

Outcomes from Patient Consultation regarding proposed merger of South Green Surgery with The New Surgery.

December 2024

Timeline:

04/11/24

Posters put up in The New Surgery and South Green Surgery detailing online survey link, QR code, date of patient engagement event.

Information added to the websites of each practice including patient consultation letter, survey, Q&As, direct link to online survey, date of patient engagement event.

Paper copies of above made available at both practices' reception desks.

04 - 05/11/24

Accurx SMS messages sent to South Green Surgery's adult patients with a mobile number, with the patient consultation letter and survey form attached.

07/11/24

Briefing emailed by BB Alliance Director to additional stakeholders Local MP, Essex County Councillors, Basildon Councillors, Billericay Town Councillors, Gt Burstead and SG Councillors, Essex County Council Executive, Healthwatch, BBW CVS, CEO for Gypsy and Traveller Essex.

08 - 11/11/2024

Letters posted to South Green Surgery's patients that did not have mobile numbers or are considered vulnerable.

20/11/2024

Patient engagement event held at South Green Memorial Hall. Total of 60 patients/stakeholders attended. Please see the summary below for the information gathered.

Ongoing

Media coverage - Facebook, BBC Essex, Echo News, Basildon Council, House of Commons

Survey responses:

294 responses in total. Please see the link below:

[Results of the Survey.pdf](#)

Summary of suggestions/questions/comments from the survey (Questions 9 & 10 in the survey):

Can we still get our prescription from Day Lewis pharmacy (local pharmacy)?

Can the pharmacy be used to drop off repeat prescriptions and samples?

Will the parking be improved at The New Surgery?

Finding suitable alternative premises in the South Green area to open a branch surgery.

Need for a GP Surgery within the local area due to the volume of new homes being built.

Why is the local council approving new homes with no new healthcare facilities?

Can a mobile unit/'pop-up' surgery be opened in the local area a few days per week?

Can we have online appointment booking?

Can we book appointments in advance?

Could weekend and evening appointments be available?

Making sure that the phones are answered.

Will the staff at The New Surgery be able to cope with new increase in patient volume?

Using public transport is difficult to get to The New Surgery/ traffic to get across town is busy. Also public transport can be unreliable.

Can a taxi/private bus service to run to The New Surgery?

Concern for elderly/less mobile patients being able to attend The New Surgery.

We have always found the surgery friendly and helpful. Feel secure and safe.

This is a great idea, a larger team and good location too.

The New Surgery is better because of wheelchair access.

Practice management has always been reliable.

The New Surgery receptionists answer the phone, it is relatively easy to get a same day appointment, the appointments are generally on time and car parking reasonably easy.

Further suggestions/questions/comments from the patient engagement event:

The New Surgery advised that if the merger were to go ahead there would be improvements to The New Surgery building and parking.

Suggestion of taking the wall down from the front of The New Surgery for easier access to the car park.

There were concerns over the additional volume of patients for The New Surgery to take on.

Concerns over what might happen if the merger application is rejected.

Patients had suggested the use of the pharmacy for dropping off samples and repeat prescription requests.

What will happen with the people that will be moving into all new proposed housing, what GP surgery would they register with?

Can pre-booking/online appointments be implemented; it is more difficult for some to travel for same-day appointments.

If the two surgeries merge, would the patient list close for The New Surgery?

What is going to happen to the current South Green Surgery building/plot?

Will the Hub service continue from The New Surgery if the merger goes ahead?

Is the timeline for moving from the surgery do-able?

Mobile or pop-up clinic was a recurring theme.

Private travel to The New Surgery for South Green patients.

Will there be enough doctors and staff to cope with the new increase in patients?

Response from the two practices regarding the above suggestions/questions/comments:

Many of these have already been addressed in the FAQ document published at the start of the patient consultation period.

The practice does not know what further plans the landlord has for the existing South Green Surgery premises.

Planning permission is being applied for to modify the New Surgery car park.

Both practices use the same IT and telephony systems so the providers of these systems will merge the two lists of patients in terms of medical records, repeat prescriptions, contact details, etc – there will be no need for patients to complete any sort of registration process.

Both practices are already engaging in the NHS plans for Modernising General Practice to improve access, in particular online services, which the merged practice will continue.

The need for some patients to plan how they will reach the merged practice will be taken into consideration when allocating appointments. The need to balance clinical urgency with convenience will remain a priority.

Patients can choose which pharmacy to use and the practice will support the ICB's exploration with Day Lewis pharmacy of what support they can offer to minimise the need for patients in the South Green area to travel to The New Surgery.

There are currently no plans to close registrations at The New Surgery. The practice will continue to seek additional premises to expand into.

There are currently no plans to change the hub service at The New Surgery as this service already serves the patients of both practices.