



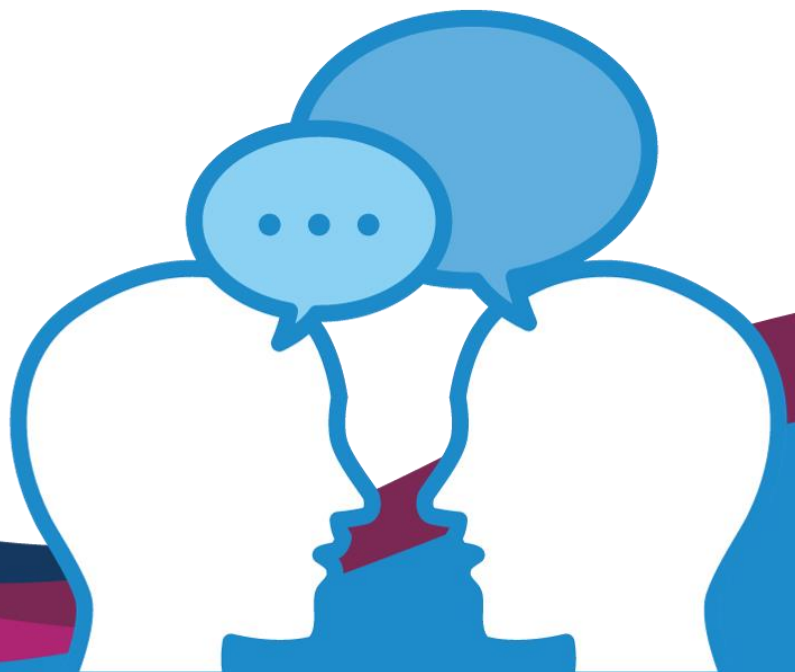
**Lancashire and
South Cumbria**
Integrated Care Board

King St Medical Centre relocation

Listening to communities report

November 2024

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Introduction

King Street Medical Centre is a GP practice in Accrington, close to the town centre, serving 1,761 registered patients.

The surgery is based near the town centre in a converted house and the lease on the premises is due to come to an end at the end of February 2025.

In order to take advantage of purpose-built primary care facilities nearby, which would be both more suitable for the provision of modern general medical services as well as more cost-effective from a building management perspective, the practice has applied to relocate to Acorn Primary Health Care Centre in Blackburn Road.

Space has been identified within the centre, which is 0.6 miles from the current building. The new site has ample parking and sits on a main road and bus route.

In addition, it was felt the relocation of several Accrington GP practices to the building would aid integrated working within the primary care network and also provide patients with access to a suite of services within the same building as their GP.

NHS Lancashire and South Cumbria Integrated Care Board (ICB) is the organisation responsible for organising primary care services – including GP practices – across the region.

As a statutory NHS body, we have a legal duty to seek the views of patients. We want to consider how changes to services will affect local people and take measures to minimise these. We want to ensure that patients continue to have access to safe, high quality primary medical services.

The process required to relocate a GP practice involves approval from the ICB's primary care commissioning committee, which needs to see evidence of robust engagement that has helped to shape the decision.

This report provides a summary of how that has been achieved for this relocation.

Executive summary

A total of 61 people (around 3.5 per cent of the total number of patients registered at the practice) provided feedback. Engagement included an online survey, which ran from Tuesday 29 October to Monday 25 November, and a face-to-face drop-in session on Monday 11 November at the practice.

Most respondents were generally unconcerned with the move to Acorn Primary Health Care Centre and recognised the importance of moving from the current outdated premises into a purpose-built and modern facility.

Feedback reflected very positively on the service provided by the practice and the staff, in particular Dr Bello who is clearly very popular among his patients.

No real concerns were raised about the relocation, other than any potential impact on the friendly local service currently experienced.



What have we been talking to people about and why?

We want to make sure local people...



...Are aware and informed about proposals...

... Know how they can get involved...



... Understand why decisions are made...

...Feel enthusiastic about what is possible...



...Have trust in the process.

King Street Medical Centre GP practice based near Accrington town centre. The registered patient population, often referred to as list size, is 1,761.

Due to its current premises – a converted house – being less than ideal for modern general medical service provision and the lease on the building coming to an end, the practice has applied to relocate.

Space has been identified within Acorn Primary Health Care Centre in Blackburn Road, which is 0.6 miles away from the current site. The Acorn Primary Health Care Centre is a purpose-built primary care facility which has car parking provision and sits on a main road served by a bus route.

In order to make a decision whether to approve the relocation or not, it is crucial that patients of the service are given an opportunity to hear about the proposal and provide their views, explaining how they could be impacted by the move.

Who have we heard from?



How many people got involved?

Three people attended a drop-in session at the practice on 11 November 2024.

58 completed responses to the survey were received, including online and paper copies.

With a list size of **1,761**, this means around **3.5%** of patients took part in the engagement exercise.

While this figure is lower than initially hoped (an initial target of 10 per cent of patients had been set, which would have been equivalent to around 180 completed surveys), we are assured that sufficient efforts have been made to promote the survey.

The survey was promoted via direct letters sent to all patients, social media, and paper copies were made available in the surgery. In an effort to improve survey uptake, surveys were being given out by reception staff and clinicians to people coming in for their appointments.

How did we speak to people?



To ensure feedback opportunities were as accessible as possible a range of engagement techniques were adopted.

Public engagement session

A public drop-in session took place at the practice on Monday 11 November from 10am to 11.30am. This was promoted via direct letters and SMS messages to patients, as well as via social media and websites, and the local media.

The session provided an opportunity for people to come into the practice and ask questions about how they would be impacted by the change, and to make any comments. They were also offered support in completing surveys.

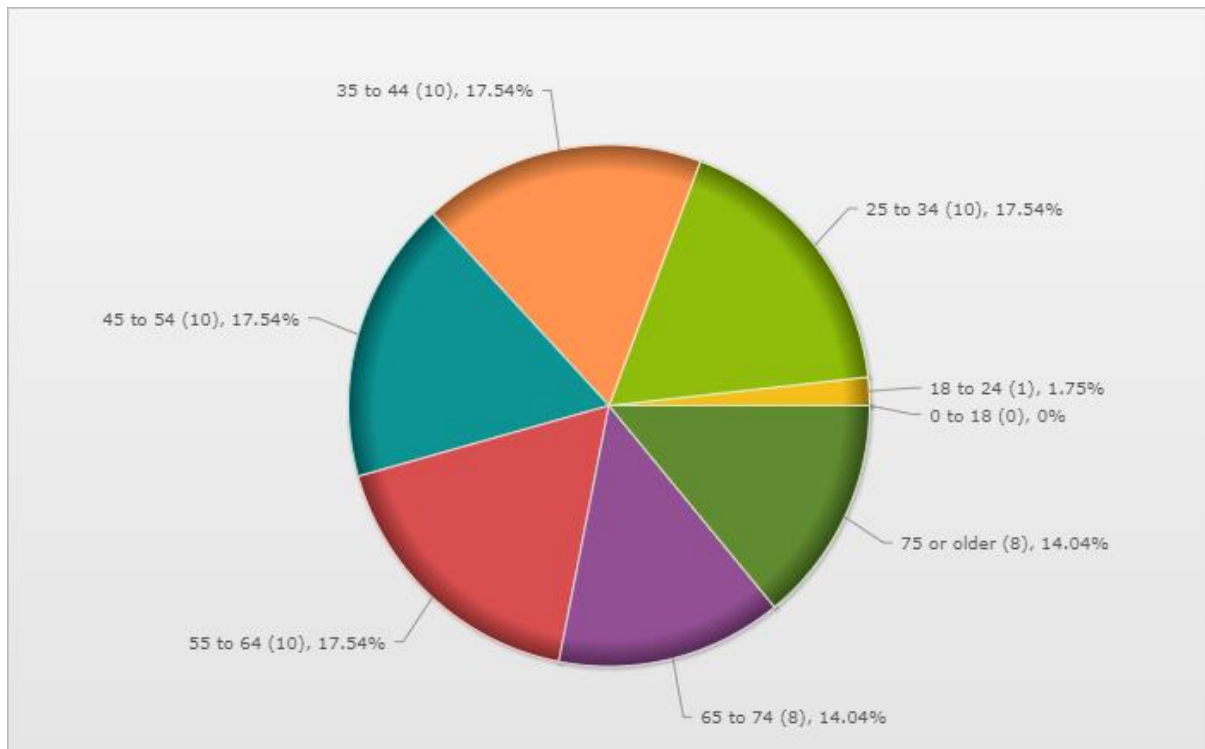
Survey

An online survey was developed with paper questionnaires made available in the practice.

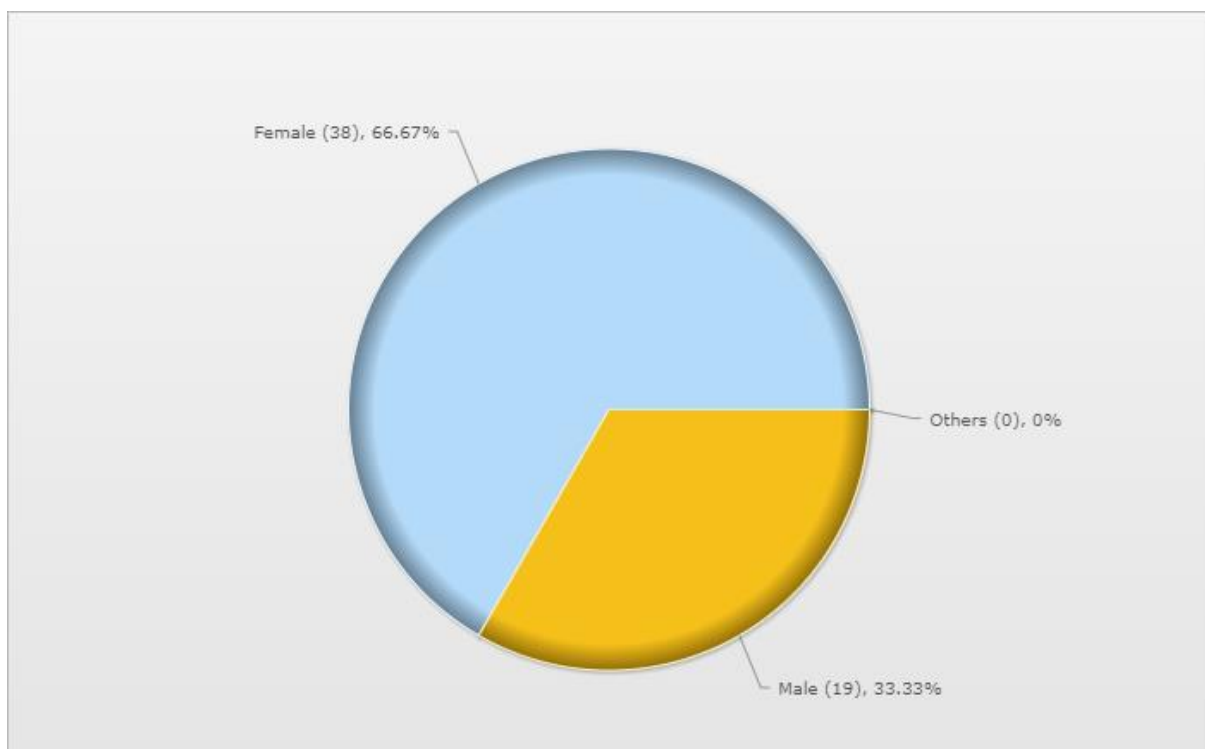
This was also promoted via websites and social media, as well as via direct communication to patients and local media. The survey was live from Tuesday 29 October to Monday 25 November 2024.

As part of the survey, demographic data was captured. The responses, detailing who responded to the survey, are below:

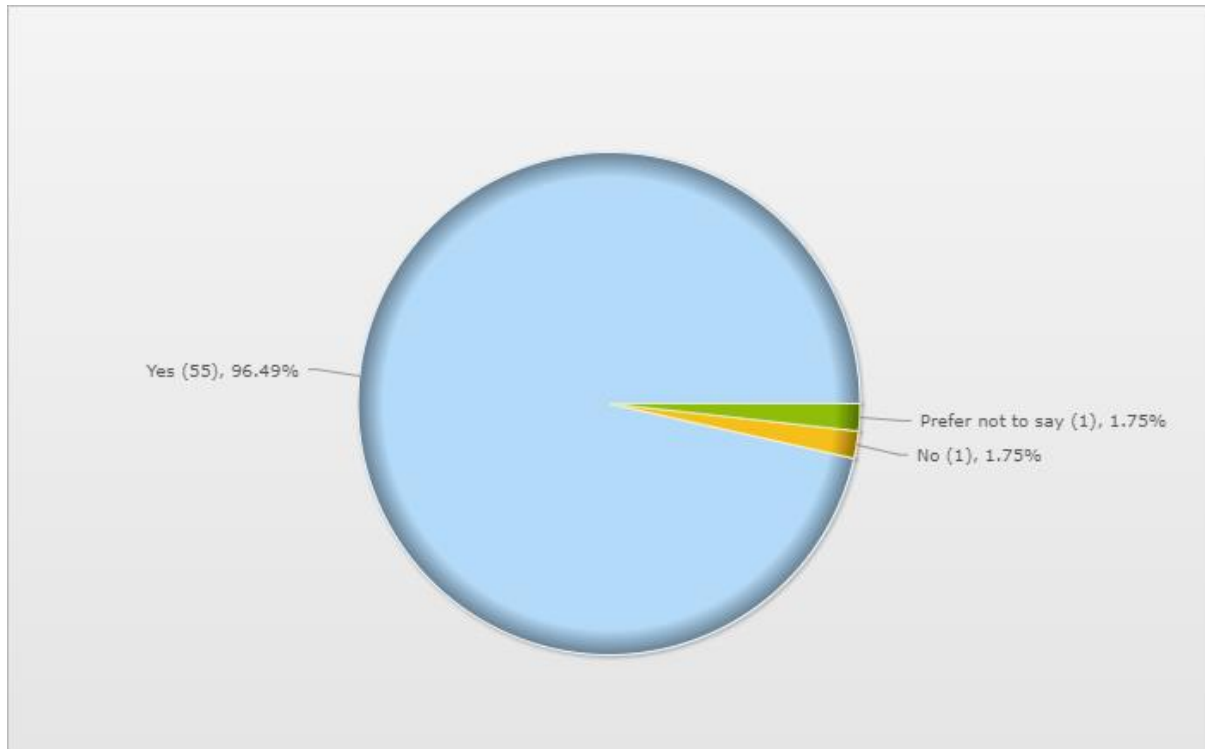
Age



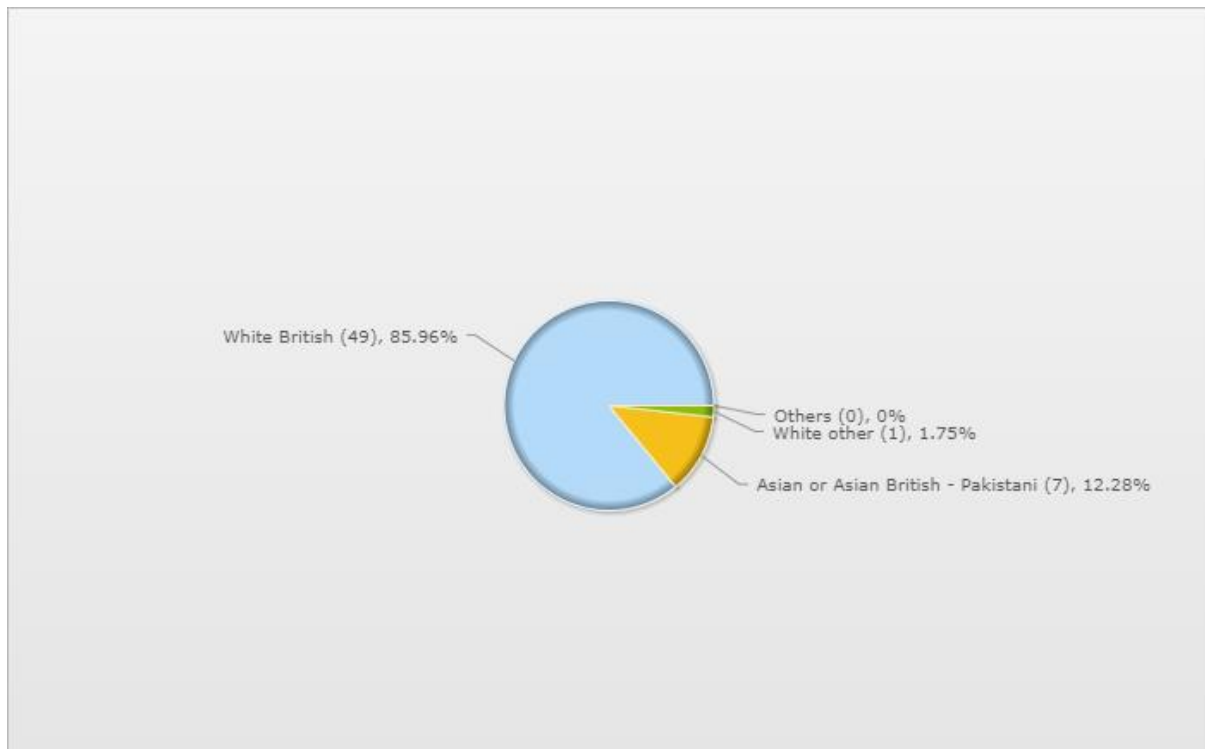
Gender



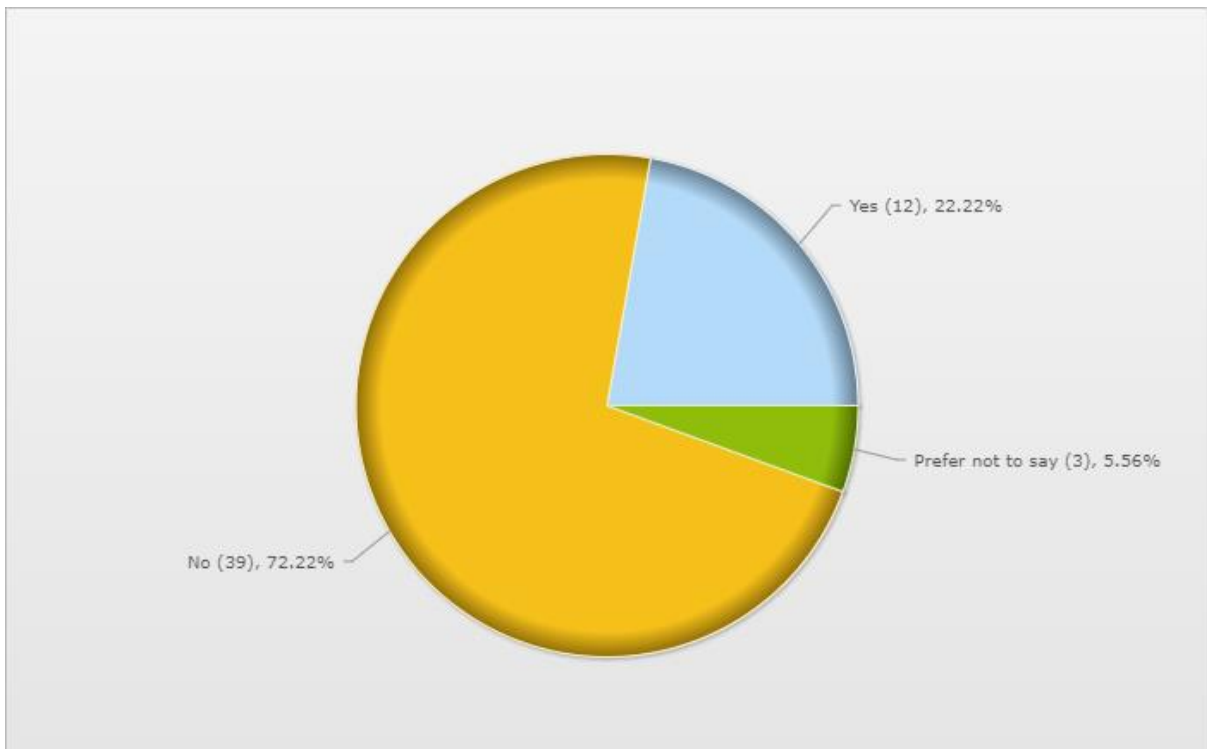
Gender identity matches sex as registered at birth:



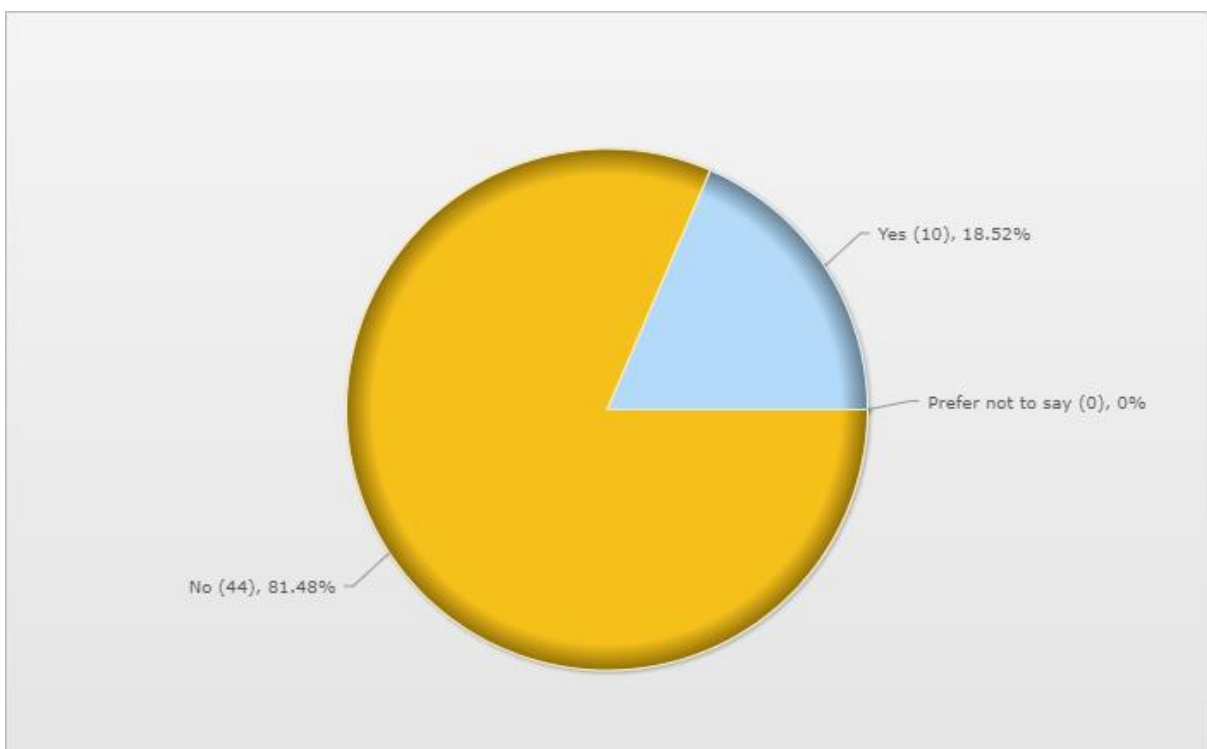
Ethnicity



Disability



Carer



What did we hear?

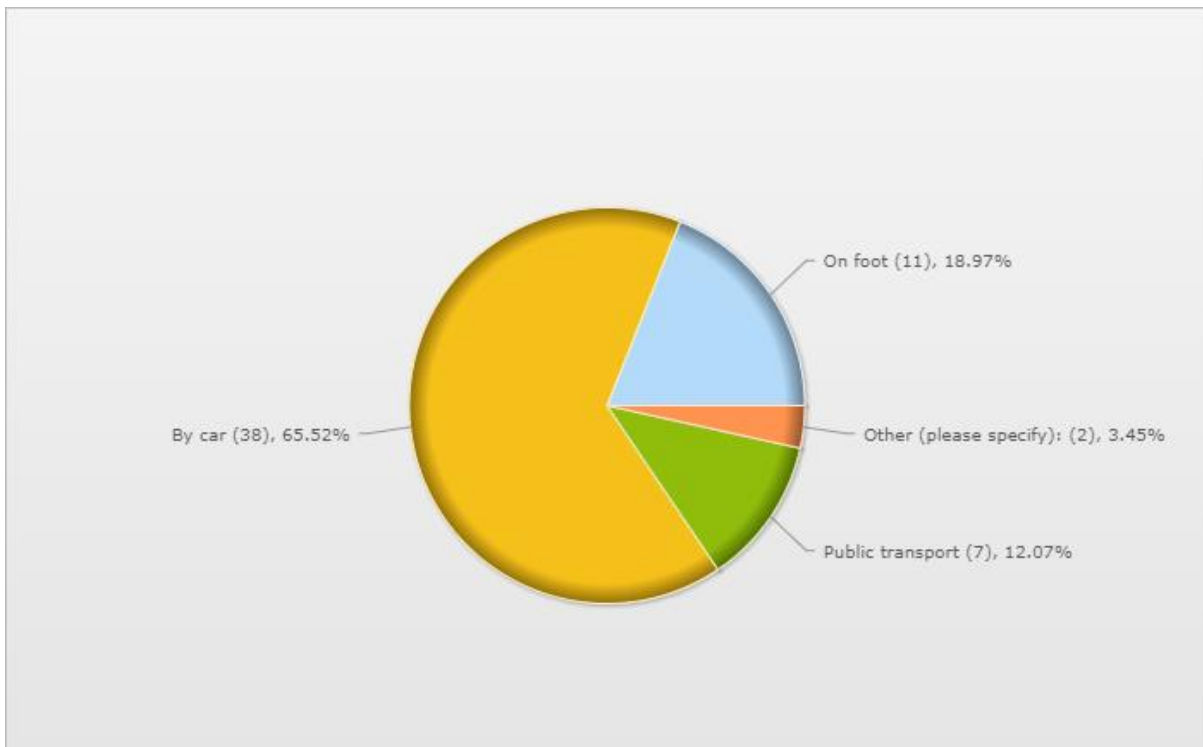


Public drop-in session

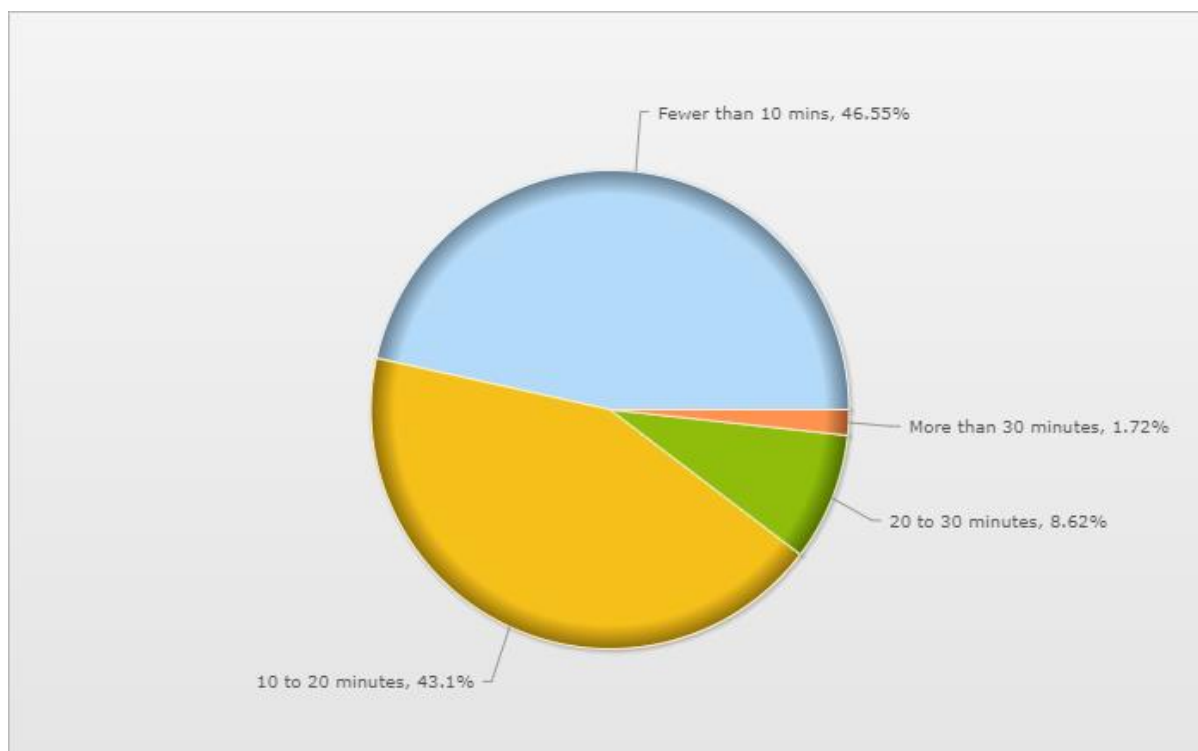
A drop-in session took place at the practice on Monday 11 November 2024, from 10am to 11.30am. Patients were invited to attend to raise any concerns or ask questions at any point between those two times.

Three people attended the drop-in. One said he would not go to Acorn Primary Health Care Centre as when he went there for a COVID-19 vaccine he had issues with car parking. He sought reassurances that he would be able to register with an alternative practice. The other attendees were mainly asking questions about the move and how it would impact the service currently provided.

Survey responses: How would you normally travel to your GP practice?



Survey responses: Approximately how long does it take you to get to King St Medical Centre?



Survey responses: Please rank the following in order of importance to you in terms of your GP practice (one being most important)

| Rank | Item | Total score* |
|------|--|--------------|
| 1 | Getting an appointment | 542 |
| 2 | Having a face-to-face appointment | 426 |
| 3 | Seeing an appropriate health professional for my needs | 415 |
| 4 | Helpful reception staff | 400 |
| 5 | Booking appointments online | 292 |
| 6 | Car parking | 281 |
| 7 | Having a virtual appointment | 228 |
| 8 | Accessibility of the building | 207 |
| 9 | Availability of home visits | 188 |
| 10 | On-site pharmacy available | 101 |

* Score is a weighted calculation. Items ranked first are valued higher than the following ranks. The score is a sum of all weighted rank counts.

Respondents were also provided with a free text option to provide any additional comments regarding what they considered to be most important to them in terms of their GP practice.

A summary of the responses and themes is below:

Contact with a Doctor

There is a strong desire for direct contact with a doctor, emphasizing the importance of having a dedicated doctor who knows their patients well.

Preference for King Street Surgery

Some comments express a wish to remain at King Street Surgery, highlighting the familiarity and comfort with the current staff and location.

Flexible appointment availability

There is a need for flexible appointment times, especially in the evenings, to accommodate people who work.

Female doctor availability

Some comments mention the importance of having the option to see a female doctor.

Survey responses: Please give us any comments you have about the current King St Medical Centre premises

The current premises were described as outdated, with issues including a lack of parking, small rooms, and being cold in the winter. Despite these drawbacks, some people are happy with King Street Surgery, having been there all their lives, and appreciate its cosy, welcoming atmosphere and friendly staff.

There are also positive comments about the potential move, with some saying it could be beneficial for patients. However, there are concerns about the Acorn Centre being busy and harder to get to, although it does have better parking facilities.

Survey responses: Any other comments

Some respondents said they were worried about accessibility, especially those who need help to get there, and fear that the Acorn Primary Health Care Centre might become overcrowded, making it harder to get there by car. There is also a concern about car parking and the ability to make appointments at the new location.

Some expressed sadness at the potential closure of their current homely and relaxing practice.

Some respondents said the move was a great idea, appreciating the modern, easily accessible building on a bus route.

Additionally, there is a request for information about Dr Bello's return, as well as concerns about the impact of moving not just these practices but also other services in the town to the Acorn Primary Health Care Centre.

Next steps

This report will be presented to the primary care commissioning committee to aid the decision-making regarding the relocation of King Street Medical Centre. It will form part of a larger report prepared by the primary care team, which will take the data provided by those who took part in the engagement exercise into account ahead of its recommendations. The report will be published on the ICB website.