Woodbridge Hill Surgery and 3 people weren't registered with either practice.

Guildowns is the largest practice but proportionately speaking, it would have been expected that there would have been more responses from patients registered there.

Question 2 – how often have you visited your GP practice in the last six months and who did you see?

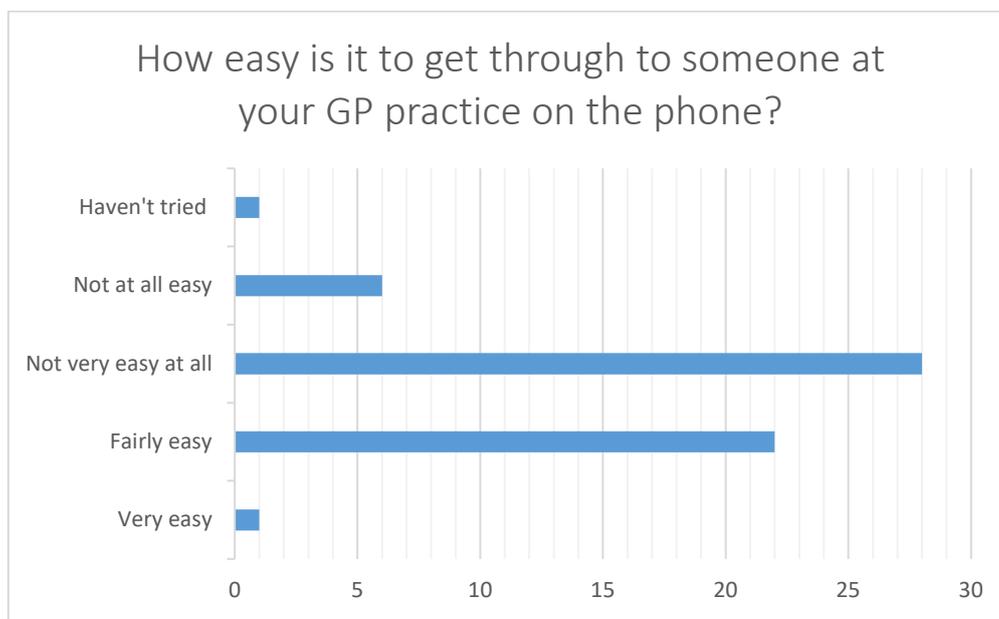
	Not visited in the last six months	Once or twice	Three or four times	Five or six times	More than six times	Total response
GP	22% (13)	48% (28)	22% (13)	2% (1)	7% (4)	59 people
Nurse	41% (24)	47% (27)	10% (6)	None	2% (1)	58 people
Other health care professional	90% (52)	9% (5)	None	None	2% (1)	58 people

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A fifth of respondents and almost half of respondents had not seen a GP or a nurse respectively in the last six months. The remainder of respondents have recent experience of the practice environment and appointments meaning that responses to the remaining questions reflect the current status of practices fairly well.

Question 3: Ease of telephone access



Although more people said they find it difficult to get through to their GP practice by phone, a significant number said they found it very or fairly easy to contact their practice by phone. More insight is needed to discover what makes it difficult for some and not others to inform future plans.

Question 4: what services would you like to see at your GP practice?

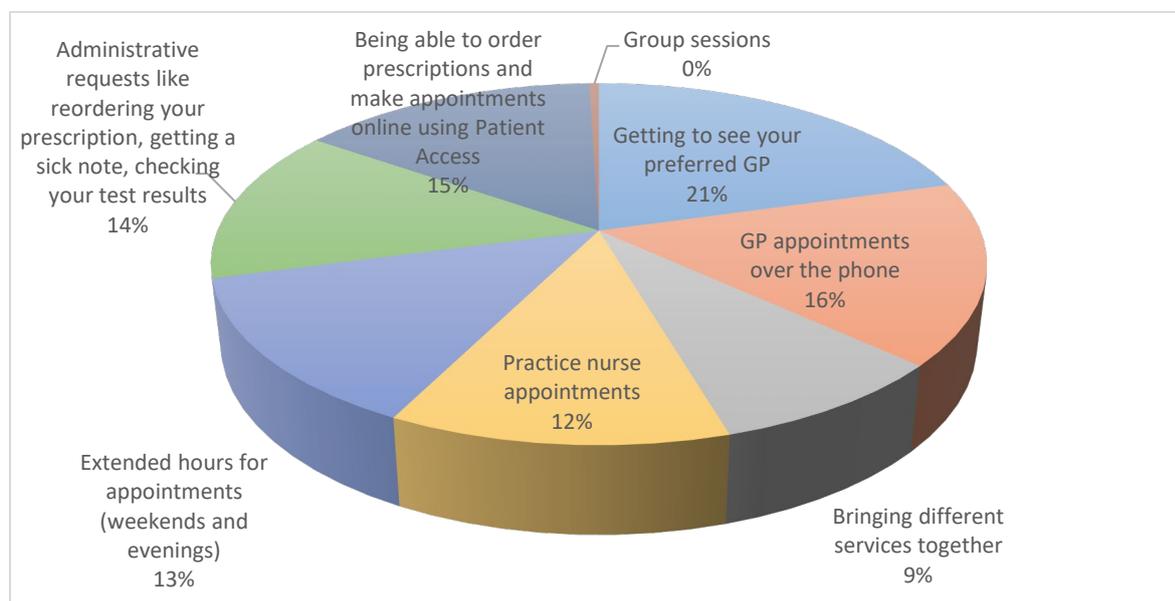
- Extended Access: this already allows patients to see their GP outside of normal surgery hours (early weekday evenings and weekends).
- Online Access
- GP and Nurse Appointments
- Pathology services
- Dietitian and nutritional services
- Mental health support
- Vaccinations
- Contraception
- Micro-suction service
- Minor Surgery
- Asthma
- Home visits

Respondents clearly welcome a wider variety of care being provided within their GP practice. This aligns with the emerging Primary Care Network model.

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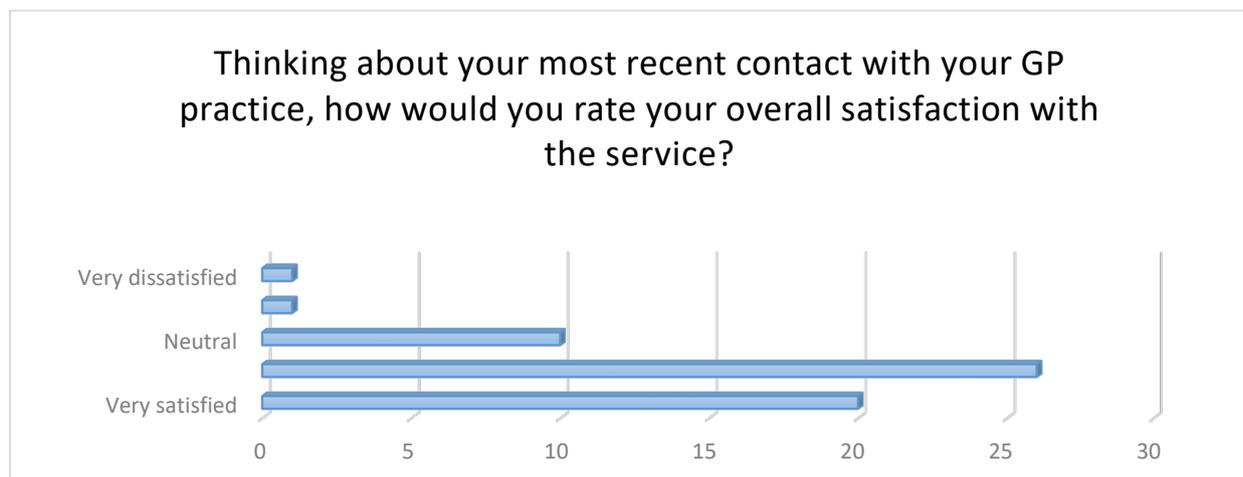
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Question 5: What GP services do you value the most?



Respondents valued all services almost equally aside from group sessions. As expected respondents felt getting appointments with their preferred GP was the most valued service at the practice. This was followed by being able to get appointments with the GP over the phone.

Question 7: Satisfaction



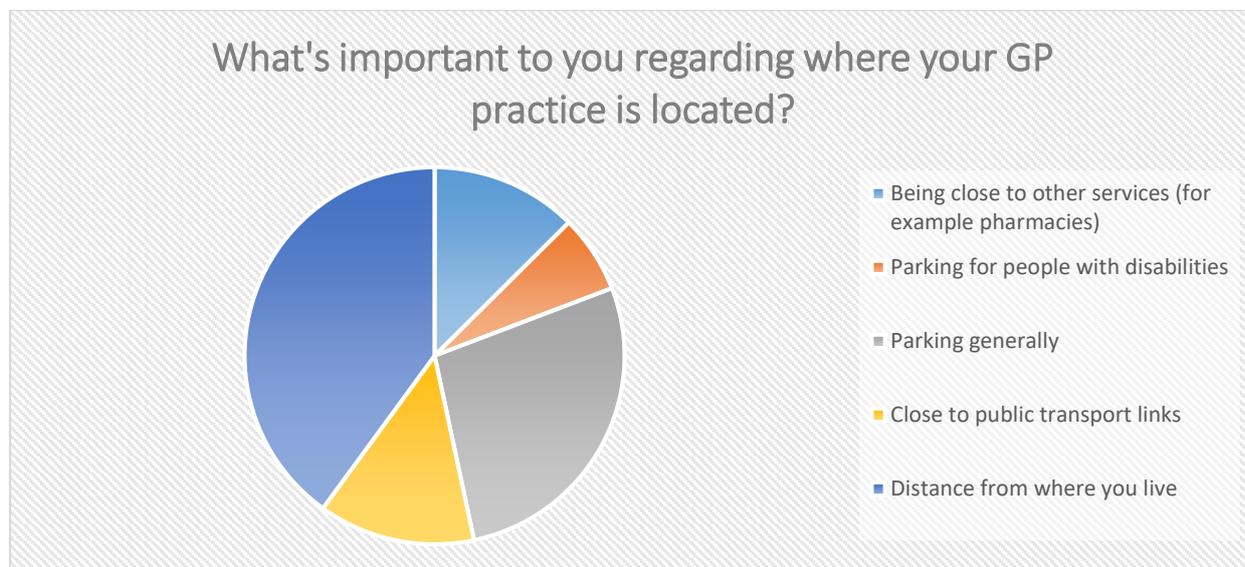
Nearly 80% of respondents said they were either very satisfied or satisfied with the service they were receiving from their practice.

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It would be useful to find out more about the different reasons for this high level of satisfaction as this will inform the future model of care that will emerge from the programme of work, as well as inform the development of Primary Care Networks.

Question 8: Location



The distance of the GP practice from where they live i.e. the proximity of the practice to their homes, is the most important aspect for them when it comes to the location of their GP practice followed by the ability to park. Public transport links were important to a smaller proportion of respondents.

Question 9: Any further comments regarding the location of your GP practice

Four people said they needed sign language support

One person told us that they needed a lip speaker

One person explained that they would require a hearing loop

One person asked for an interpreter to be present during their appointment

Five people suggested that they needed other help. This included having support with appointment details, translating documents and help for people with mental disabilities.

There is a clear steer from those who responded to this question for accessible appointments. This is in line with the Accessible Information Standard guidance. A

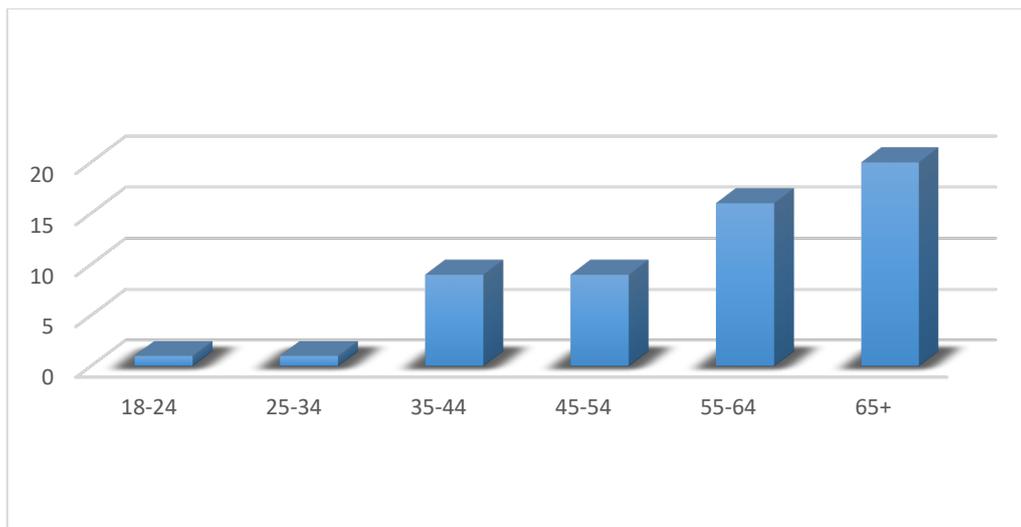
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new contract for interpretation and translation services has recently commenced that is aimed to better support practices make necessary arrangements for patients with different communications needs.

The remainder of the survey requested demographic information to enable the CCG to understand a little more about those they engaged with this way.

Question 10: Age range of respondents



A majority of respondents were over the age of 65, with adults aged 18-34 least well represented.

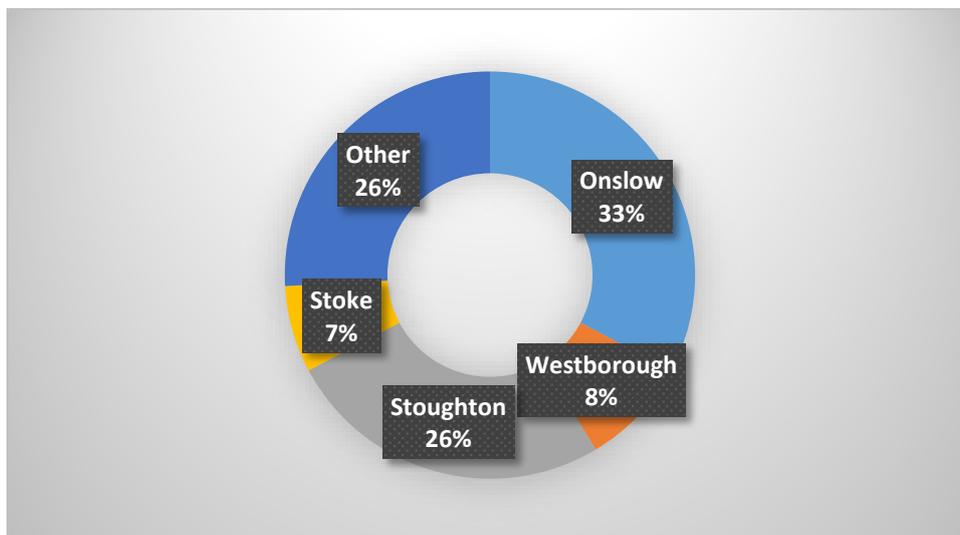
Given the fact that a large proportion of students at the University of Surrey are registered at Guildowns Group Practice, it's clear that the survey did not reach a representative sample of the relevant patient population.

Any future engagement or consultation regarding this programme of work needs to take place during university term times and surveys such as these need to be targeted more effectively to the younger age groups to ensure we hear representative views.

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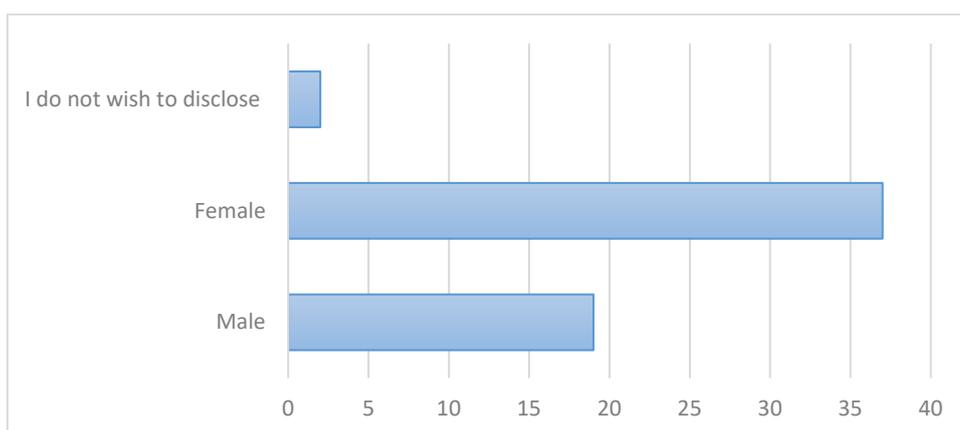
Question 11: Where did respondents live?



Most people who completed the survey lived in Onslow, Stoughton or selected the 'other' option when completing the survey. Other areas included Bellfields, Beech Lane near Millbrook, The Mount area, Park Barn and St Catherine's village.

This mirrors the registered patient population to a certain extent; however, the large proportion in Onslow does not align with this. It can be concluded that patients who live in Onslow were more motivated, better able or more aware of the survey and future engagement needs to target those living in the wards north of the A3 more effectively to get a more representative sample of views.

QUESTION 11: Gender of respondents

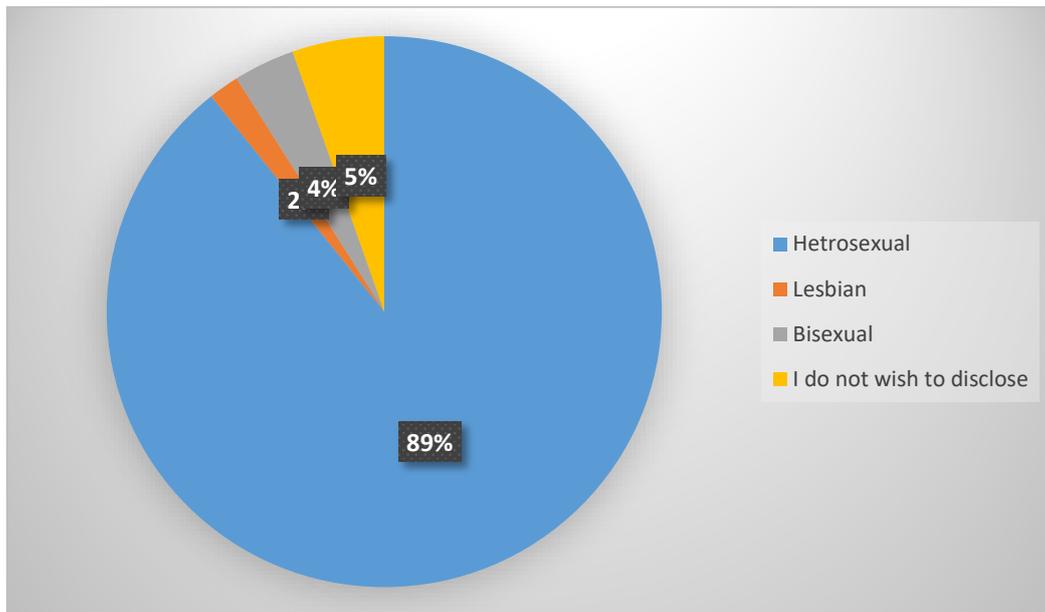


As can be seen above a greater proportion of women than men completed the survey; this does not mirror the background demographics of the patient population. Any future engagement or consultation needs to consider how best to gain views from men.

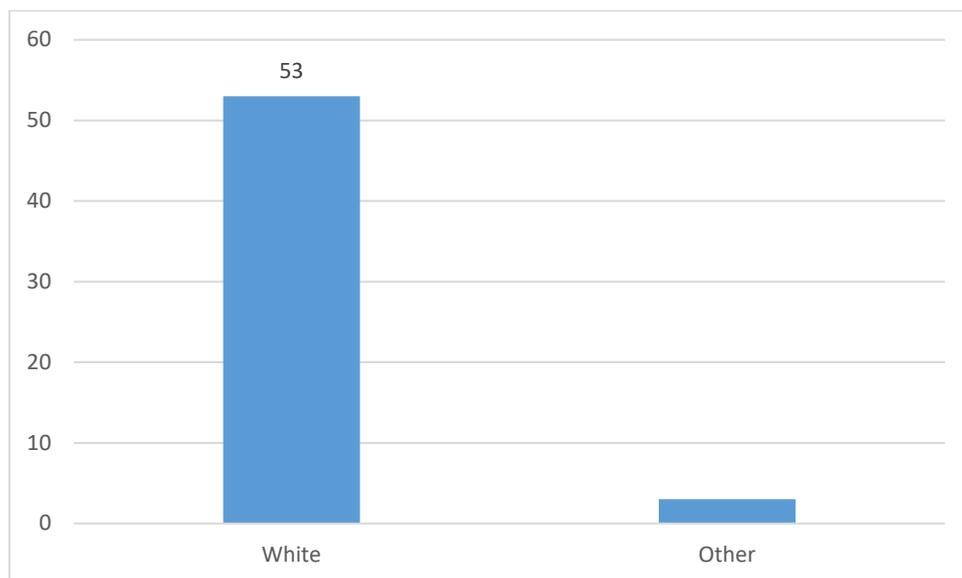
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Question 12: Sexuality of respondents



Question 13: Ethnic background of respondents



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