

Emsworth Surgery Engagement Report

1. Introduction

The GPs at Emsworth Surgery have been considering relocating to a new site to ensure long-term sustainability and to help meet the increasing health needs of a growing population.

The options include moving to a new site at Redlands Grange, moving in to a refurbished Emsworth Victoria Cottage Hospital, a new building on the hospital site, finding a new site or remaining at their existing location, which is already too cramped to improve the services that the GPs want to offer their patients.

During November 2018 the practice and South Eastern Hampshire Clinical Commissioning Group held two engagement events to give local people the opportunity to hear and comment on the strategic case for change for the Emsworth Surgery and the long-list of ideas being considered.

Public support for particular ideas will be a factor in determining the business case that Emsworth Surgery eventually puts forward to the NHS for consideration. Other important factors that will also have to be considered include whether the options are operationally or financial viable, can be delivered within the tight timescale available and fit in with both national and local NHS policy and commissioning plans for the future of primary care.

On November 19, 2018 a non-financial options appraisal workshop was held. The workshop, with attendees including community representatives and local councillors, reviewed the long-list of options and, using a number of factors including the views of the local community, reduced these from nine to three.

The outcome of the workshop and the three shortlisted options were shared with the local community with a further survey giving people the opportunity to share what needed to be taken into consideration as a preferred option was reached.

2. Previous engagement

During the summer in 2017 patients at the surgery were invited to share their views on the potential relocation to a site at Redlands Grange.

Over 1,500 people took part by either completing a survey, writing to the practice or NHS South Eastern Hampshire CCG or by signing petitions against a move to the site.

Healthwatch Hampshire independently analysed all the feedback received and identified the following key themes:

- Lack of parking and access at Redlands site
- Support for a move to the Redlands site (*differing to the petition*)
- Lack of public transport to Redlands site

- Concerns about the effect on the local community and businesses
- Concerns about the provision of pharmacy services at Redlands site
- Concerns about the structure of the survey
- Other feedback including support for alternative sites, quality facilities, quality of service, staffing and waiting times.

In August 2018 Emsworth United held a public meeting to discuss the future of the Emsworth Victoria Cottage Hospital. The meeting was attended by approximately 400 people with local organisations, the Havant MP's office and local councillors.

The meeting was attended by the CCG and practice. The practice confirmed that it would reconsider relocating to the hospital site, along with other options, and the CCG stated that the hospital site would be retained until a decision about the practice's future location was determined. This work is underway with Emsworth United and other community representatives involved in reviewing all of the available options.

A business case detailing the preferred option and the associated costs need to be submitted to NHS England by December 21, 2018 to apply for ring fenced capital funding.

3. Drop-in events

Two public drop-in events were held in November 2018 to seek the views of local people on the potential options.

The drop-in events needed to be arranged in time for the feedback to be evaluated, along with other considerations, for the business case to meet the NHS England deadline. Whilst ideally they would have been promoted earlier, the events were publicised through:

- Social media
- A CCG news release – which was carried in full by The News (Portsmouth) the next day
- CCG website
- Emsworth Surgery website
- Westbourne Parish Church congregation
- Direct email communications to key stakeholders who were asked to share the information through their networks. The stakeholders included:
 - All known Emsworth interest groups
 - Hampshire County Council
 - West Sussex County Council
 - Havant Borough Council
 - Westbourne Parish Council
 - Southbourne Parish Council
- Leaflet drop in Westbourne (the timescales were particularly close for this event)
- Direct email to 5,000 approximately patients for whom the practice has an email address.

The following information, available in appendix one, was displayed at the sessions:

- Our vision for Emsworth
- The potential ideas (options)
- Where the sites are
- How the potential ideas (options) will be reviewed

- How to share your views.

Further information was available for those who were interested in:

- Emsworth Surgery's current position – introducing the staff and the services provided
- Emsworth Surgery's vision
- Emsworth Surgery's challenges
- Emsworth Surgery's current building
- Expected population growth
- Views of local people to date
- Public transport accessibility
- Bus routes.

The information available at the drop-in events and the feedback form were shared with community representatives as they were developed and revised in light of the feedback received.

Those attending were invited to complete a survey form, available in appendix two, in which they could give their views which will be used to help inform the decision-making process. The survey and information displayed at the events were available online for those unable to attend the sessions.

The survey asked the following two questions:

1. Which ideas do you think would be best for you and your family, and why?
2. Should we be considering any other factors when reviewing the options?

The events were attended by approximately 400 people over the two sessions with some taking information and surveys away for family and friends to complete.

4. Drop-in events survey respondents

The survey was completed by 551 people. Of these:

- The majority (33.8%) were aged 65 to 74 years with:
 - 0% under 18 years
 - 2.9% 18 to 34 years
 - 3.3% 35 to 44 years
 - 7.1% 45 to 54 years
 - 18.7% 55 to 64 years
 - 31.3% 75 years or over
 - 2.9% preferred not to disclose their age
- 21.2% said their day-to-day activities were limited because of a long-term health problem or disability
- 97.7% were white
- 64.45 described their religion as Christianity with 30% stating they didn't have a belief
- 56.3% were female and 43.7% were male
- 9.5% said they are a carer.

5. Drop-in events key themes

Analyse of the responses identified key themes for each of the questions.

1. Which ideas do you think would be best for you and your family, and why?

548 people answered this question with many saying that more than one of the ideas would best suit themselves and their family.

The number of people selecting each idea was:

Idea	Number of people
1	20
2	43
3	209
4	198
5	312
6	35
7	60
8	35
9	9

For option five, there was a split view on whether the hospital should be rebuilt or refurbished. Some suggested that if it was rebuilt then the building façade should be retained

Five respondents either:

- Didn't state a preference for any of the ideas
- Said they would support any that fulfils the appraisal criteria
- Said they would like a surgery presence in two locations – Redlands Grange and in the hospital site which should be refurbished
- Said they would like a surgery presence in three locations – Redlands Grange, Emsworth and Westbourne.

Many explained why they had selected the ideas they had and the themes from this feedback were:

Theme	Number of people
Support for the practice to remain in the town centre as it is close to other services and would support footfall to local businesses	99
The location needs to be accessible and within walking distance from people's homes	65
Lack of public transport/bus service, with people saying that it was easier to travel to and from Emsworth town centre by bus than to other locations	60
A suitable branch surgery/site should be retained in Westbourne/northern Emsworth	51
The preferred idea needs to have access to ample parking, with people saying that the town centre has public car parks near the hospital site	48
The Redlands Grange site is inaccessible	32
The preferred idea needs to include space for more NHS and	23

community services	
The preferred idea needs to be future proofed so it can expand to meet future needs	22
Emsworth Victoria Cottage Hospital is a community asset and should be retained to provide services for local people	21
The views of the GPs should determine which idea is the most suitable as they know what they need to provide a sustainable service	14
The views of the local community should determine which idea is the most suitable	11
One site would enable the staff to stay together and for the practice to be more sustainable	4

2. Should we be considering any other factors when reviewing the options?

466 people answered this question and the themes from this feedback were:

Theme	Number of people
Availability of transport including public transport/bus service	117
Impact on the town centre (including Westbourne for some local people) and local businesses and subsequent impact on local residents if town centre declines	76
Accessibility of the practice, including by walking and by the disabled, for people from all areas	75
Development of quality services, including wrap-around and the voluntary sector, that meet local needs and champion new ways of working	61
Availability of parking	61
Impact of new housing developments, including location, population growth, including increasing demands, and changing demographics	54
Financial implications/funding including site ownership, affordability and sustainability, with some saying that finances should not come before the needs/views of the community	44
Impact on the elderly/less mobile population	31
Future use of the hospital site, which is a valued community asset, for health, community or voluntary services if not by the practice	29
A fit for purpose, quality, flexible building	18
Additional space for services/expansion to meet future needs and developments in service provision	17
Ability to deliver within the required timescales	16
Accessibility of a pharmacy/local services	13
Impact on the local community	11
Impact on the environment	9
Deliver the best idea rather than what can be delivered in the timescales and explore different funding options and delivery options, eg phased approach	8
The ability to include the development of beds or supported living	7
The impact on improving surgery recruitment and retention	6
Impact of patients changing practices if preferred idea isn't suitable for them	4

6. Shortlist options survey

Following the non-financial options appraisal workshop details of the three shortlisted options and a survey giving the opportunity for people to share their views were promoted across the local community. This was done through:

- Social media
- News release – which was carried by The News (Portsmouth)
- CCG website
- Emsworth Surgery website
- Direct email communications to key stakeholders who were asked to share the information through their networks. The stakeholders included:
 - All known Emsworth interest groups
 - Hampshire County Council
 - West Sussex County Council
 - Havant Borough Council
 - Westbourne Parish Council
 - Southbourne Parish Council
- Direct email to 5,000 approximately patients for whom the practice has an email address
- Information being displayed in a range of public and community venues in Emsworth and Westbourne.

The survey, available in appendix three, was available online, with details on both the practice and CCG websites, and as hard copies in both practice buildings.

7. Shortlist options survey respondents

The survey was completed by 1,016 people. Of these:

- The majority (35.9%) were aged 65 to 74 years with:
 - 0.1% under 18 years
 - 3.2% 18 to 34 years
 - 5.6% 35 to 44 years
 - 9.9% 45 to 54 years
 - 21.6% 55 to 64 years
 - 22.4% 75 years or over
 - 1.3% preferred not to disclose their age
- 21.7% said their day-to-day activities were limited because of a long-term health problem or disability
- 98.1% were white
- 64.5% described their religion as Christianity with 31.5% stating they didn't have a belief
- 56.4% were female and 43.4% were male
- 11.6% said they are a carer.

8. Shortlist options survey key themes

The survey asked – What should we be considering as we determine a preferred option?

980 people answered question and the themes from this feedback were:

Theme	Number of people
Accessibility of the practice, including by walking and by the disabled, for people from all areas	260
Supportive of the surgery staying in the town centre to minimise the impact on the town centre (including Westbourne for some local people) and local businesses and subsequent impact on local residents if town centre declines	222
Supportive of refurbishing Emsworth Victoria Cottage Hospital	218
Supportive of a new build on the Emsworth Victoria Cottage Hospital site	186
Supportive of either refurbishing the hospital or a new build on the site	179
Financial implications/funding including site ownership, affordability and sustainability	153
Availability of transport including public transport/bus service	151
Availability of parking	135
Future proofed building to allow for service development, population growth, including increasing demands, and changing demographics	130
Development of quality services, including wrap-around and the voluntary sector, that meet local needs and champion new ways of working	84
Supportive of retaining a branch surgery in Westbourne	76
Impact on the elderly/less mobile population	56
Future use of the hospital site, which is a valued community asset	55
Not supportive of a new build on the Redlands Grange site	47
Supportive of a new build on the Redlands Grange site	44
The needs/views of the local community	43
Ability to deliver within the required timescales	26
Accessibility of a pharmacy/local services	26
The needs/views of the practice	22
The design and limitations of the survey	14
The ability to include the development of beds or supported living	9



Emsworth Surgery – the future



Thank you for attending this drop-in session.

We really want to hear your views on our potential ideas for where Emsworth Surgery and local services are based in the future.

Your views will help us identify a preferred way forward alongside other considerations such as national policy for General Practice and NHS commissioning plans. It is also important for us to be clear that a scheme must be affordable, can be delivered on time and will be sustainable over the longer-term.

Our vision for Emsworth

Our vision is to provide personalised care and support from a tailor-made primary care health service with wrap-around community services.

This will be best achieved by providing services in well-designed premises that reflect a wellbeing environment, one in which both patients and staff will thrive. Together with our partners we will work towards meeting the NHS's ten high impact actions for General Practice as set out in NHS England's General Practice Forward View (2016).

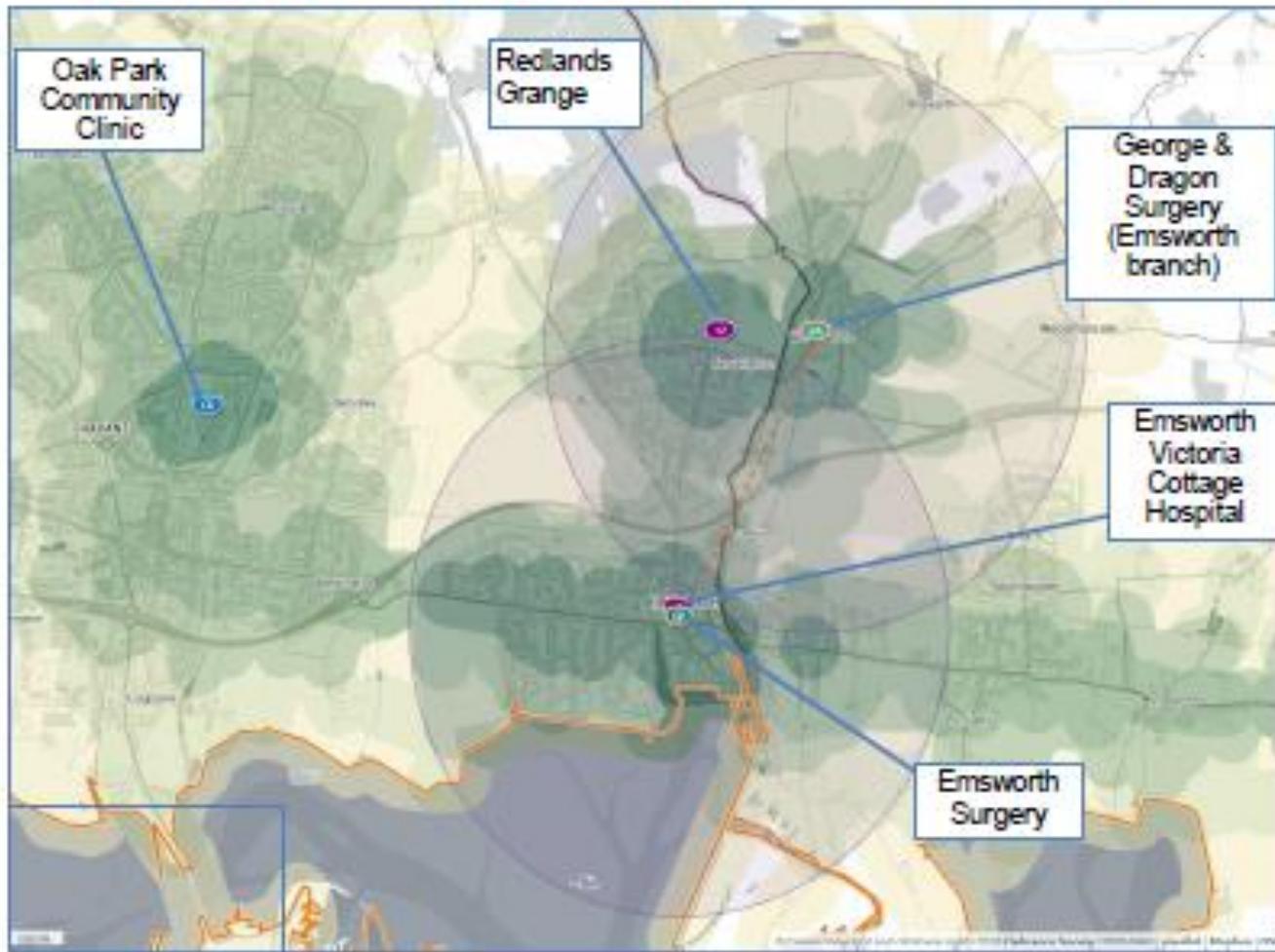


Potential ideas

Potential ideas for a building to deliver our vision for personalised care and support from a tailor-made primary care health service with wrap-around community services.

Potential idea	What does this mean?
1. Do the minimum	<ul style="list-style-type: none"> • Maintain the status quo - "business as usual". • Includes maintenance to ensure statutory compliance • Retain Westbourne branch site
2. Extend the existing Surgery	<ul style="list-style-type: none"> • Add extension to the existing Emsworth surgery • Assumes surgery could be extended • Retain Westbourne branch site
3. Emsworth Victoria Cottage Hospital refurbishment	<ul style="list-style-type: none"> • Full refurbishment of Emsworth VC Hospital • Emsworth and Westbourne surgeries sold
4. Emsworth Victoria Cottage Hospital new build	<ul style="list-style-type: none"> • Emsworth VC Hospital demolished • New facility built on the hospital site • Emsworth and Westbourne surgeries sold
5. Emsworth Victoria Cottage hospital with a branch surgery	<ul style="list-style-type: none"> • As Ideas 3 and 4 but with the Westbourne branch surgery retained
6. Redlands Grange new build	<ul style="list-style-type: none"> • Purchase land by Redlands Lane and build new surgery • Emsworth and Westbourne surgeries sold
7. Redlands Grange with town centre branch	<ul style="list-style-type: none"> • As Idea 6, but with a branch surgery opened in the town centre • Emsworth and Westbourne surgeries sold and a new branch opened in town centre (site to be determined)
8. Hybrid two site solution	<ul style="list-style-type: none"> • Retain Emsworth Surgery and build a smaller facility at Redlands Grange • Westbourne site is sold
9. New build on alternative site	<ul style="list-style-type: none"> • New build elsewhere in Emsworth although no site yet identified • Need to check availability of sites, potentially Southleigh development

Where are the sites?



Reviewing the potential ideas

The potential ideas will each be reviewed against the following draft criteria to enable us to identify a preference. This review will be carried out by the GP practice, the CCG, community representatives with support from estates experts who will also finalise the criteria which is based on similar projects.

Criteria	What does this mean
1. Aligned with NHS primary care strategy	Does the idea support how primary care services are developing as set out in key NHS strategies such as the Five Year GP Forward View, for example supporting multi-disciplinary team working, integrated services and extended opening times?
2. GP practice sustainability	Does the idea support the recruitment and retention of GPs and practice staff? Does it support the long-term viability of the practice including experience from other parts of the country, for example practices struggling to operate branch surgeries?
3. Equitable access	Is the idea in a convenient location for the majority of patients? Does it have adequate space for car parking? Is it accessible by public transport? Will the building be accessible for all patients?
4. Strategic flexibility	Will the idea deliver a fit for purpose building for patients and staff? Is the building big enough to meet the forecasted population growth? Will the building be adaptable for future need? Is there room to expand on the site?
5. Deliverability	Can the idea be delivered within a reasonable timescale? Will it be acceptable to the planning authority? Will it be acceptable to NHS bodies who need to approve funding? Can the idea be delivered in a phased approach to adapt as the local population changes?
6. Wider community impact and support	Is the idea likely to offer the local community and economy improvements and benefits beyond providing health services? Is the idea acceptable to patients, local people and the wider community?

Sharing your views

Each of the potential ideas will be reviewed against criteria to enable us to identify a preference. This review will be carried out by the GP practice, the CCG, community representatives with support from estates experts.

To help us do this we would welcome your views including:

- Which ideas do you think would be best for you and your family, and why?
- Should we be considering any other factors when reviewing the options?

You can share your views with us by:

- Completing a feedback form today
- Taking an information pack and completing the feedback form online – www.southeasternhampshireccg.nhs.uk

Appendix two – Drop-in event survey form

The future of Emsworth Surgery – ideas survey

We really want to hear your views on our potential ideas for where Emsworth Surgery and local services are based in the future.

Your views will help us identify a preferred way forward alongside other considerations such as national policy for General Practice and NHS commissioning plans. It is also important for us to be clear that a scheme must be affordable, can be delivered on time and will be sustainable over the longer-term.

The initial findings from this survey will be reported to a stakeholder workshop; and the updated findings will be included in a report due to be considered by NHS South Eastern Hampshire Primary Care Commissioning Committee before the Outline Business Case needs to be submitted to NHS England by December 21st 2018.

This survey can be completed online at www.southeasternhampshireccg.nhs.uk. Click on the banner at the top of the page.

The potential ideas are:

Potential idea	What does this mean?
1. Do the minimum	<ul style="list-style-type: none"> • Maintain the status quo - “business as usual” • Includes maintenance to ensure statutory compliance • Retain Westbourne branch site
2. Extend the existing Surgery	<ul style="list-style-type: none"> • Add extension to the existing Emsworth surgery • Assumes surgery could be extended • Retain Westbourne branch site
3. Emsworth Victoria Cottage Hospital refurbishment	<ul style="list-style-type: none"> • Full refurbishment of Emsworth VC Hospital • Emsworth and Westbourne surgeries sold
4. Emsworth Victoria Cottage Hospital new build	<ul style="list-style-type: none"> • Emsworth VC Hospital demolished • New facility built on the hospital site • Emsworth and Westbourne surgeries sold
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7. Redlands Grange with town centre branch	<ul style="list-style-type: none"> • As Idea 6, but with a branch surgery opened in the town centre • Emsworth and Westbourne surgeries sold and a new branch opened in town centre (site to be determined)
8. Hybrid two site solution	<ul style="list-style-type: none"> • Retain Emsworth Surgery and build a smaller facility at Redlands Grange • Westbourne site is sold
9. New build on alternative site	<ul style="list-style-type: none"> • New build elsewhere in Emsworth although no site yet identified • Need to check availability of sites, potentially Southleigh development

Section 1 – Your views on the potential ideas

1. Which ideas do you think would be best for you and your family, and why?

2. Should we be considering any other factors when reviewing the options?

Section 2 – About you

We want to make sure that we listen to everyone, whatever their background. You can help us do this by letting us know about you. The information we ask you to provide is drawn from the requirements of the Equality Act 2010.

We know this information is sensitive. We abide by very strict laws to make sure that we protect your information, keep it securely and use it responsibly. We will use the

information in an anonymised way to review and improve patient experience of healthcare services.

Thank you.

Age	My age is (years):.....
Disability	<p>Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?</p> <p><input type="checkbox"/> Yes, a lot <input type="checkbox"/> Yes, limited <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say</p> <p>If you have answered 'yes', please indicate your health problem or disability:</p> <p><input type="checkbox"/> Vision (partial sight or blindness)</p> <p><input type="checkbox"/> Hearing (partial hearing or deafness)</p> <p><input type="checkbox"/> Physical disability</p> <p><input type="checkbox"/> Learning disability</p> <p><input type="checkbox"/> Mental health</p> <p><input type="checkbox"/> Long term condition (eg diabetes, heart problems, epilepsy)</p>
Ethnicity	<p>Please state your ethnic origin:</p> <p><input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Mixed <input type="checkbox"/> Other.....</p>
Religion or Belief	<p>How would you describe your religion or belief?</p> <p><input type="checkbox"/> No belief <input type="checkbox"/> Buddhism <input type="checkbox"/> Christianity <input type="checkbox"/> Islam <input type="checkbox"/> Judaism</p> <p><input type="checkbox"/> Hinduism <input type="checkbox"/> Sikhism <input type="checkbox"/> Other.....</p>
Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other Gendered
Sexual Orientation	<input type="checkbox"/> Gay man <input type="checkbox"/> Gay woman/lesbian <input type="checkbox"/> Heterosexual <input type="checkbox"/> Bisexual
Carer Status	<p>Are you an unpaid carer? That is, do you look after or support another person (eg a spouse/partner, family member, friend or neighbour) because of long term physical or mental ill-health disability or problems related to old age?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Thank you again for completing this survey.
The results will be published on the CCG website at
www.southeasternhampshireccg.nhs.uk

Appendix three – Shortlisted options survey form

The future of Emsworth Surgery – options survey

Thank you to everyone who shared their views on our potential ideas for where Emsworth Surgery and local services should be based in the future.

Your views helped us review the previous long list of nine options at a workshop attended by community representatives. We now have three potential options which will be fully costed and financially appraised to determine a preferred option. But we are again seeking your views because we know this is such an important issue for local people. The findings from both this survey and the first one will be included in a report to be considered by NHS South Eastern Hampshire Primary Care Commissioning Committee before the Outline Business Case needs to be submitted to NHS England by December 21st 2018.

The deadline for completing the survey online is **midnight on Sunday December 9, 2018**. The deadline for giving a completed paper copy to Emsworth or Westbourne surgeries is **5pm on Wednesday December 5**, so that the handwritten forms can be evaluated in time.

The potential options are:

Potential option	What does this mean?
1. Emsworth Victoria Cottage Hospital refurbishment	<ul style="list-style-type: none">• Full refurbishment of Emsworth VC Hospital• Emsworth surgery sold• Westbourne surgery retained, subject to affordability
2. Emsworth Victoria Cottage Hospital new build	<ul style="list-style-type: none">• Emsworth VC Hospital demolished and a new facility• Emsworth surgery sold• Westbourne surgery retained, subject to affordability
3. Redlands Grange new build	<ul style="list-style-type: none">• Purchase land by Redlands Lane and build new surgery• Emsworth and Westbourne surgeries sold

Section 1 – Your views on the potential ideas

1. What should we be considering as we determine a preferred option?

Section 2 – About you

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We know this information is sensitive. We abide by very strict laws to make sure that we protect your information, keep it securely and use it responsibly. We will use the information in an anonymised way to review and improve patient experience of healthcare services.

Thank you.

Age	My age is (years):.....
Disability	<p>Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?</p> <p><input type="checkbox"/> Yes, a lot <input type="checkbox"/> Yes, limited <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say</p> <p>If you have answered 'yes', please indicate your health problem or disability:</p> <p><input type="checkbox"/> Vision (partial sight or blindness)</p> <p><input type="checkbox"/> Hearing (partial hearing or deafness)</p> <p><input type="checkbox"/> Physical disability</p> <p><input type="checkbox"/> Learning disability</p> <p><input type="checkbox"/> Mental health</p> <p><input type="checkbox"/> Long term condition (eg diabetes, heart problems, epilepsy)</p>
Ethnicity	<p>Please state your ethnic origin:</p> <p><input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Mixed <input type="checkbox"/> Other.....</p>
Religion or Belief	<p>How would you describe your religion or belief?</p> <p><input type="checkbox"/> No belief <input type="checkbox"/> Buddhism <input type="checkbox"/> Christianity <input type="checkbox"/> Islam <input type="checkbox"/> Judaism</p> <p><input type="checkbox"/> Hinduism <input type="checkbox"/> Sikhism <input type="checkbox"/> Other.....</p>
Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other Gendered
Sexual Orientation	<input type="checkbox"/> Gay man <input type="checkbox"/> Gay woman/lesbian <input type="checkbox"/> Heterosexual <input type="checkbox"/> Bisexual
Carer Status	<p>Are you an unpaid carer? That is, do you look after or support another person (eg a spouse/partner, family member, friend or neighbour) because of long term physical or mental ill-health disability or problems related to old age?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Thank you again for completing this survey.

The results will be published on the CCG website at www.southeasternhampshireccg.nhs.uk