

## Wrington Vale Medical Practice Frequently Asked Questions

Last updated 05/01/10 – Please note this document will be continually updated throughout the consultation period

**6-29.12 Question Raised: If this is a private investment then have you considered the implications in say 25 years time? What measures will be in place to prevent the developer selling the property and there being no location for the primary care services**

**Who raised the Question and Where;**

**Conversation Cafés Wrington and Sandford**

**Response**

The practice will have a lease under the landlord and tenant act with the developer, with the protection that entails.

In addition, NHS North Somerset will expect the practice to ensure that they have security of tenure or rights to renew at the end of the term.

The practice rent is being reimbursed to provide general medical services to the NHS that provides a guaranteed rental stream so there is good reason for the landlord to maintain that tenancy.

**5-29.12 Question Raised: What are the planning constraints, issues associated with the Pudding Pie Lane site?**

**Who raised the Question and Where;**

**Conversation Café – Wrington and Sandford**

**Response**

Development will need to comply with various planning policies. Policy GDP/1 Preferred Locations for Development. Notably the site is outside the settlement boundary however Chapter 6 allows such rural development where it satisfies essential service needs. A sequential approach will be required to demonstrate in the planning application that this site is acceptable. It is adjacent to the settlement boundary and therefore this should not be difficult. Discussions with the Local Planning Authority have been held to confirm this approach.

The location of the site may cause planning conditions relating to design and materials to be imposed (ECH/9 and 11).

Highways and access design will be required however this is the case for other sites too. Other considerations common to any of the sites include ecology, archaeology, flood risk assessment and drainage strategy, landscaping and so forth.

These issues will be dealt with in any planning application and the conditions associated with a planning permission.

Full details of planning policies are available in the North Somerset Replacement Local Plan, adopted 2007.

**4-29.12 Question Raised: What will the consultation report include – just details of consultation process or conclusions of the feedback? How can we assure confidentiality with regards the consultation report? Who is writing the consultation report**

**Who raised the Question and Where;**

**Letters/comments on website, conversation cafes**

**Response**

The Consultation Feedback report will outline the process of the formal consultation and provide summaries of all of the feedback received through the consultation period. The framework and scope of the report will be based on national guidance detailed in “Real Involvement - working with people to improve health services” (Department of Health, October 2008). Key themes emerging from the information will be identified and quantified. Where this is relevant (and the issue is clearly pertinent to the decision making process), the information will be considered alongside the agreed weighted criteria as part of the options appraisal and decision making process. The Independent Reviewer may wish to draw conclusions based on the information that they have received, collated and analysed. NHS North Somerset will not be involved in this part of summarising the report.

All of the information and feedback will be treated confidentially and will be anonymised in the report – no individual or group will be identified by name.

An independent contractor recommended by LINKs will be undertaking the production of the report using all of the information packaged up and sent to them from the NHS North Somerset.

**Update 05/01/10** - NHS North Somerset is pleased to announce that an Independent Reviewer to produce the Formal Public Consultation Feedback report has been commissioned. Linda Shaw who brings with her an extensive experience of working with lay people, volunteers and community groups in North Somerset will be analysing and reviewing all the patient and public feedback received throughout the formal consultation period and compiling the consultation report.

Linda comes from a very strong community and voluntary sector background. Her past achievements have included:

- Co-ordination of the North Somerset Local Compact Agreement between statutory public bodies and the voluntary sector.

- Leading and developing the strategic direction for Voluntary Action North Somerset which saw it become the local infrastructure organisation that supports the development of North Somerset voluntary organisations and community groups.

We will be delivering the first packages of information early in January 2010 so that the work on analysing this can begin. The information from the meetings undertaken so far has been sealed after the meetings and has not been reviewed by either NHS North Somerset or the practice. Feedback forms received so far will also be delivered to the Independent Reviewer. Feedback forms are confidential and all information will be anonymised – no individual or group will be identified by name.

**3-18.12 Question Raised: What is the timescale for the decision making following the consultation and who makes the decision?**

**Who raised the Question and Where;**

**Letters/comments on website, conversation cafes**

**Response**

The consultation ends on 13<sup>th</sup> March and we expect that it will take the independent agency up until end May 2010 to produce the consultation report. In addition NHS North Somerset is undertaking a review of the business case with a independent consultant leading on this work and this will also go to the Board. NHS North Somerset Board makes the final decision.

It is not possible to confirm this Board date at the present time as if a General Election is called there will be a period of “purdah” for political and legal reasons which may affect the time frame.

**2-29.12 Question Raised: Could a consultation document be sent to each household as well as a leaflet?**

**Who raised the Question and Where;**

**Members of Public at Public Consultation Meeting on 26/11/09 and Focus Group on 15/12/9**

**Response**

NHS North Somerset is committed to consulting with everyone who is affected by this change but has been instructed by the Strategic Health Authority and Health and Overview Scrutiny Panel to keep the consultation proportionate. It is not normal practice to send out consultation documents to every home within formal consultations. A leaflet informing people how to get the consultation document was however delivered to every address at which patients registered with Wrington Vale Medical Practice lived. The consultation document is available from surgeries and other local venues such as Post Offices and can be downloaded from the website. The consultation team will send out hard copies upon request to those who do not have access to the internet. The contact details for the consultation team was

included in the leaflet delivered to people's homes.

**1-29.12 Question Raised: How was Med Centres selected by the practice? What criteria did they use to select them and what brief was Med Centres given?**

**Who raised the Question and Where;**

**Members of Public at Public Consultation Meeting on 17/11/09**

**Response provided by WVMP Partners**

**Background :** The partners believe that the future viability of the Practice in the context of the new competitive market in NHS primary care is dependent on having adequate premises. The doctors as independent business partners had a series of discussions over many months to decide whether they wish to continue to own the buildings in which they deliver their services to the NHS. These discussions were at one stage facilitated by an experienced facilitator as they are of such fundamental importance to the Practice's future. The options were:

- to continue to own the buildings as they have done hitherto,
- to move to a model whereby the business leases rather than owns the premises from which it delivers its business. This model is espoused by many business sectors (such as John Lewis plc) and an increasing number of GP Practices.

Up till now, all GP Partners joining the Practice have had to pay a contribution to the capital cost of the buildings in order to join the business. Nowadays fewer doctors coming into General Practice are willing to pay this, particularly with the increase in part-time GPs. It is important that the Practice's business strategy reflects this changing trend so that we can continue to attract the best doctors based on their medical ability rather than on their "ability to pay".

**Selection of Medcentres :** having decided to move away from direct ownership of the buildings, the Practice set about seeking a developer specialising in primary care building developments with whom they could work to develop their proposals in more detail. Discussions were held with a number of primary care developers, including some specialising in much larger scale developments (Assura plc, Virgin plc). After these discussions, Medcentres were selected on the basis of :

- Their track record of having completed a number of primary care developments (30) across the country working with a number of PCTs
- Their in depth knowledge of primary care premises funding and how it works for PCTs and Practices
- The fact that they specialise in developments that are of a similar scale to WVMP's proposals rather than the larger multi purpose type facilities more appropriate in urban or metropolitan areas
- Their experience in successful completion of schemes in rural areas with similar planning issues to those likely to be faced by WVMP
- Their experience and successful record in difficult public consultations

<p>over planning issues</p> <ul style="list-style-type: none"> <li>➤ The fact that they are purely interested in the rental income stream, and once the building is complete they leave the Practice to continue to deliver it business in its own way – they are not interested in any other involvement such as running any services or management of the Practice</li> <li>➤ The fact that whilst they own the building, they see it as “the doctors’ building” and give the doctors considerable freedom in the layout and design of the building so that it meets the particular needs of that particular Practice</li> <li>➤ The fact that being a vertically integrated business, they undertake the whole process – design, architect, building, negotiations with District Valuer and PCT : so the costs quoted are what you get at the end, rather than being dependent on separate negotiations with external architects or builders</li> <li>➤ The “chemistry” of feeling that they are people our particular Practice team can work with</li> </ul>
<p>The Practice has visited other developments recently completed and owned by Medcentres, and spoken directly to the GP Partners and Practice Managers about their experience of the process. These references were glowing with the Practices finding that Medcentres were straightforward, efficient and responsive to deal with.</p>
<p>It should be noted that nothing formal has yet been agreed in writing with Medcentres, who are working entirely at their own risk at this stage.</p>
<p><b>8-25.11 Question Raised: How do we get tickets for The Conversation Café’s, we have left messages on the Consultation Team phone as no one answers it?</b></p>
<p><b>Who raised the Question and Where;</b></p>
<p><b>Members of Public at Public Consultation Meeting on 17/11/09</b></p>
<p><b>Response</b></p> <p>All messages sent to <a href="mailto:consultation@nsomerset-pct.nhs.uk">consultation@nsomerset-pct.nhs.uk</a> and left on the telephone 01275 546887 will be sent tickets in advance of the Conversation Café. We will alter the message on the phone to give this assurance.</p>
<p><b>7-25.11 Question Raised: Why are no Public Meetings being held in Wrington, one of the villages most affected by this proposed change, rather than Conversation Café’s?</b></p>
<p><b>Who raised the Question and Where;</b></p>
<p><b>Members of Public at Public Consultation Meeting on 17/11/09</b></p>
<p><b>Response</b></p> <p>Conversation Café’s have been set up to allow more informal and in depth discussion. In response to public feedback we have removed the requirement</p>

for tickets to attend the Conversation Café at Wrington Memorial Hall on 26<sup>th</sup> Nov (6.30 -8.30 p.m.). The venue can only accommodate a maximum of 120 people and once this threshold is reached people will be turned away. Those who have applied for tickets will be guaranteed entry.

**6-25.11 Question Raised: In NHS North Somerset's Strategic Service Development Plan there is mention of moving Wrington Vale Medical Practice to a single site. Doesn't this imply that a decision has already been made?**

**Who raised the Question and Where;**

**Member of Public at Public Consultation Meeting on 17/11/09**

**Response**

NHS North Somerset instructed an independent consultant to work in partnership with the PCT to formulate the Strategic Service Development Plan (SSDP) which was published in April 2009. The consultants did a survey of all current GP practices and spoke to Practice Managers to inform the report. The option of going onto a single site was discussed at this time and seemed feasible. We recognise in hindsight that this is misleading, but we have clearly stated throughout the pre-consultation period and now in the consultation period that we want to explore all potential options to ensure the future provision of primary medical care to the patients of Wrington Vale Medical Practice.

**5-25.11 Question Raised: Can we have more information around the proposed options to back up the information in the consultation document?**

**Who raised the Question and Where;**

**Members of Public at Public Consultation Meeting on 17/11/09**

**Response**

NHS North Somerset has provided a summary of the work undertaken to date scoping the feasibility of each option which is available as Document 14 "WVMP Expansion of existing sites options" in the 'Reference Documents' section of the NHS North Somerset website at [www.northsomerset.nhs.uk/wringtonchurchill/consinfo](http://www.northsomerset.nhs.uk/wringtonchurchill/consinfo). This document is also available in the information packs at Wrington and Churchill surgeries, Wrington post office and at public meetings. If you would like us to send you a hard copy please call 01275 546887, email [consultation@nsomerset-pct.nhs.uk](mailto:consultation@nsomerset-pct.nhs.uk) or write to Wrington Vale Consultation Team, NHS North Somerset, Waverley House, Old Church Road, Clevedon, BS21 6NN

**4-25.11 Question Raised: What will happen if other options emerge during the consultation?**

**Who raised the Question and Where:**

**Members of Public at Public Meeting on 17/11/09**

**Response**

It is hoped that other viable options may emerge as part of the consultation process and NHS North Somerset will explore any suggested options to test their feasibility. All feasible new options will be publicised through a regular newsletter and on the NHS North Somerset website and will be included in the final option appraisal undertaken by the PCT following the consultation.

**3-25.11 Question Raised: What was the source of the information for the Map showing Patients of Wrington Vale Practice – I don't think it is accurate?**

**Who raised the Question and Where:**

**Member of Public at Public Meeting on 17/11/09**

**Response**

1. Information sources:
  - a. Basemap is Ordnance Survey Landranger map.
  - b. GP surgery and patient locations from the Exeter (patient registration) System, which is directly linked to the GP practice clinical system.
  - c. Postcode accuracy is to within 1 metre of the address closest to the centre of the postcode.
  - d. GP Practice boundaries are as agreed between NHS North Somerset and Avon Primary Care Support Agency.
  - e. Road network for travel/access analysis provided by NAVTEQ, the same data which is used in commercial satellite navigation systems. Roads are parameterised with upper speed limits and calculated average speeds. Walking analysis is calculated at 2.5mph/4kph as recommended by Bristol Healthy Schools (Bristol City Council).
  - f. The software used is MapInfo Professional, the most widespread GIS (Geographic Information System) package used throughout the NHS.
  
2. Trevor Foster, the GIS Specialist, is a qualified Cartographer since 1981, and has been a GIS analyst in the NHS for 15 years. He is currently the user representative on the NHS Information Centre Digital Mapping Agreement Steering Group.

**2-25.11 Question Raised: Could we see the geographical distribution of patients who are over 65 years of age?**

**Who raised the Question and Where:**

**Member of Public at Public Meeting on 17/11/09**

**Response**

Distribution of patients over 65 years of age has been provided as a new map, with data extracted from the Exeter System as at April 2009. This can be found in the 'Reference Documents' section of the NHS North Somerset website and will be made available at all consultation meetings/conversation cafes.

**1- 25.11 Question Raised: Why are people who live outside the practice boundary being consulted?**

**Who raised the Question and Where:**

**Member of Public at Public Meeting on 17/11/09**

**Response**

NHS North Somerset must consult with everyone impacted by the proposed change and has therefore written to all registered patients at Wrington Vale Medical practice. The consultation meetings (Public meetings and Conversation Cafes) are being held in the villages within the practice boundary.

If you require more information regarding the Wrington Vale Medical Practice Consultation please contact the Consultation Team by:

- Emailing [consultation@nsomerset-pct.nhs.uk](mailto:consultation@nsomerset-pct.nhs.uk)
- Ringing us directly on 01275 546887;
- Or writing to Wrington Vale Consultation Team, NHS North Somerset, Waverley House, Old Church Road, Clevedon, BS21 6NN