

Relocation of Granton Medical Centre, Griffins Brook Medical Centre and Bunbury Road Surgery

Healthwatch Birmingham welcomes the opportunity to respond to Birmingham and Solihull CCG's consultation on the 'Relocation of Granton Medical Centre, Griffins Brook Medical Centre and Bunbury Road Surgery'. Our key role is to make sure that patients, the public, service users, and carers (PPSuC) are at the heart of service improvement in health and social care. In line with our role, we have focused our comments on:

- The involvement of PPSuCs in developing the proposed options.
- Whether the proposed options are responsive to the individual needs of those accessing services, ensuring that they do not lead to health inequality.

We welcome that the CCG is seeking views from service users of these three centres to ensure that their views and insights are taken into consideration in the final decision. We note the CCG's commitment to ensuring that patients have access to high-quality care. Although, we have had both negative and positive feedback about these three services, it is clear from the feedback we receive that patients truly value these three services.

"This surgery is always responsive, accommodating and professional. I have always been able to see a GP when myself or the family have needed to" (Granton Medical Centre).

"Exceptional response from this practice. GP diagnostic approach, liaison with specialist and communication all excellent. Appointment found, and blood test rearranged upon request. Model of good practice on our doorstep" (Granton Medical Centre).

"Really friendly and supportive staff and Doctors (Bunbury Road Surgery)

Always been my family GP and they are always helpful" (Griffins Brook Medical Centre)

"I have been registered at Griffins Brook medical Centre for over 20 years and the Doctors and nurses are very good. The admin staff are also very helpful. Getting through on the phone is great, although it has become a little more difficult recently. As the building is full to capacity the Manager has suggested we utilise online bookings for appointments as a way to alleviate the demand on the phones. I think this is a good idea as when you book online you can see all the appointments available" (Griffins Brook Medical Centre).

However, we are concerned about the impact the proposed relocation might have on the most vulnerable within this community. People on low incomes, the elderly, people living in poverty, and those with caring responsibilities among others could be impacted. These are some of the groups that might be least able to travel further to access services. We believe that



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these issues need to be considered as this proposal has the potential to impact people in terms of access to GP services, continuity and quality of care.

Patient and Public Involvement

Pre-consultation

The consultation document made available to the public is not clear as to what patient and public involvement activities took place prior to the consultation. Consequently, it is unclear how this engagement informed the option under discussion. It would have been more informative to the public and service users to understand how the option has been decided and the extent to which the views of PPSuC and specific users of this service have been taken into consideration when drawing up this option.

Methods for engaging and involving the public

Healthwatch Birmingham would like to commend the CCG for offering service users, different ways to be involved. We note that service users can give their feedback by filling an online survey, over the phone, and by attending a public event. However, the CCG would like to note that the telephone number provided went straight to voicemail the times that we tried to call and now is no longer in use. It is possible that service users were unable to use this method. We would like to read in the consultation report how effective these methods have been in reaching those most affected by these proposals, such as the elderly. We would also like to read in the consultation report the range of people that the CCG was able to reach through these methods.

Content of Consultation

Healthwatch Birmingham believes that the consultation document, including the questionnaire, has used clear language and is easy enough to understand. Therefore, people with no barriers (i.e. language or other communication needs) can access these documents. However, we note that the public is being asked to give views on 'an option' and it is not stated whether the alternative is to remain in the current location.

In addition, the document does not describe how services will look like at the new centre. Will these be 'like for like' services, with the same staff, or will there be some changes? The document does not make this clear. Again, what does integration with other primary care services at the new centre look like? We think that there is a need to explain the benefits of this move and how they will be implemented.



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Healthwatch Birmingham believes that if the information outlined above had been provided, service users would be able to give an informed answer to question 3¹ in the questionnaire. As the document currently stands, it is not apparent what 'the best possible care' looks like at the new site. At Healthwatch Birmingham we believe that good public involvement comprises of not only that the public are given sufficient information, but also justification for proposed changes.

Post Consultation

Healthwatch Birmingham would like to urge the CCG to ensure that the consultation report does not just report the decision taken, but also demonstrates how the views of the public have influenced the final decision. People will feel part of the decision-making process.

We also hope to see the CCG use feedback to identify the groups that would be affected by the relocation for individual surgeries. Consideration needs to be made of the demographics of each surgery's population group and the corresponding distance they have to travel, and changes to any services that would occur because of the move, amongst others. This information would hopefully help the CCG to feed into any impact and equality analysis already carried out or being planned. The CCG could then identify population groups sharing the 'protected characteristics' as defined in the Equality Act and those affected by inequalities (health or otherwise) associated with socioeconomic factors or other forms of disadvantage (i.e. social exclusion and deprivation associated with geographical areas or inequalities or variations associated with other geographical distinctions).

Yours Sincerely,



Chipiliro Kalebe-Nyamongo

Policy Officer



Andy Cave

Chief Executive Officer

¹ Would you support your GP surgery relocating in order to provide the best possible healthcare for patients?
<https://www.surveymonkey.co.uk/r/JK66JW8> See below for more feedback on these services.



Provider	Title	Feedback
Bunbury Road Surgery	Good.	Helpful, kind.
Bunbury Road Surgery	Fantastic Helpful Staff	Really friendly and supportive staff and Doctors
Bunbury Road Surgery	I&S	Caller has contacted us to discuss the diagnosis given to his late wife. Caller's wife had reported issues with keeping down food and general health, and had seen GP who diagnosed ovarian cancer and sent her for treatment at the Women's Hospital and the QE, over which time her condition worsened. While at the QE she was diagnosed with Hodgkin's Lymphoma, which suggested that her initial diagnosis was incorrect. Caller believes that this misdiagnosis cost the professionals dealing with her time, and shortened his wife's life. Caller raised concerns.
Bunbury Road Surgery	I&S	Caller added information about GP treatment and occupational therapy at Birmingham Social Services. She has received poor service and has not had a proper assessment of her needs. Caller believes the treatment by her GP is contributing to her poor state of mind and that she is being mis-diagnosed.
Granton Medical Centre	OK	Appointments are hard to get, and not punctual
Granton Medical Centre	Saw a GP two hours after telephoning	This surgery is always responsive, accommodating and professional. I have always been able to see a GP when myself or the family have needed to
Granton Medical Centre	Some doctors do not listen	Patients have to choose carefully which Doctor is consulting. Poor phone connection cannot get through.
Granton Medical Centre	Appointments fast.	Consultations could be longer.
Granton Medical Centre	Very Good	Very good, not difficult to get an appointment
Granton Medical Centre	Cancer care	Fast efficient service
Granton Medical Centre	Very good	Efficient service
Granton Medical Centre	Quick appointments, friendly	Make me feel like I am not wasting time
Granton Medical Centre	First rate GP service	Exceptional response from this practice. GP diagnostic approach, liaison with specialist and communication all excellent. Appointment found, and blood test rearranged upon request. Model of good practice on our doorstep.

Granton Medical Centre	Good service	Clean environment, waiting times are good, treatment and care are good and staff attitudes are good
Granton Medical Centre	They listen to what I have to say	They listen to what I have to say
Granton Medical Centre	Issues around language	Issues around people whose language is not English as a first language. This can pose issues if you need to advocate on behalf of your parents or family.
Griffins Brook Medical Centre	Always been very helpful	Always been my family GP.
Griffins Brook Medical Centre	an excellent GP Surgery	<p>I have been registered at Griffins Brook medical Centre for over 20 years and the Doctors and nurses are very good. The admin staff are also very helpful. Getting through on the phone is great, although it has become a little more difficult recently.</p> <p>As the building is full to capacity the Manager has suggested we utilise online bookings for appointments as a way to alleviate the demand on the phones. I think this is a good idea as when you book online you can see all the appointments available.</p>
Griffins Brook Medical Centre	Brilliant	Receptionists and doctors are lovely and professional
Griffins Brook Medical Centre	Appointments	Difficult at times to get appointment
Griffins Brook Medical Centre	Unhelpful staff	Tried three times so far to book in to have a coil fitted as have been referred by my gp. All of the staff I have spoken to do far have been utterly unhelpful. One took my number to call me back and never called back.
Griffins Brook Medical Centre	Lack of appointment availability	<p>I feel there's a lack of available appointment around my schedule</p> <p>Appointment available at 18:30 (online) over the past couple of years there has been a change in the running of appointments</p>