



Partners in improving local health



North of England  
Commissioning Support

# Communications and Engagement Report

*Blaydon GP Led practice*

*September 2017 – report for phase one*



## Executive summary

Engagement is being undertaken in two phases. This interim report shows the feedback from phase 1 of this work.

Engagement for this phase took place between 1 –15 September and activity included letters to patients, survey, liaising with various groups and stakeholders.

Letters inviting patients to give their views were sent to 946 households of registered patients (there are 1,876 patients registered). 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 was between 9 -11am (64.58%) and 4 – 6pm (61.46%) Monday to Friday. At a weekend, they felt that the best time to see a GP at the weekend 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.

## Background

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 1,876 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 Clinical Commissioning Group (CCG) is commencing a period of engagement with patients and stakeholders to assist in the forming of options regarding the future of the practice. This is the first stage of this process and a period of consultation will be undertaken once the options for the future are finalised.

## Practice information

- The practice is located in a purpose-built NHS building in Blaydon
- The practice is open 8am to 6pm, Monday to Friday
- The practice has 1,876 patients

## Demography

- The practice has a predominately younger population
- 5.7% of the practice population is aged 65 or over
- Gender split is male – 48.4% and female – 51.6%

## Summary of activity

The aim of phase 1 has been to ask patients their views about the current service through a survey. These results will be considered by NHS Newcastle Gateshead CCG and NHS England, alongside all the other information to inform phase two which will include the options for the future of the practice.

Engagement took place between 1 September through to 15 September 2017.

Activity included:

- Letter sent to all registered patients, including the offer to translate any documents if required – (Appendix one)
- Survey – available online, sent to patients with a return envelope and distributed within the practice, including translated versions if required – (Appendix two)
- Dedicated information on the practice website and NHS Newcastle Gateshead CCG website
- Calls and briefings to key stakeholders (scrutiny, Healthwatch, LMC, neighbouring practices, local councilors, MP)
- Information distributed to CCG Networks, patient public and carer engagement forum and the involvement forum which represents the CVS organisations - (Appendix 3)

## Survey findings

### Response rate

In total, all 1,876 patients registered at Blaydon GP Led practice were invited to complete the survey. Patients were contacted via letter to each household where patients were registered with a link to the online survey, and also had the option of completing the survey over the phone or in the practice. In total, 195 surveys were completed. This provides a 10.4% response rate.

The majority (98%) of surveys completed were by the patient themselves.

### Travelling to your GP surgery

**We asked patients:**

**How do you usually travel to your GP practice? (n:193)**

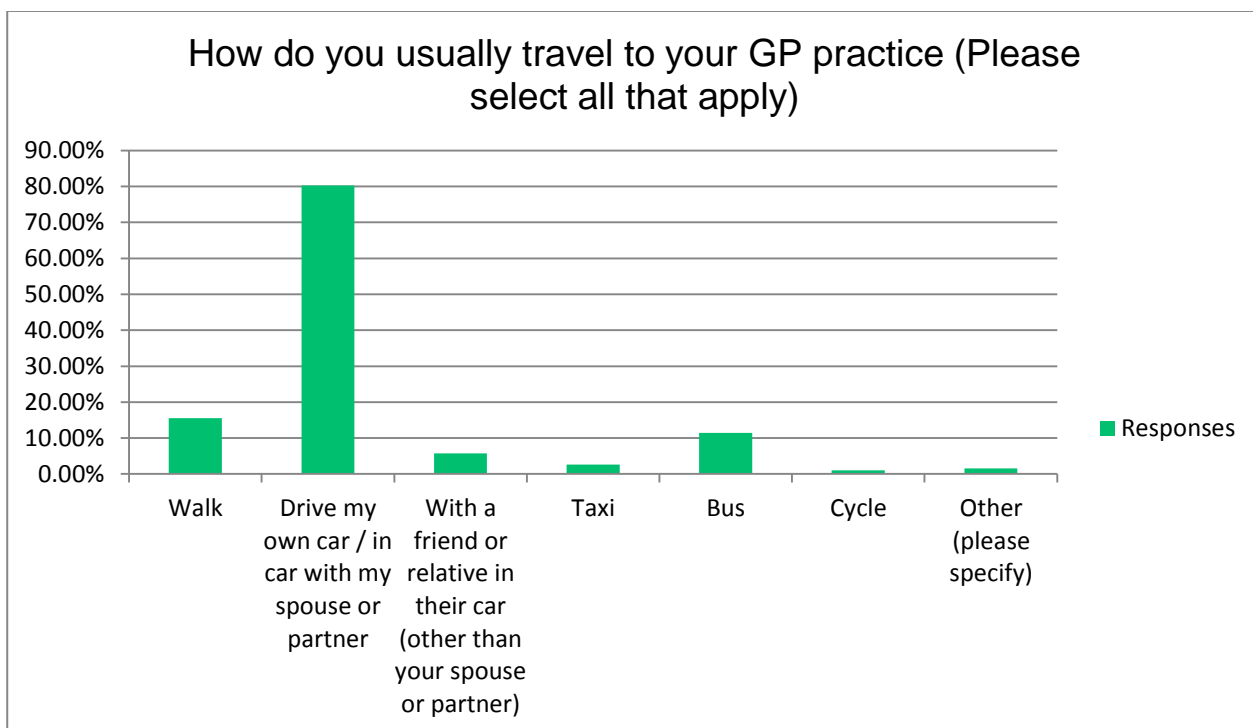


Figure 1: Question 3

The most popular response with a majority of 80% was that patients preferred to drive their own car with spouse or partner, followed by 16% who preferred to walk. 11% would take a bus and 6% would prefer to travel with a friend or relative. Only 3% would take a taxi and 1% prefer to bike.

**How long does your journey take you from home to the current site of your GP service (door to door)? (n: 193)**

83% patients preferred to make a journey of less than 15 minutes to see their GP. Only 17% preferred to travel between 15 - 30 minutes and no-one chose to travel any longer than 30 minutes.

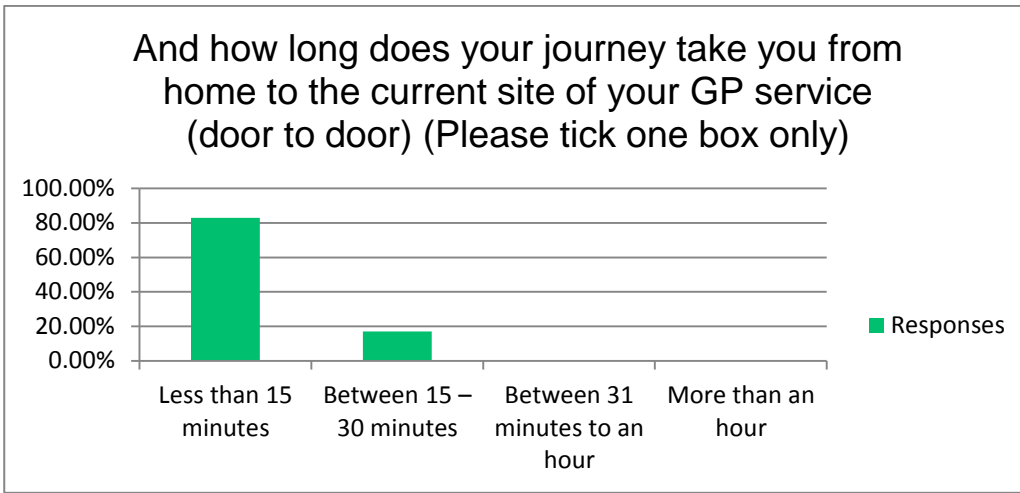


Figure 2: Question 4

**Thinking about the location of your GP practice, we would like to know which of the following are important to you: (n=193)**

Respondents were invited to tell us what they thought was the most important aspect of the location of their GP practice. 33% patients gave the reason of the GP practice being close to where they live as being most important to them. The next most important factor was that the GP practice should be located on a bus route with 19% patients choosing this option. Only 2% stated that they would prefer their GP practice to be close to where they work.

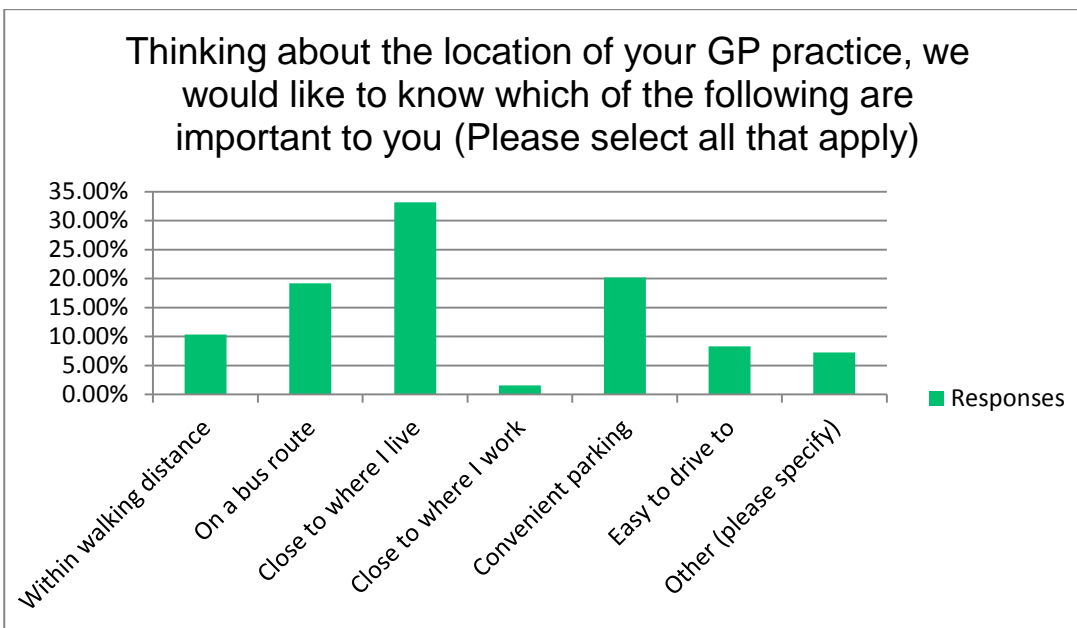


Figure 3: Question 5

**How many miles would you be willing to travel to access your GP practice? (n:189)**

43% of patients stated that they would be willing to travel less than two miles to see their GP and 37% would travel up to four miles. Only 2% patients would be willing to travel more than ten miles to see their GP

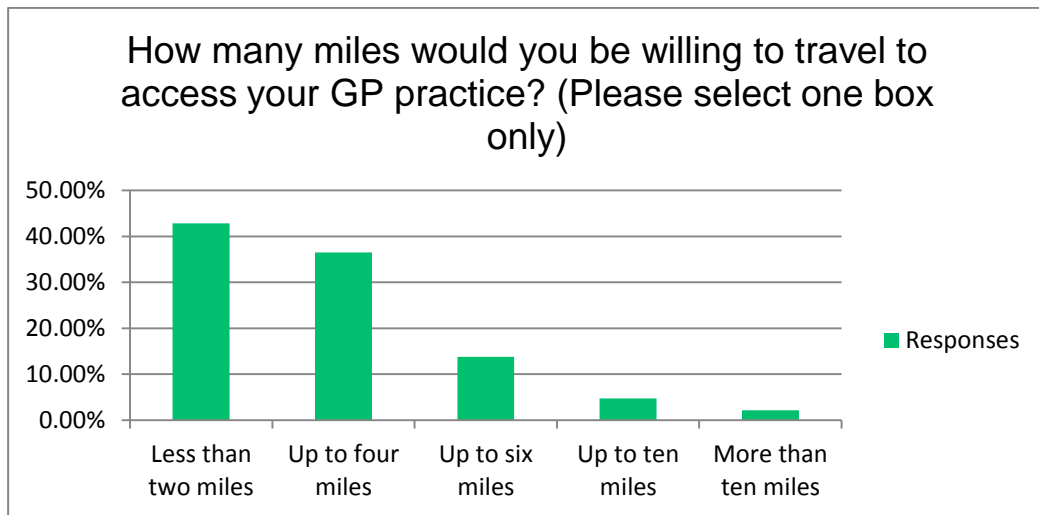


Figure 4: Question 6

## Appointments:

### We asked patients:

#### How important is it to you to get to see the same staff every time? (n=192)

Patients were asked to rate how important they feel it is to see the same nurses and doctors when they attend their appointment.

Patients placed more emphasis on seeing the same GP with 44% 'strongly agreeing' that this was most important to them. 36% agreed that this was important and only 2% disagreed with this.

They did not feel the level of necessity to see the same nurse. 38% patients neither agreed nor disagreed that it was important to see the same nurse. 4% strongly disagreed with this and 24% strongly agreed.

Overall, we can interpret that it is fairly important to respondents that they see the same GP every time, but slightly less important than it is to see the same Nurse

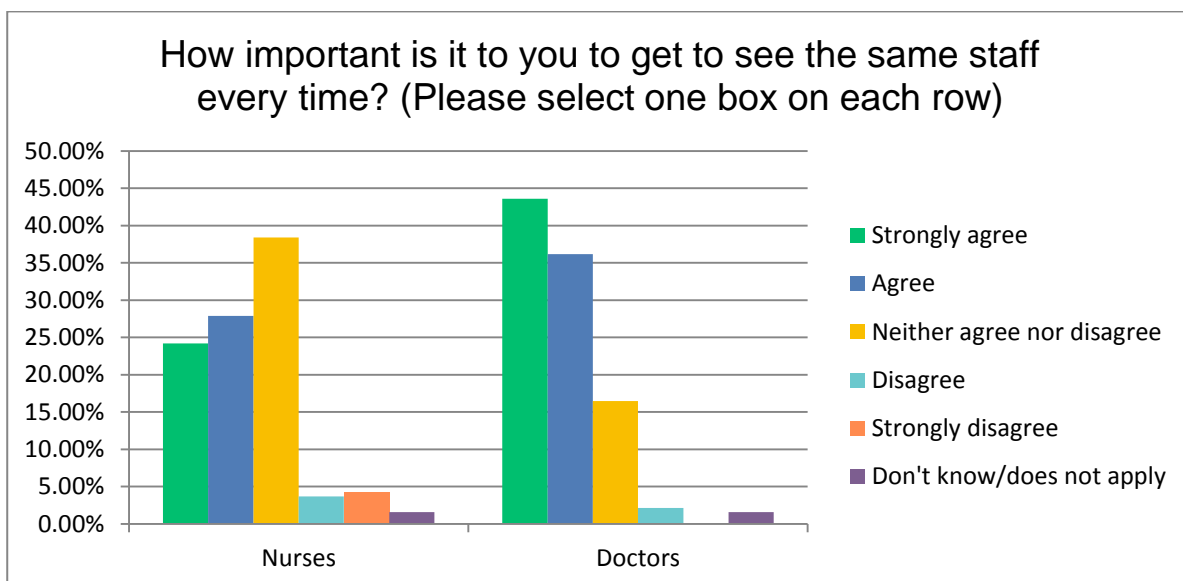


Figure 5: Question 7

### How often do you get to see the same staff every time? (n=190)

Following the importance patients placed on being able to see the same staff every time, we wanted to know how often they did manage to see the same GP or nurse.

35% patients said they saw the same GP some of the time and 24% stated a lot of the time. There were similar amounts of patients who said they always or almost always saw the same GP (19%) and who never or almost never saw the same GP (17%).

Patients told us they mostly saw the same nurse either a lot of the time (34%) or some of the time (33%) Only 16% patients said they always or almost always saw the same nurse and 10% said they never or almost never saw the same nurse.

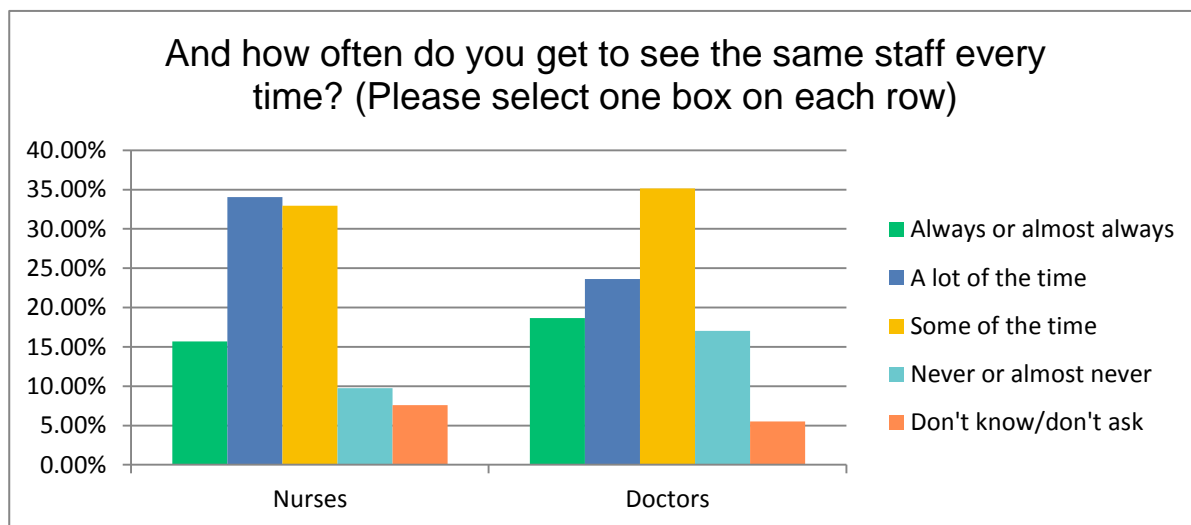


Figure 6: Question 8

### Please can you tell us what times you think are important for a practice to offer appointments? (n=192)

We gave patients a range of times from 7am – 8 pm and asked them to prioritise their optimum appointment time from Monday – Sunday, limited to one option per day.

65% patients chose 9 - 11 am and 61% chose 4 - 6pm as their most popular time to attend their GP appointments through the week. Only 55% patients would prefer an earlier appointment of 7 - 9am and 49% chose the time of 6 - 8pm.

85% patients chose the appointment time of 9 - 11am on a Saturday followed by 44% choosing 11am – 2pm to attend a GP appointment. The least popular time on Saturday was between 6 - 8pm with only 9% patients choosing this time.

There were similarities with the appointment choice on Sunday with 75% majority choosing 9 - 11am and 43% patients choosing 11am – 2pm as their optimum time. Again the least popular appointment was the 6 - 8pm slot with only 11% choosing this time.

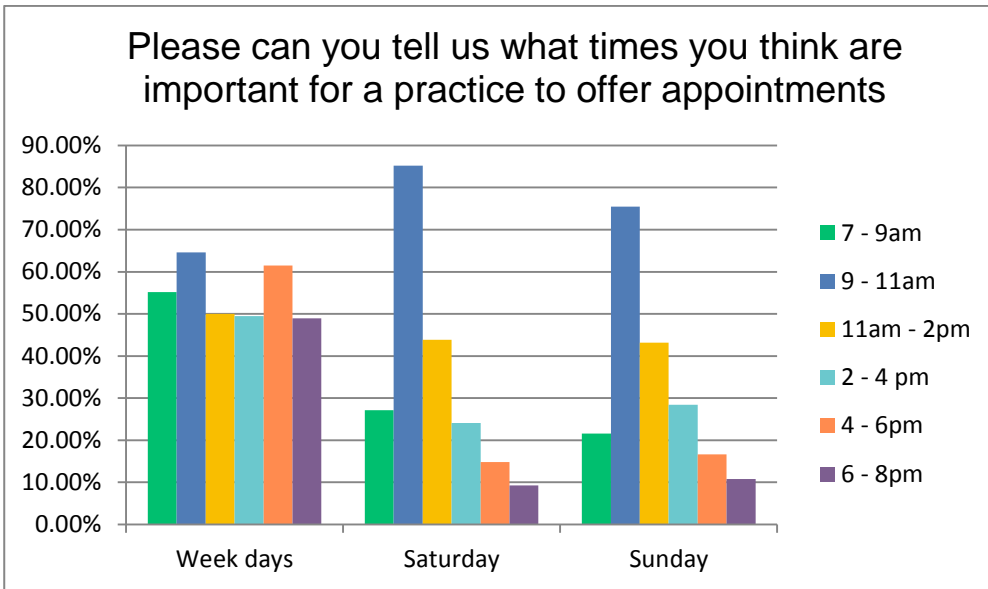


Figure 7: Question 9

## Prescriptions

### We asked patients:

#### Please can you tell us how you currently receive your prescriptions?(n=190)

We gave patients four choices of how they might receive their prescriptions. 53% patients collected them directly from the practice. 42% patients used the service which has prescriptions sent straight to the pharmacy and only 2% said they had prescriptions posted direct to their home. Thirteen patients also left 'other' comments which mostly confirmed they did not receive any prescriptions.

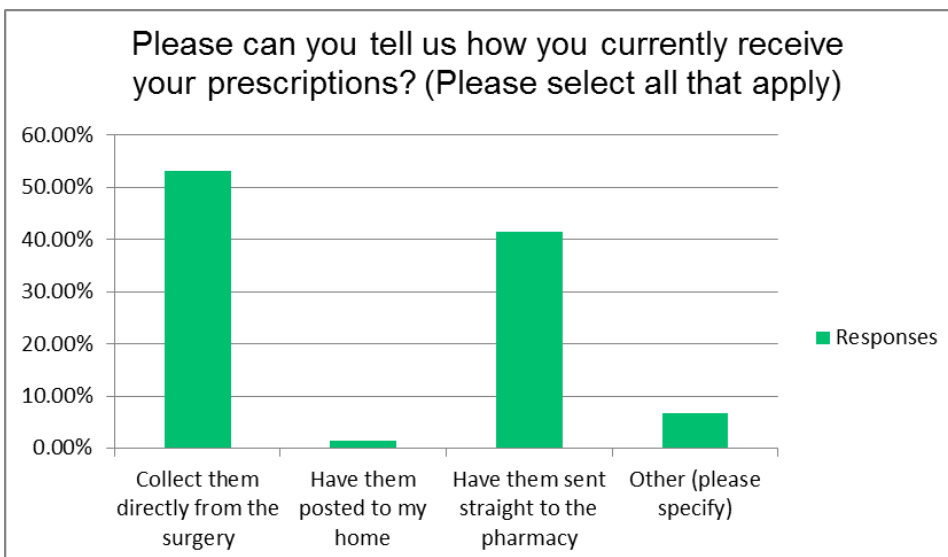


Figure 8: Question 10



### How do you order your repeat prescriptions? (n=174)

We asked patients to tell us how they would organise repeat prescriptions. There were noticeably less patients who answered this question.. 51% patients who responded preferred to call the surgery for their repeat prescriptions. 24% patients stated that they ordered theirs by attending the surgery. 15% patients automatically had theirs sent to the pharmacy and 13% asked for them online.

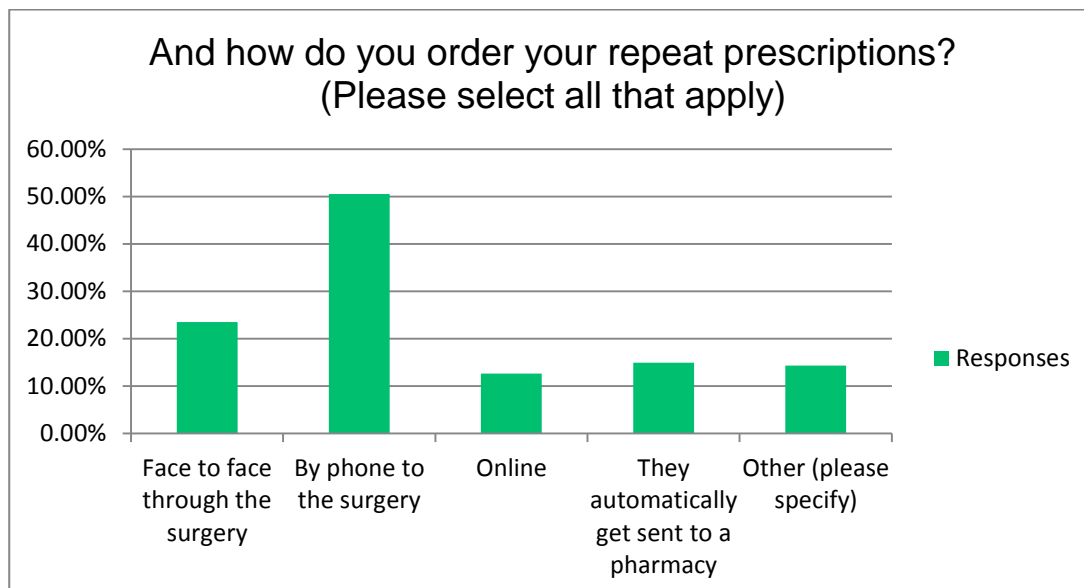


Figure 9: Question 11

### Please tell us how many times you have used your GP practice for the following reasons in the past 6 months (n=192)

We gave patients four choices and asked them to indicate how many times they had visited their GP practice.

**To visit a GP** - 42% patients told us they had made a visit to their GP once or twice in the last six months. Only 5% patients had seen their GP more than six times and 16% had not visited in the last six months.

**To see a nurse** - 57% patients told us they had seen a Nurse in the last six months. Only 2% patients had visited more than six times and 24% patients had not seen a nurse in the last six months.

**To collect a prescription** – 40% of patients had not collected a prescription from their GP in the last six months. 38% had collected a prescription once or twice. Only 2% of patients had collected prescriptions from the practice more than six times in the last six months.

**For a different reason** – 69% patients had not needed to visit the practice in the last six months for another reason. 27% had visited once or twice and only 2% patients had needed to visit more than six times for another reason.

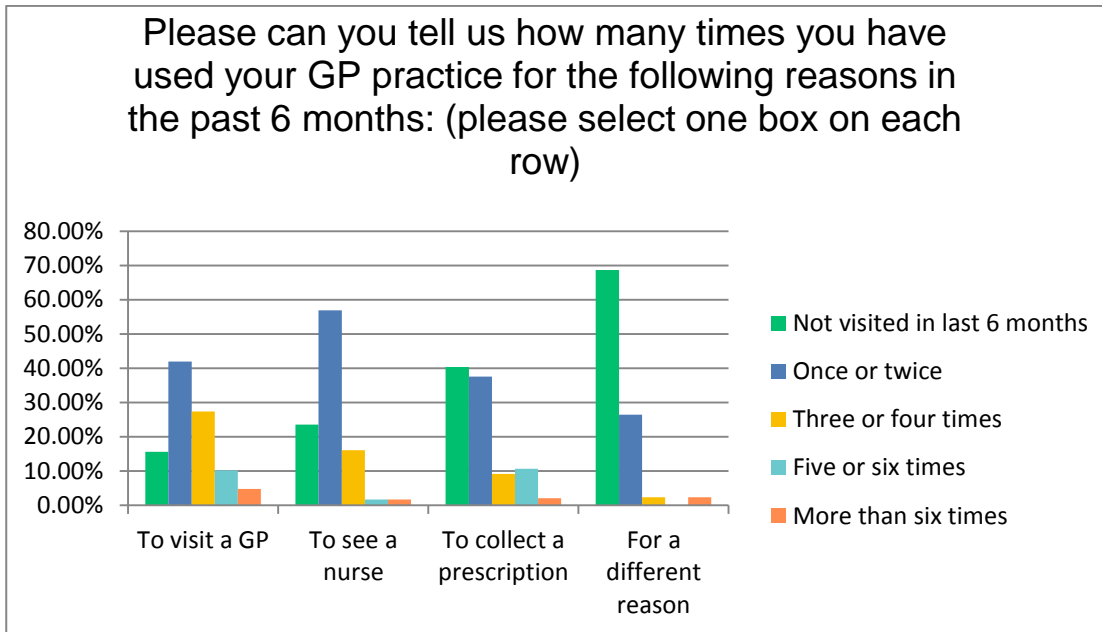


Figure 10: Question 12

**If you visit your GP for other reasons (for example, family planning service, or the warfarin centre), please tell us the service you used. (n: 36)**

The majority of patients chose not to answer this question. We did receive 36 comments where patients gave reasons of other services they used in the practice – details below:

Choices	Number of choices
Other	10
Diabetic clinic/podiatry	5
Mental health	5
Bloods/Warfarin	5
Ante-natal	3
Pregnancy	2
Family planning	2
Physiotherapy	1
Walk in Centre	1
Asthma	1
Xray	1

## Thinking about the service you receive from your GP practice – how would you rate it? (n: 192)

Patients were invited to score the service they received from 'very good' to 'very poor'. The majority of 69% patients indicated they thought the service they received was 'very good' and 27% rated the service as 'good'. Only one person described the service as very poor and one as poor.

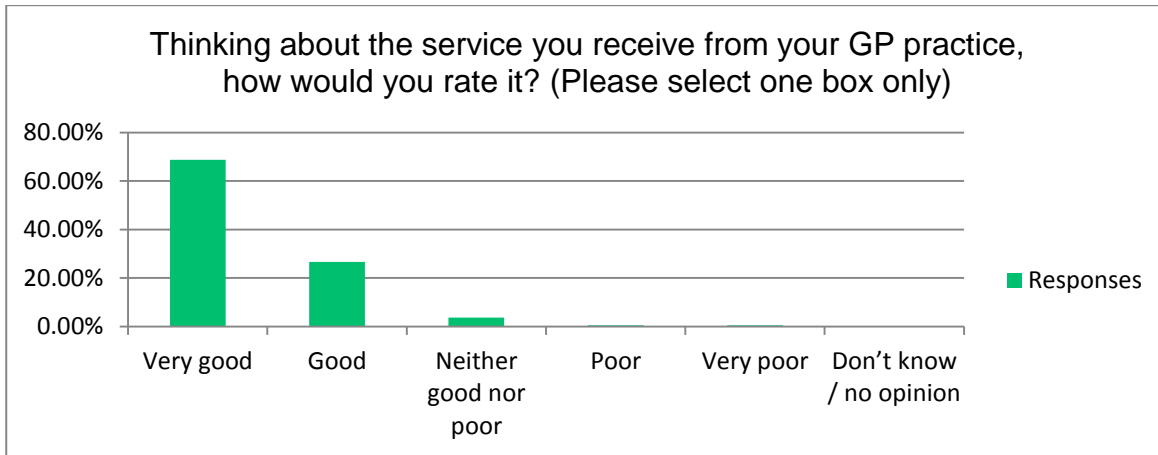


Figure 11: Question 14

## What's important to you?

**We asked patients:**

**Please can you rank the following using a scale of 1 to 6 (where 1 is MOST important and 6 is LEAST important) (n: 191)**

88% patients chose 'Quality of Care' as their most important factor and 75% patients chose 'Access to a Doctor' as their priority. Location was the least important factor according to the patients' choice with only 38% making this a priority.

Patients placed services in the following order of priority:

1. Quality of care
2. Access to a doctor
3. Continuity of care
4. Access to a nurse
5. Opening times
6. Location

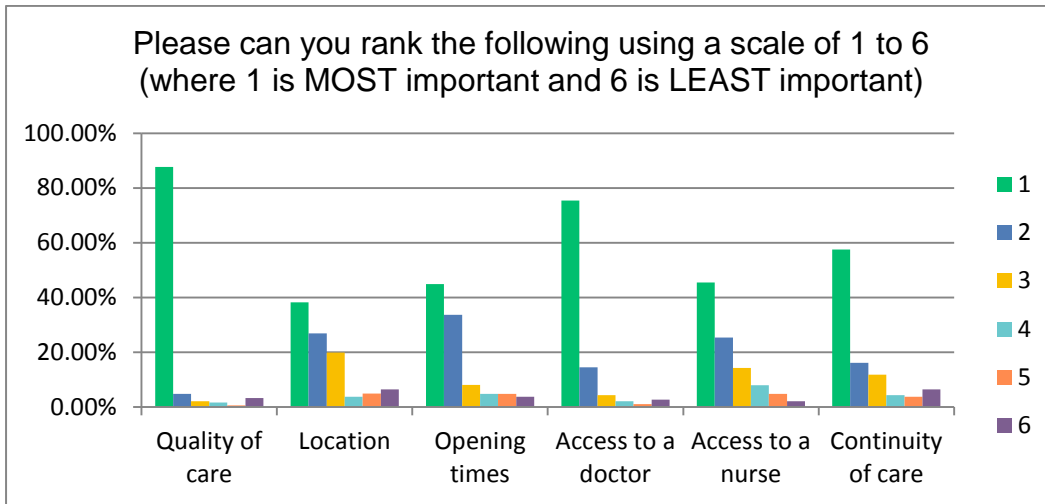


Figure 13: Question 15

## Demographics of respondents

We asked patients questions at the end of the survey to determine if there was any demographic information that highlighted any of the protected groups under the Equalities Act which need to be considered (should any changes to services be made). The demographics of those responding to the survey were as follows:

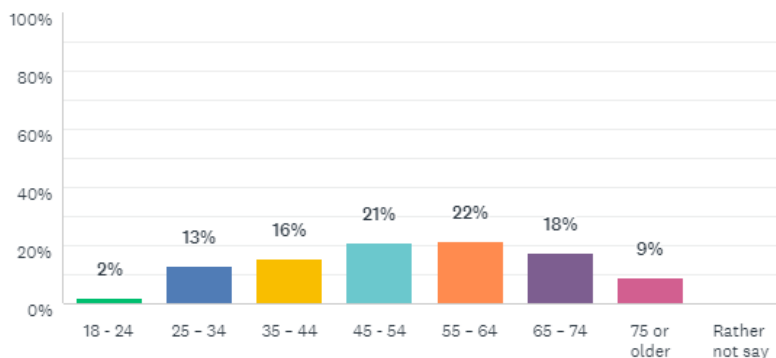
We asked patients their gender. From the 188 respondents 61% were women and 39% were male. No-one classed themselves as transgender.

We asked patients their age. From the 186 patients who answered 22% were aged between 55 and 64. Only 2% patients were in the 18 to 24 category and 9% were aged 75 or older.

Details are shown below:

### How old are you? (Please select only one)

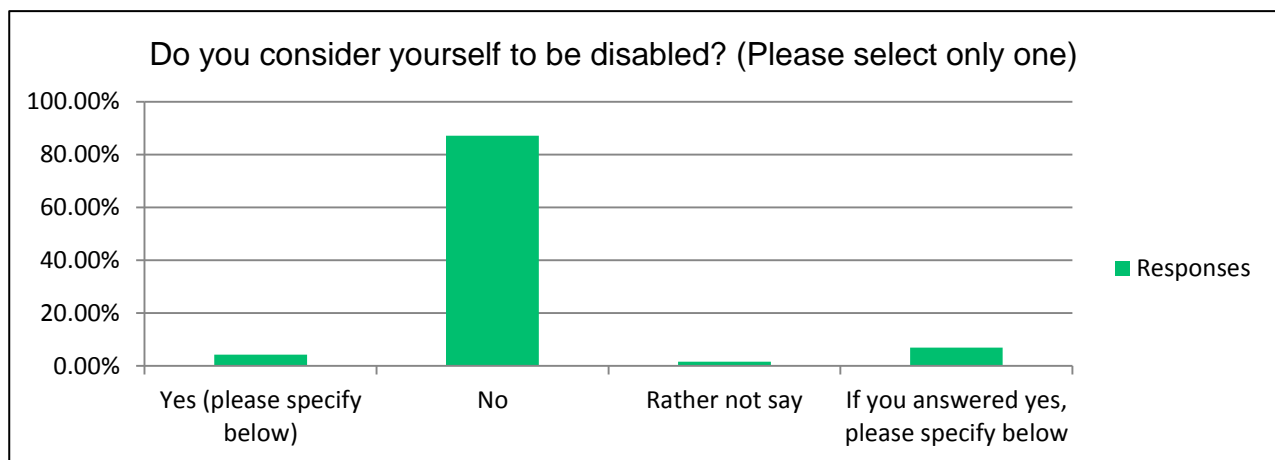
Answered: 186 Skipped: 9



We asked patients to give us the first four digits of their postcode as an indication of where patients lived in relation to completing the survey. 175 patients left their details –details are shown below:

NE21		42.29%	74
NE39		38.29%	67
NE16		8.57%	15
NE40		8%	14

We asked patients if they considered themselves to be disabled. The responses are shown below:



We asked patients their sexual orientation. 179 patients from the 185 who answered the question described themselves as 'Heterosexual or straight', three people as 'Gay' and three people chose not to say.

We asked patients if they were currently pregnant. Only 1% of the 182 who responded indicated they were pregnant. 90% were not and 9% felt this was not an appropriate question.

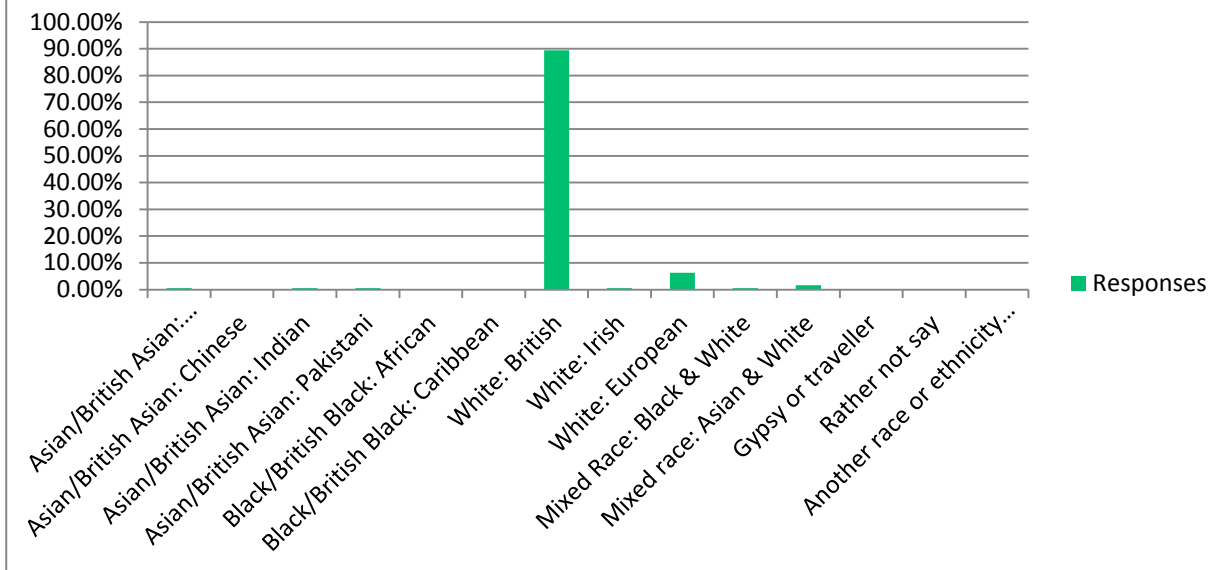
We asked patients if their /partner/spouse is currently pregnant. 82% from 178 respondents were not, 1% said yes and 17% felt this was not appropriate.

We asked patients if they currently had a child aged less than 24 months, 86% of the 180 respondents did not, 5% patients said they did and 9% patients felt this was not appropriate.

We asked patients to indicate which race or ethnicity best described them. 189 patients responded with the majority of 169 describing themselves as White British.

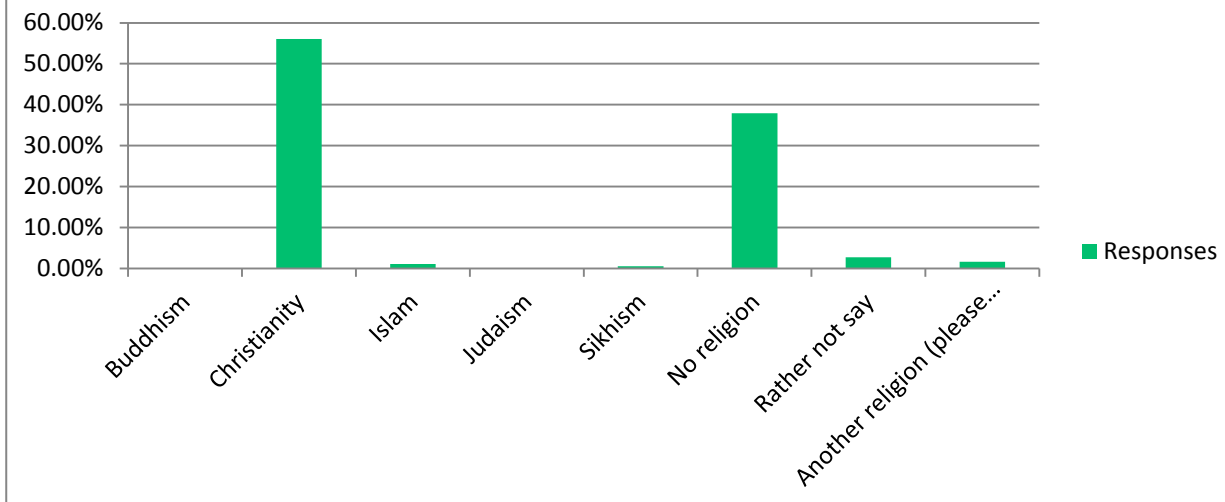
Details below:

## Which race or ethnicity best describes you? (Please select one box only)



We asked patients what they considered their religion to be. From the 182 responses 56% described themselves as Christian. Details below:

## What do you consider your religion to be? (Please select only one)



## Do you have any final thoughts, comments or suggestions you would like to make?

117 patients left a response to this question. The comments have been categorised below. A full list of comments is available at Appendix 4.

Comment	Number of responses
Staff are friendly and helpful	44
Surgery well situated and accessible for roads and parking	20

Don't get to see the same GP	20
Great appointment service	17
Further tests should be at Blaydon not at the QE	9
Need more flexibility for people who work full time	7
Convenience of late appointments	3
Not happy with appointment system	3

## Appendix 1 - Patient Letter



September 2017

Dear patient

### **Important information about your GP practice**

I am writing to give you an update about Blaydon GP Led Practice, where you are registered as a patient. **Please share this with everyone in your home who uses this practice.**

The practice services are currently delivered by Gateshead Community Based Care Ltd, which has a contract to provide the service until 30 June 2018.

We are now taking steps to decide what will happen after this date which is usual practice in the NHS when a contract is close to coming to an end.

Before we do that, we are keen to hear your views – what you like about the practice, which of its services you use, and anything that could be improved.

It would be a great help if you can complete our short survey, using the form enclosed with this letter or at <https://www.surveymonkey.co.uk/r/72D7YK5> before **15 September 2017**. Your comments can help us to plan GP services for the future.

If there are any other comments you would like to make, please contact us on 0191 217 2803, at [NECSU.comms@nhs.net](mailto:NECSU.comms@nhs.net) (please put 'Blaydon GP' as the title of your email), or by letter at: FREEPOST RTUS-LYHZ-BRLE, Blaydon GP Led Practice, North of England Commissioning Support, Riverside House, Goldcrest Way, Newcastle upon Tyne, NE15 8NY.

We will write to you again in November with another update about plans for the practice. You will have another opportunity to share your views at that stage. In the meantime, you can continue to use the practice in the usual way.

If you would like to discuss the practice with an independent organisation, Healthwatch Gateshead would be pleased to help. Healthwatch helps to support and speak up for users of health and social care services, and can be contacted on 0191 477 0033 or [info@healthwatchgateshead.co.uk](mailto:info@healthwatchgateshead.co.uk).

Yours sincerely

Dr Neil Morris  
Medical Director, NHS Newcastle Gateshead Clinical Commissioning Group

**\* This document is available in large print, other formats and languages.**



## Appendix 2 – Patient Survey

Your thoughts on Blaydon GP Led Practice

You and your practice

**NHS Newcastle Gateshead Clinical Commissioning Group, working with NHS England, is reviewing the way in which services for patients at Blaydon GP practice are delivered.**

**Your responses will help us understand what is most important to you about the GP practice service you receive.**

**Please note all responses are confidential. The deadline for survey responses is Friday 15 September.**

**If you would like help to complete this survey, please contact 0191 217 2803**

1. I am completing this survey as:

- Myself (the patient)
- On behalf of the patient (family friend)
- On behalf of the patient (member of staff)
- Other (please specify)

2. I am completing this survey as:

- A registered patient
- Someone who uses the practice but is not registered with them
- As a member of staff
- Other (please specify)

Your thoughts on Blaydon GP Led Practice

Travelling to your GP surgery

3. How do you usually travel to your GP practice (Please select all that apply)

- Walk  Taxi  
 Drive my own car / in car with my spouse or partner  Bus  
 With a friend or relative in their car (other than your spouse or partner)  Cycle  
 Other (please specify)

4. And how long does your journey take you from home to the current site of your GP service (door to door) (Please tick one box only)

- Less than 15 minutes  
 Between 15 – 30 minutes  
 Between 31 minutes to an hour  
 More than an hour

5. Thinking about the location of your GP practice, we would like to know which of the following are important to you (Please select all that apply)

- Within walking distance  Close to where I work  
 On a bus route  Convenient parking  
 Close to where I live  Easy to drive to  
 Other (please specify)

6. How many miles would you be willing to travel to access your GP practice? (Please select one box only)

- Less than two miles  Up to ten miles  
 Up to four miles  More than ten miles  
 Up to six miles

Your thoughts on Blaydon GP Led Practice

Appointments

7. How important is it to you to get to see the same staff every time? (Please select one box on each row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/does not apply
Nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. And how often do you get to see the same staff every time? (Please select one box on each row)

	Always or almost always	A lot of the time	Some of the time	Never or almost never	Don't know/don't ask
Nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please can you tell us what times you think are important for a practice to offer appointments

	7 - 9am	9 - 11am	11am - 2pm	2 - 4 pm	4 - 6pm	6 - 8pm
Week days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your thoughts on Blaydon GP Led Practice

Prescriptions

10. Please can you tell us how you currently receive your prescriptions? (Please select all that apply)

- Collect them directly from the surgery
- Have them posted to my home
- Have them sent straight to the pharmacy
- Other (please specify)

11. And how do you order your repeat prescriptions? (Please select all that apply)

- Face to face through the surgery
- By phone to the surgery
- Online
- They automatically get sent to a pharmacy
- Other (please specify)

## Your thoughts on Blaydon GP Led Practice

### Using your practice

12. Please can you tell us how many times you have used your GP practice for the following reasons in the past 6 months: (please select one box on each row)

	Not visited in last 6 months	Once or twice	Three or four times	Five or six times	More than six times
To visit a GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To see a nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To collect a prescription	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For a different reason	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. If you visit your GP for other reasons (for example, family planning service, or the warfarin centre), please tell us the service you use in the space below:

Please do not use this space to tell us about personal medical conditions.

14. Thinking about the service you receive from your GP practice, how would you rate it? (Please select one box only)

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know / no opinion

Your thoughts on Blaydon GP Led Practice

What's important to you?

We understand that all of the following things are important to people about their GP practice. What we would like to know is which of the following is MOST important to patients.

15. Please can you rank the following using a scale of 1 to 6 (where 1 is MOST important and 6 is LEAST important)

	1	2	3	4	5	6
Quality of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opening times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to a doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to a nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuity of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your thoughts on Blaydon GP Led Practice

About you

It would help us to understand your answers better if we knew a little bit about you. These questions are completely optional, but we hope you will complete them.

16. Are you:

- Male
- Female
- Transgender
- Prefer not to say

17. How old are you? (Please select only one)

- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 or older
- Rather not say

18. What is the first half of your postcode?

(For example – NE21)

19. Do you consider yourself to be disabled? (Please select only one)

- Yes (please specify below)
- No
- Rather not say
- If you answered yes, please specify below

20. What is your sexual orientation? (Please select only one)

- Heterosexual or straight
- Gay
- Lesbian
- Other (please specify)
- Bisexual
- Rather not say

21. Are you currently pregnant?

- Yes
- No
- Rather not say
- N/A

22. Is your wife / partner / spouse currently pregnant or are you expecting a child?

- Yes
- No
- Rather not say
- N/A

23. Do you currently have a child less than 24 months old?

- Yes
- No
- Rather not say
- N/A

24. Which race or ethnicity best describes you? (Please select one box only)

- Asian/British Asian: Bangladeshi
- Asian/British Asian: Chinese
- Asian/British Asian: Indian
- Asian/British Asian: Pakistani
- Black/British Black: African
- Black/British Black: Caribbean
- White: British
- Another race or ethnicity (please specify
- White: Irish
- White: European
- Mixed Race: Black & White
- Mixed race: Asian & White
- Gypsy or traveller
- Rather not say

25. What do you consider your religion to be? (Please select only one)

- Buddhism
- Christianity
- Islam
- Judaism
- Another religion (please specify
- Sikhism
- No religion
- Rather not say

26. Do you have any final thoughts, comments or suggestions you would like to make? If so, please use the space below.

### Stakeholder briefing

Riverside House  
Goldcrest Way  
Newburn Riverside  
Newcastle upon Tyne  
NE15 8NY

September 2017

Gateshead Council Overview and Scrutiny Committee  
Local Medical Committee  
Local Pharmacies  
Local MP  
Local Councillors  
Healthwatch Gateshead

### **Briefing note: update on GP practice in Blaydon**

This is to provide an update about Blaydon GP Led Practice, which is a GP practice located within Blaydon Primary Care Centre. The practice delivers essential, additional and enhanced services to 1,876 patients.

Please note this is about the registered list for the General Practice and doesn't affect the walk-in centre which is also delivered from Blaydon Primary Care Centre.

The current contract is delivered by Gateshead Community Based Care Ltd and has previously been extended until 30 June 2018. Due to procurement legislation which the NHS has to follow, the contract cannot be extended any further.

As the contract is due to end, NHS Newcastle Gateshead Clinical Commissioning Group (CCG), which is responsible for planning and buying most health services in the area, has to consider the different options available for the future of services in the area.

Therefore the CCG would like to engage with patients to understand what they like about the practice, which of its services they use, and anything that could be improved.

This information will be used to inform the options regarding the future of services in the area.

### **Engaging with patients**

Our objective is to meet the needs of our patients and to meet the NHS legal duties for engagement, equality duties and best practice engagement and communications.



The first phase of engagement phase will take place from 1 September 2017 – 15 September 2017. The methodology is outlined below

Tactic	Mechanism and notes
Letter to all registered patients	<p>A letter will be sent to each household which will update patients (aged 16 years and over) about what is happening in their practice, how they can have their say and the different methods for getting involved.</p> <p>It will include a paragraph asking them to ensure that all members of the household registered with these practices are aware of its content.</p> <p>The letters have the ‘this document is available in large print, other formats and languages’.</p>
Survey	<p>Short survey will be available online and sent with the letter to understand what is important to them and the services that they use and suggestions for improvement</p> <p>A return envelope will be provided.</p>
Option to email, call or write in	Patients will be given the option to email, call or write in to give their views
Patient participation group	A meeting with the patient participation group to discuss what is important with them
Poster	Information poster will be available to remind people to fill in the survey and to give their views
Information on website	Dedicated information on the practice website and Newcastle Gateshead CCG site
Community groups	<p>Information to be distributed to CCG networks – patient, public and carer engagement forum and the involvement forum which represents the CVS organisations</p> <p>Information to be distributed to:</p> <ul style="list-style-type: none"> <li>• Blaydon Youth and Community Centre</li> <li>• Blaydon leisure centre</li> <li>• Blaydon and Winlaton Facebook group</li> <li>• Blaydon shopping centre</li> </ul>

This will be followed by phase two, where we will ask patients their preferred option on the future of the practice. This phase will start on 6 November 2017 to 14 January 2018

A final report and commissioning decision will be made by the CCG in February 2018. We will keep you informed at all stages.

### To get involved

We would also welcome any comments or suggestions via the below options:

Call 0191 217 2803, Email [NECSU.comms@nhs.net](mailto:NECSU.comms@nhs.net)

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)

Appendix 4 – Patients comments

<p>The service provided at the surgery is really very good by both the doctors and nurses and admin. I hope that this is taken into account and the surgery remains in place, where it is, and there is no detriment to service, when you make your final decision</p>
<p>I have found staff very helpful and accommodating at this practice. I am not a regular GO use but I do feel continuity of GP's important rather than locums</p>
<p>Been able to find doctor I like and trust. Reception girls, very helpful polite and willing to help. The surgery is clean and pleasant. Nursing staff first class only joined surgery a year or so ago but wish I had joined sooner. Cannot fault service given.</p>
<p>I have always had excellent care at this practice from all staff and hope the practice continues this way moving forward.</p>
<p>I am quite satisfied with the service I receive.</p>
<p>Only problem - you get used to seeing one Dr for a couple of times and then they go, no continuity - saw four different Drs for a cough Nov - July</p>
<p>I love the convenience of late appointments as I work 9-5 Monday-Friday, It is a great location with very helpful and friendly staff. Everyone is always very helpful very happy to help and are extremely efficient.</p>
<p>To enable continuity of care it is imperative for the practice to retain members of staff who are an asset to the practice. They can be achieved with several parameters of consideration, some of which are:-          Security of job position.          Mentoring          Appreciation offered when going 'beyond the call of duty'          Appropriate training when required but not at the expense of other staff members who are capable and willing to put a 'shift in'          Having the determination to remove staff member who do not "pull their weight"          Reducing uncertainty regarding contractual arrangements.          Most staff member 'on the front line' appreciate that the patients come first but management also need to this consideration - paramount in their future plans.</p>
<p>Please note:- I have completed this form for myself and my husband (who is also a patient) as letter states to share with all in my household. We are both very happy and pleased with the service we receive at Blaydon GP Practice. My husband receives repeat prescriptions every 2 months, I do not receive any. We both prefer the atmosphere on the practice, and is easy for us both to walk to. I myself am still in employment and find appointment times fine.</p>
<p>I think wherever possible we should see the same doctor each time</p>
<p>I have been happy with this surgery since joining and would be disappointed to see it go</p>
<p>This is a good service from modern facilities, situated in a great location which is easily accessible for all. My family and I would very much like the service to continue on a long term basis beyond 2018</p>
<p>If the practice were to close, it would be very inconvenient, not just for me, but for all the</p>

<p>other patients, who have joined the practice. Plus finding other local surgeries to take everyone in, would prove very difficult</p>
<p>Very good service at Blaydon led GP centre. From the staff at reception all the way through to the doctors. Appointments always available, parking brilliant. Not one bad word to say about the practice</p>
<p>I have been very happy with the service that I have received. Never have to wait very long for an appointment</p>
<p>Permanent doctors would be good, they get to know you better therefore understand your medical history. It can be quite frustrating seeing a new GP each time you visit</p>
<p>Most important for doctors and nurses keep to the time of the appointment unless they have an emergency.</p>
<p>All doctors to have compassion and empathy training</p>
<p>It is an absolute necessity that this doctors practice remains open</p>
<p>I have moved from Crawcrook surgery to Blaydon and I find them amazingly helpful. It was hard at first to see the same doctor but I see Dr XXXX every week or so and she's brilliant. The only bad thing is she only works two days per week I've been told which can sometimes make it hard to get an appointment. I don't like to see other doctors as they don't seem to know what's going on</p>
<p>I am extremely happy with the GP practice. You don't feel like you are on a conveyor belt. The staff make time to help. The GPs have been very thorough with me, getting appointments and referrals for -ray, bloods, hospital appointments etc. I couldn't do without this service</p>
<p>As there are regularly different GPs at the surgery it would be helpful if they introduced themselves properly or wore name badged. Some to have badges but there has been many times I have attended or taken my daughter and I do not know who I have seen. It would also be nice to know if they are just there for the day or if there are there regularly, maybe a sign in the waiting room updated each day could help with both points and makes patients feel informed. I often feel that I don't know what is going on when I visit</p>
<p>This is an outstanding practice with fantastic facilities. For a long time there have been a lot of locum doctors. Thankfully we have some permanent (so far) wonderful staff such as Dr XXXX. It would be wonderful if the staff stayed constant which ensure continuity. It is very difficult continually going through medical history with different doctors, however nice. The building is new in style and has many rooms and facilities that perhaps aren't used to its maximum, I still am sent to QE or Bensham for physio even though there are great facilities upstairs. We always believed that there would be a pharmacy in one of those spaces downstairs which has never come to fruition. This if opened would take the pressure off the small boots in Rowlands Gill, which is still struggling to get prescriptions out on time. Great car park. The best thing about the practice is its staff - wonderful patient helpful understanding.</p>
<p>Love the staff, wouldn't want to go anywhere else for me and my son.</p>
<p>For the past few years since this practice opened I have nothing but the highest praise for its</p>

staff. Hopefully this practice will exist for many years to come
Great surgery. Always seen on time.
Having 1 doctor on per day is difficult as there are usually no appointments. 10 minute appointments are not great as it is just not long enough. Even when you book double appointment, you still don't get seen on time. Having a nurse on for 2 days and a health care assistant 2 days isn't accessible to most patients. The GP practice is in a great location it would be a shame if it was to close. Having better access to test results online would be good. I still have to ring up for urine sample results, as online it just shows as N/a and I prefer not have to ring people due to my anxiety. I do prefer to do stuff online than ring people
I have only just joined this practice this year and I have found it to be very good at last a doctor that actually listens to you. Dr XXXX is an excellent doctor, which I've found very hard to find. So I do hope this practice stays open,
The practice provides a great service- available appointments in a reasonable time frame. GPs are helpful - sadly not really supported by the care trust in their endeavor to look after patients. This yearly service review is upsetting for patients and must upset staff morale - not good for mental health. Get it sorted. I left Rowlands Gill surgery as it was awful.
The practice is often stretched, waiting times are often 15-30 mins often I cannot get an appointment for up to 8 days. There is also a walk in centre attached in the building. I have used the walk-in 3 times this year because no appointments were available I needed to see someone for specialist advice
The centre and staff have done more for me and my health in the short time I've been a member than the other two local doctors did for me in over 15 years.
I don't use the service a lot, but when I have done the service is quick and very good, other GP practices it's hard to get an appointment and you seem to waiting to see the doctor.
Please do not close this practice. I will be without a Doctor if you do so. I have easy access to appointments which is very important, when I need one. Access to walk in centre very good. Also X ray on site. Am very happy with current offer.
I think this is the best GP practice I've ever been to. They are very thorough, hopefully and you really feel that they care. I've lived in Yorkshire, Midlands and Bedfordshire and never received the care and attention - they make you feel you are an important patient. I don't want to move because I am so impressed and grateful! Thank you to all.
Happy with the current arrangements
I have just registered. I chose this practice as I pass it often. There is parking and - most important, integrated services and good modern facilities.
In the event of a GP requiring a patient to have further tests, eg x-ray. It would be helpful to be given an appointment at the Shildon Road location rather than the QE Hospital whenever this is possible
I use this practice for its location and it's very easy to travel to. It would be a shame to close it down as walk-in-centre will still be open. I would then have to wait until I got really ill and just

use walk-in centre if GP was closed permanently rather than join another GP
Thinking of changing doctors my reason for this is, I've had an on-going problem and it would be nice to see the same doctor, rather than a different one all the time and some doctors are not very pleasant! I have had tests at the hospital with a few minor problems showing up and not one doctor has explained anything to me. Will be leaving this time.
I find the practice extremely good, but so far have seldom ill and have no reason to use the practice.
Just one:- To set the same doctor or nurse on each appointment.
The Blaydon GP led practice is, without doubt the best Dr's practice I have ever used. As a person in full-time employment it is essential to be able to book appointments on-line and outside of the 8-5pm zone. The ability to see a doctor quickly and easily is a world apart from my previous practice in Rowlands Gill. Their approach was a queuing system, outside (all weathers) at 7-7:30am for a 'ticket' to see a doctor, if you were lucky. The doctors at Blaydon are available, friendly, professional and the whole practice has an air of caring for its patients as opposed to other practices approach. The care received as a patient is second to none and I fought very hard, along with many others to keep this practice open as it is beyond understanding why sub-standard practices seem unaffected / beyond the reach of close scrutiny, as opposed to a Practice such as Blaydon. I cannot fault the Practice in its current form. Please do not change anything about this shining example!
I find all the staff at Blaydon GP to be friendly and helpful. They answer the phone quickly and I never struggle to get an appointment that is convenient to my work / school life.
Moved to this practice because of poor and rudeness and surely reception staff at Rowlands Gill. Not having access to an appointment I did have to go to the surgery at 8:00 and queue to see if there was an appointment. Unable to book ahead appointments. Unable to book ahead appointments, always told the diary was not opened that far ahead. It was a great step forward to use this practice. I feel well cared for. It is a welcoming practice from the reception staff right through to the nurses and doctors, cannot praise it highly enough
I think it is a great practice - very easy to get appointments and good location. I would appreciate having a bit more continuity with GP's - I see someone different every time.
As stated new to practice, so far very happy with service provided. With contracts constantly being reviewed let's hope services continue and don't depreciate. Overall NHS is doing well, and I am extremely grateful for their help to lead as much a normal life as possible
My husband recently had his gall bladder removed. Afterwards, weeks later, he was struggling to breathe. On seeing the doctor he was given a range of steroids, antibiotics and inhalers over 6 appointments but his pneumonia was completely missed. I'm sure this isn't the case for everyone but perhaps greater consultation between doctors at the surgery would have helped.
Excellent doctors - very 'patient focused' care involve patient in decision making and take time to listen and understand. (family has a number of health issues) Practice could be more 'joined up' with health-visiting service - I had to follow this up myself when I moved into the area with my baby. Very very quick to get repeat prescriptions set up from old practice (out of area) - very appreciated. Happy with location, admin staff, nursing staff.

<p>Have had impressions that this practice has been unsettled in the past - that is a shame; experiences in last year have generally been of a high standard. Would encourage whatever steps needed to help staff and patients feel settled and secure going forward.</p>
<p>I am very happy with the GP practice and would like it stay exactly the same. Over the past few years I have developed a range of health problems and have found the practice very professional and helpful and efficient. I am aware that I cannot always see the same doctor but it is important to me that I can see a main doctor most of the time. This I can do with the practice as it is. I find the nurses and reception staff courteous and pleasant and conscientious. I find the thought of change is somewhat stressful - if it isn't broke, don't fix it! The teamwork is excellent - lease it as it is please.</p>
<p>It is very important to have this surgery. I moved from Oldwell Surgery as could never get an appointment and the staff were stressed and unpleasant. This surgery is being run with the patients in mind and it would be a huge loss if it was closed also such a waste of money that has been invested</p>
<p>Keep up the stellar work</p>
<p>I have moved to this practice in the last 6 months. The treatment I have experienced by everyone at the centre has been excellent; other centres need to be good at this. Use this as your template for others. Doctors were excellent. Felt like I was treated like a person not just someone to get in and out as soon as you can. My daughter also has an excellent experience from the doctors and nurses</p>
<p>The service provided by the practice is outstanding, great appointment slots, and very friendly staff. It is a very convenient surgery to travel to, with a great choice of treatment - the GP service is exceptional. Lovely waiting room - nothing is a problem to the staff. A very happy patient</p>
<p>The surgery is very good and very prompt at coming back to you regarding tests or follow up appointments compared to other surgeries. Love it</p>
<p>I do think that the practice is good over all. I am usually able to get an appointment within a day or two. The staff are generally polite and pleasant. I do feel that it would be beneficial to myself to see a doctor I like regularly rather than a different one each time</p>
<p>The GP led practice at Blaydon is a very good resource and it would be a great shame if this was closed down. It has several advantages when compared to other neighbouring practices; in particular it is a large, clean building where there are lots of other linked facilities to health. Although it is not always possible to see the same doctor, booking an appointment is usually fairly easy and the quality is high.</p>
<p>I would like Blaydon GP led practice to stay. It gives us great service always ready to help and has all facilities ie xray scans and small emergencies this helps to take strain from the major hospitals.</p>
<p>More flexibility for people who work full time and many hours. Reception staff have been unhelpful at times, lack of knowledge and understanding of those who are not available during office hours. I am registered with HCPS and understood pressure's on local services, however a bit more understanding and helpfulness would be beneficial</p>
<p>Blaydon GP surgery is very convenient and it is usually quite easy to get an appointment if</p>

<p>you phone up at 8am. Good nurse service too. It would be a great shame if this GP practice had to close. Excellent facilities too - including x-ray and breast screening department.</p>
<p>The service provided is first class as are the staff and doctors. The practice is an asset to the community.</p>
<p>This practice has improved considerably in the last 12 months. As someone who works full time I would prefer longer opening hours and for the surgery to open on Saturdays</p>
<p>This is a brilliant practice compared to my previous practice in Rowlands Gill which was abysmal. There are not many surgeries near Rowlands Gill and none within walking distance of the village apart from the aforementioned abysmal local surgery and so Blaydon GP led surgery is the next closest to me and my family and is on my commute as well. I really hope this surgery does not close or I am not sure where I will have to register.</p>
<p>Can usually get an appointment quicker than other surgeries my family are registered at. Nurses availability is good, staff are friendly. Emergency appointments, the day appointment service is great. I would be upset to have to move surgery. I would prefer to have to option of later appointments with nurse on Wednesday's again, easier for when working full time</p>
<p>More staff surgery business as seems to have locums and temps and times when no / or less doctors available. This surgery should have been full to capacity - very few people understood more was GP surgery in centre - This was its 1st failing. It should be full not used as what sees part-time surgery. Although most GPs and nurses are very good and few patients I now have little faith as this surgery been long-term so have less confidence in it</p>
<p>Since first becoming a patient over 6 years ago at Blaydon GP Led Practice, I have always found ALL staff to be courteous, helpful, professional and very knowledgeable in their respective roles. I have been looked upon as a person rather than a patient; my views have always been respected and have always been listened too. Please do everything in your power to keep this practice open as it would indeed be a sad loss to the patients if you allowed it to close. The treatment both myself and husband have received is nothing short of excellent!</p>
<p>The staff and the practice are very friendly and helpful. The practice is convenient and usually appointments can be available in the same week. There are plenty of parking spaces.</p>
<p>The service and help we have received from our GP and the staff have been excellent. I would be extremely disappointed if it closes.</p>
<p>Excellent practice - truly can't find fault. All staff I have encountered have been professional, caring and a credit to the NHS and their services. My daughter and I are both grateful for the care we have received, often at short notice</p>
<p>I would find it heart breaking for my local surgery to close. Why on earth (unless driven by cost) would a practice like the one on offer at Blaydon be put at risk. It offers so much support for the community and is in the same building as the leisure centre only acts as a benefit to get people motivated into exercise. Such an ideal built purpose and I can only comment from my experience but having being diagnosed with something that classes me as disabled I was so disheartened when the doctor I was under left because of short term contract. Losing such competent professionals is such a shame and a shame for patients</p>

going through difficult times getting to grips with new care professionals keep the surgery going where it is and give full time contracts so to keep doctors in place, benefiting so many people.
We have always been perfectly happy with the GP led practice at Blaydon. It is easy to make an appointment and waiting times are very acceptable (unlike our former GP surgery where you could often wait more than an hour after your allocated appointment time). There are also other services available at Blaydon, such as family planning, cancer screening, podiatry, etc. Which are much more convenient than going to our nearest hospital. Please keep this GP practice open!!
It would be a great miss to lots of people if the centre were to close. I have had some wonderful care from doctors, nurses and all staff
I have no complaints or problems with the surgery and wish it to remain. There have been many improvements recently.
Blaydon GP led practice is excellent, staff are all friendly and helpful from receptionist, doctor, nurses etc. I am very pleased with the service I receive and most importantly I feel very relaxed with the doctors. I get valuable help and support for my diabetes. I can discuss any matter with nurse or doctor. I cannot express how happy I am with this practice. I travel by car to my appointments and feel it is very much worth it. In my opinion, there are no changes required for this practice as it is excellent. Please keep up the excellent work you all do
The Blaydon surgery has good potential but need the funds and staff to enable it to live up to the correct standards. My main issues with this practice has always been that there is not enough doctors and nurses. When I have been seen the service and facilities are brilliant it just needs more doctors and nurses.
I like using this practice, the service and consideration for patients is good. Access and parking are very good. What affects patients enrolling is the uncertainty over the continuation of the contract. Many of my neighbours have stayed with less convenient practices because they know that Blaydon operates short term contracts only. A more secure future would attract more patients. Finally thank you to the staff who work there the excellent quality of care they provide
I've just changed GP Surgery about a year ago. This is the best service I've ever had. Not just doctors or nurses, everyone from the receptionists to doctors. They are all polite and very helpful. That makes a big difference when you're poorly
Very impressed with the ability to gain an appointment at short notice. Walk-in centre is a great service
I think it is important that the GP practice continues at its current location
Blaydon is a well ran practice and has appointments that are available at normal notice (no excessive waiting) care is superb.
Have visited the GP only a few times and each time they have been very efficient, friendly and professional
This surgery is always clean and tidy. The staff are always helpful and welcoming. The



doctors and nurses are always thorough, efficient and excellent when referrals are needed. I never feel rushed at appointments. I feel I am listened to and my concerns are dealt with.
I would hate to lose this GP service. I have not complaints. I am always treated well and respectfully by all staff. It's a great surgery.
My wife and I consider Blaydon to be an excellent practice, basically one of the best we have been too. Doctors and nurse are very good, we have been treated very well indeed
I have always had very good service from this GP practice. I do hope the service will continue in it's present form. Thank you
This practice needs continuity with patents knowing they may have to find another practice in 2 years or so. There are no viable alternatives in the area
Just joined from Fenham Hall Surgery! Blaydon is far superior/excellent care to date. Later opening times/appointments.
I am very comfortable in the waiting room when I need an appointment. The atmosphere is very pleasant and the staff are very friendly. The doctors and nurses I have seen in the time I have attended appointments have been very helpful and have put me at ease. Well done!
It's perfect the way it is. Don't change it.
Best doctors' surgery I've ever been to. Please keep open.
I hardly get to see the same Dr twice. I feel this has a negative impact on care.
Highly rate the service here: <ul style="list-style-type: none"> <li>- They answer the phone</li> <li>- They make appointments for that day or asap</li> <li>- They are open outside working hours</li> <li>- They are helpful and show empathy</li> </ul>
Blaydon Led GP practice is excellent. Doctors, nurses, auxiliary and reception staff always treat patients with respect, consideration and helpfulness. You always feel that they are there to help you get back to good health and are happy to do so. Our named GP, Dr.XXXX, is an exceptional practitioner who combines kindness and care with keen analytical skills and a wide range of knowledge. We love the fact that the surgery is in a purpose built facility with x ray, scan and other facilities such as physiotherapy clustered together with the walk-in centre. Parking and bus services are fine. We left a dreadful practice, rated among the worst nationwide, to find this super facility only a couple of miles further away. Every other patient we know feels the same, and would fight for its survival. We hope you will, too. Thank you.
The reason we joined this practice in the first place, it offered Saturday appointments. They no longer do that.
This practice has given a very valuable service, it is a new building and has cost a huge amount of money to build. The GP practice is of enormous value to the patients in this area and should be saved as the strain on other GP practices would be overwhelming should this

close. Blaydon Led GP practice must stay open!!!
It has been somewhat better in recently in that it is more possible to see the same doctor, for a while it was a different one each time. We have had a problem with repeat prescriptions, getting the wrong thing, which I have brought up.
Shutting this particular GP practice would be an absolute travesty not just to me and my family but I'm sure I speak of most of the patients here. The doctors and nurse are some of the most caring and understanding professionals I have come across in the NHS! I have medical conditions which have seen me very unwell and I have always been seen to in a timely manner and got me the help I needed fast due to the fantastic staff at the practice.
Blaydon GP Practice is the best practice in this area. I consider myself very lucky to be part of it.
Having been registered with another practice for over 30 years it was a revelation to transfer to a practice where I could make an appointment with a GP or nurse when I needed one, be seen on time, be greeted in a friendly manner, have treatment discussed with me, make appointments and order prescriptions online. The facilities are well set out and clean and parking for cars is not a problem. All of the above contribute to a healthy and happy patient and I cannot recommend the Blaydon GP LED Practice highly enough.
I find this surgery to be very well situated. It's extremely accessible for roads and parking. Often if I need to see a doctor I'll potentially be quite anxious. I find that the modern environment and the avoidance of stress that can be caused elsewhere by having to find parking makes going here a more calming experience.
It is an excellent facility and must be kept open.
This practice is a great step forward from the previous practice in Rowlands Gill. All the staff without exception treats me with respect.  After the previous practice which was put in special measures it is impossible to think of having to return to that kind of service. Unable to complete question 5, it only allows one option, cannot tick all applicable options
In all my 50 years the Blaydon practice is the worst practice I have ever come across. The skills of the staff have started to be deskilled for some strange reason ie nurse COPD appointment separate to spirometry test. The appointments are constantly cancelled in fact cancelled that much I'm forced to visit the walk in centre as the doctor is always cancelling. The staff need to be sacked and entirely replaced.
Renew contract for Blaydon GP Led Practice. It has been very useful for the many and is well located
In 52 years of using NHS GP services, Blaydon is by far the best I've used. Please try not to spoil it.
The current location makes effective use of purpose built accommodation and helps integrate primary care and outpatient etc. clinics. This kind of arrangement ought to be the future of local NHS provision.

<p>This is a superb practice and I'm extremely disappointed to understand that the service is under review again. The facilities are fantastic - clean &amp; modern with ample parking - and it is a well-organised practice. The quality of care is outstanding compared to my previous GP surgery (Rowlands Gill). There are appointments available and it is easy to book them online or ring up. Similarly it is easy to order a repeat prescription too. I cannot fault this surgery.</p>
<p>I cannot rate this practice highly enough. It is excellent. It's easy to get through on the phone, and easy to make an appointment roughly when you want it. It's a pleasant environment too. The doctors and nurses are excellent. If only opening hours were slightly longer (it used to be open until 8pm, now it's 6pm) - till 7pm would be great. It's good to have continuity of staff, and hopefully now there is a lead doctor, that will be the case. Hopefully more doctors will join this surgery.</p> <p>Please keep this practice open. I know other people feel the same. It is a model practice! Well done to all the staff. Please pass that on to them.</p>
<p>Overall I've been happy with the practice since moving to the area just over a year ago. For me the main issue is many of the doctors seem to only do a day or two at the practice. This means you end up seeing lots of doctors. While they're all professional and carry out their job properly I prefer to see the same person. Especially if it relates to a long term issue. I feel like I'm not sure who the practice partners are or the main senior doctors are.</p>
<p>Please have a regular GP available</p>
<p>The surgery is fantastic they have helped and supported me through a very difficult time in my life. I would like to give a special thanks to my Dr Dr XXXX and the reception staff who are always helpful and polite.</p>
<p>Saturday appointments</p>
<p>It is frankly intolerable that the NHS continues to give the patients of this practice constant uncertainty about its future. Re-procurement seems to be constantly happening every year. This is counterproductive, unnecessary, disruptive, and unsettling for patients. I ask the NHS or procurement authority to procure this contract for the long term, and stop messing with patients' peace of mind.</p>
<p>The practice has offered an outstanding service since I joined a number of years ago. It has provided a service which is unavailable to residents in the Rowlands Gill area due to the existing inefficient doctors in the village where it is impossible to get an appointment, appalling booking system and rude receptionists. At Blaydon it is possible to get appointments, the booking system is accessible by phone or online and the staff are very efficient, polite and helpful.</p>
<p>This practice is the complete opposite of our previous GP provision, where receptionists were surly, appointments almost impossible to get and GP care variable, at best. We really appreciate it and are delighted that it is to continue, as are our councillors and MP.</p>
<p>I love this surgery however the doctors need to be regular staff. There have been times when I have called to be told there isn't a doctor available and as I'm pregnant and can only be seen by a doctor I find this very irritating</p>