



DUNSTER GP PRACTICE HEALTH SERVICES

**FEEDBACK FROM THE INFORMATION
AND ENGAGEMENT PROCESS**



30 June 2009

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ANNEX 1 The Engagement Document and Covering Letter

DUNSTER GP PRACTICE HEALTH SERVICES

FEEDBACK FROM THE INFORMATION AND ENGAGEMENT PROCESS

1 INTRODUCTION

- 1.1 This document describes the process NHS Somerset has used to seek feedback from Dunster GP Practice patients and the local community about the health services they wish to have to meet their needs, and the outcome of this engagement process. The findings have been used in the selection process for the new GP provider and will be used to influence the services to be offered by the practice in both the short and longer term.
- 1.2 The issue is important because Dunster's existing family doctors are due to retire at the end of September 2009 and a new provider of GP services needs to be appointed. The engagement process took place over six weeks between 27 April 2009 and 8 June 2009.
- 1.3 The engagement process aimed to inform and engage with people living in and around the village of Dunster as well as the patients registered with the Dunster surgery. The engagement document was also distributed to healthcare professionals and other relevant stakeholders in the local area.
- 1.4 Section two outlines the information and engagement process used to seek the feedback on the Dunster GP practice health services.
- 1.5 Section three provides an analysis of who responded and what they said.
- 1.6 Section four gives the information from the drop in event in the Tithe Barn.
- 1.7 Section five describes the themes that have emerged from the feedback.
- 1.8 Section six explains how NHS Somerset will respond to the feedback.
- 1.9 The emerging themes from the information and engagement process will be taken into account when deciding the range of health services to be delivered from Dunster Surgery, both in its current premises and in any future new premises.

2 PURPOSE OF THE INFORMATION AND ENGAGEMENT PROCESS

Aims of the Information and Engagement Process

- 2.1 The Dunster GP practice health services information and engagement process aimed to:
- explain and inform people about the services already provided by the GP practice in Dunster and the vision for the future

- seek the views of patients who are registered with the GP practice and other local residents who are not
- understand why people who have a health problem do not visit a general practitioner (GP)
- seek the views of people to discover if they have a preference of seeing the same GP or nurse at each visit
- establish an understanding about whether people are happy about seeing a male or female GP
- seek the views from people about the time of day they would prefer to be seen and also whether they like to have the practice open on Saturdays as well as during the week
- seek the views from people about other services which could be provided from the GP practice
- provide an opportunity for people to make comments or suggestions about any aspect of the Dunster GP practice health services
- inform the design of the service provision in the Dunster GP practice so it meets the needs and preferences of the population the practice serves

Health Needs Analysis

- 2.2 The Dunster GP practice is situated in a rural area of West Somerset with patients from many of the small outlying hamlets and villages accessing the services provided by the surgery.
- 2.3 The health of the local people is generally better than the national average. However, the proportion of the population diagnosed with diabetes is higher than average, and there is considerable deprivation and inequality amongst West Somerset's dispersed rural population.
- 2.4 Early death rates from heart disease and stroke are lower than average and falling. Early death rates from cancer are similar to rates for England. Levels of physical activity among children and adults are higher than average. However, one in nine of reception age schoolchildren and around a quarter of adults are estimated to be classified as obese. Although the death rate from smoking is lower than average, there are around 70 deaths caused by smoking in West Somerset per year.

Preparation of the Engagement Document

- 2.5 The staff in the Dunster GP practice and the project management team also contributed to informing the content of the engagement document.
- 2.6 The design of the document was developed following good practice guidance and feedback from members of the public about the preferred layout of public facing documents.

Distribution of the Engagement Document

- 2.7 The engagement document was circulated to all the patients of the Dunster GP practice who were identified using the Patient and Practitioner Services database. A covering letter briefly explained the proposals and how people could give their views.
- 2.8 The engagement document was also circulated to key stakeholders in the local area such as the local councillors and relevant voluntary organisations.
- 2.9 In addition, the engagement document was sent to the Minehead and Williton Community Hospitals and Taunton and Somerset NHS Foundation Trust.
- 2.10 The engagement document was also made available on the NHS Somerset website to download.
- 2.11 Copies of the engagement document were left in local shops, Post Offices, Public Houses in the Dunster area, Minehead Library and the Dunster GP practice.

Media Coverage

- 2.12 A press release was issued to the West Somerset Free Press who then published an article on the front page of the paper explaining the proposals and advertising the drop in event at the Tithe Barn on 18 May 2009.

Getting Information

- 2.13 The Programme Manager and the Director of Primary Care Development from NHS Somerset met with representatives of the Dunster and other local parish councils at the Luttrell Arms Hotel in Dunster on 21 May 2009. The purpose of the meeting was to inform them about the Dunster GP Practice procurement, give them feedback on the Drop-in event at Tithe Barn, and ascertain their views on the replacement surgery and future premises.

Analysis of Feedback

2.14 A summary of the feedback from the respondents has been separated into two areas which are:

- feedback from the engagement document and questionnaire
- feedback from the drop-in event at the Tithe Barn

3 INFORMATION AND ENGAGEMENT DOCUMENT FEEDBACK

3.1 There were 928 completed questionnaires from the 2,500 original paper questionnaires that were distributed. This represents a response rate of 37.1%. Completed questionnaires were received from:

- patients who are registered at the Dunster GP practice (by post)
- patients and local residents who left them at local post offices, public houses in the Dunster area, Minehead library and the Dunster Surgery for collection
- colleges who had requested copies of the engagement document

3.2 The feedback from the questionnaire has been analysed to identify what the main trends are in relation to:

- the age, gender and sexual orientation of participants
- the ethnicity of respondents
- the reasons for not seeing their GP within the last two years
- gender preferences – male or female GP
- preferences for seeing the same GP or nurse each time they visit the practice
- the preferred day of the week when patients wished to be seen
- the preferred time of day patients wished to be seen
- which additional services patients would like to see provided from the practice

Question one

3.3 Question one asked: Are you currently registered as a patient with the Dunster GP practice?

- 917 respondents (98.81%) are current patients registered with the Dunster GP practice, eight people (0.86%) were not registered with the practice, and three respondents (0.32%) did not answer the question. These figures reflect the distribution of the engagement document in the Dunster and surrounding areas

Question two

3.4 Question two asked: Are you living with a medical condition which means that you should be seen by your GP regularly?

- 481 respondents (51.83%) stated that they do have a medical condition which means that they should be seen by a GP on a regular basis
- 416 respondents (44.83%) stated that they are not living with a medical health condition which would necessitate them being seen on a regular basis
- 14 of respondents (1.51%) did not know if they were living with a medical health condition and 17 respondents (1.83%) did not answer the question

Question three

3.5 Question three asked: Have you seen your GP in the past two years?

- 790 people (85.13%) stated that they had seen their GP within the past two years
- One respondent (0.11%) said that they had not seen their GP within the past two years, 28 respondents (3.02%) said that they did not know how many times they had seen their GP within the past two years, and 109 people (11.75%) did not answer the question

3.6 The respondents who stated that they had seen their GP within the past two years were then asked how many times. The highest proportion of patients 261 (28.13%) visited their GP between five and nine times within the last two years. Table one shows a breakdown of the results:

Table One: The number of visits to the GP in the last two years

Number of Visits to GP in the last two years	Number of responses	%
0	1	0.11
1 to 2	136	14.66
3 to 4	178	19.18
5 to 9	261	28.13
10 to 15	94	10.13
16 to 19	9	0.97
20 to 25	24	2.59
26 to 29	2	0.22
30 to 35	3	0.32
100	1	0.11
200	1	0.11
Multiple - not specified	81	8.73
Do not know	28	3.02
Not answered	109	11.75
Total	928	100

3.7 Patients were asked if they were able to make an appointment at a convenient time for them. The responses were as follows:

- 801 patients (86.31%) stated that they were able to make an appointment at a convenient time for them
- 17 patients (1.83%) said that they were not able to make an appointment that was convenient for them
- 110 respondents (11.85%) did not answer the question

3.8 Those respondents who have not been seen by their GP in the last two years were asked to select the reason why from a list of options, which consisted of:

- not registered with a practice
- transport difficulties – unable to get to the surgery
- surgery not open at a convenient time
- lack of disabled access
- worried about confidentiality
- difficulty in talking to a GP
- previous unhelpful experience

- find it easier to seek information and advice on the internet
- too busy
- have not needed to see a GP
- difficulty with communications – need an interpreter or sign language

Table Two: The reason for not seeing a GP during the last two years

Reason for not seeing a GP	Number
Not Specified	1
Difficulty in talking to a GP	1
Have not needed to see a GP	51
Previous unhelpful experience	1
Surgery not open at a convenient time	1
transport difficulties - unable to get to the surgery	1
Total	56

Question four

3.9 Question four asked: Would you prefer to be seen by the same doctor or nurse each time you visit the practice? The responses to this question were:

- 789 people (85.02%) who completed the questionnaire stated that they would like to be seen by the same person each time they visit the practice
- 129 people (13.90%) said that they didn't mind if they saw the same doctor or nurse each time they visited the practice
- 6 people (0.65%) stated that they would not like to see the same doctor or nurse each time they visit the practice, and four people (0.43%) did not answer the question

Question five

3.10 Question five asked: Would you like the option of being seen by a male or female GP? The responses were as follows:

- 268 people (28.88%) stated that they would like the option of being able to choose the gender of the GP who saw them

- 633 people (68.21%) stated that they did not have a preference of having the option of being seen by a male or female GP
- 21 people (2.26%) said that they would not like the option of being able to choose the gender of the GP who saw them six people (0.65%) did not answer the question

Question six

3.11 Question six asked: What day of the week would be the most convenient for you to visit your GP? People answering the questionnaire could only select one option of Monday to Friday, Saturday or don't mind. The majority of people stated that they did not have a preference for the day of the week. However, 273 people (29.42%) would like to be seen on a weekday.

Table Three: The day of week people would prefer to be seen

Convenient Day of the Week	Number of people	%
Monday to Friday	273	29.42
Saturday	17	1.83
Don't Mind	607	65.41
Blank	31	3.34
Total	928	100.00

Question seven

3.12 Question seven asked: What time of day would it be most convenient for you to visit your GP? People answering the questionnaire could only select one option from:

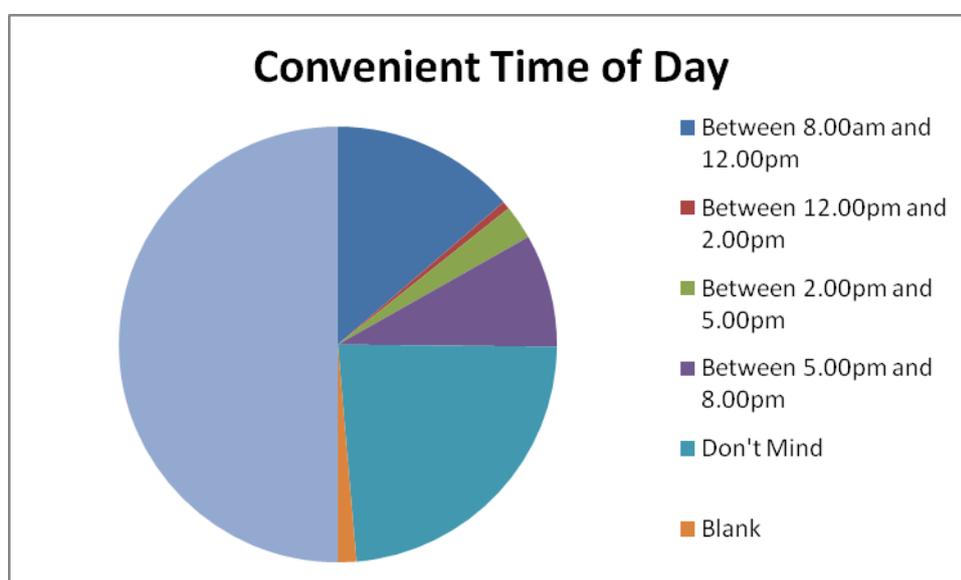
- between 8.00 am and 12.00 pm
- between 12.00 pm and 2.00 pm
- between 2.00 pm and 5.00 pm
- between 5.00 pm and 8.00 pm
- don't mind

3.13 The majority of people 436 (46.98%) did not have a preference as to the time of day that they were seen at the practice, and 253 people (27.26%) stated that they would prefer to be seen in the morning.

Table Four: The time of day that people would prefer to be seen

Convenient Time of Day	Number of people	%
Between 8.00 am and 12.00 pm	253	27.26
Between 12.00 pm and 2.00 pm	11	1.19
Between 2.00 pm and 5.00 pm	47	5.06
Between 5.00 pm and 8.00 pm	156	16.81
Don't Mind	436	46.98
Blank	25	2.69
Total	928	100

Graph One: Breakdown of responses for question 7



Question eight

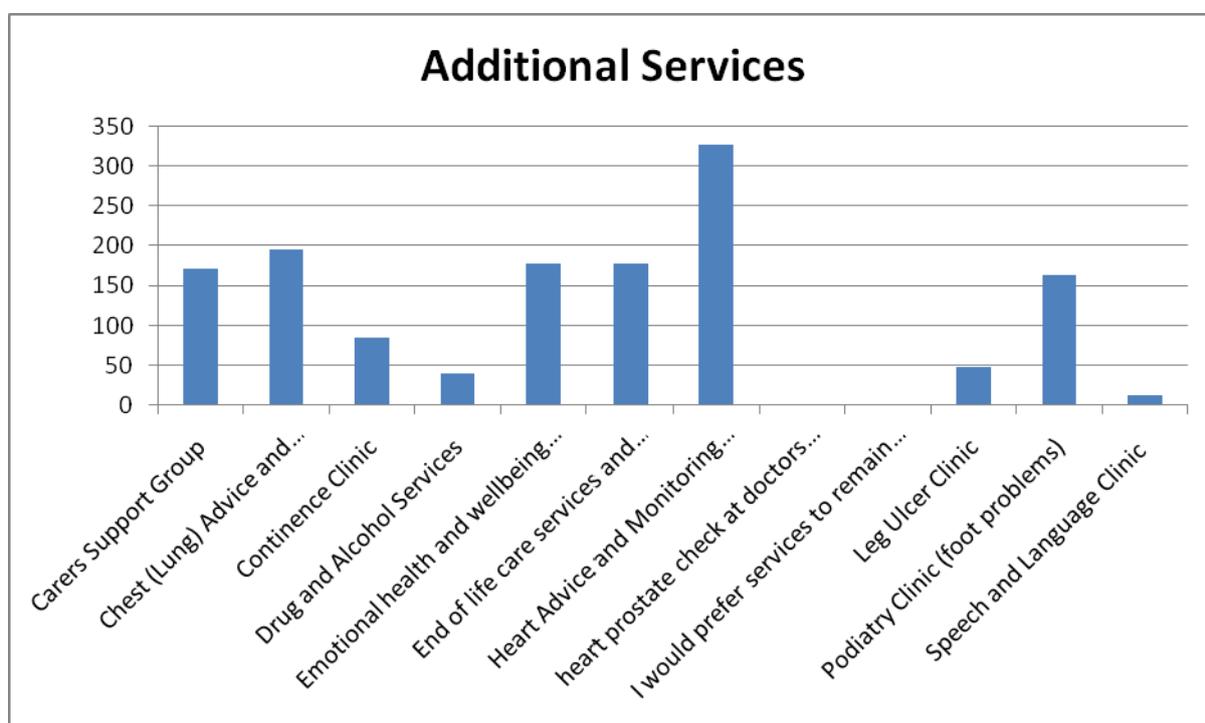
3.14 Question eight asked: What other services would you like to see provided at the practice? Respondents were able to select their top three from a list of services.

Table Five: Additional Services to be provided by the practice

Additional Services to be provided by the practice	Number of responses	%
Heart Advice and Monitoring Clinic	327	23.34
Chest (Lung) Advice and Monitoring Clinic	196	13.99
Emotional health and wellbeing services	178	12.71
End of life care services and support group	178	12.71
Carers Support Group	172	12.28
Podiatry Clinic (foot problems)	164	11.71

Additional Services to be provided by the practice	Number of responses	%
Continence Clinic	85	6.07
Leg Ulcer Clinic	47	3.35
Drug and Alcohol Services	40	2.86
Speech and Language Clinic	12	0.86
Heart prostate check at doctor's discretion.	1	0.07
I would prefer services to remain in the way	1	0.07
Total	1401	100

Graph Two: Breakdown of responses for question 8



3.15 Respondents were asked to specify any other services that they would like to see provided by the practice that were not listed.

Table Six: Additional Services to be provided by the practice

Additional Services	Number
An annual MOT	1
Anti Natal and Post Natal Services	1
Arthritis and Joint Care	3
Asthma Clinic	1
Back/Pain Clinic	1
Breast Care	1
Cancer Care Support Group, monitoring and pre and post operative	6

Additional Services	Number
Car parking	1
Check ups for over 65's	1
Child Development/Ailments	2
Chiropody	1
Chiropractor	1
Counselling Services	1
Diabetes Clinic	5
Drop-in Surgery	4
Ear Care for Hard of Hearing	1
Email communication between the practice and patients	1
Family Planning	1
General Health Advice	10
Gynaecology	1
Health Advice – Diet	7
Homeopathy	1
Long Term Condition Services	1
Minor Surgery	2
More parking facilities for disabled patients	1
Parkinson's Support Group	1
Physiotherapy	1
Prescription/Dispensary Service	8
Prostate and Bowel cancer advice	1
Psychiatric Services and Support	1
Referrals to specialists	1
Regular check ups	2
Stop Smoking Service	1
Thyroid Clinic	1
Well Man Clinic - eg. prostate test	2
Well Woman Clinic	8
Out of Hours Service	1
Total	84

3.16 Other comments noted on the questionnaire included:

- *“Always found it a top class surgery. A hard act to follow”*
- *“Always given time to talk confidently and comfortably about my problems has been appreciated in the current surgery and with the Drs Currie. The atmosphere of respect and time for patient must have prevented patients putting off visits to the Doctor when they might have otherwise. Therefore sometimes promoting early diagnosis/prevention treatment and /or helping patients to start coping with very difficult problems, with confidence in the healthcare that they should receive from our primary trusts”*

- *“As a working man I am very glad of the No appointment service provided. I have always been seen very quickly. The practice could benefit from its own pharmacy”*
- *“As long as we retain a caring doctor with the knowledge like our existing one, then the service will be wonderful”*
- *“Do not want a poly-clinic. Would like the doctor surgery to continue as it is”*
- *“Dr Currie's surgical skills and practice are very highly valued in this community. Continuity of (very) high quality care will be greatly appreciated. That is by no means to say that someone new to the area should be excluded. It might well be a very good idea”*
- *“How many doctors would phone you to ask if you are alright when they know you are going through a rough patch?”*
- *“I have been a patient of the Dunster practice virtually all of my life and would be very sad if the way in which it operates is changed. I agree that it would be more practical to move the surgery to a building which is easier to access. It is reassuring that you can attend the surgery at any given time and be assured of being seen by your own GP”*
- *“I want to see the same doctor every time as I'm 96 and don't want to see different people and have to keep explaining”*
- *“I would not like our Dunster surgery to be run by any of the Minehead practices or in anyway other than existing, ie. Being able to turn up at surgery or make appointment”*
- *“I would prefer not to be joined to another practice”*
- *“If it isn't broken don't try to mend it! We like our service as it is!”*
- *“In Minehead, the receptionist asks questions before reference and doctor phones after several hours to discuss problems - so A & E is the preferred option”*
- *“Keep the same nurse and staff. New doctors to be equivalent in qualifications as our present doctors. Only two doctors please. No more urbanisation”*
- *“No phone diagnosis please”*
- *“Small operations have been effective. Please keep this service. We want to feel we are individuals and not a number”*
- *“Some serious thoughts should be given to building new surgery at Marsh - Dunster. Elderly patients coming from Timberscombe area would find it very difficult. It should be somewhere near the bus route. With safety in mind ideally a weekly surgery in Timberscombe would be like it used to be”*

- *“The present arrangement at Dunster suits us. We would like to see these continued as far as possible. I can see no need for a new building. With Minehead hospital less than a mile away why spend too much money unnecessarily”*
- *“To be seen on the day you are ill, not to have to make an appointment for days in advance”*
- *“Would like to walk in and wait, not have to make appointment”*

About the person completing the questionnaire

- 3.17 Ethnicity Monitoring forms were completed by 830 of the 928 that were collected. This is a response rate of 89.43%. There were six questions about the person who was completing the questionnaire, including their:
- first language
 - ethnic group
 - disability
 - gender
 - sexual orientation
 - age group
- 3.18 532 people (65.10%) who completed the Ethnicity monitoring form stated that their first language is English. 298 respondents (36.90%) did not answer the question.
- 3.19 786 respondents (94.69%) stated their ethnicity as white-British, two respondents (0.24%) were white-Irish and 42 people (5.06%) did not state their ethnicity.
- 3.20 Respondents were asked to state if they consider themselves to have a disability. This is categorised as a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day to day activities.
- 549 people (66.14%) stated that they did not consider themselves as having a disability
 - 170 people (20.48%) stated that they did consider themselves to have a disability
 - 11 people (1.32%) said that they did not know if they had a disability and 12.04% (100) of people did not answer the question
- 3.21 440 people (53.01%) who completed the questionnaire were female. 347 (41.8%) were male and 43 people (5.18%) did not answer the question.
- 3.22 Respondents were asked about their sexual orientation. Table Six below shows a breakdown of the results:

Table Six: Sexual orientation of respondents

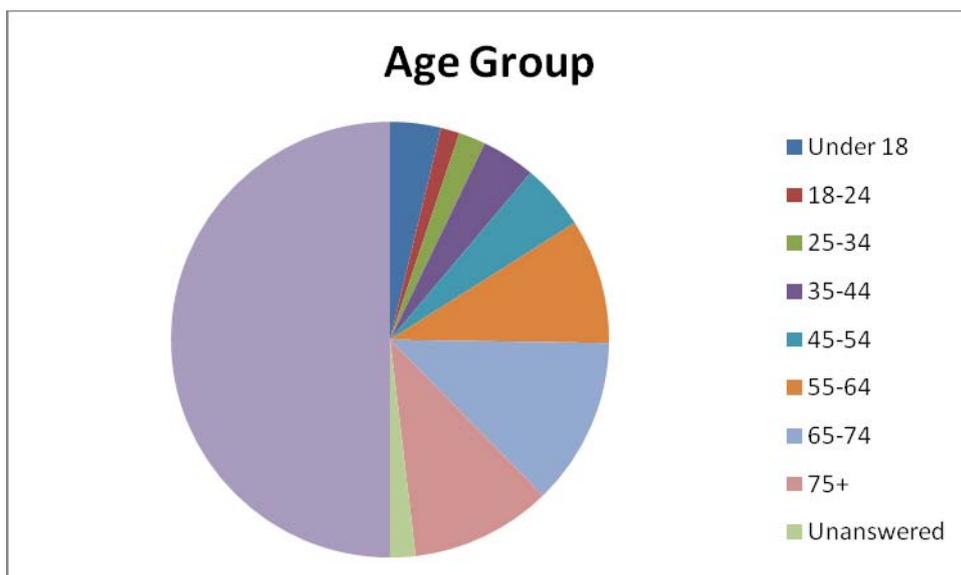
Sexual Orientation	Number of responses	%
Bisexual	2	0.24
Heterosexual	691	83.25
Homosexual	5	0.6
Unanswered	132	15.9
Total	830	100%

3.23 Respondents were asked to select which age group they belong to. Table Seven and Graph Three below shows a breakdown of the results.

Table Seven: Age groups of respondents

Age Group	Number of respondents	%
Under 18	62	7.46
18-24	23	2.77
25-34	33	3.97
35-44	66	7.95
45-54	81	9.75
55-64	154	18.55
65-74	207	24.93
75+	173	20.84
Unanswered	31	3.73
Total	830	100%

Graph Three: Age groups of respondents



4 FEEDBACK FROM THE DROP-IN EVENT

4.1 Feedback was received by 170 people during the drop-in event at the Tithe Barn in Dunster on Monday 18 May 2009 from 9 am to 6 pm.

4.2 The following people from NHS Somerset were available to answer questions during the day:

- Nicola Thorne, Programme Manager
- Margaret Grizzell, Patient and Public Involvement Lead
- Caroline Lynch, Senior Commissioning Manager – attended for the morning session
- David Ward, Senior Commissioning Manager – attended for the afternoon

4.3 Patients gave feedback on the services that they would like see retained at the practice after the current GPs retire. Comments included:

- *“Would like a single handed practice for continuity of care”*
- *“The open appointment system, seeing the same doctor who knows my history and the surgery staff keep everything confidential”*
- *“We want a small amount of GPs in the practice so we get to know them, to see a GP any day that one wants and the time to talk during the consultation”*
- *“We want the same service that we have got now, it is vital that we see the same doctor. We have a good locum who is always the same”*
- *“This is a good practice. The GP is very knowledgeable and experienced and has a good relationship with their patients. He comes out to see me if I can’t come in and he checks on me regularly and helps me to keep well. He encourages me to talk”*
- *“He provides a good minor surgery service and is very knowledgeable about skin cancer. We would like to see the same type of care and perhaps someone who has an expertise in geriatrics“*
- *“I like the option of seeing a male or female doctor“*

4.4 Patients gave feedback on the services that they would like see improved retained at the practice. Comments included:

- *“Need more car parking spaces”*
- *“A bus stop at the surgery”*

- *“I can’t get to the new practice until the access road is done. How are patients going to get to the surgery at Higher Marsh?”*
- *“The new surgery must have parking and wheelchair access”*

4.5 Patients gave feedback on the services that they would **not** like to see at the practice. Comments included:

- *“Diagnosis at reception”*
- *“Don’t want to have make appointments”*
- *“I don’t want the surgery to be run by another practice”*
- *“Don’t like to have lots of different doctors”*
- *“I would not like a big surgery”*
- *“I don’t want to be a satellite of Minehead or be a nurse run surgery. I don’t want to speak to someone else before seeing Doctor. I don’t want diagnosis on the phone like Minehead”*
- *“Worried about being used as an investment by someone from outside. Don’t want the receptionists act as a barrier and diagnosing on the phone or giving out fix without patient being seen”*
- *“Bigger practices are less efficient - difficult to get appointment (three days or more)”*
- *“Don’t like to have consultation on the phone or a large clinic where it is difficult to get past the reception and won’t see the same doctor”*

4.6 Patients were also asked if they would like to help set up a Patient Participation Group in the Dunster GP practice. Names of interested patients were collected to be contacted in the near future to help in this process.

5 EMERGING THEMES

5.1 The local community has shown a great deal of interest in the existing Dunster GP health services and in the proposals for the future plans for the practice. The drop-in event in the Tithe Barn was very popular and people were very keen to give their views on the proposals. Everyone who responded to the questionnaire and all the people who came to give their views at the Tithe Barn were very appreciative of all the services provided by Dr Currie and his staff at the Dunster Surgery. They all stated that he would be “a hard act to follow” and will be very sorely missed by the patients. The emerging themes from the Engagement Document for the new Dunster GP Practice Health Services are:

- people would like the practice to remain as a rural practice with a small number of GPs giving a personal service
- patients did not want the GP practice to become a satellite of a Minehead practice because:
 - * they were concerned that it might lead to a reduced service being offered locally and even closure in the longer term
 - * they were also concerned about what this might mean for continuity of care and changes in the way access to GP appointments is managed
- patients would like the practice to continue to offer a dispensing service
- the local community is sad to see the current GPs leaving the practice, and are very happy with the service they have received for many years
- the majority of people would like clinics to be available Monday to Friday
- patients would like to see the existing drop-in style clinic available, where consultations with their GP do not seem rushed
- access has been raised as an issue with improved parking facilities, access for wheelchair users and bus routes being important to patients.
- the largest group of people who completed the questionnaire and monitoring form are aged between 65 and 74 years old

6 RESPONSE TO FINDINGS

- 6.1 Feedback of the engagement process has been compiled by the Patient and Public Involvement Lead and the Patient Experience Team. The analysis has been checked by the Programme Manager and Director of Primary Care Development to ensure the report reflected the feedback given.
- 6.2 The initial findings from the engagement process were presented to the Dunster GP Practice Bidders on 20 May 2009 at an information event, discussed with local parish councillors on 21 May 2009 and with the NHS Somerset Chief Executive.
- 6.3 The key themes emerging from the engagement process were sent to shortlisted applicants and provided to the interview panel. They were also incorporated into the questions that were asked of all applicants at the interview.

- 6.3 The key themes from the feedback report will be incorporated into the final version of the Commissioning Plan for the Dunster GP Practice and taken to NHS Somerset Trust Board meeting on 15 July 2009. A copy of the full report will be posted onto the NHS Somerset website and a summary sent to the West Somerset Free Press.
- 6.4 A letter containing the findings of the feedback report and where to access the full report will be sent to all the respondents who requested this information.

Have Your Say

DUNSTER GP PRACTICE HEALTH SERVICES

A new GP practice is being contracted to run the Dunster Surgery and we need your help to ensure we provide the right services



Engagement document

Your feedback will be used to inform decisions on the health services to be provided to the local community by the Dunster GP Practice

Introduction

People living around the West Somerset village of Dunster are being asked for their views about the sort of health services they would like to see delivered from their local GP surgery in the future.

The issue is important because Dunster's existing family doctors are due to retire later this year and new GP services need to be developed.

By completing the questionnaire on page five and returning it to us you will be helping yourself and the NHS shape the future of family doctor services in Dunster and its surrounding villages.

Your questionnaire and any other views you may have should be returned to NHS Somerset no later than Monday 8 June 2009.

The Surgery at Number 3 Park Street Dunster is a rural dispensing practice. It provides the standard GP services as well as:

- Contraceptive and maternity services
- Child Health Surveillance clinic
- Childhood Immunisation clinics

In addition to these services the practice nurse can provide the following services:

- Asthma reviews
- Diabetic reviews
- Dietary advice
- Travel advice and immunisations
- Well Person Health Checks

Vision

NHS Somerset is committed to achieving the very best possible delivery of health care and improved health outcomes for the population of Somerset and aims to be recognised locally and nationally as being innovative and successful in improving healthcare.

In NHS Somerset we want resources to be used to the best effect to help people live healthier and longer lives. This means giving you care that:

- is personalised
- is of a high quality
- is responsive to your needs
- suits your lifestyle
- recognises early risk factors to prevent the development of medical conditions

Aims for the Dunster GP Practice

NHS Somerset is committed to maintaining a GP Practice in Dunster which aims to:

- offer a personalised service providing continuity of care with the same GP or nurse
- ensure the quality of care provided is of a very high standard
- enable easy access to services, such as:
 - * additional surgeries in the evenings and/or Saturdays
 - * same day appointments
- continue to offer services that are designed to meet patients' needs, and where appropriate work with other local GP practices and health providers to deliver such services
- undertake healthcare services in primary care premises that are modern, fit for purpose and reflect patient needs and therefore care is provided in a safe, clean environment that supports health and well being for users

To this end NHS Somerset has allocated funding for new GP premises in Dunster and it is planned the new surgery, which will include disabled access, will be open in 2013.

What is your view?

It is important that we have your views to ensure that we provide the right services in the new Dunster practice.

Please spare a few minutes to complete questionnaire on the next page. The information we receive and resulting action taken by NHS Somerset could help you, your family and friends.

An electronic version of this document can be found on our Trust website at www.somerset.nhs.uk/Dunster

The engagement process will continue for a minimum of six weeks and replies to the questionnaire must be returned by Monday 8 June 2009.

Please forward your replies and comments to:

Freepost RRKL-XKSC-ACSG
David Slack
Director of Primary Care Development
Somerset Primary Care Trust
Wynford House
Lufton Way
Yeovil
Somerset BA22 8HR

or email: Dunster@somerset.nhs.uk

Telephone: 01935 384025

You can also drop your completed questionnaire into the Dunster Post Office.

If you would like to talk to someone about our proposals you can come and visit us at the Tithe Barn, Dunster on Monday 18 May 2009 where there will be a drop in session from 9.00 am until 6.00 pm.

The following people from NHS Somerset will be available all day to answer any questions you may have:

- Nicola Thorne, Programme Manager
- Margaret Grizzell, Patient and Public Involvement Lead
- An NHS Commissioning Manager will also be available to talk to attendees

Dunster area local health services Questionnaire

Please tick one box for each question unless stated

1. Are you currently registered as a patient with the Dunster GP Practice?
 Yes No

2. Are you living with a medical health condition which means you should be seen by your GP regularly?
 Yes No Don't know

3. Have you seen a GP in the past two years?
 Yes No

If your answer to question 3 is yes:

How many times have you visited your GP? _____

Were you able to make your appointment at a convenient time to you?

Yes No

If you have not seen a GP in the last two years please state the reasons why
[Tick all that apply]

- Not registered with a practice
- Transport difficulties – unable to get to the surgery
- Surgery not open at a convenient time
- Lack of disabled access
- Worried about confidentiality
- Difficulty in talking to a GP
- Previous unhelpful experience
- Find it easier to seek information and advice on the internet
- Too busy
- Have not needed to see a GP
- Difficulty with communications – need an interpreter or sign language

4. Would you prefer to see the same GP or nurse each time you visit?
 Yes No Don't mind

5. Would you like the option to be seen by a male or female GP?
 Yes No Don't mind

6. Which day of the week would be the most convenient for you to visit your GP?

- Monday to Friday
- Saturday
- Don't mind

7. What time of day would it be most convenient for you to visit your GP?

- Between 8.00 am and 12.00 pm
- Between 12.00 pm and 2.00 pm
- Between 2.00 pm and 5.00 pm
- Between 5.00 pm and 8.00 pm
- Don't mind

8. What other services would you like to see provided? [Please tick your top three]:

- Carers Support Group
- Chest (Lung) Advice and Monitoring Clinic
- Continence Clinic
- Drug and Alcohol Services
- Emotional health and well being services
- End of Life care services and support group
- Heart Advice and Monitoring Clinic
- Leg Ulcer Clinic
- Podiatry Clinic (foot problems)
- Speech and Language Clinic

Other, please specify _____

9. Any other comments

Your response to this questionnaire is anonymous unless you choose to give us your name and address.

- Please indicate if you would like to receive a copy of the final engagement report and put in your name and address below

Name: _____

Address: _____

Thank you for taking the time to give us your feedback. Your views and comments are really important and will help us ensure that the services provided by Dunster Surgery will be the most beneficial to the local community.

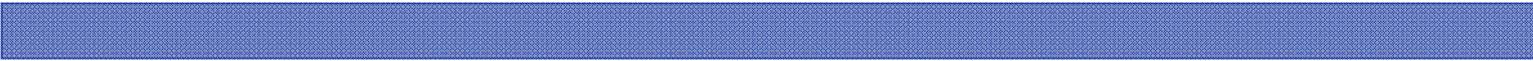
Equality and Diversity Monitoring Form

NHS Somerset is committed to providing equal access to healthcare services to all members of the community. To help us achieve this, the information we can gather from your answers to the following questions will help us improve the delivery of local health care as well as identify any groups of people who are not accessing our services.

Responding to these questions is entirely voluntary

What is your first language?			
Please tell us your ethnic group		Choose ONE section from A to F.	
A	White	<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background, please write in	
B	Dual-Heritage	<input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Other Dual-Heritage background, please write in	
C	Asian or Asian British	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Any other Asian background, please write in	
D	Black or Black British	<input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Any other Black background, please write in	
E	Chinese or other ethnic group not stated above	<input type="checkbox"/> Chinese <input type="checkbox"/> Any other background, please write in	
F	Prefer not to state	<input type="checkbox"/>	
Do you consider that you have a disability?			
(This means a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.)			
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know <input type="checkbox"/> Prefer not to state			
What is your gender?			
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to state			
What is your sexual orientation?			
<input type="checkbox"/> Heterosexual (opposite sex) <input type="checkbox"/> Bisexual <input type="checkbox"/> Homosexual (same sex) <input type="checkbox"/> Prefer not to state			
What age group do you belong to?			
<input type="checkbox"/> Under 18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65-74 <input type="checkbox"/> Over 75 <input type="checkbox"/> Prefer not to state			

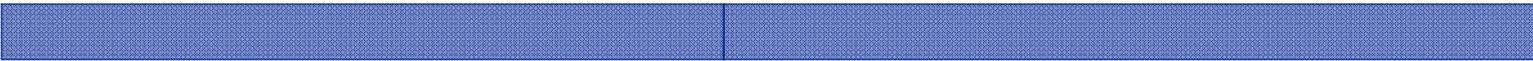
Thank you for your time



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BA22 8HR

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Fax: 01935 384079

www.somerset.nhs.uk



27 April 2009



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headquarters@somerset.nhs.uk

Dear Patient of Dunster Surgery,

Improving your local GP services

Further to Dr Michael and Dr Anne Currie's letter informing you of their retirement at the end of September 2009, NHS Somerset would like to update you on the proposed steps being taken to ensure you have a new provider of GP services available for you and your family.

What's your view?

If you live in or around the West Somerset village of Dunster we would like to know your views about the type of health services you value and that you would like to see delivered in the future from a local GP surgery.

With this letter you will find a questionnaire and information explaining some proposals about how local GP services might be provided. By completing the confidential questionnaire and returning it to the freepost address below (no stamp required) you will be helping us to plan and commission better GP services for you and the community.

Freepost RRKL-XKSC-ACSG
David Slack
Director of Primary Care Development
Somerset Primary Care Trust
Wynford House
Lufton Way
Yeovil BA22 8HR

Or email us at Dunster@somerset.nhs.uk. You can also contact us by phone on **01935 384025**.

The closing date for feedback is Monday 8 June 2009.

Come and talk to us

If you would like to talk to someone about the proposals you can visit us at the **Tithe Barn, Dunster on Monday 18 May 2009 between 9.00 am and 6.00 pm.**



Chairman: Jane Barrie OBE Chief Executive: Ian Tipney
www.somerset.nhs.uk



What will happen to my comments and suggestions?

The results from this questionnaire survey will be considered by NHS Somerset. The results will be made anonymous and published in a letter to patients. Summarised information will also be published on the NHS Somerset website www.somerset.nhs.uk/Dunster by the end of June 2009.

If you would like additional copies of the engagement document or you would like copies in other languages, large print or in other formats, please telephone **01935 385020** or email Dunster@somerset.nhs.uk.

Next steps

NHS Somerset will soon be advertising for a new provider of GP services for Dunster. We have already had expressions of interest to supply the health services from local GP Practices in the area.

Two patient representatives from the Dunster GP Surgery will also be having their say on the selection of a new GP service provider.

We expect to appoint the new GP service provider by the end of June 2009. This will allow sufficient time for Dr Currie to hand over to the new doctors. A new GP practice is being contracted to run the surgery in Dunster from 1 October 2009.

Results of the survey will be discussed with the new GP Provider and plans put in place to effect the recommendations made by NHS Somerset.

And finally ...

If you have any queries regarding anything in this letter please contact us at the freepost address provided or by phone or email.

Thank you for taking the time to give us your views.

Yours faithfully

David Slack
Director of Primary Care Development