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30 July 2021

Dear Householder,

**Potential move of your GP practice to a new Health and Wellbeing Hub at Colin Campbell Court, Plymouth**

We would like to invite you to work with us as we explore opportunities provided by a possible relocation of North Road West Medical Centre, Armada Surgery and Adelaide Surgery to a new site in the future.

To continue offering excellent care to our patients in future, we feel we need to take the opportunity to move to a modern, fit-for-purpose building.

We are anticipating moving to a new Health and Wellbeing Hub at Colin Campbell court, Plymouth in 2024.

The Hub would be purpose built to offer rooms which are compliant to modern standards. The move would see our GPs working alongside both community and hospital teams, as well as many other health and social support services, all within the same building.

The move would help improve care of patients registered with the three practices, with a local presence maintained.

We would be able to meet increasingly complex needs of a growing population and the increased demand on our services.

The space would allow us to expand our training facilities to provide future doctors and nurses.

The way we provide general practice has changed. We are working with neighbouring practices in Primary Care Networks to improve access to our practices. These networks are bringing in a variety of healthcare professionals to help us deliver primary care services. The Hub would mean a wider range of NHS services are available for patients.

Our patients would benefit from more suitable modern facilities in a more pleasant environment.

The three sites have outgrown their existing buildings. We currently have no free clinical rooms and are struggling to recruit new staff to our team. A new building with additional space would address some of our recruitment challenges.

Our plans would not prevent patients from seeing their usual doctor or result in less appointments being made available. We believe that relocating in this way would safeguard the future of our practice and would benefit all patients.

At this point, there is no intention for the three GP practices to merge. We are just exploring the three practices jointly moving into the new site together.

We would like to know what you think about this plan and how we could make potential changes to our sites a positive step for you.

We have loaded briefing information onto each of our practice websites. This includes some frequently asked questions.

The engagement period will run from Friday 30 July to Thursday 16 September 2021. A full engagement pack is available on each of the practice websites (contact details below). We encourage you to access this information and feedback on our plans by completing this short survey [www.devonccg.nhs.uk/plymouth-centre](http://www.devonccg.nhs.uk/plymouth-centre)

Paper copies will also be available for completion from our practice buildings.

We anticipate that we would submit a planning application later in the year, taking in to account the feedback we have collected from our patients over the summer.

We know that this plan is a big step forward in creating many improved opportunities for our practice to integrate better with our local community, and enable us to continue to provide high quality care for many years to come.

We will be working closely with our commissioners, NHS Devon Clinical Commissioning Group, the NHS organisation responsible for ensuring people have access to local GP services, and with other agencies involved in your care. The CCG, as commissioner, would take into account all patient feedback before taking any decision on whether the move should be approved.

We will also be working closely with Plymouth City Council to ensure that the Hub is truly valuable resource to residents of the city. They too will help to shape our plans.

Please help us to shape our future and the way in which we care for you.

Yours sincerely

**The Partners of North Road West Medical Centre, Adelaide Surgery and Armada Surgery**

Our practices are extremely busy right now prioritising patient care but if you would like to get in touch about this process, or you would like to find out more, you can get in touch in the following ways.

<b>Post</b>	<b>Email and telephone</b>	<b>Website</b>
Adelaide Street Surgery 20 Adelaide Street Plymouth PL1 3JF	<a href="mailto:Adelaidest.surgey@nhs.net">Adelaidest.surgey@nhs.net</a> 01752 667623	<a href="http://www.stlevansurgery.nhs.uk">www.stlevansurgery.nhs.uk</a>
North Road West Medical Centre 167 North Road West Plymouth PL1 5BZ	<a href="mailto:Nrw.practicemanager@nhs.net">Nrw.practicemanager@nhs.net</a> 01752 662780	<a href="http://www.northroadwest.co.uk">www.northroadwest.co.uk</a>
Armada Surgery 28 Oxford Place Plymouth PL1 5AJ	<a href="mailto:pathfields.practice@nhs.net">pathfields.practice@nhs.net</a> 01752 428398	<a href="http://www.pathfields.co.uk">www.pathfields.co.uk</a>

# Background

## Why do we need to make changes?

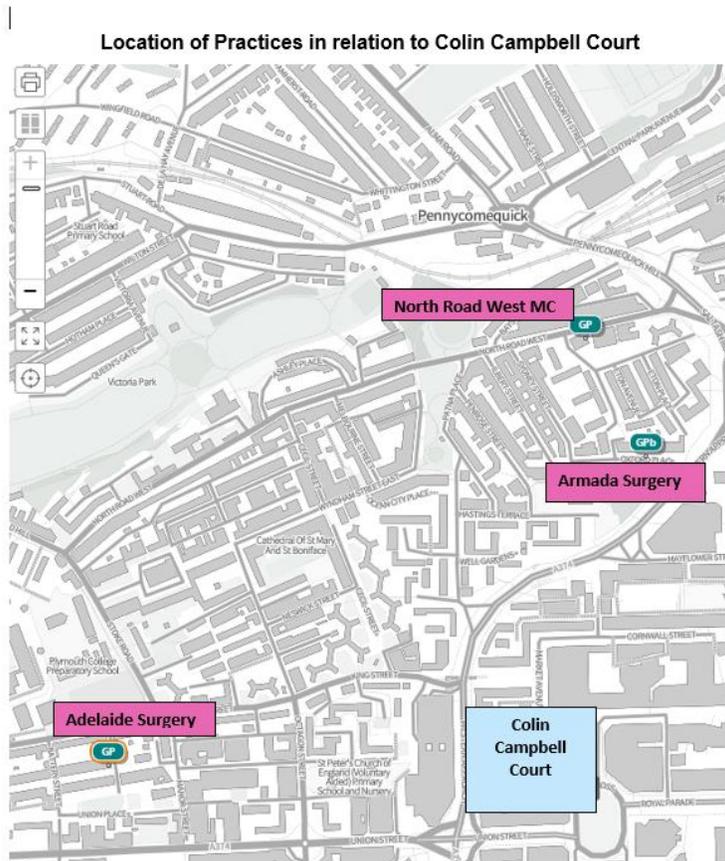
The following three GP practices are exploring a move to one joint facility in the West End of Plymouth at a site known as Colin Campbell Court in the future:

- Adelaide Street Surgery
- Armada Surgery
- North Road West Medical Centre

We are working with local practices to provide more services and need additional space to do this.

We are keen to expand our training and research roles and need room to do so. The three sites have outgrown their existing buildings. We currently have no free clinical rooms and are struggling to recruit new staff to our team. A new building with additional space would address some of our recruitment challenges.

Our building is old and not well suited for modern healthcare facilities. This move would allow us to integrate primary care and hospital and community services while continuing to offer a service in the western part of Plymouth.



## **Why the Colin Campbell Court site?**

This would be a modern purpose-built, carbon-neutral building with easy access to residents of all abilities and it is only half a mile from each of the three existing sites.

It ensures we maintain a significant healthcare facility within western Plymouth, as well as being big enough to accommodate many other support services for patients, clients and residents.

## **Benefits for patients**

The move would allow the Practice to expand its range of services and offer a better environment in which to see patients. The scheme would increase capacity to meet existing and future population needs.

By working with the hospital and community teams we hope to reduce unnecessary admissions to hospital and help get people home promptly. We also can provide a greater range of local services from one place.

This plan would help us recruit doctors and nurses to future proof primary care services in Plymouth.

## **Have your say**

We want to ensure that any move of the practices would not adversely impact our patients, and we want to hear from our patients and local stakeholders about the proposals at an early stage so we can consider this feedback at the early planning stage.

We want to hear if you have any concerns about a potential move and what impact this may have on you.

## **Frequently asked questions**

### **How close is the new site?**

Roughly 0.5 miles from each of the existing sites

### **Where would the closest pharmacies be?**

We are exploring options for a pharmacy to be located within the new building. The closest pharmacies currently located near Colin Campbell Court are Superdrug (New George Street), Boots (New George Street), King Street Pharmacy, Well Pharmacy (King Street).

### **Would I still get to see my doctor?**

Yes, all the current clinical staff would move to the new building.

**Would I still be able to access GP practice services within a close distance to my home?**

The new site is less than 1000 metres from the current surgery.

**If you move and share a building with other practices, will there be less appointments and longer waiting times to be seen?**

No, the practices would continue to work independently to give the best possible service levels that they can. The practices would be sharing some facilities which will help make things more efficient.

**How many patients would be affected by this change?**

A total of 16,000 patients, from 3 different surgeries would be directly affected by the move.

**I don't drive, how would I get to a new Health Centre?**

The Hub would be served by regular public transport links. The public transport links are directly connected with the many services travelling to the city centre. There would be drop-off and pick-up facilities for less able patients and for those using specialist transport services.

**I am housebound, would someone still be able to come and see me at home?**

Arrangements for home visiting patients would not change under this scheme.

**Now I park my car for free when I visit the surgery. Would I have to pay to park to visit the new site?**

The free car-parking currently available on local roads would remain. The multi-storey car-park in Western Approach would be adjacent to the new Hub; charges apply at the multi-storey car-park.

# Survey

We would appreciate you taking the time to answer a few brief questions.

## Which practice are you registered with?

- North Road West Medical Centre
- Adelaide Surgery
- Armada Surgery

## Which of the following best describes you?

- A registered patient
- A parent, relative, friend or carer of a registered patient
- I am interested in these services
- Other (please specify)

.....

## How do you usually travel to the practice?

- Walk
- Car
- Public transport e.g. bus
- Taxi
- Other (please specify) .....

## How far do you currently travel to reach the practice?

- Within walking distance
- Less than a mile
- 1 -2 miles
- 2-3 miles
- 3-4 miles
- 5 miles or further

## How many times have you visited your GP practice in the last 12 months? This includes attending for appointments, organising prescriptions or general enquiries.

- Not at all
- 1 to 3 times
- 3 to 6 times
- More than 6 times
- I attended weekly for regular scheduled appointments
- I attend monthly for regular scheduled appointments

**How do you access services at the practice? Please select all that apply**

- By telephone
- Patient Online Services
- eConsult
- Walk-in
- Other (please specify)

**What concerns, if any, do you have about our suggested move to the West End health and wellbeing centre?**

- Getting to the new health and wellbeing centre
- Parking
- Being able to see your preferred member of the practice team
- Getting through to the practice on the phone
- None, I think a new health and wellbeing hub would be beneficial to patients
- Other (please specify)

**What services do you currently use at the practice?**

- GP or other clinician for urgent health problems
- Practice Nurse or Health Care Assistant
- Mental health and counselling services
- Midwife
- Physio
- Social Prescribing Link Worker
- Harbour Centre for addiction services
- Other (please specify)

**How do you feel about the proposed scheme to move to a new site?**

- Sounds like a good idea and I support it
  - I have concerns and want to find out more
  - I'm not keen on a move as this would disadvantage me (please describe).....
- .....

**Is there anything else you think we should take into consideration when contemplating the future relocation to a new site?**

- Yes (please provide details below)
- No (please provide details below)
- Undecided

**What other services would you like to see offered from a new health centre?**

(Please specify)

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To help us understand the needs of different people, we ask for some information about you. You do not need to answer these questions, but if you do, it helps us to provide a more accurate picture of the needs of those people responding.

**How old are you?**

- Under 15
- 15 – 19 years
- 20 - 49 years
- 50 - 64 years
- 65 - 79 years
- 80 - 89 years
- 90+
- Prefer not to say

**How would you describe your ethnicity?**

- African
- Bangladeshi or British Bangladeshi
- British or Mixed British
- Caribbean
- Chinese
- Gypsy Roma
- Indian or British Indian
- Irish
- Pakistani or British
- White & Asian
- White & Black African
- White & Black
- Other
- Prefer not to say

**How would you describe your gender?**

- Female
- Male
- Other .....
- Prefer not to say

**Is your gender now the same as the one you were ascribed at birth?**

- Yes
- No
- Prefer not to say

**How would you describe your sexual orientation?**

- Bisexual
- Gay man
- Gay woman / lesbian
- Heterosexual / straight
- Other
- Prefer not to say

**Do you have a disability?**

- Yes
- No
- Prefer not to say

**If so, what type of disability do you have? *Tick all that apply***

- Blind
- Cognitive disability
- Deaf/Blind
- Deaf
- Hearing (impairment)
- Learning disability
- Mental illness
- Neurodiversity (e.g. ASC, ADHD dyslexia)
- Physical disability
- Speech
- Visual (impairment)
- Prefer not to say
- Other (please specify)

**What is your religion or belief?**

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh

- None
- Prefer not to say
- Other (please specify)

Thank you for taking the time to complete this survey. We will publish the results of the survey and our plans to address any concerns or ideas that our raised as a result.