

## **Consultation on the future of Blaydon GP Led Practice**

Following an update in September about Blaydon GP Led Practice, we wanted to provide you with a further update about the next steps.

We have listened to patient views and have taken this feedback into account in developing plans for the future.

We are now launching a public consultation on these plans, to give you the opportunity to tell us what you think. The consultation will run from **Monday 6 November 2017 to Sunday 14 January 2018**

We would welcome your feedback on these proposals. Please email [NECSU.comms@nhs.net](mailto:NECSU.comms@nhs.net) or call 0191 217 2803.

### **Overview of Blaydon GP Led Practice**

Blaydon GP Led Practice is a GP practice based at Blaydon Primary Care Centre (Shibdon Road, Blaydon, NE21 5NW). The practice delivers essential, additional and enhanced services to 1,996 patients.

The current contract is delivered by Gateshead Community Based Care Ltd and has been extended until 30 June 2018. As the contract is due to end on 30 June 2018, NHS Newcastle Gateshead CCG has commenced a period of engagement with patients and stakeholders to assist in the forming of options regarding the future of the practice. Phase one included engaging with members of the public on how they currently use the GP practice. Phase two is a period of consultation to consider the options available for the future of the service.

### **Summary of engagement which has taken place**

The engagement phase (phase one) took place between 1 –15 September and included letters to patients, a survey, and liaison with various groups and stakeholders.

Letters inviting patients to give their views were sent to 946 households of registered patients (there were 1,876 patients registered at the practice at the time of the survey). 195 surveys were returned giving a 10.4% response rate.

Patients told us that the service they receive is either very good or good.

Patients felt that the best times to see a GP through the week is between 9 -11am (64.58%) and 4 – 6pm (61.46%), Monday to Friday. At a weekend, they felt the best time to see a GP was 9 – 11am on both Saturday and Sunday.

Patients ranked 'Quality of Care' as being most important to them (87.7%) followed by 'Access to a Doctor' (75.4%). Location was ranked least important with 38.17%.

Patients seem generally happy with the GP surgery and have left more positive comments than negative. In terms of improvements, respondents were more likely to say there is a need to see a regular GP and have less reliance on the use of locums. Patients would like to have consistent and reliable access to quality healthcare services, and feel it is important to have continuity of care. They would also like it to remain in its current location.

The full report is attached as an appendix.

## **Options available on the future of Blaydon GP Led Practice**

At a meeting of, NHS Newcastle Gateshead CCG's Primary Care Commissioning Committee on 31 October 2017, [4-6pm] a decision will be made on what the options are available in the respect of the practice. Membership of the Committee consists of representatives from the clinical commissioning group and lay members of the CCG. Representatives from NHS England, the Health and Wellbeing Board and Healthwatch are also in attendance at meetings. A decision will be made on what the options are available in the respect of the practice.

## **Consultation methodology**

Phase two will focus on consulting on the options available for future provision of the service. The methodology includes:

- Writing out to patients (with details about what is being consulted on, how to get involved)
- Patient information – this includes information about the options involved and commonly asked questions
- Survey – available online and in paper form – this will focus on the options decided by the Primary Care Commissioning Committee
- Letters, patient information and surveys will be translated as appropriate
- Linking with local community groups
- Use of social media with promoted posts via Facebook
- Events organised by Healthwatch – this will include a public meeting and dedicated focus groups
- Healthwatch volunteers to help/encourage people to complete the survey within the practices

## **Next steps**

At the end of the consultation we will write a report which will be available online and will send you a copy once it is published.

NHS Newcastle Gateshead CCG's Primary Care Commissioning Committee will look at the report and use the information and feedback when making the decision. The decision will be made on 27 February 2018 and we will contact you again to update you further.

## **For more information**

Please contact Helen Fox, Senior Communications Manager, on 0191 217 2670 or email [helen.fox6@nhs.net](mailto:helen.fox6@nhs.net)