

# Over Wyre Medical Centre Hambleton branch closure public survey

To understand how the closure of Over Wyre Medical Centre's Hambleton branch closure would affect patients, a survey was produced and distributed via text message, social media and websites. It was also sent as a paper survey to patients written to by the practice and made available to residents without internet access.

The survey questions were as below:

- Before March 2020, had you used the Hambleton branch site of Over Wyre Medical Centre in the past 12 months?
  - If yes, how many times did you use the site?
- Do you feel you would be affected by the closure of the Hambleton branch site?

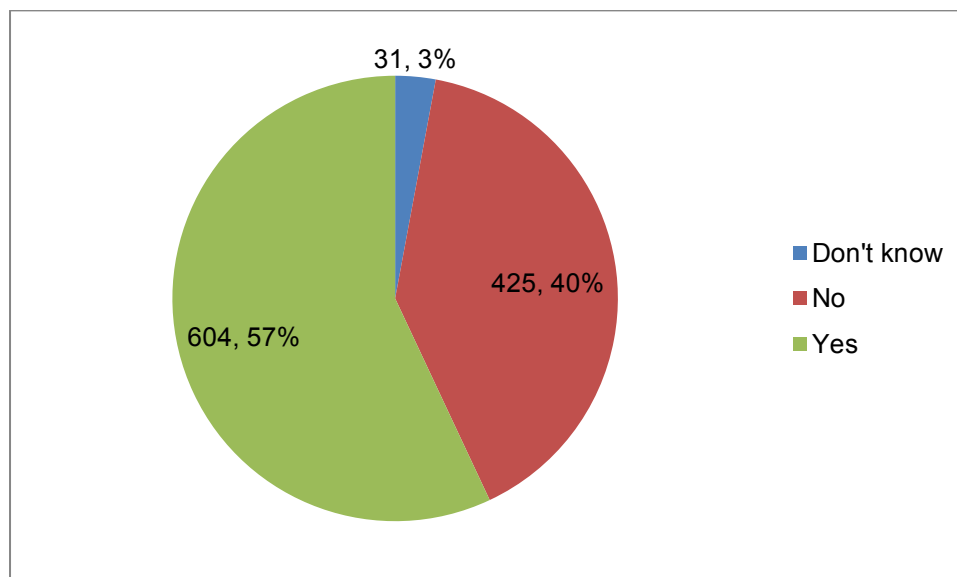
There was also space for narrative comments and for equality monitoring data to be collated.

The survey was launched on Wednesday 12 July 2020 and closed on Friday 14 August 2020. There were 1,060 responses. Over Wyre Medical Centre has a list size of 11,028 (as at 28 July 2020), so responses came from around 9% of the registered population.

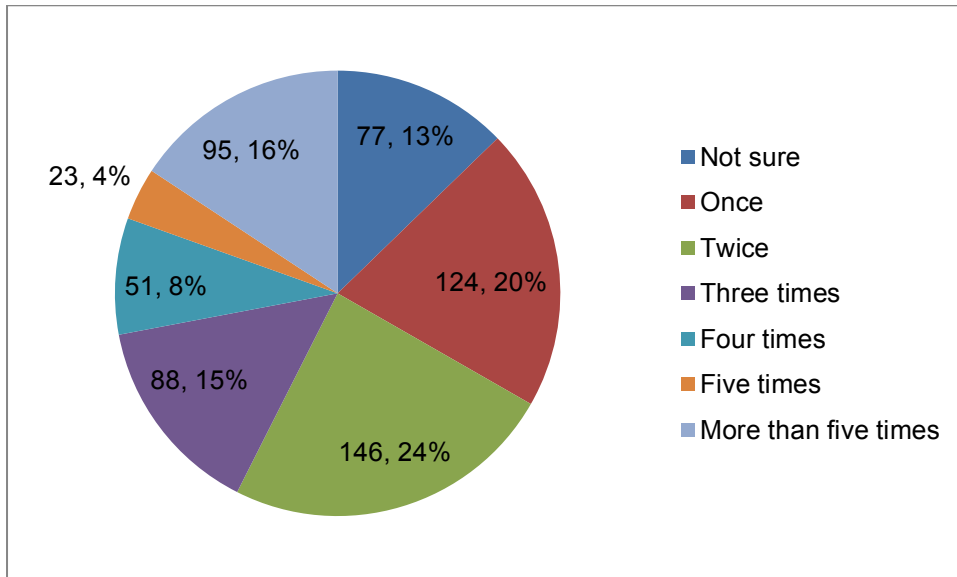
A total of 89 responses received were paper copies while the rest were completed online.

## Quantitative data

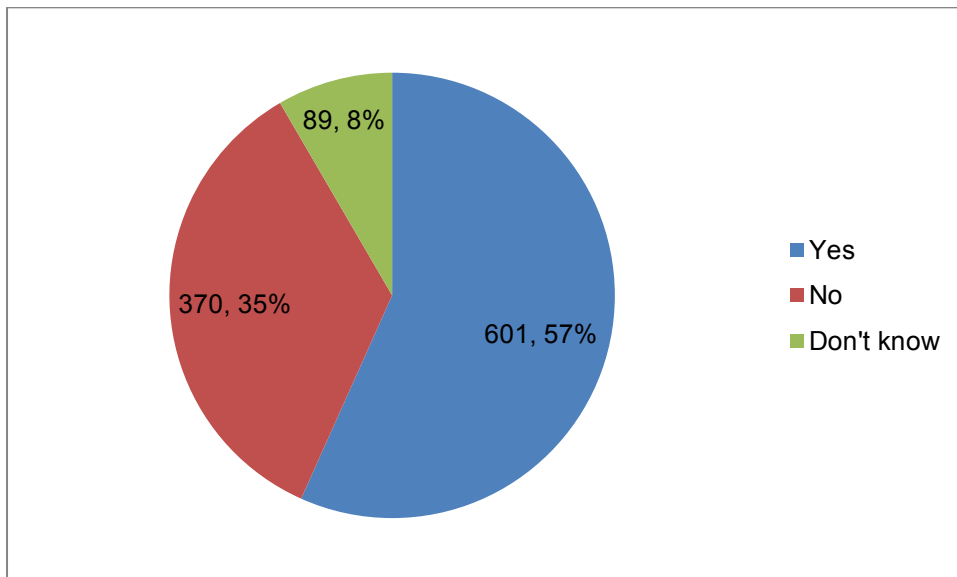
### Before March 2020, had you used the Hambleton branch site of Over Wyre Medical Centre in the past 12 months?



### If yes, how many times did you use the site?



### Do you feel you would be affected by the closure of the Hambleton branch site?

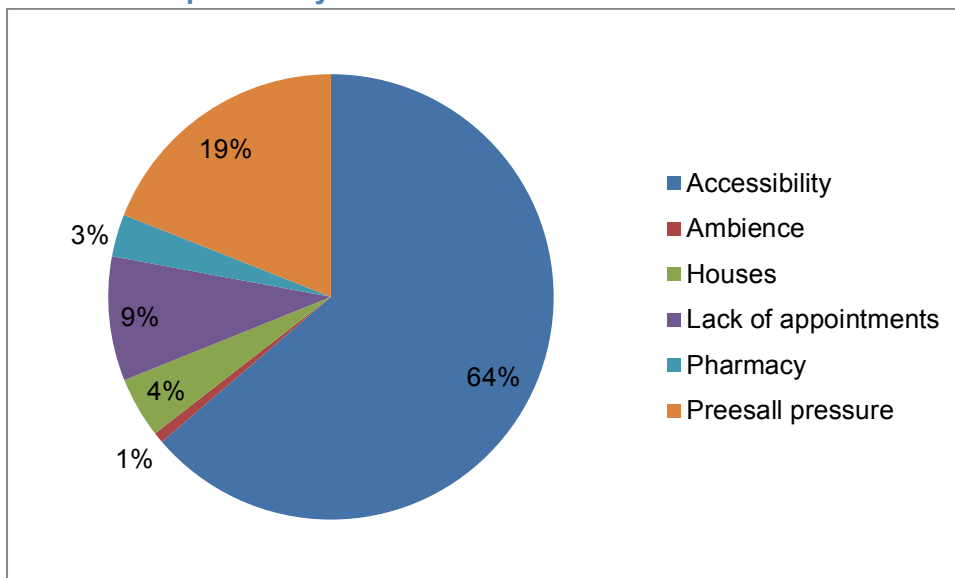


### Qualitative data

- The majority of respondents who have stated they will be affected by the closure of Hambleton branch have said the problem is accessibility, including public transport links. These comments are primarily from residents of the Hambleton area who live close to the branch and are concerned due to their age and/or health conditions. A number have cited additional costs for taxis or bus fares, plus the journey time using a bus to and from Preesall from Hambleton could total two to three hours for an appointment.

- A number of people have raised concerns that housing developments around the Hambleton area will see an influx of new residents who would then have to travel further afield for their GP practice.
- Some raise concerns over the future of the pharmacy in Hambleton.
- There were several comments from people who hadn't used Hambleton or who had only used it on few occasions that they would have used the site had more appointments been available there.
- Additionally several respondents raise concerns that there will be added pressures placed on the services at Preesall where, it is claimed, appointments can already be difficult to come by.
- A small number of respondents have reported they will consider switching to a GP practice in Poulton-le-Fylde as a result of the closure.
- There were also a very small number of comments regarding potential for job losses at the Hambleton site once it closes.
- A small number of people commented that they preferred going to the Hambleton branch as it had a more friendly feel to it, whereas the more modern facility at Preesall is sterile and impersonal.

### Narrative responses by theme



*Accessibility: Comments referring to additional distance to travel and transport difficulties*

*Ambience: Comments relating to a preference to the Hambleton branch due to its smaller, more personal feel*

*Houses: Concerns regarding additional houses being built in the Hambleton area*

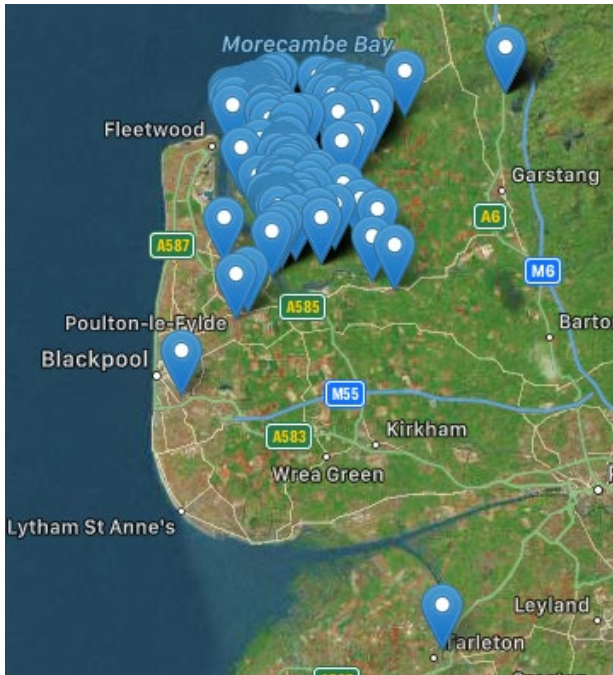
*Lack of appointments: Branch would be more utilised if more appointments were available*

*Pharmacy: Concerns the pharmacy in Hambleton will close*

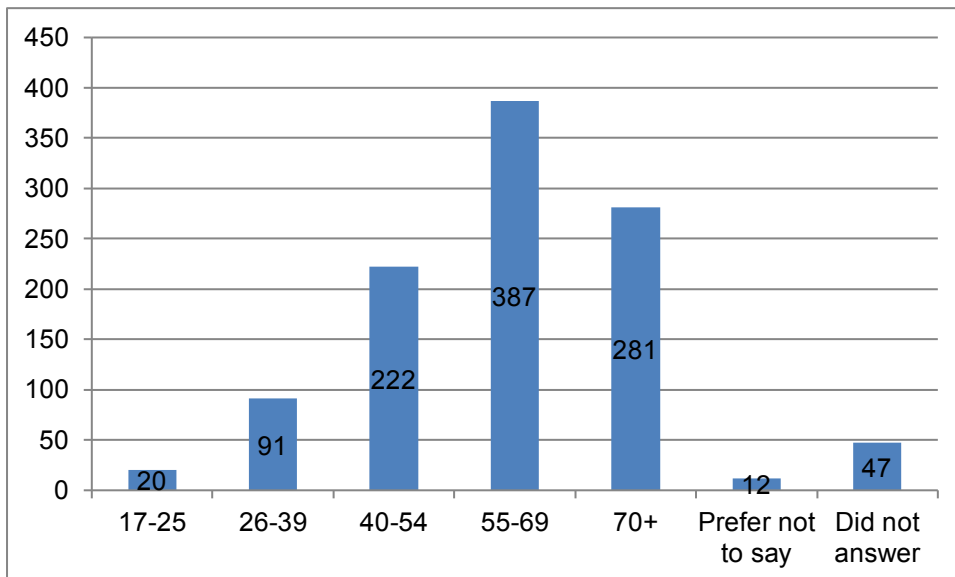
*Preesall pressure: Concerns the closure will lead to an increased demand for appointments/increased waiting times at Preesall*

## Equality monitoring

### Postcode locations

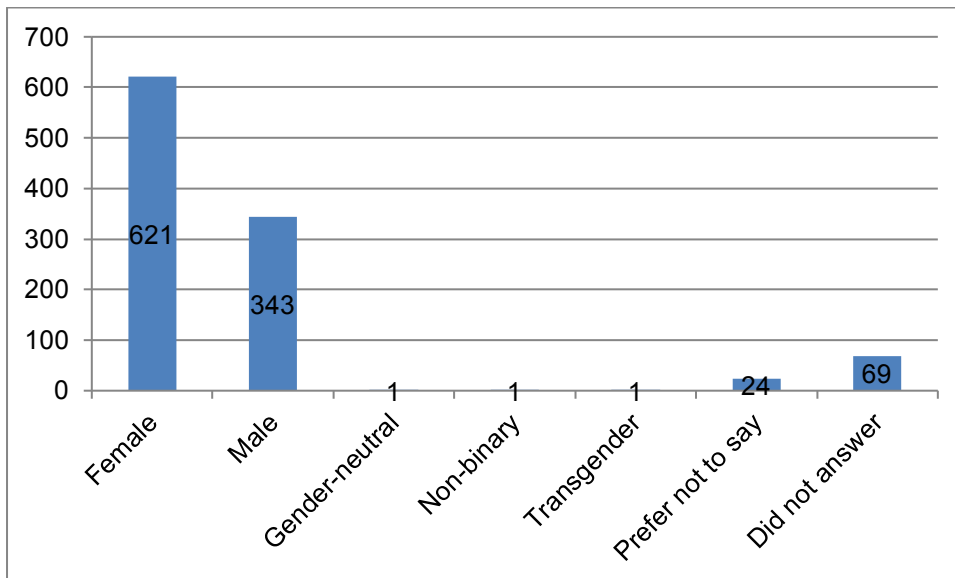


### Age



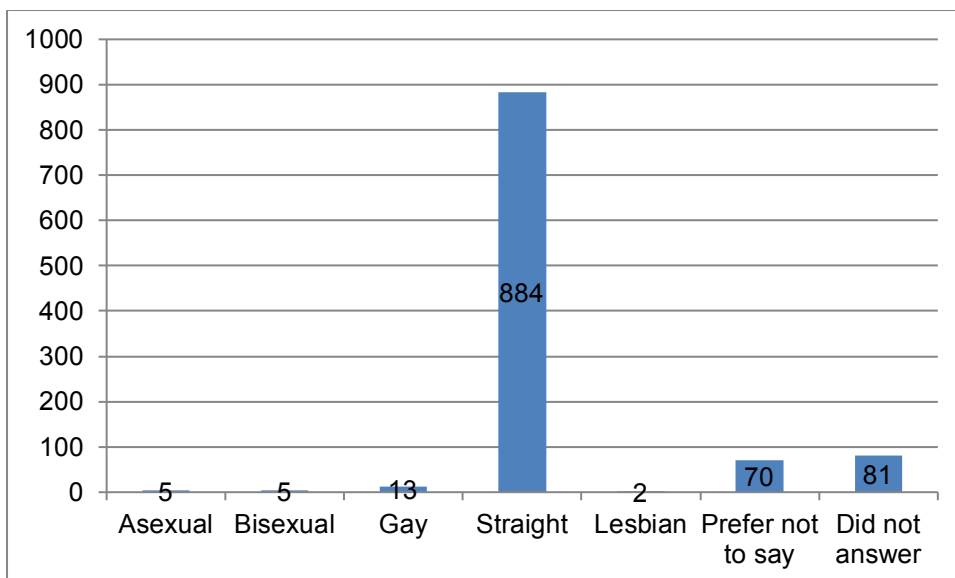
Around 7% of the population ineligible for the survey due to being aged under 17. Public Health data shows the majority of people registered with Over Wyre Medical Centre are aged 55 and over, with the vast majority 70+, so the respondents are largely representative of the area.

## Gender

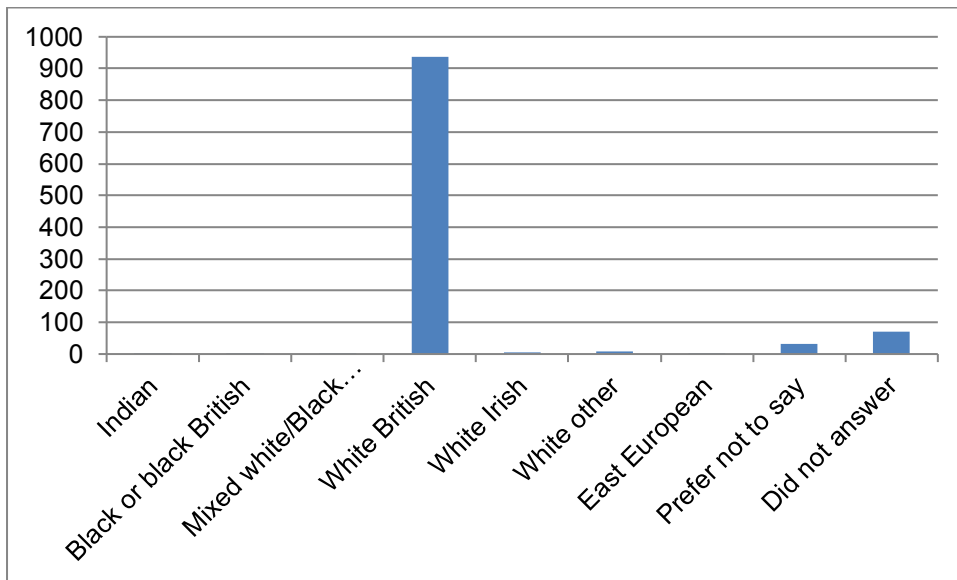


Nexus data shows an almost 50/50 male:female split within the Over Wyre Medical Centre demographic, so this data is slightly over-representative of the female patient cohort.

## Sexual orientation

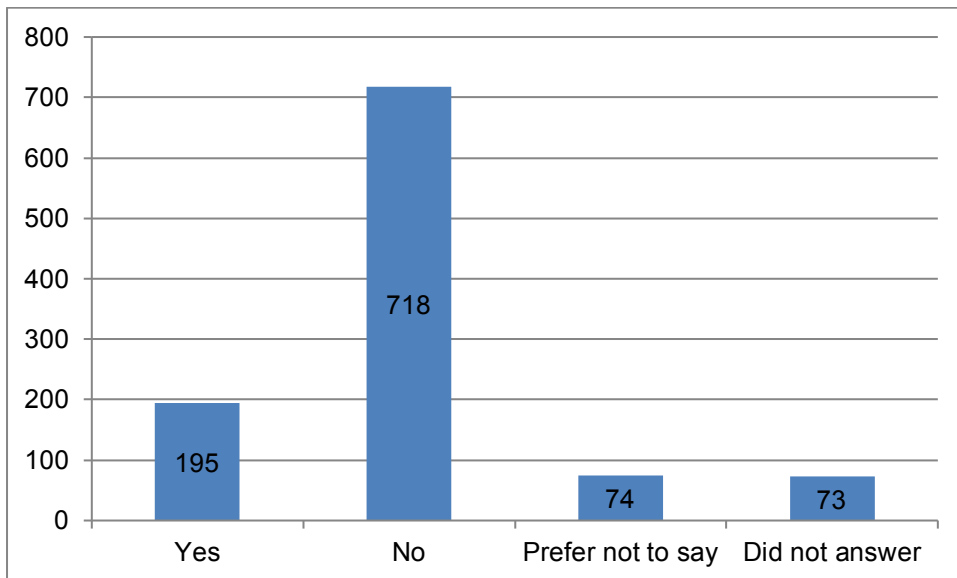


## Ethnicity



Around 98.9% of registered patients at Over Wyre Medical Centre are white.

## Disability



## Next steps

Concern	Mitigating action/response
<p>The majority of respondents who have stated they will be affected by the closure of Hambleton branch have said the problem is accessibility, including public transport links. These comments are primarily from residents of the Hambleton area who live close to the branch and are concerned due to their age and/or health conditions. A number have cited additional costs for taxis or bus fares, plus the journey time using a bus to and from Preesall from Hambleton could total two to three hours for an appointment.</p>	<p>The practice is considering a volunteer car service to assist patients that struggle. There will be the option of remote digital consultations which have been introduced. Patients do have the option to register at one of the Poulton practices if this is acceptable due to the more frequent bus services.</p>
<p>A number of people have raised concerns that housing developments around the Hambleton area will see an influx of new residents who would then have to travel further afield for their GP practice.</p>	<p>The housing situation is considered carefully by the CCG and the head of estates continually monitors the planning applications to see the impact on health premises.</p>
<p>Some raise concerns over the future of the pharmacy in Hambleton.</p>	<p>As far as the CCG is aware there are no plans to close the pharmacy. Pharmacies can also provide a range of services to support patients with minor health conditions the services that the pharmacy offer could be promoted to stop some patients having to travel to the practice in Preesall.</p>
<p>There were several comments from people who hadn't used Hambleton or who had only used it on few occasions that they would have used the site had more appointments been available there.</p>	<p>The practice has limited the number of appointments due to the size and constraints of the building.</p>
<p>Additionally several respondents raised concerns that there will be added pressures placed on the services at Preesall where, it is claimed, appointments can already be difficult to come by.</p>	<p>The practice has agreed to review the appointments to ensure they are providing enough. The appointments that were offered at Hambleton will be transferred to Preesall thus increasing the number there. The practice is confident there will not be a significant surge in demand for appointments from residents of the Hambleton area.</p>
<p>A small number of respondents reported they will consider switching to a GP practice in Poulton-le-Fylde as a result of the</p>	<p>Patients have the choice to register in neighbouring practices if they believe this is better for them. Both Poulton practices are</p>

closure.	currently accepting new patients.
There were also a very small number of comments regarding potential for job losses at the Hambleton site once it closes.	No one will lose the job as all staff work across both sites and Preesall will become their main work base.
A small number of people commented that they preferred going to the Hambleton branch as it had a more friendly feel to it, whereas the more modern facility at Preesall is sterile and impersonal,	The premises at Hambleton did not meet control of infection regulations and even though it is smaller, the services that could be provided there were very limited, compared to the Preesall site that has a huge array of different services including on-site medication dispensing for patients.