

# **Longton Grove and New Court Joint Surgeries Development Project**



## **Patient and Public Involvement Feedback Report July 2011**



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## Executive Summary:

This report outlines the involvement, engagement and communication process for the Surgeries Development Project which commenced on 1 June 2011. The report also summarises the feedback received up to 31 July 2011.

The involvement and engagement process will continue for the duration of the project from 1 June 2011 until termination or completion in line with Section 242 (1B) of the NHS Act 2006.

Section 244 of the NHS Act 2006 requires that any new development or service redesign needs to be put before the relevant Health Overview and Scrutiny Panel for a decision about whether or not to undertake a full formal public consultation. The service model for this proposal was consulted upon during the 2005/06 Shaping our Future Consultation the North Somerset element of the wider Bristol Health Services Plan. This particular proposal was presented to the Health Overview Scrutiny Panel in October 2009 and as an update report in July 2011.

For the ongoing involvement in line with Section 242(1b), a variety of methods have been used to elicit patient and public views about the proposal. Methods have included a targeted publicity campaign, a patient survey, two open meetings and liaison with local voluntary and community group stakeholders.

Feedback gathered from each of these methods is summarised in the report and shows that there is, overall, overwhelming support for the proposal.

In particular, people would welcome:

- more space for patient, doctors and other staff
- better parking and facilities
- improved services and waiting areas
- Improved disability and parent and child friendly access and;
- a more easily accessible appointments system.

Some concern has also been raised from a minority of registered patients. Concern focuses on three main areas.

These are:

- Potential disadvantage to people who can walk to their own surgery now (Longton Grove or New Court) but might not be able to walk the extra distance (0.9 of a mile) to the proposed new site. It was

acknowledged however, that registered patients closer to the proposed new site would be potentially advantaged in this same respect.

- Loss of central Weston–super-Mare Primary Care facilities to a location that is a further mile away. It was suggested that this might have a negative impact on patients living within the areas of known deprivation in Weston-super-Mare (mainly central and west electoral wards).
- Concern that the two Surgeries were proposing to merge. Patients valued the individual services they received from their own Practice and wished that the culture, doctors and support staff of each practice would remain unchanged.

The feedback from the open meetings on the 22 and 29 June reflected and deepened the findings from the Patient Survey.

If the Surgeries Development Project progresses a Patient, Carer and User Reference Group will be set up to advise the project from a lay and user perspective.

Independently of the project each Surgery has expressed their interest in setting up Patient Participation Groups.

# **1 Introduction**

## **1.1 Background**

Both preceding, and following on from, the Shaping our Future Public Consultation in 2005/06 which supported development of improved Primary Care Services in Weston–super-Mare, Longton Grove Surgery and New Court Surgery have been seeking alternative and improved premises for about 7 years. Both Surgeries have sought joint and single venture solutions to the problems that their existing premises have presented since 2003.

Much time and some considerable amounts of money have been spent to find a permanent solution for both Surgeries. However, all of the sites considered, up until recently, have had various barriers that prevented any of these potential projects from coming to a satisfactory conclusion.

This is the first time, in the last seven years, that there has been a potentially viable opportunity for development and improvement which would offer a sustainable solution. The overall aim is to provide patients with high quality primary care services fit for the 21<sup>st</sup> Century.

## **1.2 The Role of NHS North Somerset**

NHS North Somerset, the Primary Care Trust has a duty to ensure that all residents of North Somerset have access to high quality Primary Care services. The central area of Weston–super-Mare has been identified as a priority area for development. The catchment area for both of the Surgeries draws from populations with some of the most deprived and socio-economically disadvantaged communities within North Somerset and within the country at large.

## **1.3 NHS North Somerset – Duty to Involve Patients and the Public**

NHS North Somerset has a legal duty – Section 242 of the NHS Act 2001 – to ensure that patients of the Surgeries have been involved in decision making processes that will result in a change to the way that they receive their NHS services.

This is the case whether the proposed change has an overall benefit to patients (a positive impact); whether it may be ‘neutral’ (no obvious or significant impact); or whether it may disadvantage patients (a negative

impact). Examples, of a 'disadvantageous change' might be the complete withdrawal of an NHS service or treatment.

In order to establish whether a development proposal, such as this, will have an overall patient, carer and user benefit, or disbenefit, a series of assessment processes are undertaken by NHS North Somerset. The assessment processes include:

- A Service Change Impact Assessment, which is then presented to the North Somerset Health Overview Scrutiny Panel (HOSP) by NHS North Somerset for their Panel decision concerning any 'significant or substantial' variation in how NHS Services are provided to patients, carers and other users.
- An Equality Impact Assessment, which views the development proposal from the perspective of each of the nine protected characteristics, outlined within the Equality Act 2010. This is to identify any groups of people who may be disadvantaged from an Equality perspective.

NHS North Somerset also has further duty to ensure that any NHS Providers leading the development proposal, in this case for the proposed re-location of both surgeries to a new single site, have both planned, and are undertaking patient and public involvement activities throughout the duration of the development project.

## **2 The Patient and Public Involvement and Communication Plan**

The key objective of the Patient and Public Involvement and Communication Plan is to inform both registered patients and the wider local public of the development proposal using methods that are proportional to the scale of the development, and that are cost effective.

A further objective is to ensure that people who are often disadvantaged by society, and are seldom heard from, have opportunities to be both informed and heard. However, to ensure cost effectiveness, and taking care not to divert core funding away from direct patient care, the legal duty also states that any such involvement activity should be 'proportionate' to the scale of any development proposals.

NHS North Somerset has further duty to ensure that any NHS Providers leading the proposal for change have both planned, and are undertaking involvement activities throughout the duration of the change or development.

A Patient and Public Involvement and Communication 'working plan' was designed by NHS North Somerset, together with the Doctors and Practice Managers from the two Surgeries. The plan had to take into account the time frame and critical milestones for the development proposal project, the cost to the taxpayer for involvement activity and the effectiveness of the plan in terms of it delivering key information to as many of the registered patients of the two surgeries as possible within the given constraints.

The Working Plan can be found in appendix 1

## **2.1 Profile – Longton Grove Practice**

The Practice Population (registered patients) for Longton Grove is 6173. The registered patient population is currently dispersed across Central, East and West Electoral Wards of Weston-super-Mare.

The Surgery has 4 doctors and a team of 4 other health professionals i.e. nurses, and 10 administrative support workers.

The estate comprises – a semi-detached, converted and extended Victorian house with no space for further expansion and no patient parking. The premises are solely owned by a retired senior partner. There is also a leased surgery facility attached to Locking Village Hall.

## **2.2 Profile – New Court Practice**

The Practice Population (registered patients) for New Court Surgery is 10,200. The registered patient population is currently dispersed across Central, East and West Electoral Wards of Weston-super-Mare.

The Surgery has 5 doctors and a team of 6 other health professionals i.e. 4 nurses and 2 Healthcare Assistants and 16 administrative support workers.

The estate comprises – Surgery at 39 Boulevard, Weston super Mare, BS23 1PF, a Victorian detached house owned by 2 of the current partners, with no space to extend and no patient parking.

See Appendix 3 for a map of the Practice Populations

### **3 Involvement Activity Methods:**

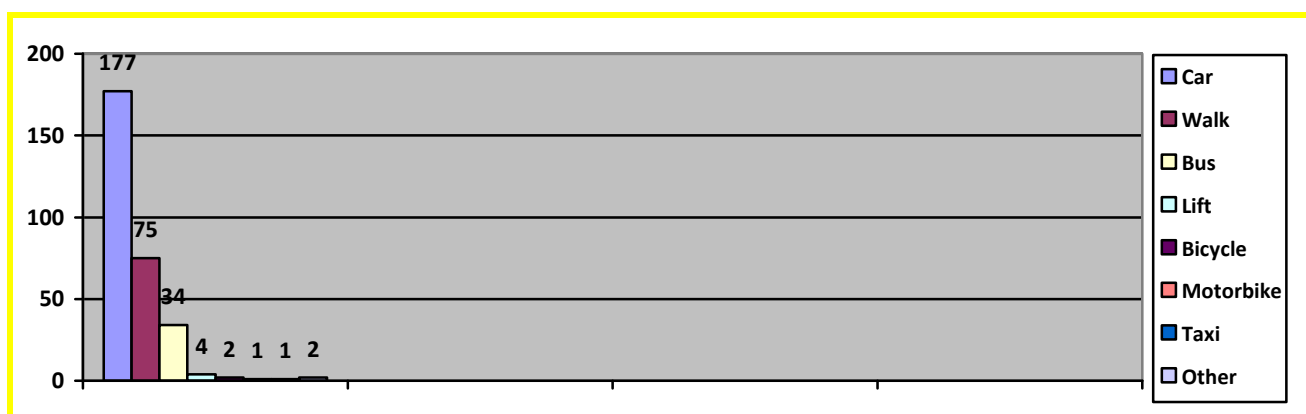
- A letter, a survey and a diversity questionnaire was sent to all registered patients who had not attended the surgery for a year or more.
- Posters and an information leaflet in Surgery Waiting Rooms
- Diversity Monitoring Form
- Patient Survey Questionnaire
- Information on Repeat Prescriptions
- Patient leaflet, survey and diversity questionnaire on each surgery website
- Posters in Pharmacies
- Posters, survey and diversity questionnaires and information leaflets made available at the Somerset Racial Equality Council (SREC) office Wadham St Weston Super-Mare, from the 6 June 2011

The Patient Survey period started on 1 June 2011, with a closing date of 31 July 2011. The questionnaire used for the survey can be found in appendix 4

### **4 Responses from the Patient Survey – Longton Grove Surgery:**

- Total number of returns =296
- 78 Locking patients returned questionnaires (26% of the returns), 218 Longton Grove patients returned questionnaires (74% of the returns).
- 118 (40%) said the main benefit is better parking 37 (12.5%) said the main benefits are improved/new facilities
- Therefore 52.5% of the returns provided positive feedback primarily about better parking and new/improved facilities

## 4.1 Main mode of travel to Longton Grove Surgery:



See appendices 4 – 8 for further information.

53 returns commented with concerns, of these....:

- 33 (11% of the total returns) feel the potential new site is too far or too difficult to get to compared with 6 Longton Grove Road.
- 6 of the 33 patients who feel the site is too difficult to get to, do however, support the development and see benefits .
- 20 are worried that the practice will either become too big, or that the culture of the practice will change, although these same 20 people are also all in favour of the proposal.
- 36 patients wish to be involved in both the development project and the long term Patient Participation Group.
- 7 patients wish to be involved in the Development Project Reference Group only.
- 11 patients wish to be involved in the long term Patient Partnership Group only.

## 4.2 Summary of Patient Survey Themes – Longton Grove Surgery:

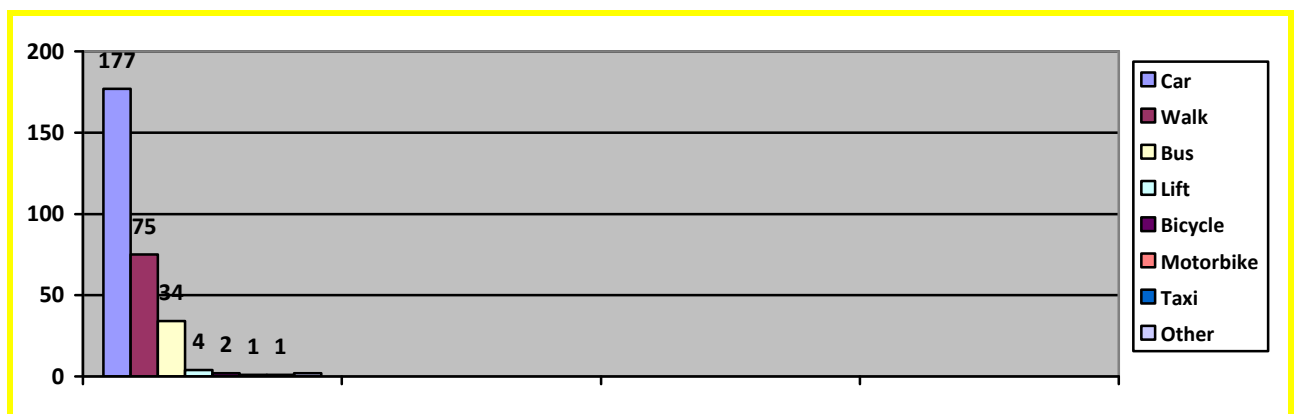
- Recognised need for better parking
- Recognised need for better facilities, especially for waiting areas
- Concerned that the Practice will not change its size/doctors/culture and don't want a merger with New Court
- Request that there must be a lift in any new development

- Request that there will be a pharmacy in any new development
- Concerned that the money will be well spent and won't come from clinical care funds
- A general concern for people who may become disadvantaged by a relocation to a different site.
- Concerned that parking on a new site will be adequate for the combined number of patients, after taking account of staff parking

## 5 Responses from the Patient Survey – New Court Surgery:

- Total number of returns = 118
- 40(47.2%) said the main benefit is better parking 14 (16.52%) said the main benefits are improved/new facilities.
- Therefore 63.72% of the returns provided positive feedback primarily about better parking and new/improved facilities

### 5.1 Main mode of travel to New Court Surgery:



See Appendices 4 to 8 for further information.

16 returns commented with concerns, of these....:

- 10 (11.8% of the total returns) feel the new site is too far or too difficult to get too compared with current position on the Boulevard.
- 6 of the 10 patients who feel the potential new site is too difficult to get to, do however, support the development and see the potential benefits

Of the remaining 6 people's returns the concerns raised were:

- A query, if this was really about an increase in profits for doctors.
- A concern about the time it would take to implement the change (which was perceived as very positive).
- A concern that there might be parking charges.

- Two concerns that relocating would disadvantage socially deprived people; and one concern was unspecified.
- 11 patients wish to be involved in both the development project and the long term Patient Participation Group.
- 3 patients wish to be involved in the Development Project Reference Group only.
- 8 patients wish to be involved in the long term Patient Partnership Group only.

## **5.2 Summary of Patient Survey Themes:**

- Recognised need for better parking
- Recognised need for better facilities
- Service received at present is excellent
- Concerned that the Practice will not change its size/doctors/culture and don't want a merger with Longton Grove Surgery
- Concern that new site is out of central Weston
- Request that there will be a pharmacy in any new development
- Concerned that doctors are just increasing their profits
- A general concern for people who may become disadvantaged by any relocation

## 6 Diversity Monitoring Information

### Method:

In line with the Equality Act 2010 a separate monitoring form was provided for participants to record equality characteristics.

Longton Grove Surgery

Of the 296 returns received 261 people completed a Diversity Questionnaire.

New Court Surgery

Of the 118 returns received 101 people completed a Diversity Questionnaire.

Protected Characteristic	Longton Grove (261 returns)	New Court (101 returns)
<b>Gender</b>		
Female	127	52
Male	124	44
Transgender	4	-
Not Disclosed	6	5
<b>Ethnicity</b>		
White British	249	99
Indian	-	1
Irish	1	1
Chinese	1	-
Asian Other	1	-
Black Other	3	-
White Other	2	-
Not disclosed	4	-
<b>Sexuality</b>		
Heterosexual	196	84
Not disclosed	57	15
Bisexual	5	2
Lesbian	1	-
Gay	2	-
<b>Religion</b>		
Christian	137	71
Islam	1	1
Hinduism	3	1
Atheism	20	9
Buddhism	-	2
Other	11	3
Not disclosed	89	14
<b>Occupational Status</b>		

<b>Protected Characteristic</b>	<b>Longton Grove (261 returns)</b>	<b>New Court (101 returns)</b>
Work Fulltime	30	22
Work Part time	21	8
Retired	41	54
Not working	24	9
Not disclosed	145	8
<b>Parent</b>		
Yes	135	46
No	54	40
Not disclosed	92	15
<b>Disability</b>		
Yes	47	23
No	134	69
Not disclosed	80	9
<b>Accommodation</b>		
Home owner	84	44
Tenant	25	13
Not disclosed	152	44

## 7 The Open Patient and Public Meetings

Two meetings were held at the United Reform Church Hall in Weston-super-Mare to both inform and facilitate patient, carer and public involvement at the earliest stage of the Surgeries Development Project.

The publicity material encouraged patients and interested others to book one of the evenings.

17 People attended on the 22 June 2011 and;

23 people attended on the 29 June 2011.

The participants positively evaluated both of the sessions, with one member of the group making a 'thank you' speech on behalf of the other attendees.

The following sections are summaries of the discussion and debate, that took place and was recorded onto to flip charts, and feedback forms. Feedback from each meeting is summarised in turn here.

## 8 Feedback – Open Meeting 22 June 2011

### 8.1 Longton Grove Surgery - Flip Chart:

- [We] understood the presentation from NHS North Somerset.
- Used to have Dispensaries.
- Moving into the 21<sup>st</sup> Century – want to see more modern technology.
- Older people can use modern technology – e.g. email!
- Want to keep the doctors – all of the best bits – all have a duty of calls, willing to help.
- Top services it's the people not the building that makes the Practice what it is.
- Will there be a geographical area? Do not reward patients who were only new patients in designated area.
- Need for a lift, large enough for a wheelchair, trolley or stretcher (18 people capacity).
- Not had letter to all patients?
- Putting notices on prescriptions.
- On websites
- In reception
- Invitation to patients who have not visited the surgery within the last year.
- Physical location of surgery and facilities that could be offered.
- Like a cottage hospital
- Pharmacy
- Patients – Excellent
- Travel ok if get prescriptions at same time.
- Referral to exercise programmes.
- A Patient Participation Group [for the future] and a Patient Reference Group for the development.
- Bus routes? Info'? To surgery...
- Electronic prescription services in pilot at the moment.
- In house pharmacy will be run by?
- Choice of which pharmacy...
- Can't believe it! Sounds like we are in clover!!
- A clinic for podiatry please.
- Patient group would be wonderful.

- 2 year project – keeping website updated – copies of surgery news on reception.
- Will there be a Project Champion?
- Patient group involved in the building project and a longer term group.
- How much time involved?
- Electronic and hard copies of progress information.
- Present leader – needs to know that money is being spent wisely.

## 8.2 New Court Surgery - Flip Chart:

- Lots of elderly people have moved out of the area – so will need transport wherever the Surgeries are located.
- Some bus routes along the Boulevard have been closed.
- Electric wheelchairs – will have further to travel – can't use buses – and taxis are expensive.
- How long will the development take? (**Answer** at least 18 months).
- What is it going to be called?
- “It's a good idea – we have got used to having a modern surgery [patients who had moved from the Southmead area of Bristol] and it's fantastic. With respect your premises are dreadful by comparison”.
- Can we lose the proposed premises? (**Answer** – yes nothing is definite and no decisions have been made).
- What is the process – for planning – what involvement from the Local Council?
- Does it need planning permission?
- Can the appointments system be improved if the practice moves to the new site?
- Will there be a new 'phone system?
- Will there be new staff – how many, and what roles?
- How will the [co-located] surgeries be financed? (**Answer** – 60/40 for all between the surgeries).
- What do you do if people say 'I'm not going to go if it's further away'?
- Volunteer driver scheme – a possibility?
- Concern around warfarin clinics – (**Answer** - there will be a community service for this with new testing equipment that community nurses can use in the patients home).
- Will there be Internet appointments?
- Having an on-site pharmacy would be a real benefit – it would save extra journeys.

- The development would be more attractive to new doctors from out of area. Doctors may perceive Weston as being a place of elderly people and people who misuse substances – this may put them off moving here.

### 8.3 Key points for feedback to the whole group:

- Bringing in Specialists would be very beneficial for patients.
- An on-site Pharmacy would be very desirable for patients.
- Easier disability access would be a huge improvement.
- There is a potential disadvantage to people mostly from the West and North of Weston who can presently walk to the Surgeries.
- An improved appointment system would be a key priority.

### 8.4 Anonymous Feedback- Comment-Box:

***Your views on the proposals and options that have been presented plus any other comments which you would like to put forward...***

1a) Is there any scope for shared services between the two surgeries to benefit annual budgets and long term sustainability?

1b) Great opportunity; go for it!

2) Good idea should be processed as soon as possible

3) More use of the Internet – web based solutions email use etc.

## 9 Feedback from the Open Meeting – 29 June 2011

### 9.1 Longton Grove Surgery –Flip Chart

- Fantastic idea – much needed but [already] disadvantaged people left with no doctor in the town centre. Deprived areas of Weston worst affected.
- Don't want to walk along Locking Road ...dirty and dangerous...will the doctors come out?
- Local Transport schemes – Dial-a Ride
- Immediate problem (space etc.) – [the new building] pretty 'future proof'.
- Catchment area – can't please everyone! Spread of patients.
- Approximately 1 mile further for some.
- Current parking very difficult.
- Don't want it to turn into a 'Super Surgery'.
- Not going to increase list by lots ... 10's to a few 100's.
- [its] The best Doctors Surgery [I] have been at – doctors and staff.
- Vending machines – water-cooler – yes –
- Don't move!!!
- Do move!!!

### 9.2 New Court Surgery - Flip Chart:

- Excellent idea – present surgery is very difficult environment (x2)
- Brilliant for morale – patients and staff
- It would be like Buckingham palace compared with the present surgeries and all of the other options that have been considered over the years.
- Q1) who will own the building?  
A – The doctors will decide the finer detail of who would own what.
- We have the best surgery in Weston and its getting better [with this development] – I have been with the practice all of my life.
- Improved facilities for doctors will improve the care for patients.

- Q2) Would there be transport for people who can walk to the surgery now, but who would not be able to at the new site? A – Nothing is planned, however some Patient Participation Groups have started volunteer transport schemes and this might be something to consider in the future if the development goes ahead.
- A disadvantage for the people who won't be able to walk if the development goes ahead, would be an advantage for people who would be able to walk to the new site. It's a balance.
- Q3) Are there any [anticipated] problems with planning? A – The Local Council cannot commit themselves at this stage, but we hope they will look favourably at the proposal.
- Q4) Could the doctors lose this potential site? A- Yes – nothing is certain and no decisions have been made as yet.
- Q5) Are the doctors looking anywhere else? A- not at present the focus is on taking forward this particular opportunity which is the most viable one at the current time.
- Q6) How long would it take from now to develop the new site if the development goes ahead? A- it could be between 18 months and 2 years from now, perhaps early 2013.
- 'Open Plan' space – would mean less refurbishment work to do.
- Q7) Who is funding the development? A – [Explanation given by a doctor about the doctors own business investment and the PCT notional rent system]. Next steps in the process take forward the development provided.
- Q8) How would it work – with the two practices sharing the same building? A- Each practice would be located in its own part of the building and would run entirely separate 'businesses'. Patients would go to their own practice reception area and see their own practice doctors. Both practices wish to retain their own identity and culture for

their patients. There are examples of co-located practices in North Somerset; there is modern one in Clevedon which works well.

- Q 9) Would the name of the surgery stay the same? A – This hasn't been thought through at this stage of the process. This is an area that patient involvement could influence.
- The new site would enable the use of new technologies – internet booking for appointments could be introduced.
- It's a better environment for all concerned.
- Q10) Will there be a pharmacy? A – Yes, it would be on site so that patients would have a 'one stop' service.
- Car Park is a great benefit – but how might you stop members of the public using it inappropriately? A – Not in a very desirable place for the public to park - but security will need to be considered.
- Q11) Is there any competition for the site? A – Yes, there is another interested party but we are confident that if we move quickly we can secure the purchase of the building. However, we have a lot of legal process to undertake as this involves NHS North Somerset, the doctors and has an impact on patients of the 2 practices. Due diligence must be followed and public involvement has to take place.

### **9.3 What would we like in the new building?**

- A children's area
- Health information, books and magazines
- A tea and coffee machine
- Safer area in terms of busy roads, parking and access
- Additional health services e.g. physiotherapy, counselling, massage!  
Minor surgery.
- Better access for disabled people.
- Better access for all patients – this is a very important point.

## **10 Local Community Group and Voluntary Organisation Engagement**

Liaison work has commenced with local community and voluntary groups that may be impacted by these proposals. The Practice Managers have visited the Badger Centre in Wadham Street and the local library to place information about the proposal for members of the public.

Presentations are also planned for the Somerset Racial Equality Council Black and Minority Ethnic Elders Forum where one Practice Manager is attending on behalf of both Surgeries on the 3 August 2011 at 11.30.

Future organisations for liaison working will include:  
Crossroads (for providing information to Carers) and  
Voluntary Action North Somerset (to send out information across the local voluntary and community sector).

## **11 Patient, Carer and User Reference Group**

Participants at the meetings expressed their interest in joining a Patient Carer and User Reference Group to advise the development as it moves forward.

People had registered their interest within the Patient Survey too. Participants were informed that all people who wished to be involved would be contacted in the near future. 49 people expressed an interest in becoming more involved.

## **12 Discussion points about future involvement**

- Newsletter and website
- Like to be involved – need to know times to make informed decision. [Of the Reference Group?]
- Set up a Reference Group for the duration of the development project.
- Put information (newsletter?) on the Practice Websites and the PCT website.
- Have a regular progress update ‘newsletter’.
- Have dedicated notice boards in both surgery waiting rooms.
- Potential for fundraising – Patient Participation Group etc.
- Patient Reference Group – involved in the design and planning stage of the new building if the development goes ahead.

- Involvement groups are a very good idea.
- Chairs in the waiting area.
- Overhead costs of a Patient Participation Group?

***How can we spread the message so that all patients know about this potential development and can get involved if they choose to?***

- By word of mouth – all attending tonight spread the word to others
- Have a notice board in the waiting rooms of the practices dedicated to the development
- Publish a newsletter – available in the Practices and on their websites.
- Posters in pharmacies and the library.
- Set up the Patient Reference Group and in future the Patient Participation Groups for both of the Practices.

### **13 Next steps for Patient Carer and User Involvement**

When, and if, the business case for the Surgeries Development Project is agreed, arrangements to set up a Patient Carer and Reference Group will be taken forward. The Reference Group will establish terms of reference to support the patient and user perspective as the development progresses.

Each Surgery has also expressed their interest in setting up Patient Participation Groups. This is not dependent on the success of the Surgeries Development Project and arrangements will be taken forward to establish these when the way ahead for the Surgeries is clearer later this year.

### **14 Summary of Feedback**

Key points from the involvement activity.

Patients, Carers Users and Stakeholders value the opportunity to become involved. They would like to be kept informed and to remain involved throughout the duration of the project.

There is overwhelming support for the Surgeries Development Project overall. Most people feel the benefits of extra space, better parking and facilities outweigh the expressed concerns.

The concerns expressed to date mainly focus on: the greater walking distance for some; loss of GP facilities from central Weston-super-Mare and

retaining the unique culture and service of each Surgery within a shared building.