

Agenda item: 7

Paper no: PCCCiC 30-18

Title of Report:	Fort House Surgery Engagement Report	
Status:	For Review and Decision	
Committee:	Primary Care Commissioning Committee (PCCC) in Common	Date: 09/11/2018
Venue:	NWS CCG, 58 Church Street, Weybridge	

Presented by:	Nikki Mallinder, Associate Director, Primary Care Commissioning & Development	
Executive Lead sign off:	Karen Thorburn, Managing Director, NWS CCG	Date: 02/11/2018
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Governance:

Conflict of Interest: The Author considers: <i>Please tick(✓) as appropriate and delete other option (please delete the whole row):</i>	PCCC Independent GP	✓
	CONFLICT(S) Member Practices are members of the NICS federation <ul style="list-style-type: none"> Remain in meeting and participate in discussion but not decision 	✓
Previous Reporting:	October PCCC	
Freedom of Information: The Author considers:	Open – no exemption applies	✓

Executive Summary:

The demand for primary care services in Walton is increasing. This is causing significant pressure on staff and the buildings where primary care services run from. Fort House Surgery is based in a converted house that is not big enough to cater for existing and future health needs.

To start addressing these issues, the CCG has been working with Fort House Surgery (FHS) to find bigger, more suitable premises. CCGs are not legally entitled to hold capital funding and so, having scoped potential options, a bid was made to the Estates and Technology Transformation Fund to fund the relocation of FHS to vacant space in Walton Community

Hospital, this being affordable and viable¹. The ETTF confirmed that the bid was successful in July 2018 but the funding has not yet been released.

Funds have also been approved from Elmbridge Borough Council Community Infrastructure Levy subject to a travel plan being agreed and sufficient engagement with the local community and councillors.

The CCG together with Fort House Surgery delivered a programme of engagement for patients and the public in September 2018. This report presents an analysis of all feedback and views received through all channels that were open throughout this engagement period (specifically between 11th September and 30th September 2018).

It also explains how FHS and the CCG will address the numerous and varied views and concerns received from people who got involved.

Overall

- Four fifths of respondents (80%) who are not registered with FHS support the proposed move although a proportion of these (14%) do have some concerns.
- Almost all respondents who are registered with FHS support the move (95%) but a greater proportion of these (26%) have concerns compared to non-registered patients (9%).
- Just under a fifth of those not registered with FHS don't support the move (19%).

There are significant concerns regarding the potential for additional and inconsiderate parking and traffic congestion that could be caused by this move.

There are also concerns regarding potential changes to the ethos and atmosphere of FHS as well as concerns regarding the speed of getting an appointment should the list size increase.

The CCG has commissioned a planning and transport consultancy, WYG, to deliver a robust travel plan. This plan will contain recommendations for responsible organisations that will help to mitigate the potential adverse effects of the proposal. It will be published on the CCG's website alongside this report. It will also be submitted to Elmbridge Borough Council with the application requesting a change of use to the vacant space in Walton Community Hospital. The public will have full access to the travel plan and recommendations to inform their views of the overall proposal during the planning consultation phase.

PCCC is asked to

1. **Note** the engagement process undertaken
2. **Discuss** the content of the report and feedback from the public
3. Make a **decision** to proceed to planning application.

Implications:

<p>What is the health impact/ outcome and is this in line with the CCG's strategic objectives?</p>	<p>Please select corporate objective(s) from the below and delete others:</p> <ul style="list-style-type: none"> • Objective 4: Primary Care development • Objective 5: Safe, effective care providing the best possible health and care outcomes and patient experience
<p>What is the financial/ resource required?</p>	<p>Please confirm that any financial implications have been signed off by the relevant finance lead- please insert name and date.</p> <p>ETTF application successful July 2018 to support relocation. Community Infrastructure Levy application successful to support relocation</p>

¹ To change this vacant space to a GP practice, a change of use application must be submitted to Elmbridge Borough Council; this proposal is therefore subject to planning permission.

	Void Space in Burwood ward, Walton Community Hospital costs CCG £180k per annum.
What legislation, policy or other guidance is relevant?	GPFV Requirement to ensure primary care services for the NWS population.
Is an Equality Analysis required?	<ul style="list-style-type: none"> Engagement included methodologies that enabled people with visual and hearing impairments to take part.
Any Patient and Public Engagement/consultation required?	<p>Yes, please see content of report.</p> <p>2 public meetings</p> <p>Exhibition</p> <p>Online survey</p> <p>Email correspondence</p> <p>Meetings with local elected representatives in Elmbridge Borough Council and Surrey County Council.</p>
Potential risk(s) ? (including reputational)	<p>Financial risk – loss of ETTF investment</p> <p>Financial risk – ongoing cost for void space £180k pa</p> <p>Clinical and reputational risk whereby Walton residents are unable to register with a local GP</p> <p>Risk that the application is not supported at Planning application stage</p>

Recommendation(s):

<p>PCCC is asked to</p> <ul style="list-style-type: none"> Note the engagement process undertaken Discuss the content of the report and feedback from the public Make a decision to proceed to planning application.



North West Surrey Clinical Commissioning Group

Report on engagement carried out on a proposal to move Fort House Surgery to vacant space in Walton Community Hospital

November 2018

If you would like this report translated into another language or alternative format such as large print, Braille or audio, please contact us using the details in section 8.



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1. Why did we want to talk to people?

NHS North West Surrey Clinical Commissioning Group is responsible for planning and buying local health care, including that provided by GPs, known as primary care. Fort House Surgery provides primary care services from its premises on Hersham Road in Walton-on-Thames.

The demand for primary care services in Walton is increasing. This is causing significant pressure on staff and the buildings where primary care services run from. Fort House Surgery is based in a converted house that is not big enough to cater for existing and future health needs.



There are also a number of wider challenges in the surrounding area. There is a need for more housing but five local GP practices have stopped registering new patients as they have reached capacity.

This means people moving to Walton-on-Thames are finding it increasingly difficult to access essential healthcare.



To start addressing these issues, the CCG has been working with Fort House Surgery (FHS) to find bigger, more suitable premises. CCGs are not legally entitled to hold capital funding and so, having scoped potential options, a bid was made to the Estates and Technology Transformation Fund¹ to fund the relocation of FHS to vacant space in Walton Community Hospital, this being affordable and viable². The ETTF confirmed that the bid was successful in July 2018 but the funding has not yet been released.

Funds have also been approved from Elmbridge Borough Council Community Infrastructure Levy subject to a travel plan being agreed and sufficient engagement with the local community and councillors.

The CCG together with Fort House Surgery delivered a programme of engagement for patients and the public in September 2018. This report presents an analysis of all feedback and views received through all channels that were open throughout this engagement period (specifically between 11th September and 30th September 2018).

It also explains how FHS and the CCG will address the numerous and varied views and concerns received from people who got involved.

¹ NHS England's multi-million pound investment in modernising buildings and making better use of technology to improve general practice services for patients.

² To change this vacant space to a GP practice, a change of use application must be submitted to Elmbridge Borough Council; this proposal is therefore subject to planning permission.

2. How did we inform people?



Media release to local media including the Surrey Advertiser

Sent 6th September 2018

Resent the following week

Fliers distributed to:

6 practices and 4 pharmacies in Walton and Hersham

Most houses and flats on Sidney Road, Rodney Road and smaller roads off these

Walton Library



CCG & FHS websites

Events publicised on the home pages throughout the engagement period

Social Media

Facebook posts and Tweets from CCG account



Email

Fort House Surgery emailed all patients whose email details they held.

The CCG emailed key stakeholders and people who had already corresponded with the CCG on this proposal during and ahead of the events



All information regarding the proposal was published on a [dedicated webpage](#) on the CCG's website and updated with information throughout the engagement period.

3. How did we involve people?



Exhibition and Drop-In sessions every morning and afternoon

Walton Library

11th to 14th September 2018 - Drop In sessions

11th to 21st September 2018 - Exhibition

50 written comments left

Public meeting

Presentation and Q&As

Walton Cecil Hepworth Playhouse

19th September 2018

11am to 12.30pm

26 people attended



Public meeting

Presentation and Q&As

Riverhouse Barn Arts Centre

26th September 2018

7pm to 8.30pm

42 people attended

Survey

Available online - Smart Survey

7 questions with free text options

877 people commenced the survey

687 completed surveys

190 partially completed surveys



Emails

4 emails sent to the CCG expressing views

2 emails sent to the CCG with questions

13 emails sent to Fort House Surgery expressing views

4. What did people tell us about the proposal?

4.1 Survey

An online survey was made available on 14 September 2018. It consisted of seven questions; some were closed and some were open-ended.

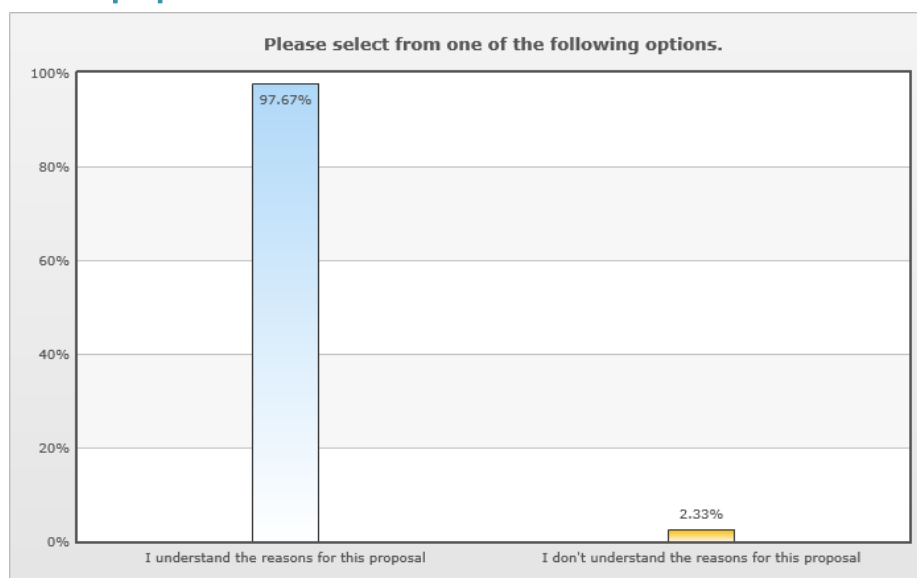
The charts below give an overview of the number of responses and the breakdown of survey responses.

877 people answered all (n=687) or part (n=190) of the questions. This is a substantial completion rate compared to other online surveys on other service changes proposed by the CCG. For example, 324 people completed the online survey that was part of the public consultation on proposed changes to stroke service delivery in West Surrey.

It is important to note that the responses to any engagement or consultation will tend to be higher in areas most likely affected by proposals. As such, this report is representative of those individuals who wanted their views to be taken into account and not representative of the population as a whole.

This section will report on the findings from each question and relate them to the registration status of respondents with FHS³.

4.1.1 Question 1 – this asked whether or not respondents understood the reasons for the proposal



The overwhelming majority of respondents understood the reasons for the proposal, which assures the CCG and Fort House Surgery that they explained the reasons well across the range of channels employed.

³ 12,500 people are registered with Fort House Surgery.

4.1.2 Question 2 – this asked what further information people required to help them understand the reasons for the proposal

8 people left comments as follows:

3 people said they had not received information about the proposal

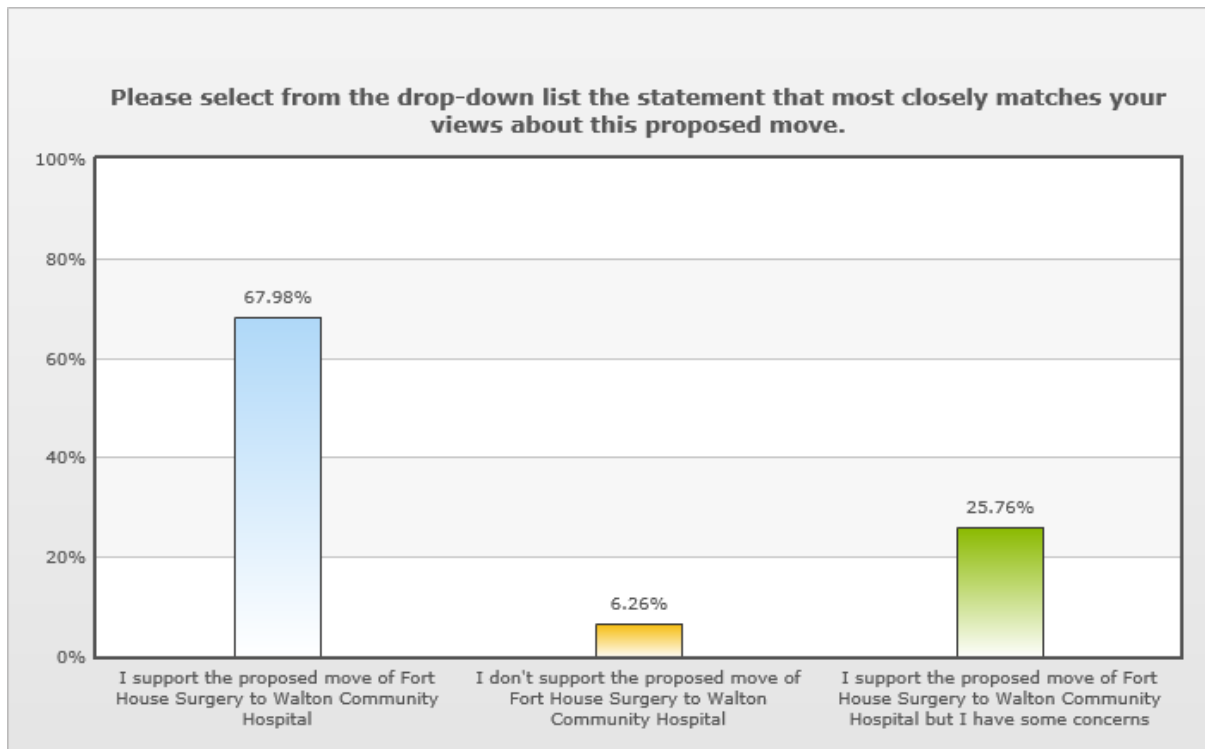
2 people questioned the need for the move as the current premises seem fine

2 people wondered how the move to a different site would affect their relationships with practice staff and the services available as they were happy with things as they are

One person wondered whether the proposed premises would be large enough

5 of these responses related to respondents' views of the proposals rather than the information provided. For the remaining three, all information was available online and was presented at public events that were publicised as explained on page 4.

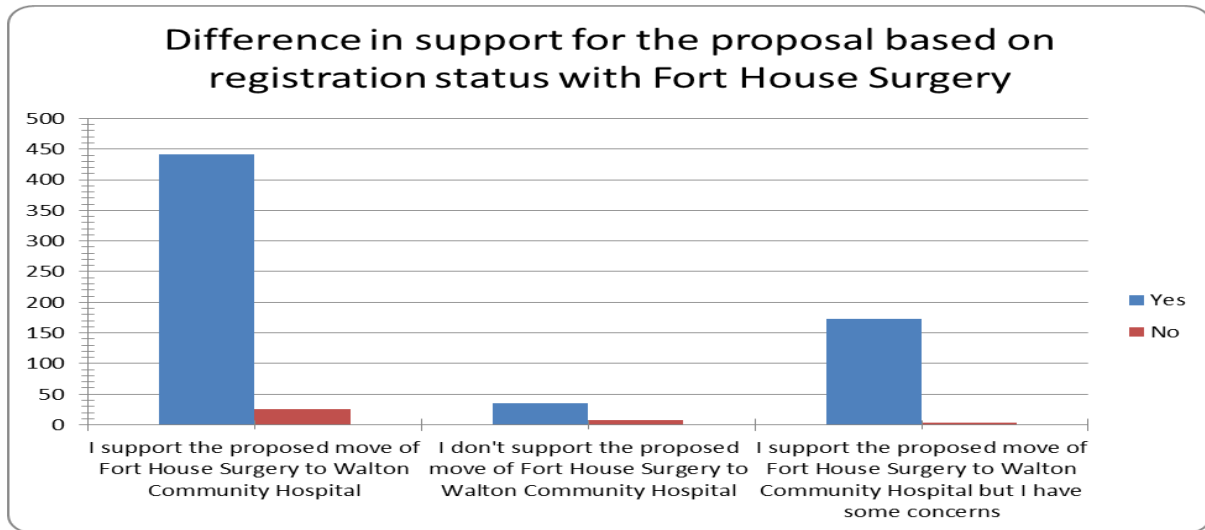
4.1.3 Question 3 – this asked people whether they supported the proposed move or not



94% of respondents (n=644) support the proposed move; just over a quarter of these (n=177) of these have concerns. 43 respondents (6%) do not support the proposal.

How does being a registered patient at Fort House Surgery affect this view?

NB – this chart displays whole numbers and not proportions. See below for context.



Key: Yes = registered with FHS No = not registered with FHS

	Are you registered with Fort House Surgery as a patient?				Totals	%
	Yes (number)	Yes (%)	No (number)	No (%)		
I support the proposed move of Fort House Surgery to Walton Community Hospital	441	68%	25	69%	466	68%
I support the proposed move of Fort House Surgery to Walton Community Hospital but I have some concerns	173	27%	4	11%	177	26%
I don't support the proposed move of Fort House Surgery to Walton Community Hospital	35	5%	7	19%	42	6%
Totals	649	100%	36	100%	685	100%

What do these results mean?

Four fifths of respondents (80%) who are not registered with FHS support the proposed move although a proportion of these (14%) do have some concerns.

Almost all respondents who are registered with FHS support the move (95%) but a greater proportion of these (26%) have concerns compared to non-registered patients (9%).

Just under a fifth of those not registered with FHS don't support the move (19%).

In summary therefore, the vast majority of people who answered this question support the proposed move of FHS to vacant space in Walton Community Hospital












The CCG and FHS want to understand what concerns people have about the move so that they can be addressed. The next few questions explored these aspects of the proposal as did the public events and the exhibition.

4.1.4 Question 4 – this asked people to indicate any reasons why they may not support the proposal

220 people responded to this question and were able to select multiple statements that they agreed with. 467 people skipped this question.

We want to address all concerns about this proposed move as much as possible. Please indicate below any reasons why you don't support the move of Fort House Surgery to Walton Community Hospital or use the free text box if none of these are relevant.			
		Response Percent	Response Total
1	I am not registered with Fort House Surgery and so I don't see how this proposed move will benefit me or my family	2.27%	5
2	I am concerned that patients using the proposed site will block my driveway by parking indiscriminately	6.36%	14
3	I am concerned that patients using the proposed site will park indiscriminately on pavements and cause an obstruction	16.82%	37
4	I am concerned that traffic will get much worse around the proposed site and cause accidents	18.18%	40

We want to address all concerns about this proposed move as much as possible. Please indicate below any reasons why you don't support the move of Fort House Surgery to Walton Community Hospital or use the free text box if none of these are relevant.

			Response Percent	Response Total
5	I am concerned that traffic will get much worse around the proposed site and increase noise and pollution near to where I live		9.55%	21
6	I like the current premises		39.55%	87
7	The current premises are close to where I live		21.82%	48
8	I don't want the practice to grow too large		58.64%	129
9	It will take me longer to get to Walton Community Hospital		21.82%	48
10	I will need to drive to Walton Community Hospital rather than walk or cycle		15.45%	34
11	I would need to drive to the practice and I will find it more difficult to park at Walton Community Hospital		30.91%	68
12	I usually walk or cycle to the practice and it will take me longer to walk or cycle to Walton Community Hospital		13.64%	30
13	I don't think it's a good use of NHS money		5.91%	13
14	The buses that are available do not run often enough		9.55%	21
15	Other (please specify):		44.55%	98

The main concern amongst all respondents related to fears that the practice would grow too large in the proposed premises followed by people saying that they liked the current premises. These are followed by concerns regarding parking and traffic.

How does being a registered patient of FHS affect these views?

The table below breaks down responses according to whether the respondent is registered with FHS or not.

The 'Other' totals are not included as a proportion of responses.

	[Q6] Are you registered with Fort House Surgery as a patient?				Row Totals
	Yes	Yes (%)	No	No (%)	
I am not registered with Fort House Surgery and so I don't see how this proposed move will benefit me or my family	1	0.2%	4	9.8%	5
I am concerned that patients using the proposed site will block my driveway by parking indiscriminately	9	1.6%	4	9.8%	13
I am concerned that patients using the proposed site will park indiscriminately on pavements and cause an obstruction	27	4.9%	9	22.0%	36
I am concerned that traffic will get much worse around the proposed site and cause accidents	30	5.5%	9	22.0%	39
I am concerned that traffic will get much worse around the proposed site and increase noise and pollution near to where I live	15	2.7%	5	12.2%	20
I like the current premises	86	15.7%	1	2.4%	87
The current premises are close to where I live	48	8.7%	0	0.0%	48
I don't want the practice to grow too large	127	23.1%	2	4.9%	129
It will take me longer to get to Walton Community Hospital	47	8.6%	1	2.4%	48
I will need to drive to Walton Community Hospital rather than walk or cycle	34	6.2%	0	0.0%	34
I would need to drive to the practice and I will find it more difficult to park at Walton Community Hospital	66	12.0%	2	4.9%	68
I usually walk or cycle to the practice and it will take me longer to walk or cycle to Walton Community Hospital	30	5.5%	0	0.0%	30
I don't think it's a good use of NHS money	12	2.2%	1	2.4%	13
The buses that are available do not run often enough	17	3.1%	3	7.3%	20
Other (please specify):	91		6		97
Column Totals	640		47		687

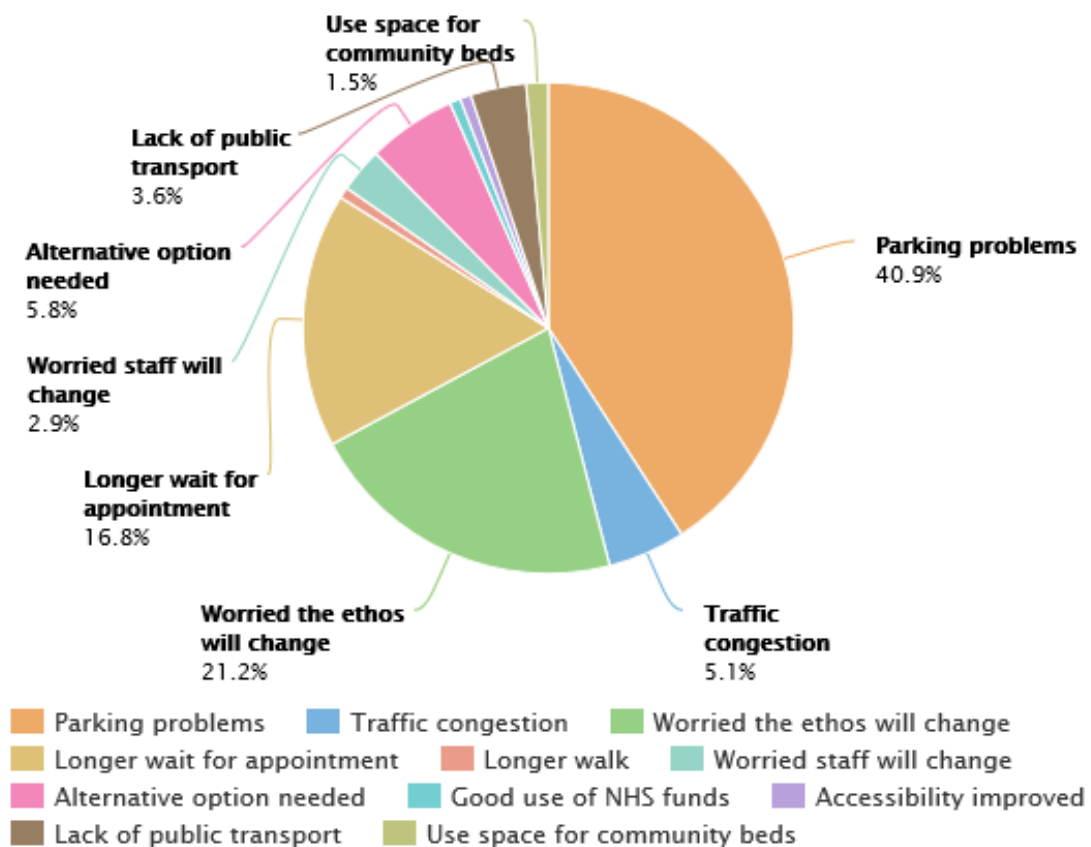
As would be expected, those concerned that the practice will grow too large and those liking the current premises are mostly registered patients.

The concerns regarding parking were selected more often by patients that are not registered with FHS (these being a higher proportion of their responses) but a sizeable number of registered patients share these concerns.

Free text analysis

As well as being able to select multiple statements that they agree with, respondents could also use free text to describe their concerns. 98 people used this option as well as or instead of selecting from the list of potential concerns.

The pie chart below presents the themes contained within these comments overall.



Just over four fifths of the comments made can be categorised into four themes:

- Worry that parking problems will occur at the proposed site (41%)
- Worry that the practice's ethos will change for the worse (21%)
- Worry that it will be more difficult to get an appointment if new patients are able to register (17%)
- Worry that traffic congestion will get worse (5%)

Overall analysis

Registered patients clearly value the current atmosphere and personal nature of the practice and, although many support the proposed move, they would not like these important patient experience elements to be lost:

“The current location is homely, staffed by experts (both clinical and non-clinical). The amalgamation is useful from an efficiency standpoint...but I wouldn’t want the ‘local’ feel to be replaced by an institutional approach.”

Non-registered patients and registered patients alike are considerably concerned about the capacity of the proposed premises and nearby roads to accommodate the numbers of cars that people are expected to use to travel to their appointments:

“I think the move is a very good idea as long as there is space for parking. A great number of people come by car as can be seen by the parking at Fort House”

“I use a wheelchair and live close to Fort House Surgery. If the surgery moves to Walton Community Hospital then I would need to be driven to the surgery and pushed in my wheelchair from a close parking space. I am concerned there may not be enough disabled parking spaces.”

A number of respondents shared the view that public transport is inadequate in the area and therefore that it will not provide a suitable alternative mode of transport for patients:

“There are not enough parking facilities. I could use the 564 but it only runs one an hour.”

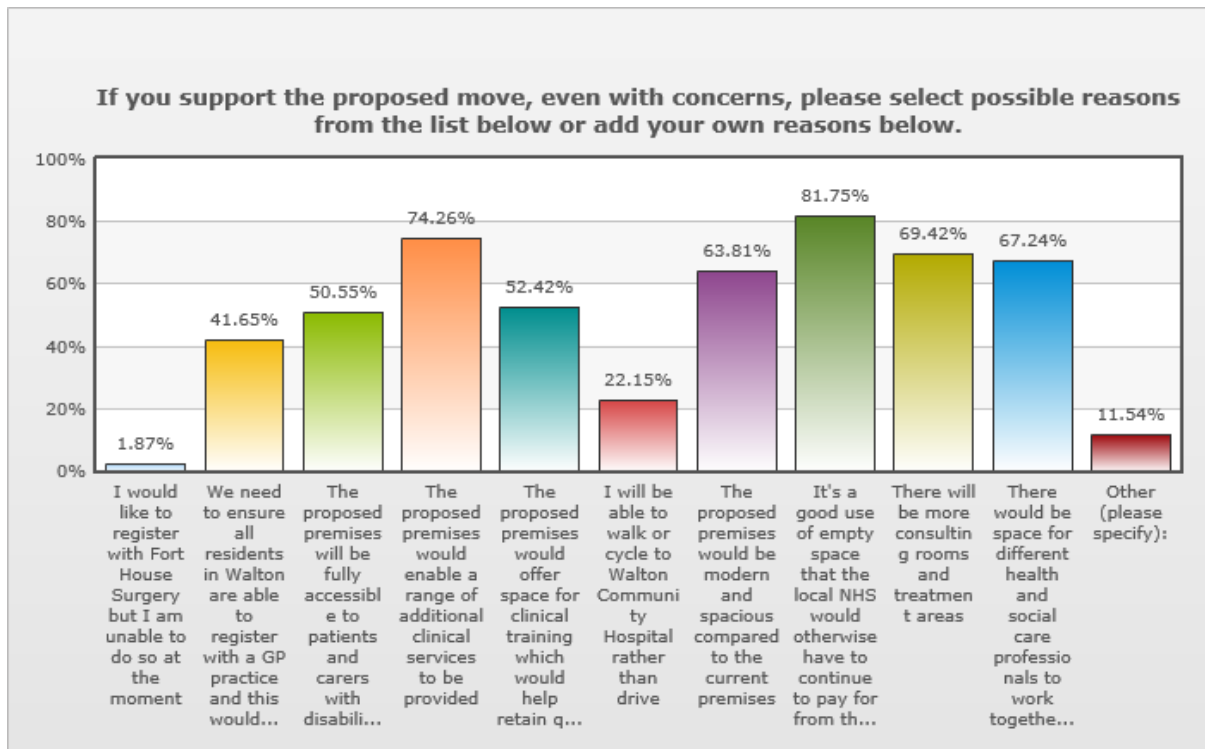
There were views that this proposal will meet the short to medium term primary care needs of people living in Walton but that the council and the CCG need to work together on a feasible, longer term solution, with references made to the rising population needing essential services:

“There has been no stipulation to the developers to pay for new infrastructure and now we are left with a chronic lack of investment in the Health Services.”

4.1.5 Question 5 – this asked respondents to indicate possible reasons they may have for supporting the proposal

641 people responded to this question whilst 46 skipped it.

5. If you support the proposed move, even with concerns, please select possible reasons from the list below or add your own reasons below.			Response Percent	Response Total
1	I would like to register with Fort House Surgery but I am unable to do so at the moment		1.87%	12
2	We need to ensure all residents in Walton are able to register with a GP practice and this would enable that to happen		41.65%	267
3	The proposed premises will be fully accessible to patients and carers with disabilities		50.55%	324
4	The proposed premises would enable a range of additional clinical services to be provided		74.26%	476
5	The proposed premises would offer space for clinical training which would help retain qualified staff in the local area		52.42%	336
6	I will be able to walk or cycle to Walton Community Hospital rather than drive		22.15%	142
7	The proposed premises would be modern and spacious compared to the current premises		63.81%	409
8	It's a good use of empty space that the local NHS would otherwise have to continue to pay for from their health care budget		81.75%	524
9	There will be more consulting rooms and treatment areas		69.42%	445
10	There would be space for different health and social care professionals to work together to provide a broader range of clinical care		67.24%	431
11	Other (please specify):		11.54%	74



The most common reason for supporting the proposal was that it would make good use of empty space that the local NHS would otherwise have to continue to pay for from their health care budget, with 82% respondents selecting this.

It can be seen that the potential to provide a range of different clinical services and helping to ensure that all residents in Walton are able to register with a GP practice are also chosen as positive reasons that support the proposed move.

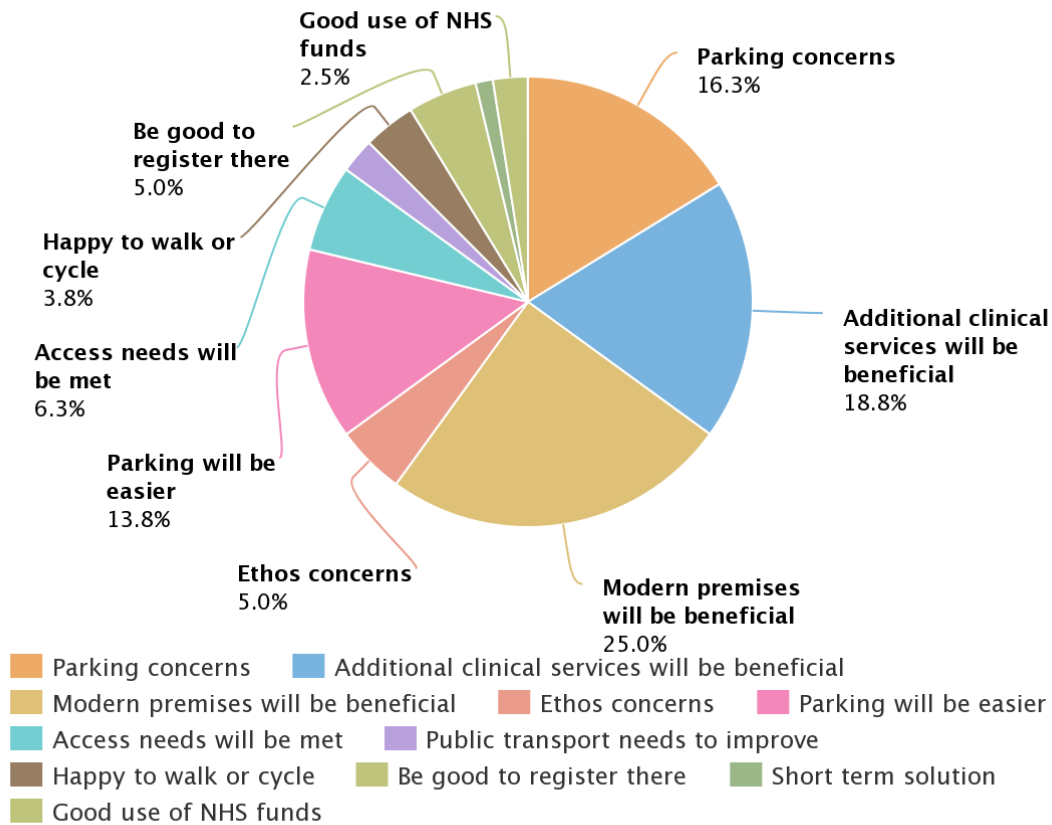
The ability of the practice to train clinical staff that would help retain qualified staff in the local area was selected by just over half of all respondents as a reason for them supporting the proposal.

Half of all respondents supported the proposal as the proposed premises would be fully accessible to patients and carers with disabilities.

A fifth of respondents stated that they would be able to walk or cycle to the proposed premises.

Free text comments

74 respondents used the free text option to mostly describe what they viewed as positive aspects of the proposed move.



Many respondents felt that the proposed move was going to be beneficial for different reasons and that responsible organisations needed to manage the concerns that people have regarding parking:

“The proposals for the Fort House practice to expand their services are a positive element especially if this is extended across other GP practices in Walton and surrounding areas as part of the “clustering” approach set out at the public meeting.

There surely must be a range of solutions to the traffic and parking issues to enable a balanced outcome to be achieved. As a resident of Sidney Rd and very near to Rodney Road, I can attest to the existing saturation in and around this area in terms of traffic generation and parking challenges; however it is for responsible organisations to apply the necessary resources and expertise to deliver the best possible outcome.”

Meeting the access needs of patients with disabilities was singled out a number of times in the free text comments as a positive element of the proposed move by 6% of respondents:

“My son is in a wheelchair and struggles with accessibility at Fort House surgery... We are hopeful that the new changes will take into consideration including a changing places facility toilet area. And that consideration will be made for those in wheelchairs and their accessibility to rooms/facilities.”

There is a very strong attachment to the current premises and the atmosphere and ethos created by the staff of Fort House Surgery, with 5% respondents expressing their hope in the free text comments that this would be retained in the proposed premises:

“I just hope that it doesn't become too robotic and that there is still a personal approach that we liked so much when we first joined Fort House.”

Lastly, a number of respondents wrote more to say they support the move because members of their family would be able to register with a local practice:

“My husband may be able to register with Fort House as he is unable to at the moment due to closed lists even though myself and our children are registered with Fort House.”

Interestingly, 14% of respondents commented that they thought that parking will be easier at the proposed premises and the fact that it would not be on a busy, main road is also commented on positively. By comparison, 16% respondents expressed further concerns about parking at the proposed premises.

How does being a registered patient of FHS affect these views?

The table below breaks down responses to this question according to whether the respondents were registered with FHS

	Are you registered with Fort House Surgery as a patient?				Row Totals	%
	Yes (number)	Yes (%)	No (number)	No (%)		
I would like to register with Fort House Surgery but I am unable to do so at the moment	2	0.1%	10	5.4%	12	0.3%
We need to ensure all residents in Walton are able to register with a GP practice and this would enable that to happen	246	7.6%	20	10.8%	266	7.7%
The proposed premises will be fully accessible to patients and carers with disabilities	303	9.3%	20	10.8%	323	9.4%
The proposed premises would enable a range of additional clinical services to be provided	455	14.0%	20	10.8%	475	13.8%
The proposed premises would offer space for clinical training which would help retain qualified staff in the local area	318	9.8%	18	9.7%	336	9.8%
I will be able to walk or cycle to Walton Community Hospital rather than drive	134	4.1%	8	4.3%	142	4.1%
The proposed premises would be modern and spacious compared to the current premises	385	11.9%	23	12.4%	408	11.9%

	Are you registered with Fort House Surgery as a patient?					
	Yes (number)	Yes (%)	No (number)	No (%)	Row Totals	%
It's a good use of empty space that the local NHS would otherwise have to continue to pay for from their health care budget	501	15.4%	23	12.4%	524	15.3%
There will be more consulting rooms and treatment areas	424	13.1%	21	11.3%	445	13.0%
There would be space for different health and social care professionals to work together to provide a broader range of clinical care	409	12.6%	21	11.3%	430	12.5%
Other (please specify):	71	2.2%	2	1.1%	73	2.1%
Column Totals	3,248	100.0%	186	100%	3,434	100.0%

There is no major difference in what respondents thought would be a positive result should the proposal go ahead based on whether they are registered or not with FHS.

A slightly higher proportion of respondents who are not registered with FHS support the need to ensure that all residents in Walton are able to register with a GP practice (11% compared with 7.6% respondents respectively).

Overall, the potential for additional clinical services, the additional consulting rooms, the potential for easier multidisciplinary working and the use of empty space were the most common reasons selected for supporting the proposal regardless of registration status.

4.2 Public Meetings

Two public meetings were held in two separate weeks, on different days of the week and at different times (daytime and evening) in two different locations in the centre of Walton-on-Thames. Overall, 68 people attended these meetings.

The CCG and FHS presented the background to the proposed move and explained what would be possible should the move go ahead. The slides used were the same as those exhibited at the library and published on the CCG's website.

Notes of all questions and answers raised at each meeting were taken. The first set of notes was [published on the CCG's website](#) before the closing date of the survey to ensure people had access to the same information to inform their views.

The questions raised at each event have been themed to indicate the concerns and views of those attending the two meetings.

Theme	Number of questions relating to theme
Parking problems at proposed premises	9
Longer term solution is needed	7
Doctor to patient ratio - will it remain the same?	3
Don't want to lose the ethos of the practice	3
Existing services at Walton Community Hospital	3
Collaboration with other Walton practices	2
Impact of extended access clinics on use of building	2
Traffic congestion	1
Thames Medical Locality Hub	1
Other solutions at current premises needed	1
Local plans need to take account of statutory services	1

Whilst difficulty parking at the proposed site was the main concern, the need for a longer term solution and fears that moving the practice to the proposed premises would detrimentally affect the strong ethos and the ease of access to a GP were also prominent.

In this sense, the views expressed at the public meetings mirrored those expressed in the survey.

4.3 Library exhibition

The slides that were presented at the public meetings were displayed at Walton Library from 11th to 21st September as well being [published on the CCG's website](#).

During the first week (11th to 14th September) drop-in sessions were available whereby members of the public could speak with either a GP or Practice Manager from Fort House Surgery and with a member of the CCG.

People could also leave comments on record cards; 49 people did so. These have been categorised as follows, with an example given for each category:

Comments welcoming the proposal	Comments expressing concerns about the proposal	Comments about general issues
<ul style="list-style-type: none">• 11 comments• <i>"Brilliant idea. More room for new patients. Better facilities for staff and patients. More doctors."</i>	<ul style="list-style-type: none">• 26 comments• <i>"My key concern is the impact on parking on Sidney Road and the potential impact of traffic flows through Rodney Road and Sidney Road, especially at peak times."</i>	<ul style="list-style-type: none">• 10 comments• <i>"Will the aspirational services also be offered to Walton Health Centre Patients?"</i>

Those who welcome the proposal do so for the following key reasons:

- The proposed building will be much more suitable and accessible
- It will open up an excellent GP practice to more families

The key themes in the comments expressing concern can be summarised as follows:

- Parking will be problematic at the proposed premises
- Traffic congestion will get worse near the proposed premises
- The practice will lose its unique, caring ethos and friendly atmosphere
- It will become more difficult to get an appointment if the list opens up to new patients

The comments mirror the feedback received via the survey and the public events.

4.4 Emails to the CCG

Three emails were sent to the CCG during the engagement period. They expressed equal positivity and concern about the proposal as follows:

- It will open up the practice to new patients
- The modern premises will be beneficial

- Respect nearby residents and develop feasible solutions to the parking issues
- The parking problems already present at Walton Health Centre will become worse.

4.5 Emails to Fort House Surgery

14 emails were sent to Fort House Surgery. They were overall very supportive of the proposal and contained some questions for the practice. Concerns were also expressed.

The breakdown of themes is as follows:

- Query about the engagement events
- In support (3 emails)
- Opens up the practice to new patients which is a good thing
- Modern premises will be beneficial
- Query about the layout of the proposed premises
- Query about the boundary for the practice and whether it will change with the addition of new patients

- Concerned that the ethos would be lost and that it would lose its independent feel
- Parking at current site is problematic (2 emails)
- Parking problems already present at Walton Health Centre will become worse (3 emails)
- A longer term solution is needed due to population increase

This last aspect was covered in a number of comments and emails – the increase in building projects to provide “much needed homes” was highlighted as a strong reason to develop a dedicated, larger health centre with locations suggested closer to Walton town centre.

5. How many people did we reach and engage with?



Exhibition and Drop-In sessions every morning and afternoon
50 written comments left

Public meetings
Walton Cecil Hepworth Playhouse
26 people attended
Riverhouse Barn Arts Centre
42 people attended



Social Media

2,533 people viewed Facebook posts
55 clicks, 15 engagements
7,100 people viewed Tweets
73 clicks on the link, 11 retweets

Survey

877 people commenced the survey
687 completed surveys
190 partially completed surveys



Emails

6 emails sent to the CCG
13 emails sent to Fort House Surgery

Some people may have engaged with all channels whilst others may have only engaged with one channel. Hence it is not possible to say overall how many people shared their views. The engagement rate across all channels though is high by the standards of other similar surveys

6. What were the main findings?

6.1 Support

There is strong support overall for the proposal to move Fort House Surgery to vacant space in Walton Community Hospital for varying reasons e.g. the additional clinical services would be useful; it would ensure that patients and carers with disabilities can access all aspects of care provided by the practice and it would increase the ability of people living in Walton to be able to register with a local practice.

6.2 Concerns

There are significant concerns regarding the potential for additional and inconsiderate parking and traffic congestion that could be caused by this move.

There are also concerns regarding potential changes to the ethos and atmosphere of FHS as well as concerns regarding the speed of getting an appointment should the list size increase.

7. What will we do with this feedback?

7.1 Response from NHS North West Surrey CCG

The CCG would like to thank all those people who engaged with the CCG and FHS before, during and after the engagement period described in this report. We really do welcome all views relating to the development and provision of local health care services and hope that those who got involved with this proposal will get involved with future health and care service proposals as well.

The CCG is pleased that overall there is strong support for this proposal given the significant, current issues relating to people living in Walton-on-Thames not being able to register with a local GP practice⁴. However, it very much recognises the considerable concerns submitted regarding parking and traffic and intends to address these as far as it is able to within its own statutory remit.

The CCG has commissioned a planning and transport consultancy, WYG⁵, to deliver a robust travel plan. This plan will contain recommendations for responsible organisations that will help to mitigate the potential adverse effects of the proposal. It will be published on the CCG's website alongside this report. It will also be submitted to Elmbridge Borough Council with the application requesting a change of use to the vacant space in Walton Community Hospital. The public will have full access to the travel plan and recommendations to inform their views of the overall proposal during the planning consultation phase.

⁴ There are multiple risks related to the inability to easily access primary health care close to where you live or work. These include missing out on invitations for screening services and vaccinations to prevent diseases; poor control of long term conditions leading to complications and the risk that early symptoms of life-limiting illnesses are not found and acted upon.

⁵ <https://www.wyg.com/>

The CCG shares common ground with those who submitted views that a longer term solution is required to the challenge of providing primary health care for the growing Walton population. To that end, it is working much more closely with relevant officers in Elmbridge Borough Council. In addition, as part of this engagement, the CCG has welcomed the interactions it has had with local councillors and would very much like to build on these relationships as part of the wider partnership model of working in the Integrated Care Partnership.

7.2 Response from Fort House Surgery

The GP partners and staff at Fort House Surgery also welcome the involvement of local people, the majority of whom are patients registered with our practice, in this engagement. We take pride in all aspects of how we provide primary health care for our patients and their carers. This proposal will enable us to strengthen this provision for our existing patients and help provide for local people who are currently unable to register with a local GP practice.

We recognise that many patients are concerned that an expansion of our surgery may affect the quality and efficiency of care that they currently experience. As explained in the engagement events, the practice will grow the patient list carefully, ensuring sufficient numbers of GPs and other health care professionals.

The patient-centred ethos of Fort House is integral to everything we do, and every member of staff will work extremely hard to maintain these values when we move.

We also recognise the genuine concerns that many people expressed regarding parking at the proposed premises. Fort House Surgery will continue to work with councillors and local residents both during and after the move, to help minimise the impact on local residents.

7.3 You said, we will ...

THEME	ACTIONS
<p>Respondents wanted to know how the expansion of services would benefit the wider community</p>	<ul style="list-style-type: none"> • The proposed move to Walton Hospital will allow local people to register with a local GP surgery again significantly improving access to vital care and treatment. Without this move, local people will continue to have difficulty accessing NHS primary care services or will have to go further afield to see a GP. • The proposed move will enable FHS to begin training GPs and other medical professionals strengthening the future state of local health services • FHS is working with neighbouring GP practices as part of a 'Network' to share best practice, expertise and to help shape future clinical services that could be made possible by the proposed move.

THEME	ACTIONS
	<ul style="list-style-type: none"> Through moving to Walton Hospital, patients at FHS may benefit from easier geographical access to co-located services including diagnostics and community service teams
<p>Respondents were concerned about the potential for parking problems</p>	<ul style="list-style-type: none"> Planning and Transport consultancy, WYG, has been commissioned by the CCG to develop a detailed transport assessment and travel plan. This will accompany the planning application The CCG will work in partnership with statutory organisations responsible for roads, transport and parking to implement recommendations arising from this report FHS will work with residents and councillors to address issues as they arise both during and after the move should permission be granted for change of use.
<p>Respondents were concerned about an increase in traffic</p>	<ul style="list-style-type: none"> The CCG and FHS will work with statutory organisations responsible for roads, transport and parking to implement recommendations arising from the transport assessment and travel plan, which will cover this aspect.
<p>Respondents felt that a longer term solution is needed</p>	<ul style="list-style-type: none"> The CCG will continue to develop closer working relationships, processes and procedures with officers and councillors in Surrey County Council and Elmbridge Borough Council to address primary care needs in Walton and other parts of North West Surrey for the longer term. The CCG, through its One Public Estate strategy, will request to be notified of all local building and development projects; as well as land availability which may present an opportunity to sustainably develop a long term sight for FHS
<p>Respondents were concerned how they currently experience would change for the worse</p>	<ul style="list-style-type: none"> FHS will constantly measure their demand and capacity to appropriately grow their resource, skill mix and modernise their modes of contact for their patient population. All opportunities to support our delivery model will be considered. FHS will maintain its core values and ethos when they move should permission be granted.

8. Contact details

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