

# Vale Medical Group

## Stackyard & Woolsthorpe Surgery

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### **Consultation – to consider the proposals to permanently close Woolsthorpe Surgery and move the Stackyard Surgery to NHS East Leicestershire and Rutland Clinical Commissioning Group**

#### **Current situation**

The Vale Medical Group, comprising Long Clawson Medical Practice, The Stackyard Surgery in Croxton Kerrial, and The Woolsthorpe Surgery, has announced it is considering permanently closing its branch practice in Woolsthorpe.

Woolsthorpe Surgery building has been closed since March 2020, as a direct consequence of the Covid-19 pandemic. It was not possible to provide safe care from the building at Woolsthorpe, due to the lack of space to accommodate social distancing and, therefore, the potential risk of coronavirus infection.

Following the closure of Woolsthorpe Surgery in March, we have been providing all GP services for our patients from the Stackyard Surgery at Croxton Kerrial.

We have been able to deal with about 80-90% of all patient contacts remotely without patients having to attend for a face-to-face assessment. This means that patient requests can be managed quickly and with less inconvenience, as most practice visits can be avoided. If the GP decides that a face-to-face assessment is required this will still be provided as appropriate. As only a small number of patients need to attend in person, the practice is able to ensure the lowest possible risk of infection from diseases such as Covid-19, Influenza etc.

At the same time, the group is also proposing it moves The Stackyard Surgery from NHS Lincolnshire Clinical Commissioning Group, into NHS East Leicestershire and Rutland Clinical Commissioning Group. The purpose of this is to make it much easier to administer the practices and to provide more effective patient care. The move will mean that administrative responsibility for the practices will transfer from Lincolnshire Clinical Commissioning Group to East Leicestershire and Rutland Clinical Commissioning Group. This will mean that there will also be a change to providers for community services.

#### **Why change?**

The closure earlier this year of The Woolsthorpe Surgery was because it does not have the space to be able to accommodate social distancing. Since then, GP services for patients registered at The Woolsthorpe Surgery have been provided from The Stackyard Surgery, with the majority of patient contacts carried out remotely without patients having to attend in person.

The current size and layout of The Woolsthorpe Surgery means that social distancing cannot be implemented in the reception and waiting area. The risk from Covid-19 is likely to be with us for many months - possibly years - and is not going to disappear soon. Covid-19 has heightened everyone's awareness about the risk of infection and many of us are working to adopt new ways of keeping people safe.

In addition, the car park at The Woolsthorpe Surgery has recently been declared unsafe by the local council, and, whilst patients and staff have previously used it, from a health and safety perspective we are unhappy about asking patients to use it again in the future.

In terms of its proposed move to NHS East Leicestershire and Rutland CCG, both Stackyard and Woolsthorpe surgeries are located on the edge of the Lincolnshire and Leicestershire borders. Both surgeries have worked well with the two CCGs, and, recently when Primary Care Networks (PCNs) were formed, it was agreed that they would be part one of the Leicestershire PCNs, Melton Syston Vale.

The GPs from the Vale Group believe that moving from NHS Lincolnshire CCG to NHS East Leicestershire and Rutland CCG will be beneficial for patients, enabling you to access primary care services in Leicestershire that are not currently available to you in Lincolnshire such as x-ray

### **What will be different?**

All patients currently registered at Woolsthorpe Surgery will access primary care services at Stackyard Surgery.

Most of our care is currently being provided remotely by phone or internet, and the majority of patients will not have to visit the surgery and so will not be disadvantaged, and this will continue. For those patients who have a genuine medical need to see a GP, our home visiting service will remain unchanged.

Patients will arrange their appointments through the Stackyard Surgery and will be registered as a Stackyard patient.

As far as the move of administration to NHS East Leicestershire and Rutland CCG is concerned, the change seen by patients should be minimal, but the change of community service provider would allow easier access to services in Leicestershire. The move will benefit the surgery with regard to administration and management of the Vale Group.

For more information visit The Vale Group's website [www.valemedicalgroup.co.uk](http://www.valemedicalgroup.co.uk)

Below are a number of questions about both of our proposals:

- The permanent closure of Woolsthorpe Surgery
- The move of administration from NHS Lincolnshire CCG to NHS East Leicestershire and Rutland CCG.

Please fill in the survey to tell us your views and share your opinions.

**Please select the option which applies to you:**

a patient at Stackyard	
carer of a patient at Stackyard	
relative of a patient at Stackyard	
friend of a patient at Stackyard	
interested in the service at Stackyard	
a patient at Woolsthorpe	
carer of a patient at Woolsthorpe	
relative of a patient at Woolsthorpe	
friend of a patient at Woolsthorpe	
interested in the service at Woolsthorpe	

**Please tell us the first 5 digits of your postcode:**

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**Approximately how far do you live from your practice?**

Less than 1 mile	
1 to 2 miles	
2 to 5 miles	
5 to 10 miles	
More than 10 miles	
No answer	

**How do you usually travel to your practice?**

Walk	
Car	
Bus	
Taxi	
Bicycle	
Friend or relative	
Community transport	
Other	

**Which transport options are currently available to you for travelling to the surgery?**

**(Tick all that apply)**

Walk	
Car	
Bus	
Taxi	
Bicycle	
Friend or relative	
Community transport	
Other	

**What is important to you when accessing GP services?  
(Tick all that apply)**

Mix of male and female GPs	
Distance from home	
Range of services provided	
Access such as free parking or disabled access	
Recommendations from NHS Choices or friend / relative	
Appointments offered at convenient time	
Any other factors please tell us below	

**Questions about our proposal to closure Woolsthorpe Surgery permanently**

**To what extent do you understand the reasons why we are proposing to close Woolsthorpe Surgery on a permanent basis?**

Fully understand	
Partially understand	
Don't really understand	
Don't understand at all	
Don't know	

**How beneficial or not do you think the closure of Woolsthorpe Surgery will be for patients and the staff of the Vale Group?**

Very beneficial	
Quite beneficial	
Not very beneficial	
Not beneficial- at all	
Don't know	
Please explain your answer in the box below:	

**The surgery has been closed since March due to Covid-19. To what extent do you think patients will be affected if the surgery is permanently closed?**

Very affected	
Quite affected	
Not that affected	
Not affected at all	
Don't know	
Please explain your answer in the box below:	

**Please write in the box below any further comments that you have regarding the permanent closure of Woolsthorpe Surgery**

**Questions about our proposal to move the administration to NHS East Leicestershire and Rutland Clinical Commissioning Group (CCG)**

**To what extent do you understand the reasons why we are proposing to move our administration from NHS Lincolnshire CCG to NHS East Leicestershire and Rutland CCG?**

Fully understand	
Partially understand	
Don't really understand	
Don't understand at all	
Don't know	

**How beneficial or not do you think the move to NHS East Leicestershire and Rutland CCG will be for patients and the staff of the Vale Group?**

Very beneficial	
Quite beneficial	
Not very beneficial	
Not beneficial at all	
Don't know	

Please explain your answer in the box below:

**To what extent do you think patients will be affected if Stackyard Surgery is moved to NHS East Leicestershire and Rutland CCG?**

Very affected	
Quite affected	
Not that affected	
Not affected at all	
Don't know	

Please explain your answer in the box below:

**Please write in the box below any further comments that you have regarding the move of administration from NHS Lincolnshire Clinical commissioning Group to NHS East Leicestershire and Rutland CCG?**

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# Equality and Diversity Monitoring Form - Service Users (Public/Patients)

## Why we are asking you to complete this form

The information that we are asking you to provide in this form links to our compliance with the Equality Act 2010, Public Sector Duties (2011), where we give due regard to the need to:-

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The aims and commitments set out in our equality policy enable us to carry out these duties appropriately. Our commitment to collect and monitor equality data about our service users provides us with key information that helps us to identify gaps and/or discrepancies in our practices.

You are not obliged to answer these questions, and we understand that you may find some of this information personal and sensitive in nature. Please note, however, by gathering this data it helps us to understand the diversity of the people we serve and enables us to ensure that we are doing the utmost to support all our service users in a fair and equitable way.

## Data protection

The information you provide is anonymous and will not be stored with any identifying information about you. We may use anonymised statistics and data provided by you collectively to identify trends and inform discussions about how to improve our practices. No information will be published or used in any way which allows any individual to be identified. All details are held in accordance with the Data Protection Act 1998.

If you would like this information in an alternative format, or would like help in completing the form, please contact us...

## Equality Monitoring Information

### 1. Age: What age group do you belong to?

- 16 – 24
- 25 – 29
- 30 – 34
- 35 – 39
- 40 – 44
- 45 – 49
- 50 – 54
- 55 – 59
- 60 – 64
- 65 +
- Prefer not to say

**2. Disability:** Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months (include any problems related to old age)?

- Yes, limited a little
- Yes, limited a lot
- No
- Prefer not to say

**3.** If you answered 'yes' to question 2, please indicate your disability – People may experience more than one type of impairment, in which case you may indicate more than one:

- Physical impairment
- Sensory impairment
- Mental health condition
- Learning Disability/Difficulty
- Long-standing illness
- Other

**4.** In relation to question 3, do you have any specific needs and/or requirements?

- Yes
- No

If yes please state.....

**5. Ethnicity:** What is your ethnic group?

Choose one section from A to E, and then tick the appropriate box to indicate your ethnic group.

**A. Asian or Asian British**

- Indian
- Pakistani
- Chinese
- Bangladeshi
- Any other Asian background, please write in .....

**B. Black or Black British**

- Caribbean
- African
- Any other Black background, please write in.....

**C. Mixed**

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background, please write in.....

**D. White**

- Welsh / English / Scottish / Northern Irish / British

- Irish
- Gypsy or Irish Traveller
- Any other White background, please write in.....

**E. Other ethnic group**

- Arab
- Any other, please write in.....
- Prefer not to say

**6. Gender: What is your gender?**

- Male
- Female
- Intersex
- Non-binary
- Prefer to self-identify.....
- Prefer not to say

**7. Gender reassignment:** Have you gone through any part of a process, or do you intend to (including thoughts or actions) to bring your physical sex appearance, and/or your gender role, more in line with your gender identity? This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery.

- Yes  Prefer not to say
- No

**8. Marriage and Civil Partnership:** What is your legal marital or civil partnership status?

- Married
- Single
- Civil partnership
- Legally separated
- Divorced
- Widowed
- Prefer not to say

**9. Pregnancy and Maternity: Are you pregnant or have given birth in the last 26 weeks?**

- Yes
- No
- Prefer not to say

**10. Religion and/or Belief:** What is your religion/belief?

- No religion
- Atheist
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- Any other religion, please write in.....
- Prefer not to say

**11. Sexual Orientation:** Which of the following options best describes your sexual orientation?

- Bisexual
- Gay
- Heterosexual
- Lesbian
- Prefer not to say
- Prefer to self-identify.....

**12. Caring Responsibilities:** Do you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health / disability, or problems related to old age? **If yes, please tick all that apply**

- No  Yes
  
- Primary carer of child/children (under 18)
- Primary carer of disabled child/children
- Primary carer of disabled adult (18 and over)
- Primary carer of older person
- Secondary carer (another person carries out the main caring role)
- Prefer not to say

**Amount of time spent in relation to caring duties**

- Yes, 1-19 hours a week  Yes, 50 or more hours a week
- Yes, 20-49 hours a week  Prefer not to say

Thank you for completing these equality monitoring questions.

This document is available in other languages and formats on request.  
To request alternative formats, or if you require the services of an  
interpreter, please contact us.

Pokud byste požadovali informace v jiném jazyce nebo formátu, kontaktujte nás

જો તમને માહિતી બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો, કૃપા કરી અમને વિનંતી કરો.

Se desiderate ricevere informazioni in un'altra lingua o in un altro formato, siete  
pregati di chiedere.

Jei norétumėte gauti informaciją kita kalba ar formatu, kreipkitės į mus.

Jeżeli chciałoby Państwo uzyskać informacje w innym języku lub w innym formacie,  
prosimy dać nam znać.

Se deseja obter informação noutra idioma ou formato, diga-nos.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔