


'You Said, We Did' – Template

Engagement lead: Dawn Pearson

Date: 10.9.18

Is this a new piece of work: Yes

Is this an update for an existing piece of work (see **update section** below):

Title of the engagement or consultation	
<p>Include any logos or branding with the title and attach PDF report of findings if approved</p>	<p>'Lindley Group Practice'</p> <div style="border: 1px solid black; padding: 10px; text-align: center; margin: 10px auto; width: 80%;"> <p><i>Lindley Group Practice</i></p> <p><i>Dr M Kaye Dr D O'Brien Dr P Johnson</i></p> <p><i>Dr L Flanagan Dr T Oughton</i></p> <p><i>Dr N Clayton Dr L Woodhead</i></p> </div> <div style="text-align: right; margin-top: 20px;">  Greater Huddersfield Clinical Commissioning Group </div>
What was the engagement about	
<p>In no more than 150 words summarise report purpose and background sections or you can adapt the narrative used in the survey for content</p>	<p>An engagement took place with patients and stakeholders on proposals to relocate Lindley Group Practice to new premises.</p> <p>Lindley Group Practice is based in Lindley on a site situated next to Huddersfield Royal Infirmary. The practice has 10,700 registered patients and 23 staff which include 8 GPs. Lindley Group Practice has been situated in its current location since the 1960's. The current location was initially an ideal location but over the years there has been an increasing need for more space to offer more services and accommodate more staff.</p> <p>The practice feel it is not possible to solve these problems by extending or developing the current premises. To make sure that the practice can provide high quality care for patients in the future there is a need to look to move to better premises.</p>

You told us

Use the summary of findings in the report for this section (try to summarise to no more than 250 words)

Patients told us that they were really satisfied with the care and treatment they received from the practice and overall there were a number of comments relating to the good clinical care they received.

Most people supported the idea of a new building. People told us that the main areas of improvement that a new building could bring were:

- Improvements to parking – including increased parking and designated parking spaces for people with a disability and parent and children
- Improvements to the building layout and access – including access for wheelchairs and prams
- Improvements to the building – including the waiting area and reception, consultation rooms and toilets
- The opportunity for a new building to offer more services

Those responding still like the local village location of the practice and its proximity to shops, bus stops and the hospital. Some people provide a few suggestions on location that the practice will look at.

The majority of respondents did state that they still wanted a practice to be within a 2 mile travelling distance so people remain within the catchment area. Those responding told us the most important aspects of a good service. These are listed in order of importance:

- Good care and treatment (95.3%)
- Being able to book an appointment (90.5%)
- A clean safe place (85.9%)
- Getting to the location easily (70.6%)
- Parking (68.2%)
- Location of surgery in Lindley (64.8%)
- Waiting area (62%)
- Nearby pharmacist or chemist (51.7%)
- Easy access to the building (51.4%)

Whilst people were satisfied overall there were a few areas of service improvement relating to the current service raised by patients as part of the engagement. These areas were:

- The booking of appointments – particularly getting through on the phone
- The attitude of some reception staff
- The reinstatement of the drop in surgery sessions

What we are doing

Use the next steps or how the findings will be used section of the report.

The findings from the engagement will be used to inform proposals which will identify a potential move of location for Lindley Group Practice. The findings will be shared with the practice and the CCG to ensure that the views of patients and stakeholders form part of the consideration to develop proposals.

If the practice considers a change of location for the practice, options will be identified. Once options have been identified the practice will be required to share the options available and formally consult on those options with patients and key stakeholders.

What we are doing update

Update as and when progress is made and include the date and next steps

Date:

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