

To whom it may concern,

**For the attention of the primary care Commissioning team: Proposal to close Cheddar Road Surgery**

Healthwatch Birmingham welcomes the opportunity to respond to Birmingham and Solihull CCG's consultation on the '*Proposal to close Cheddar 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.

Although, we do not have feedback that is specific to the surgery under discussion, Healthwatch Birmingham has received feedback over the year from patients and the public on their experience of accessing GP services in Birmingham. This feedback has shown us what patients and the public believe best practice is and areas where practices could do better. Most importantly, this feedback tells us about how much people value their GP surgeries.

We are therefore concerned about the potential impact the closure of this surgery might have on the most vulnerable within this community. People on low incomes, the elderly, people living in poverty, those with a disability, and those with caring responsibilities. These are some of the groups that might be least able to travel further (3.8miles) to access services at the main Summerfield Centre. This proposal therefore has the potential to impact people in terms of access to GP services, continuity and quality of care.

We note that the consultation has been organised in such a way that the CCG hears from as many people as possible. In addition, that the survey monkey has asked questions in such a way that the CCG captures the impact of this proposal on different groups. We would therefore like to see in the consultation report how the feedback collected through this consultation exercise has helped the CCG to identify the groups that would be affected by the closure of the surgery.

We believe that consideration needs to be made of the demographics of the surgery's population group and the corresponding distance they have to travel, and changes to any services that would occur because of the closure. This information would hopefully help the CCG to feed into any impact and equality analysis being carried out. 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).

As regards the consultation process, we are concerned that:

- It is not clear how the option (i.e. to close Cheddar Surgery) was decided and the extent to which the views of PPSuC and specific users of this service have been taken into consideration when deciding on this option.

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- The consultation document is not clear on how the CCG has determined that only four people will be affected by the closure of this surgery. At the same time, the reasons given for why 'the majority of the 1,700 patients prefer to access Summerfield over Cheddar road surgery' are not clear. There could be a number of different reasons and we hope the consultation will provide the answers that will enable the CCG to make the best decision for the service users.

Yours Sincerely,



Chipiliro Kalebe-Nyamongo

Policy Officer



Andy Cave

Chief Executive Officer