

# Bishopston Medical Practice: Patient and Public Feedback Summary

During May and June 2019 we informed patients and stakeholders that the contract for providing GP services at Bishopston Medical Practice is due to expire at the end of September 2019. Alongside an evaluation of the long term sustainability of the options available to us, we have also considered the views of patients in coming to our decision to ask patients to re-register at one of their neighbouring practices.

We asked individuals to give their views on how the surgery is used today, so that patients can continue to have access to high-quality healthcare services which can be sustained beyond September 2019. Feedback was sourced from the following:

- 302 responses to a patient questionnaire, which was distributed in May 2019
- Three separate engagement events in May 2019

This document summarises the key learnings from our engagement work, and identifies the key implications which we will be taking into consideration as we progress with these plans:

## Travel impact

- **The majority of Bishopston patients travel to the surgery on foot or by bike**

75% of respondents to the questionnaire indicated one of the above preferences, with 19% using the car in order to get to the surgery. A number of respondents to our survey also commented that they had concerns about the travel impact if they had to relocate to a different practice a large distance away.

### *Implication*

Travel impact assessments have identified that 5% of patients registered at the surgery would have to travel an additional 10 minutes or more on foot to a suggested alternative practice. We will carefully monitor this group to ensure that those who may find travelling this distance difficult are adequately supported. On the other hand, our analysis has also indicated that walking times would be increased by less than 10 minutes for 50% of registered patients, and that a further 44% would actually have a shorter journey time to an alternative practice.

## Access and facilities

- **Some feedback focussed on the lack of purpose built building, parking provision and greater number of rooms available pre-appointment and during consultation**

Only 12% of questionnaire respondents stated that the building and general facilities were 'very good'. A minority of 21% of respondents rated 'ease of access in and around the building' as 'very good'.

### *Implication*

To support the changes, purpose built modern health care services will be built at four surrounding practices. This activity is aimed at addressing long-term issues around access and facilities which have affected this practice.

## Support and advice from medical clinicians

- **Patients at Bishopston Medical Practice value the support and advice they get from medical clinicians overall**

83% of respondents to the same questionnaire indicated that the support they receive currently from medical clinicians was either 'good' or 'very good'. When broken down, 33% of respondents said that support was 'good', while 49% said that support was 'very good'. Verbal feedback from the three engagement events often focussed on the high quality care which takes place at the practice currently.

### *Implication*

As part of any dispersal process, we would be committed to ensuring that patients are not disadvantaged in terms of quality of service provided by different health care professionals in other practices.

## Access to a GP

- **In relation to 'seeing a GP they know well' at each appointment, a majority of respondents from Bishopston Medical Practice indicated that they would either prefer a quicker appointment or have no preference**

45% of respondents suggested that 'seeing a GP they know well' was the highest priority when attending an appointment at their surgery. 55% stated they would either prefer a quicker appointment (28%) or had no preference either way (27%).

### *Implication*

We have worked closely with local practices to ensure that there is capacity to provide appointments for patients with other practices in the local area. We have assessed these surrounding practices to ensure they are able to provide patients with appointments which are suitable both now and in the future. The practices in the area surrounding Bishopston Medical Practice have told the CCG that they have capacity to provide more appointments if required. No patient will be without access to a GP.

## Type of GP Appointment

- **When asked about the kind of appointment they would prefer to have, respondents to the Bishopston questionnaire indicated a mix of preferences**

54% of respondents stated they would prefer a face-to-face appointment, while 28% suggested no preference and 19% preferred a quicker resolution via an online or over-the-phone consultation. Waiting times were also raised as a key issue currently within the three public engagement events.

### *Implication*

A full assessment of the surrounding practices has taken place in terms of their ability to receive patients and provide them with appointments which are suitable both now and in the future.

