

## Engagement report: Relocation of Granton Medical Centre, Griffins Brook Medical Centre and Bunbury Road Surgery

### Summary

In 2016 GP surgeries were invited by NHS Birmingham CrossCity CCG (now NHS Birmingham and Solihull CCG) to submit expressions of interest for potential bids to the Estates and Technology Transformation Fund (ETTF).

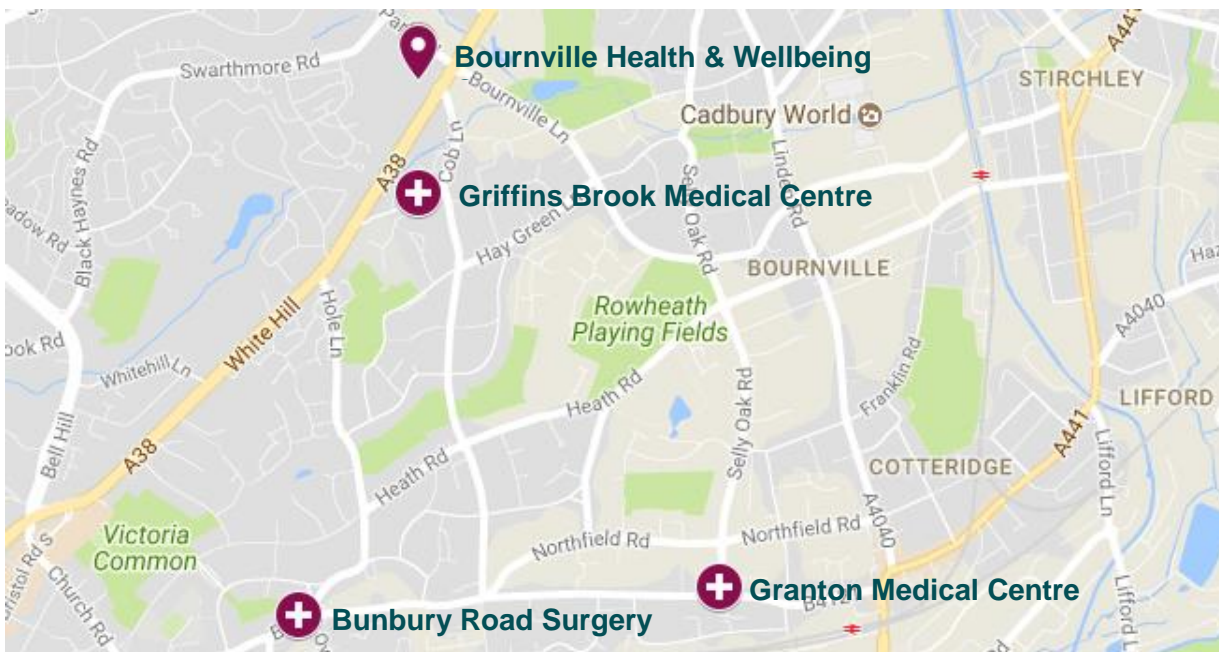
The Bournville Health & Wellbeing Centre, on the Bournville Village Trust Estate, was identified as a high priority scheme and NHS England has supported the funding allocation in principle, with the scheme progressing to Outline Business Case.

The current sites of Granton Medical Centre and BG Health (Griffins Brook Medical Centre and Bunbury Road Surgery) are either not fit for purpose or do not meet the current standards expected for a GP surgery, and moving to a single, purpose-built site will allow the practices to offer their patients the best possible healthcare, with additional space available for current and future services.

The practices, supported by the CCG, undertook an engagement exercise with patients and local stakeholders during August and September 2018 to gather views on the move which could take place in 2020.

The approximate walking distances from the existing surgeries to the new site are:

- Granton Medical Centre, 114 Middleton Hall Road, Birmingham, B30 1DH – 1.4 miles
- Griffins Brook Medical Centre – 0.3 miles
- Bunbury Road Surgery – 0.9 miles



Below is an artist's impression of the finished development:



The proposed health centre would be constructed over four floors, with the ground, first and second floors used by primary care, and the third floor available for third party occupation.

### **Engagement activity**

Posters were displayed in the three practices inviting people to attend drop-in sessions to discuss the relocation plans and asking people to give their views via an online survey (which was also available from reception in a paper format).

The sessions were held on:

- Thursday 6 September, 1-2pm, Granton Medical Centre
- Monday 10 September, 5-6pm, Griffins Brook Medical Centre
- Tuesday 11 September, 12.30-1.30pm, Griffins Brook Medical Centre
- Monday 17 September, 5.30-6.30pm, Bunbury Road Surgery
- Tuesday 18 September, 12.30-1.30pm, Bunbury Road Surgery
- Thursday 27 September, 5-6pm, Granton Medical Centre

The three practices also:

- Advertised the drop-in sessions and survey on their websites
- Sent an SMS message to patients with a mobile number

The CCG:

- Advertised the drop-in sessions and survey on its Get Involved section of the website
- Shared a news release via its website
- Advertised the drop-in sessions and survey through our social media channels
- Sent out a stakeholder briefing to: Patient Participation Groups; MPs; local councillors; Healthwatch Birmingham; a local church; schools; Patient Health Forum; and surrounding practices.

## Engagement reach

Date	Activity	Numbers
6-27 September 2018	Total of six drop in sessions held at practices	Approx. 176 attendees
Mid-August to 29 September 2018	Online and paper copies of the survey	Total responses 723
September 2018	A variety of Facebook posts were made about the engagement opportunities on offer, highlighting the online survey and drop-in sessions.	Post reach 7,242 Post engagement 59
September 2018	A variety of Twitter posts were made about the engagement opportunities on offer, highlighting the online survey and drop-in sessions.	Post reach 4,808 Post engagement 51
August-September 2018	Individual responses	Letters received 6

### Summary of themes identified at each practice:

#### Granton Medical Centre

The drop-in sessions were held on 6 and 29 September, and attracted over 50 attendees. Each session was led by one of the practice's GP partners and themes identified were:

- Distance – walking and public transport
- Possible boundary changes to the practice
- Home visits
- Capacity for extra patients
- Seeing a named GP/continuity of care
- Access to appointments
- Opening hours
- Which additional services could be offered
- Every registered patient was not contacted and told about the engagement exercise.

#### Griffins Brook Medical Centre

The drop-in sessions were held on 10 and 11 September, and attracted over 50 attendees. Each session was led by BG Health's business manager and themes identified were:

- Access to appointments
- Increase in patient numbers
- Seeing a named GP/continuity of care
- Opening hours
- Pharmacy/repeat prescriptions
- PPG merger
- Home visits
- Car parking
- Which additional services could be offered?
- Need for additional GPs
- Could a satellite surgery be offered?

#### Bunbury Road Surgery

The drop-in sessions were held on 17 and 18 September, and attracted over 70 attendees. Each session was led by BG Health's business manager and themes identified were:

- Parking
- Seeing a named GP/continuity of care

- Access to appointments
- Distance – walking and public transport
- Home visits
- Pharmacy/repeat prescriptions
- Number of GPs
- Capacity for extra patients
- Which additional services could be offered?

## Summary of individual stakeholder responses

Six letters were received from stakeholders, commenting on the proposed move. A summary of their views are included below:

*“I have great reservations re the move of 3 surgeries from this side of Bristol Road to the other. For elderly people this will prove very difficult. It will probably mean they will have to get taxis and, of course, the personal contact one has with one’s GP will be lost. The 27 bus only takes one as far as the yachting pool and then it is quite a little walk to Bristol Road and the struggle to then cross the road although there is a crossing, but drivers are often reluctant to stop. The 18 bus will take one to Northfield but it is then necessary to get another bus down the Bristol Road. Not everyone has a car or is still capable of driving.”*

*“I have to say that I am very strongly opposed to the plan. Our society is full of so-called ‘bigger and better’ changes that, in retrospect we invariably regret. A large, prestigious (and relatively impersonal) medical centre will no doubt be a very pleasant working environment for ambitious doctors but will be far more remote from the patient-user and the community than the existing practice. Whose needs does it serve to grow on this scale and to move away from the local community? The facilities which the proposed centre offers are already available locally at Katie Road. The practice serves an aging population with reducing mobility, a demographic that is unlikely to change any time soon. All the more reason to have a surgery close to its patients.”*

*“I believe that the new site will be on the Bristol Road at the building known as ‘The Village’. I understand that one of the objects of this site is to provide facilities for those living there so that they do not have to travel to shop etc. The provision of a surgery on this site is therefore a must and I support the plan.”*

*“It should be unnecessary for me to point out that a walk of 1.6 miles (doubled if one wishes to return home) is beyond the capacity of many older patients, of whom the Granton Practice contains an unusually high proportion.”*

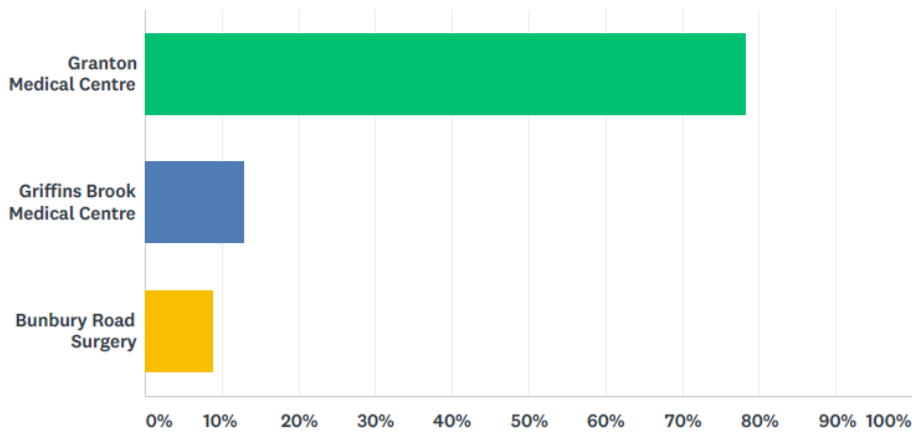
*“Whilst we have no desire to block the relocation of BG Health and Granton Medical Centre we do feel we must ask if there has been careful risk assessment of the effect of the relocation on neighbouring practices? We do understand that many of their patients will follow them to the new site; however, for some patients this will simply not be possible, whilst only a short distance on paper for many it is too far to walk and additionally there are no direct public transport links particularly between the Bunbury Road/Middleton Hall Road area and the new Bristol Road South premises. A large proportion of patients, especially those registered at the Bunbury Road branch of BG Health, will find the new site inaccessible and this could result in them seeking a new registration closer to home.”*

Healthwatch Birmingham also commented, saying: “We are concerned about the impact the proposed relocation might have on the most vulnerable within this community. People on low incomes, the elderly, people living in poverty, and those with caring responsibilities among others could be impacted. These are some of groups that might be least able to travel further to access services. We believe that these issues need to be considered as this proposal has the potential to impact people in terms of access to GP services, continuity and quality of care.”

# Survey results

## Q1 Which GP surgery do you belong to?

Answered: 716 Skipped: 7

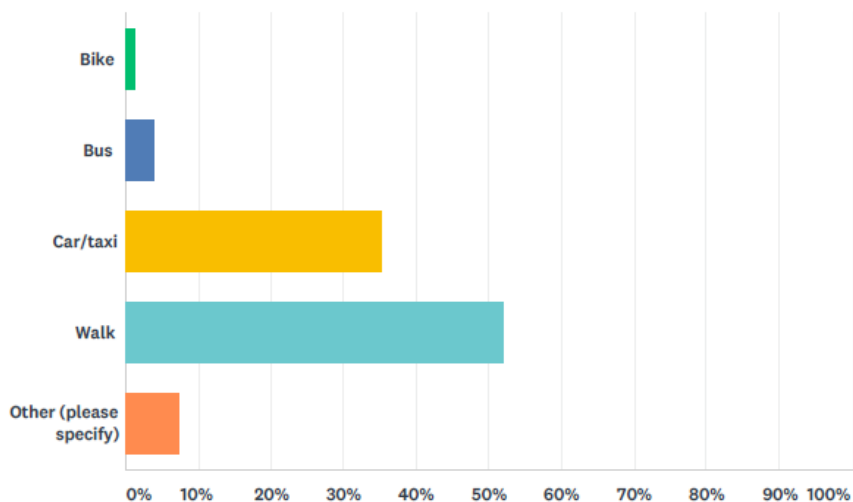


ANSWER CHOICES	RESPONSES	
Granton Medical Centre	78.21%	560
Griffins Brook Medical Centre	12.99%	93
Bunbury Road Surgery	8.80%	63
TOTAL		716

The majority of respondents (560 or 78.21%) were patients at Granton Medical Centre, followed by 93 respondents from Griffins Brook Medical Centre (12.99%) and 63 respondents from Bunbury Road Surgery (8.80%). Seven people skipped this question which could indicate they were not patients of any of the practices, or that they did not want to identify themselves as belonging to any of the practices.

## Q2 How do you currently get to your GP surgery?

Answered: 717 Skipped: 6



ANSWER CHOICES	RESPONSES
Bike	1.26% 9
Bus	3.91% 28
Car/taxi	35.43% 254
Walk	52.02% 373
Other (please specify)	7.39% 53
TOTAL	717

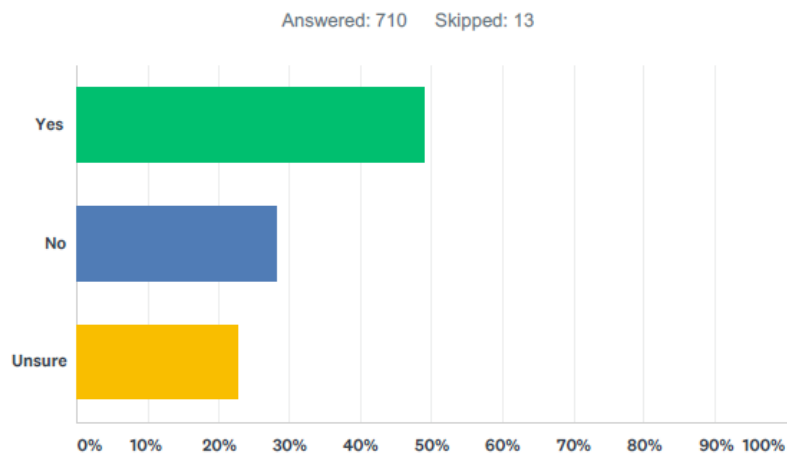
The majority of respondents, 373 or 52.02%, walked to their practice; followed by 254 or 35.43% who used a car or taxi for their journey; 28 or 3.91% who caught a bus; and 9 people or 1.26% of respondents who used a bike.

The “Other” option saw combination journeys listed from the choices above, which was sometimes dependant on the weather or other commitments patients had. Of the 53 people selecting “Other” as their mode of transport, the majority of these were a combination of walking or car/taxi/bus/train, with one person using a disability scooter.

In addition, several respondents highlighted their GP contact as being a home visit rather than a visit to the practice.

This question was skipped by six respondents.

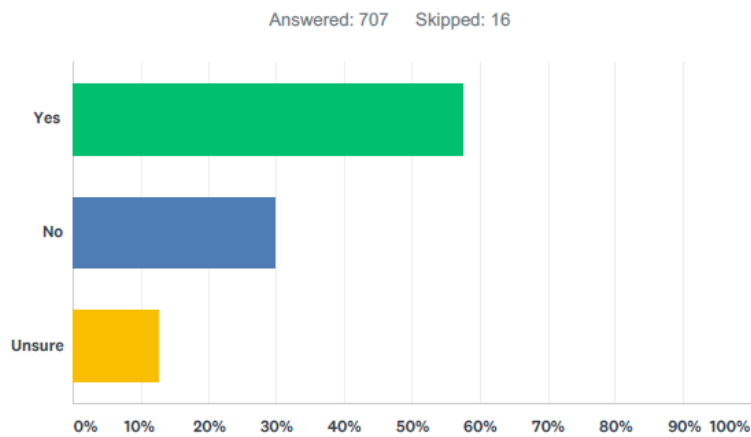
### Q3 Would you support your GP surgery relocating in order to provide the best possible healthcare for patients?



ANSWER CHOICES	RESPONSES	
Yes	48.87%	347
No	28.31%	201
Unsure	22.82%	162
TOTAL		710

The majority of patients, 347 or 48.87%, supported the relocation of the GP surgeries, with 201 or 28.31% of respondents being against the move, and 162 or 22.82% being unsure. This question was skipped by 13 people.

## Q4 Would the relocation of your GP surgery cause you any concerns?



ANSWER CHOICES	RESPONSES	
Yes	57.57%	407
No	29.84%	211
Unsure	12.59%	89
TOTAL		707

The majority of respondents, 407 or 57.57%, answered that the relocation would cause concerns, followed by 211 or 29.84% who said it would not cause any concerns, and 89 or 12.59% who were unsure. This question was skipped by 16 respondents.



**Q5 Please tell us of any concerns you may have regarding a possible relocation of your GP surgery:**

This question was answered by 530 people and skipped by 193 respondents.

The theme of the vast majority of comments concerned the distance of the new surgery and the travel implications:

*"It would involve 2 buses for me to get there. At present my husband can take me in the car, if the occasion arises. By 2020, might not still be driving."*

*"The only problem would be another winter like last year with heavy snow when were unable to drive but were able to walk."*

*"Increased distance to travel to the GP surgery by car 20-30 mins each way (approx.). No direct bus service."*

*"Because of my age, and there is no direct bus route to the site from Cotteridge, I am able to walk the distance at the moment but fear in year to come difficulty in getting there."*

*"I walk and it would be virtually impossible for me to cross the Bristol Road to access the new site."*

*"I have osteoarthritis and wouldn't be able to walk to the new surgery and public transport isn't brilliant. With an ageing population I'd have thought it was better to have a surgery close by. If your feeling unwell you don't want to travel."*

*"I have 3 children including a baby. I don't have access to a car and would therefore have to take public transport. This would become a problem if one of the children were ill."*

*"It's much further away. It would make getting to after school appointments almost impossible for my partner who doesn't drive. Traffic around that area is very busy meaning it would take much longer to get there and mean that having appointments around work would be very inconvenient."*

*"It would be too far for me to walk as I have severe anxiety and depression and I do not drive. Having the surgery so close to me is reassuring and I feel safe knowing that if there is anything wrong I can be seen quickly."*

Other concerns expressed were around parking at the new site and whether there would be enough spaces for patients and staff:

*"The amalgamation of 3 surgeries into one will require ample car parking space for patients attending the new premises. Because of parking destruction (?), there are no convenient on-road areas within easy reach of the Bournville Garden site, and the residents of the new complex they are justifiable concerned that their parking facilities will be abused by patients and staff visiting the new surgery. Hopefully the staff and patients parking facilities will be planned generously."*

*"The only difficulties currently are parking and availability if the relocation improves these, I fully support the move."*

*"You have not given any indication of the number of car parking spaces that will be available. Will there be a dedicated car park? And also how many car parking spaces will be available? If no car park is to be available will there be adequate road parking?"*

*"Adequate parking for Disabled."*

Other concerns highlighted included:

- Questioning if the practice boundary could change
- If home visits would still be offered
- Availability of appointments and seeing preferred healthcare professional
- Not wanting to lose the current surgery
- Fears new health centre could be impersonal.

#### **Q6 Do you have any other comments you would like to share?**

There were 326 responses to this question, which was skipped by 397 respondents. Comments included:

*“Upgrading all facilities at the three centres is long overdue. Please progress your vision for a centre at the new site along Bristol Road, Selly Oak.”*

*“Please ensure adequate cycle racks installed (not low level ones as currently on Bunbury Rd).”*

*“To be a patient at Bunbury Road has been a privilege but it was never going to last with increased patient numbers and we have now outgrown our surgery. I have always received excellent service from all the doctors, medical staff and admin staff. I am confident this will continue at Bournville Gardens with the added addition of a modern purpose built surgery and all that it offers.”*

*“There are so many elderly people in the vicinity is there a need for specialist geriatric care? Ie doctors / nurses.”*

*“It seems that there's little or no choice about where to relocate to. The site availability, approvals and funding point you only in one direction. At the meeting the other night I could hear the answers but not most of the questions. You run a good surgery and service. I hope the quality will continue.”*

*“I would like to know why these surveys have not been sent to your home address.”*

*“As three surgeries are being moved affecting many, many people maybe the little bus which runs near to Bunbury Rd could be extended and re-routed covering the three surgeries which will close. Perhaps ending the journey on Bournville Lane?”*

*“The Gp practice should be central to the catchment area it serves, not on the boundary. The practice is there to provide a service to its patients and the community, not making life more difficult. e.g. disable, mother and baby, elderly and infirm.”*

*“It's a very bad idea for those patients that live on this side of the Bristol Road as there isn't any public transport from this side to the proposed new surgery. Also the larger the practice becomes, the more remote from it's patients it will inevitable become.”*

*“Access to more services in one centre would be great e.g. Physio, Chiropractic etc. even if these are private, paid for services...”*

*“Attend the meeting and the 5 minutes, I was there patients very unhappy. Most said they Didn't get an invite or was told ie Communication, it was then said texting and emails were sent out, not everyone is on the Internet. As it proves most people didn't get the message, So the way in which you communication with patient should be changed, if this is supposed to inform patient.”*

*“Currently, in my mid-seventies, I would have no difficulty walking as I do now. For environmental reasons I would much prefer not driving. Is there any possibility that the no. 38 bus (which meanders around this area and can be flagged down as needed) could be rerouted to go past the new site? I believe its current route is designed to go between the large supermarkets in Northfield, Stirchley and Selly Oak. It runs every hour and is predominantly used by older people.”*

*“Have you thought about keeping Granton still open for patients in the local vicinity - have it as a branch site? What other alternatives have been explored.”*

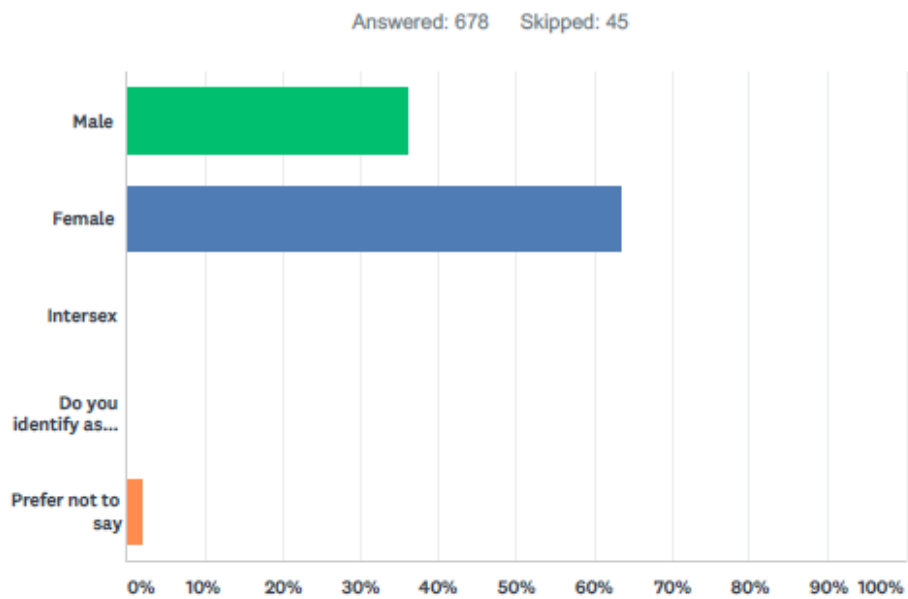
*“The proposed advantage of having an onsite pharmacy is significantly reduced by the current situation where local pharmacies are competing for patients' custom and provide collection and delivery services. A large and spacious medical centre may well be desirable as a working environment for doctors but, as a patient, I regard larger as more impersonal, more difficult to access and offering no significant improvement upon the present arrangement.”*

*“Integrated services on one site will be convenient for all and hopefully provide a sense of continuity in care. It would be excellent to have access to specialists services at the practice through self referral or via telephone. Hopefully a purpose built building will help reduce hospital visits with possible weekend opening for emergency appointments. Good car parking is essential but also somewhere to secure bicycles as there are pleasant cycle routes and 'greenways' surrounding the proposed site, which may be useful for some when visiting the practice. A direct bus route to the practice from Cotteridge would be helpful for those unable to drive, also free dedicated telephone access to a taxi service from the practice reception area. If the grounds allow, a summer fete or other events could be arranged to bring the practice community together.”*

*“Anything that provides better healthcare for the community is a positive thing!”*

## Equality monitoring information

### Q8 Please state your sex:

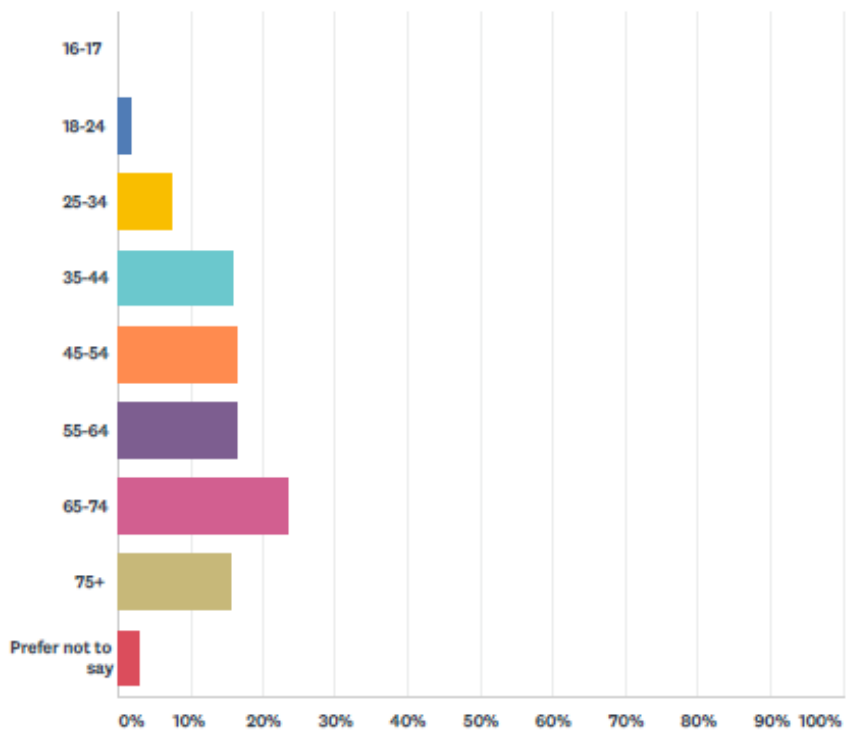


ANSWER CHOICES	RESPONSES
Male	36.14% 245
Female	63.57% 431
Intersex	0.29% 2
Do you identify as trans*?(*Any part of a process, including thoughts or actions, to bring your physical sex appearance, and/or your gender role, more in line with your gender identity)	0.15% 1
Prefer not to say	2.06% 14
Total Respondents: 678	

This question was answered by 678 people and skipped by 45. Of those responding, 14 or 2.06% chose "Prefer not to say". The majority of respondents were females (431 or 63.57%), followed by males (245 or 36.14%). There were two people who identified as "Intersex) and one as "Trans".

## Q9 Age group:

Answered: 683 Skipped: 40



ANSWER CHOICES	RESPONSES	
16-17	0.00%	0
18-24	1.90%	13
25-34	7.32%	50
35-44	15.81%	108
45-54	16.40%	112
55-64	16.54%	113
65-74	23.43%	160
75+	15.67%	107
Prefer not to say	2.93%	20
TOTAL		683

There were 683 respondents to this question, with 40 people skipping the question. 20 people chose not to give their age group.

The 65-74 age group had the highest number of respondents (160 or 23.43%), with similar levels of respondents from the 55-64 group (113); 45-54 (112); 35-44 (108); and 75+ (107).

## Q10 How would you describe your ethnic background?

This question was answered by 681 respondents, with 42 choosing to skip. Out of these, 31 people chose "Prefer not to say".

The majority of responses were from White: English/Welsh/Scottish/Northern Irish/British respondents – 577 people or 84.73% – followed by White: Other with 28 or 4.11%; and White: Irish (12 or 1.76%).

ANSWER CHOICES	RESPONSES	
Asian or Asian British: Bangladeshi	0.29%	2
Asian or Asian British: Chinese	0.73%	5
Asian or Asian British: Indian	0.59%	4
Asian or Asian British: Pakistani	0.15%	1
Asian: Other	0.44%	3
Black or Black British: African	0.15%	1
Black or Black British: Caribbean	0.88%	6
Black: Other	0.00%	0
Mixed: White and Asian	0.00%	0
Mixed: White and Black African	0.15%	1
Mixed: White and Black Caribbean	0.59%	4
Mixed: Other	0.44%	3
White: English/Welsh/Scottish/Northern Irish/British	84.73%	577
White: Irish	1.76%	12
White: Gypsy or Irish Traveller	0.00%	0
White: Other	4.11%	28
Other: Arabic	0.15%	1
Other: Other ethnic background	0.29%	2
Prefer not to say	4.55%	31
<b>TOTAL</b>		<b>681</b>

### Q 11 How would you describe your religion or beliefs?

This question was answered by 678 people, with 45 choosing to skip the question and 66 people selecting “Prefer not to say”.

The largest proportion of those responding identified as “Christian” (370 or 54.57%); followed by 103 or 15.19% who chose “None”; and 60 or 8.85% who selected “Atheist”.

ANSWER CHOICES	RESPONSES	
Agnostic	8.11%	55
Atheist	8.85%	60
Buddhist	0.59%	4
Christian	54.57%	370
Hindu	0.00%	0
Jewish	0.44%	3
Muslim	0.59%	4
Pagan	0.15%	1
Sikh	0.44%	3
None	15.19%	103
Any other religious belief	1.33%	9
Prefer not to say	9.73%	66
<b>TOTAL</b>		<b>678</b>

### Q12 Please indicate which term would best describe your sexual orientation:

This question was answered by 645 people and skipped by 78, with 98 or 15.19% choosing “Prefer not to say”.

The highest number of respondents selected “Heterosexual” (489 or 75.81%); followed by 18 or 2.79% who chose “None of these”; and 15 or 2.33% who chose “Asexual”.

ANSWER CHOICES	RESPONSES	
Asexual	2.33%	15
Bisexual	2.17%	14
Gay	0.93%	6
Heterosexual	75.81%	489
Lesbian	0.78%	5
None of these	2.79%	18
Prefer not to say	15.19%	98
<b>TOTAL</b>		<b>645</b>

### Q13 D you have a disability?

This question was answered by 348 people, skipped by 375, with 59 or 16.95% choosing “Prefer not to say”.

The highest number of respondents selected “Long term health condition e.g. asthma, COPD” (122 or 35.06%); followed by 83 or 23.85% who selected “Mental health problems (such as anxiety, depression; bi-polar, schizophrenia, eating disorder); and 65 or 18.68% who selected “Physical mobility (such as being a wheelchair user or using walking aids).

Of the 68 or 19.54% who selected “Other”, answers included: age related limitation; deep vein thrombosis; Parkinson’s Disease; gynaecological; Lupus; epilepsy; hip replacement; diabetes and stroke among others.

ANSWER CHOICES	RESPONSES	
Vision or sight impairment (such as blindness or partial sight)	5.75%	20
Hearing (such as deafness or being hard of hearing)	17.53%	61
Physical mobility (such as being a wheelchair user or using walking aids)	18.68%	65
Dexterity (such as difficulty lifting or carrying)	9.48%	33
Learning difficulty (such as autism, Asperger’s syndrome, dyslexia or dyspraxia)	3.74%	13
Mental health problems (such as anxiety, depression, bi-polar, schizophrenia, eating disorder)	23.85%	83
Long term health condition e.g. asthma, COPD	35.06%	122
Prefer not to say	16.95%	59
Other (please specify below)	19.54%	68
Total Respondents: 348		