



**Surrey Heartlands**  
Clinical Commissioning Group

# Attitudes towards potential changes to primary care for patients of Pond Tail Surgery

Summary of responses received

January 2021

## What was the survey about?

This survey aimed to find out the views of patients registered with Pond Tail Surgery on how local GP services should be provided to them in the future. We wanted to understand the priorities for future service provision and what matters most to patients.

At the time of the survey, the current lease for the site was due to come to an end in August 2021 and the owner had expressed a desire to change the purpose of the building. This led to a desire for insight into how patients registered with the GP feel about the potential relocation of the surgery and where they feel a suitable location for a new surgery would be.

## Who took part?

Surrey Heartlands CCG reached out to a variety of local community and stakeholder organisations to invite patients of the Pond Tail surgery to complete the survey, either online using SmartSurvey or on a hardcopy. There were 1,708 responses to the survey out of a total 7,223 patients registered with the surgery, which is 24% of the patient population.

## When did the survey take place and how was it sent out?

The survey was released on SmartSurvey in December 2020 and ran until the 18<sup>th</sup> January 2021. Hardcopy versions of the survey were also made available at the surgery and from the CCG and were posted out on request for those who were unable or did not wish to complete the survey online.

The survey link was published on the Pond Tail Surgery website, through both the News section and a link to the dedicated web page on the CCG website and shared on social media (including: Surrey Heartlands, Tandridge District Council, Surrey County Council, Surrey Libraries, Surrey Family Information Service, Godstone community, the Voluntary Charity Sector), community newsletters, directly to stakeholders and via word of mouth.

## Survey Terminology:

The 'base' size referenced on some of the slides in the footer is the total number of responses received for that particular part of the question. When a percentage is used to represent the data, the base is the number that this percentage is calculated from.

## Observations to note: Survey response data

**1** As far as possible, the sample of people who respond to a survey should be representative of the target population.

It is evident that there is an **under representation** of the **under 40 age group**, and an **over representation** of the **people aged 61-80** when survey responses are compared to the GP practice demographics.

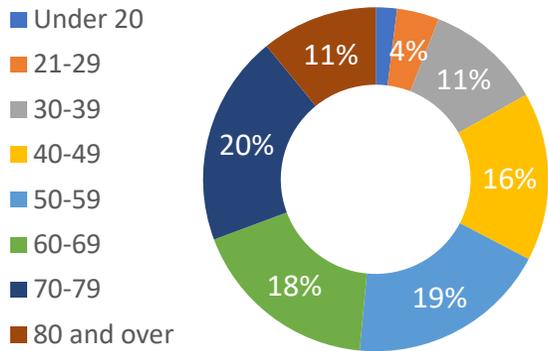
This means that the survey findings are impacted by a magnification of issues and opinions more prevalent amongst over 60s.

Practice ages	Practice	Survey ages	Survey
<b>Under 20</b>	13%	<b>Under 20</b>	2%
<b>21-30</b>	12%	<b>21-29</b>	4%
<b>31-40</b>	15%	<b>30-39</b>	11%
<b>41-50</b>	15%	<b>40-49</b>	16%
<b>51-60</b>	18%	<b>50-59</b>	19%
<b>61-70</b>	14%	<b>60-69</b>	18%
<b>71-80</b>	6%	<b>70-79</b>	20%
<b>Over 80</b>	7%	<b>Over 80</b>	11%

**2** In addition, 19% of the online survey responses come from a **duplicate IP address**. This could be because multiple responses are coming from different people in the same household. Or it might be that the same person is filling out the survey multiple times. In one case there were 11 responses from the same IP address with very similar responses for multiple questions.

# Profile of respondents

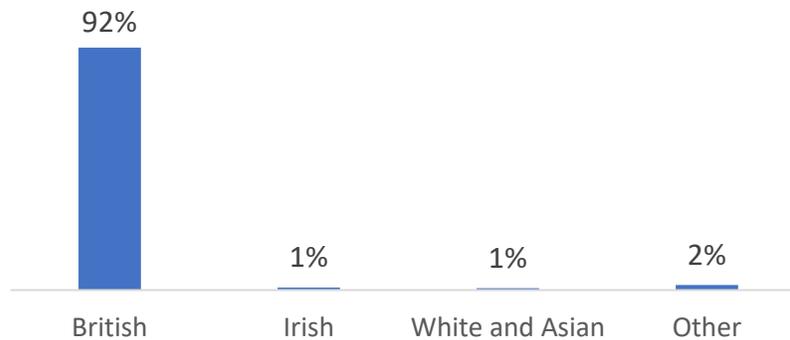
Age



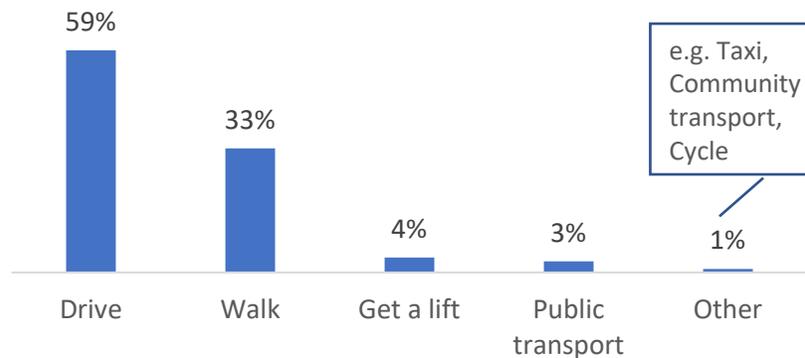
Gender



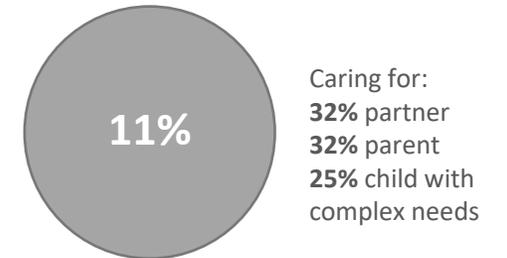
Ethnicity



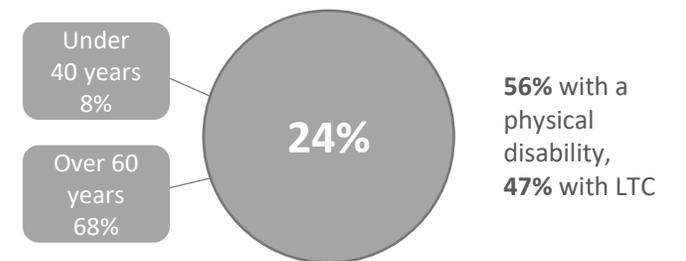
Travel to current practice



Carer



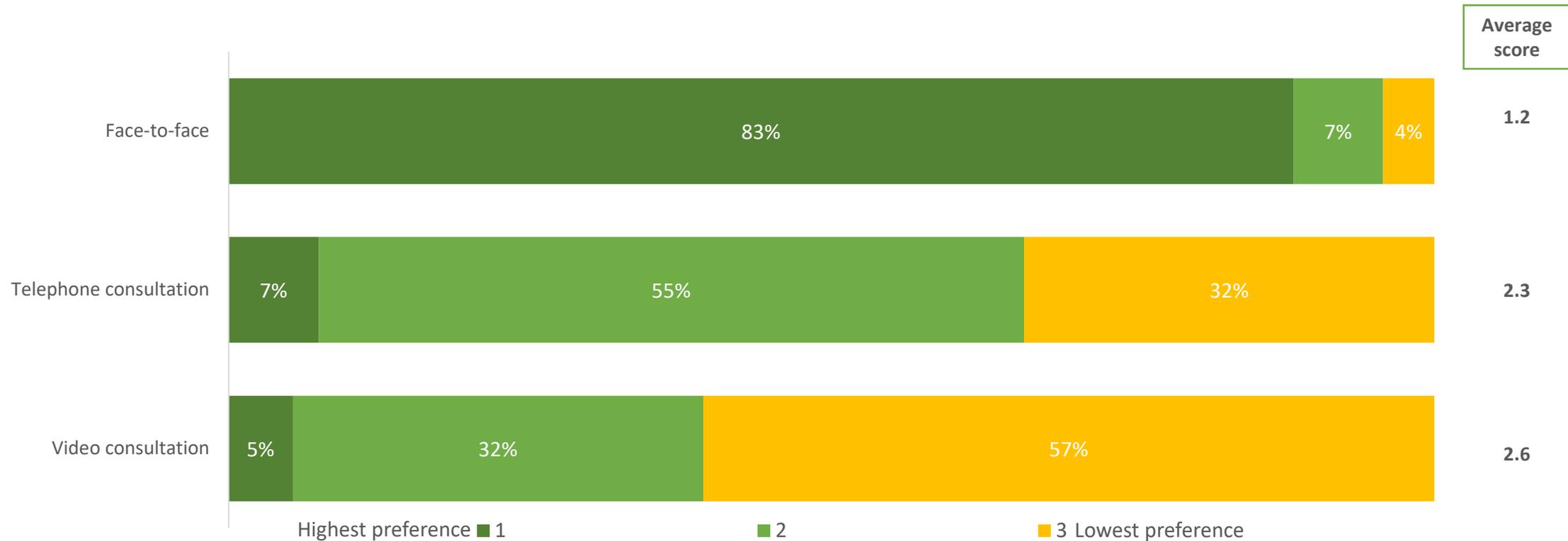
Disability\*



\*With limited day-to-day activities due to a disability or LTC

Respondents were asked to rank three methods of receiving care from their GP practice by their preference. A score of 1 represented the respondents highest preference of how to receive care and 3 as their lowest preference. An overwhelming majority of respondents prefer face to face consultations.

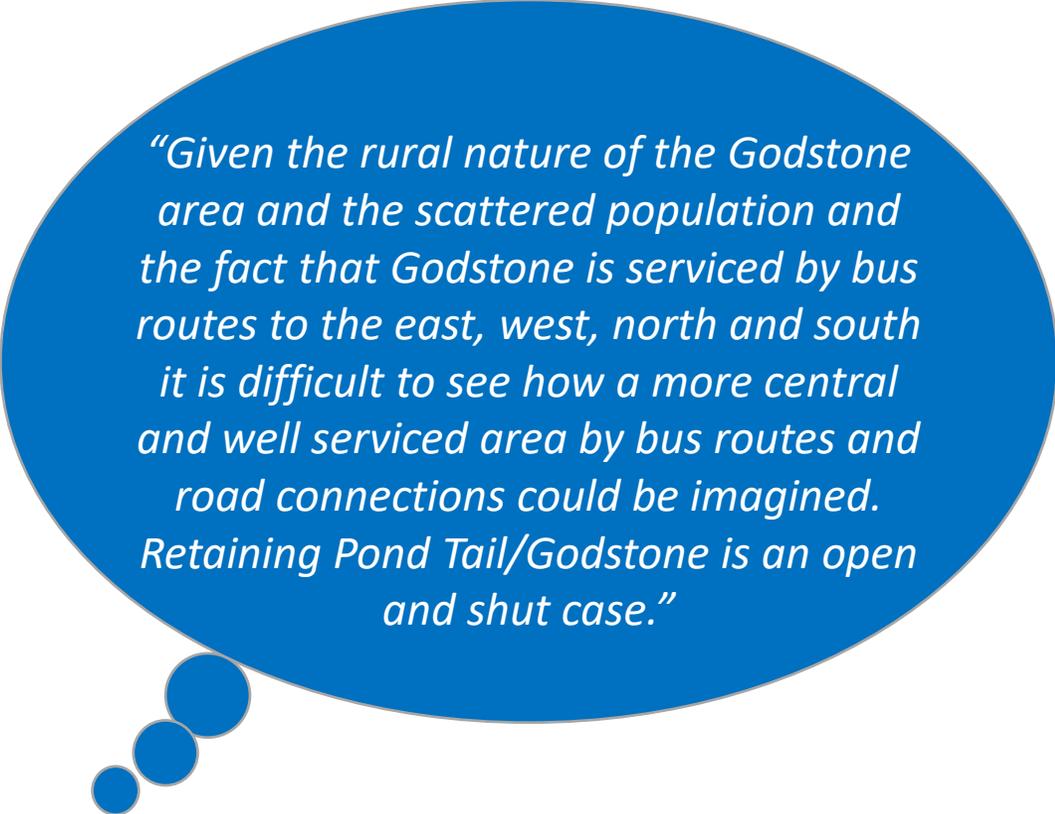
This may be reflective of the overrepresentation of older age groups completing the survey as we know from other work on different modes of consultation that younger people are more accepting of and welcome remote methods.



Free text response to Q5.10

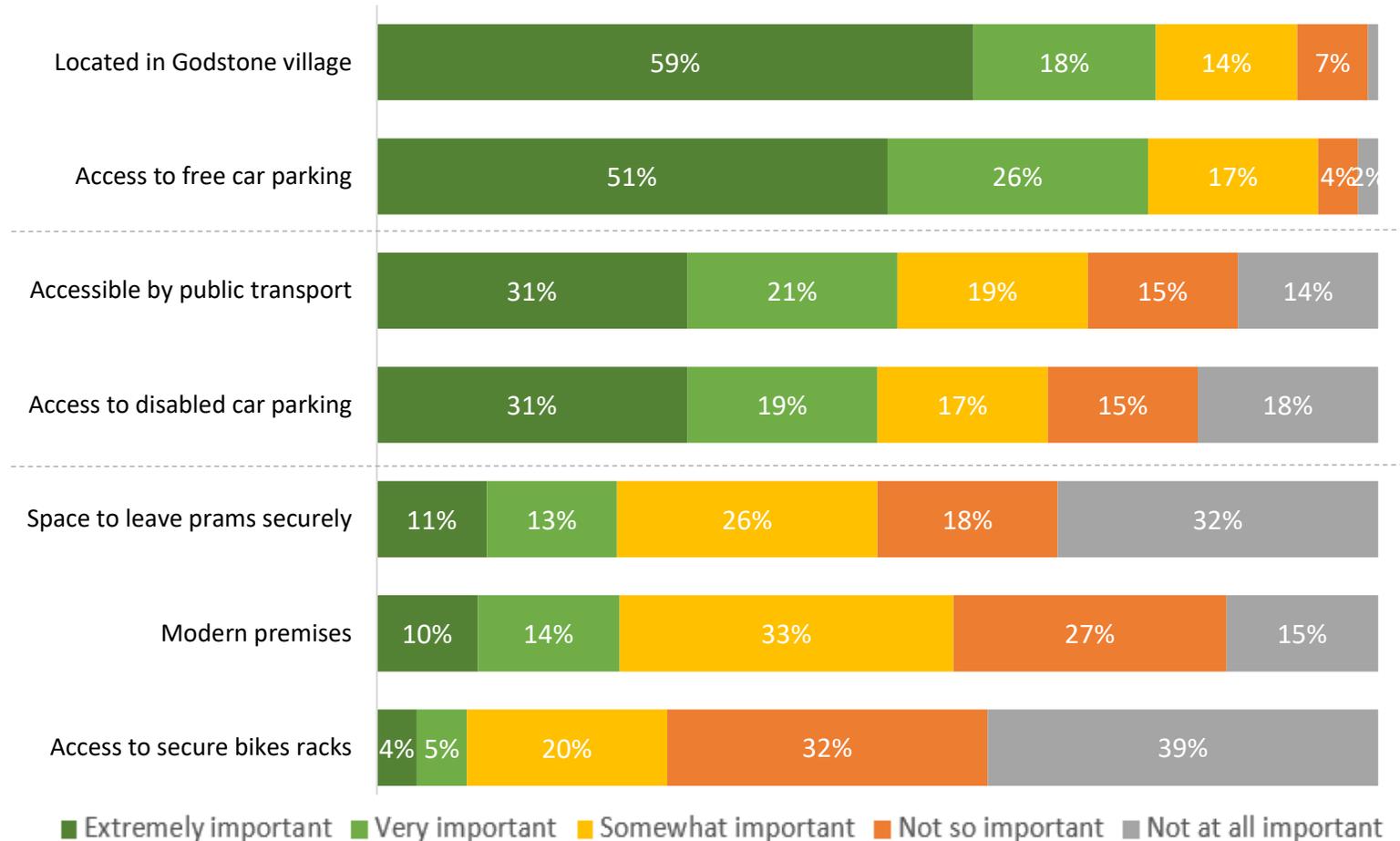
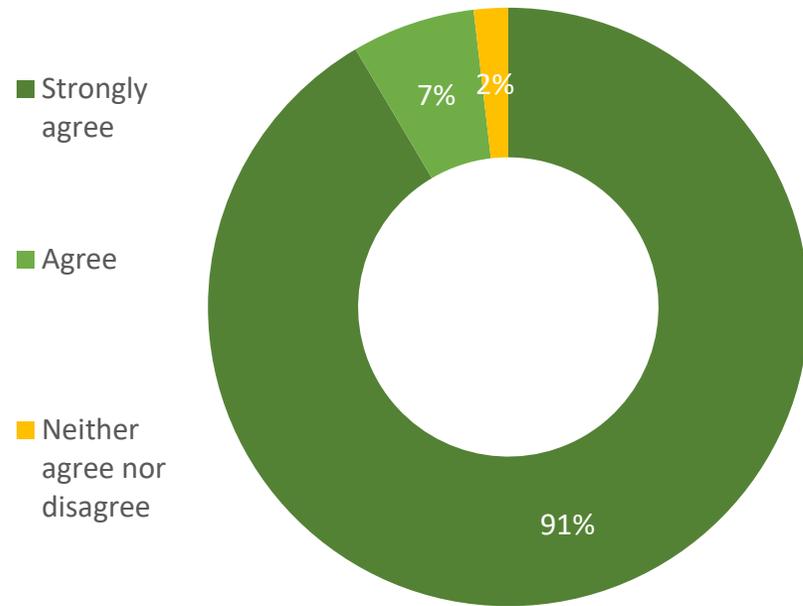
If we are unable to appoint a new provider for Pond Tail Surgery, we will support patients to register with an alternative GP practice.

## Relocating to a new site



*“Given the rural nature of the Godstone area and the scattered population and the fact that Godstone is serviced by bus routes to the east, west, north and south it is difficult to see how a more central and well serviced area by bus routes and road connections could be imagined. Retaining Pond Tail/Godstone is an open and shut case.”*

Attitudes towards keeping the surgery in the local area with a new provider: 98% of the surveyed Pond Tail patients strongly agreed / agreed that they wanted the Pond Tail surgery to remain in the local area. The most important factors in re-locating the practice were seen to be that it remains in Godstone village and has free car parking.



Participants were asked to suggest possible alternative locations (unprompted) for where the GP practice could be located, if it was not possible for it to stay at the same location. Analysis of open text responses shows the three main locations that respondents desired to have the GP practice. All feedback was fed into an independent Estates Review commissioned by Surrey Heartlands CCG to understand possible viable alternative locations.

### Godstone location – 29%

If the surgery could remain but it limits the opportunity to expand GP and other health and social care services. If a new build this should be within the main village of Godstone. There is land near the Godstone Inn but do not know if it is green or brown belt.

I would strongly prefer it to stay Godstone in as it has good accessibility both for non car owners and the elderly as the surgery covers such a large catchment area and it is on a very good crossroads for local bus services. My recommendations for a new site would be the land next to the Godstone Inn or an extension on the land behind the Scout Hut, adjacent the existing premises.

Prefer Pond Tail as it is cathartic to visit because of the duck pond and green open space and has free parking which is relatively easy to get a spot in.

Anywhere in Godstone, public transport is sparse and trying to get an appointment is hard enough without having to try to marry buses with appointment times.

It must be in Godstone village as a lot of people do not have any other way to get there other than walking.

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## South Godstone location - 20%

Empty ambulance station in South Godstone. This site is currently being considered for housing, but a doctors surgery would be an excellent alternative if Pond Tail in Godstone has to close.

South Godstone would be good as they are going to build many more houses there and maybe the money for a new surgery could come from that development.

If SECAMB are thinking of closing South Godstone ambulance station, the site could be used. There is space for parking and a purpose built surgery.

South Godstone Sports and Community Association - dying members club with no real requirement for the building.

The Langham Pub and Ambulance Station in South Godstone are currently seeking redevelopment.

If the ambulance station in South Godstone is to go then the land would be best placed for a new surgery and the space would be a good substantial car park. Also train station and bus stops are very near for people to use public transport.

...possibly in the area of the Fire station, or South Godstone Ambulance station

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## Bletchingley location - 15%

Bletchingley ex further education centre. Ample size could provide additional health related services, plus gym on site and plenty of parking. Guess pharmacist would also have to be relocated in building or to nearby.

This needs to be accessible for many older patients, either on foot or by local bus service. Is the Old Bletchingley Adult education site being used as it has a car park on site

The old Price Albert pub Bletchingley or the William IV pub Bletchingley - both currently empty.

Perhaps Bletchingley? As we used to have a surgery here when we first came here 48 years ago.

The old doctors' surgery in Bletchingley Village Hall is under-utilised and has ample parking area, toilet facilities and easily accessible.

Bletchingley grange meadow get rid of old football club and build a surgery.

The Bletchingley Village Hall has quite a few buildings so wonder if they are all occupied? There is a big car park.

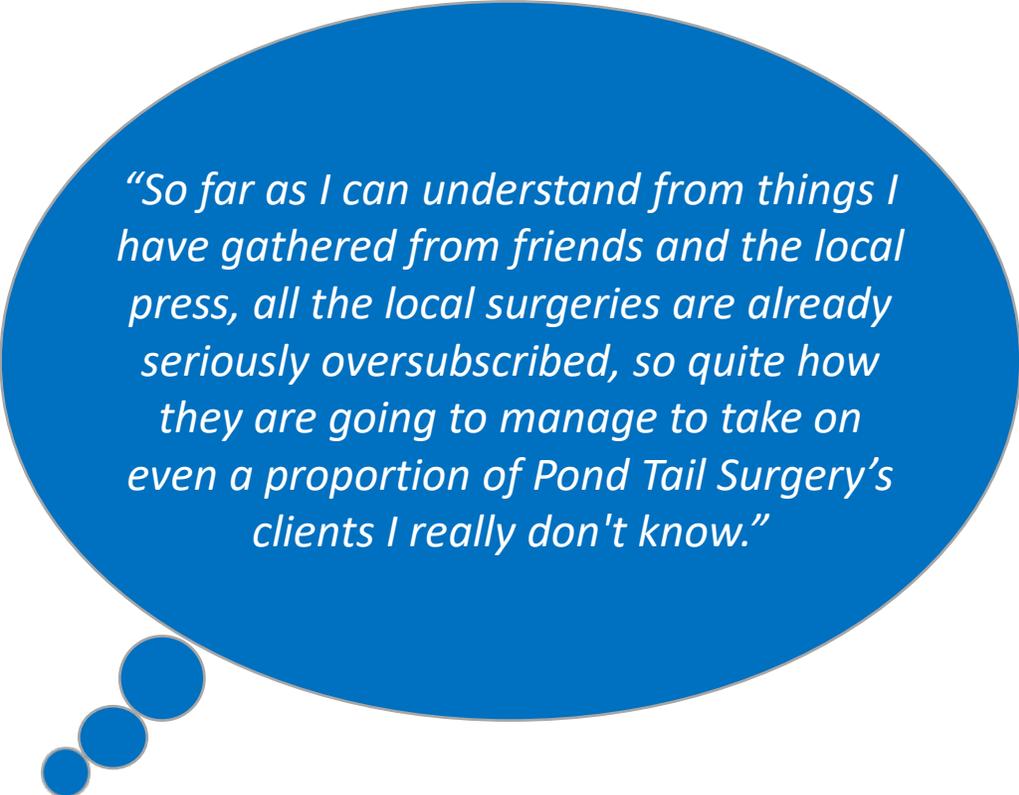
Possibly former adult education centre at Stychens lane Bletchingley

There are 2 pubs in Bletchingley that have closed could they be converted into a surgery. These are on a bus route. They don't have much parking but there is a big car park in the centre of Bletchingley that is a short walk from the old Albert pub. Also Bletchingley has 3 Village Halls which does seem excessive for a village of 2000.

Free text response to Q5.10

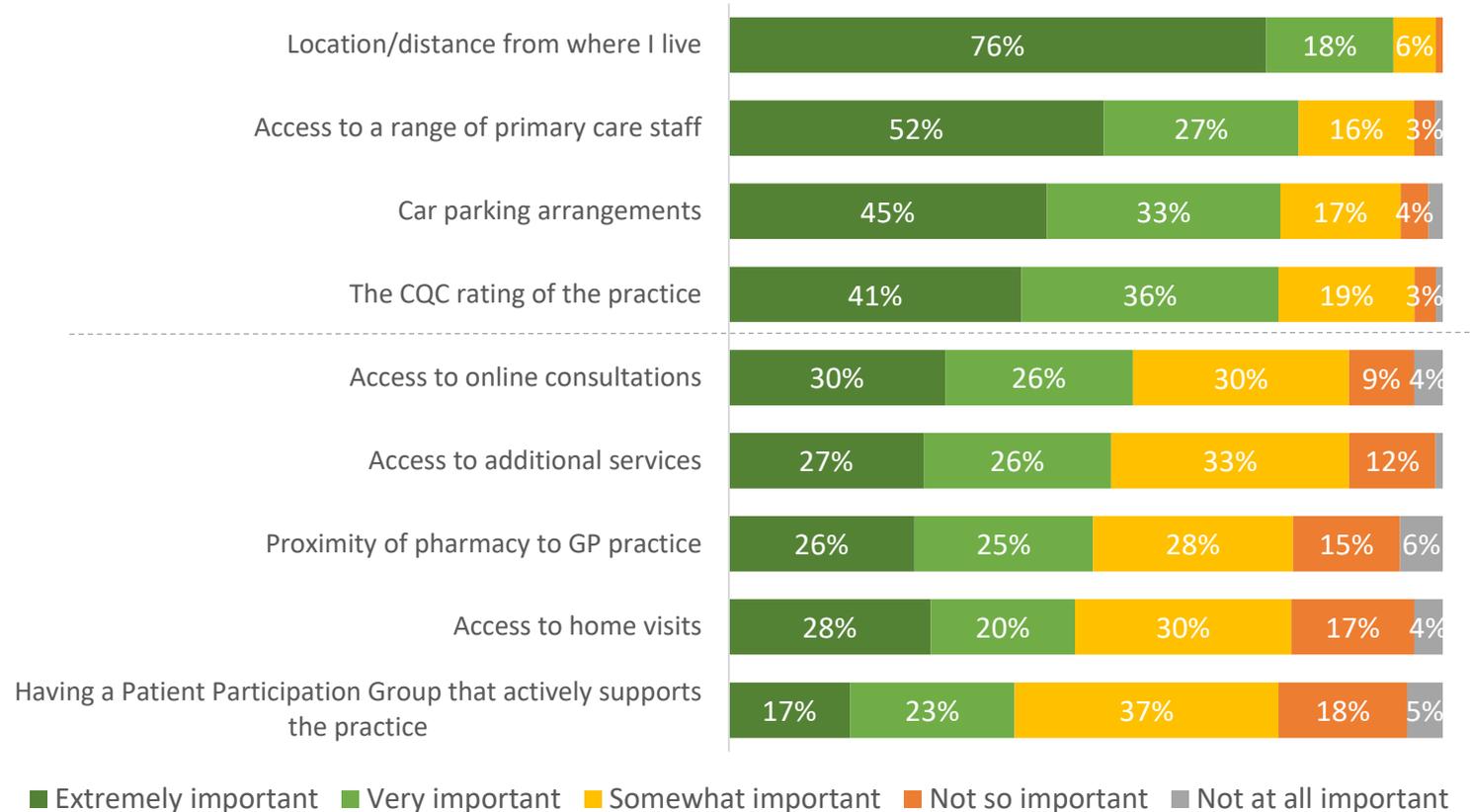
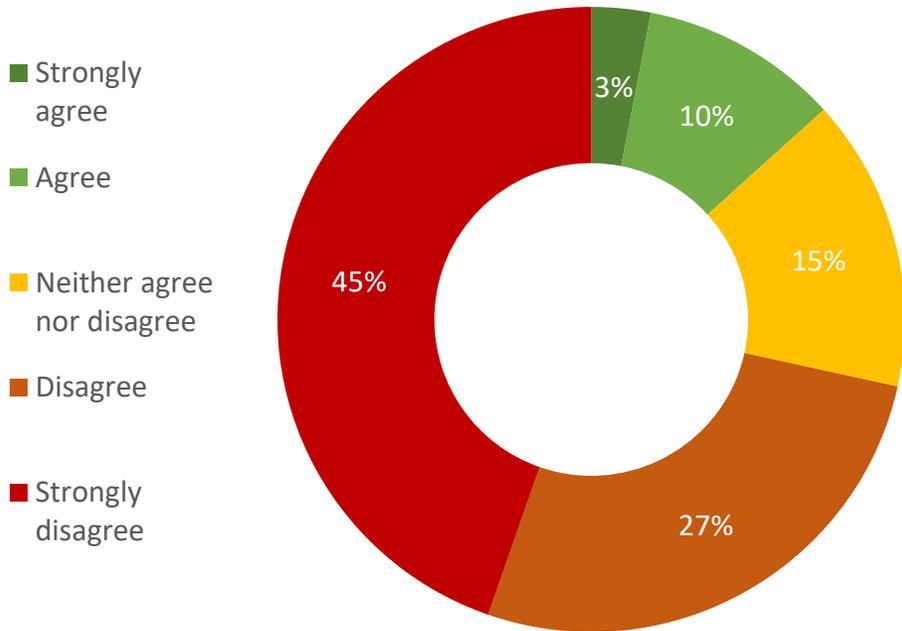
If we are unable to appoint a new provider for Pond Tail Surgery, we will support patients to register with an alternative GP practice.

## Registering at another practice



*“So far as I can understand from things I have gathered from friends and the local press, all the local surgeries are already seriously oversubscribed, so quite how they are going to manage to take on even a proportion of Pond Tail Surgery’s clients I really don’t know.”*

Almost three quarters of respondents (72%) strongly disagreed / disagreed with the statement that they would be happy to register with another GP practice in the local area. If required to register with an alternative GP, the most important factors were seen to be location/distance from where the respondent lives, access to a range of primary care staff, car parking and the CQC rating of the practice.



Respondents were asked to comment on any other services or considerations important to them. Three main themes emerged:

### Services

A nurse with knowledge of STOMA care please.

Health visitor services for families with young children and new born babies. Offering support where needed and advice for parenting.

As long as there is a Doctor, nurse and Phlebotomist, that's all that is needed.

Well Woman/Men Clinics

Diabetes clinicians

Mental health specialties

### Facilities

The current site for Pond Tail surgery is too small for purpose. There is no space for expansion or modernisation of their current provision. More space would enable the surgery to expand and develop its service. A larger site and plans for progressive service would attract a variety of clinicians who might be encouraged to take up long term positions.

Having a surgery and pharmacy that work together to serve their mutual patients/customers

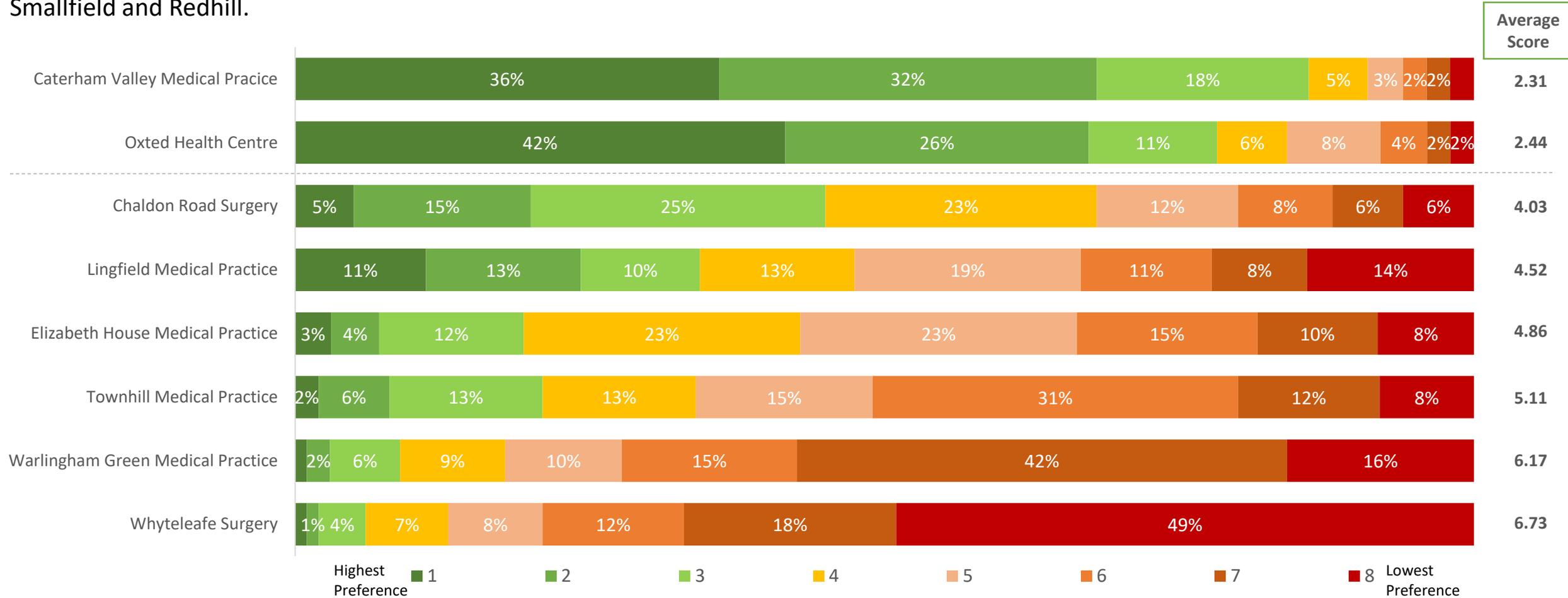
### Appointment availability

Same day appointments. Late opening for those who work and cannot get home before 6pm.

I want to have access to a GP when I need it. I rarely get to see a GP currently as appointments are almost impossible to get.

Respondents were asked to rank eight possible alternative GP practices to register with. A score of 1 represented the respondents highest preference location and 8 as their lowest preference. The location with the lowest average score is therefore the preferred GP practice to register with.

The two most preferred practices were Caterham Valley Medical Practice and Oxted Health Centre. The other most frequently mentioned practices in the free text responses were: Moat House, Merstham, Smallfield and Redhill.



Q6. As explained in the previous question, we may need to support patients of Pond Tail Surgery to register with another GP practice. Please rank the following practices in order of preference should we need to make these arrangements. (Base 1671)

## Summary of findings

1. There is a strong preference amongst survey respondents for the surgery to remain in the local area, with Godstone, South Godstone and Bletchingley offered as the top three options.
  - The most important factors for an alternative location would be that it is located in Godstone village, has free car parking, access to public transport and disabled car parking.
2. Respondents voiced strong disagreement with the prospect of registering at an alternative GP practice. However, if the Pond Tail patients who participated in this survey were required to register with another GP surgery, the preferred GP practices were: Caterham Valley Medical Practice and Oxted Health Centre.
  - The most important aspects of an alternative GP practice were found to be: the location/distance of the surgery from where they live, access to a range of primary care staff, car parking arrangements and the CQC rating of the surgery.