

**Community Involvement Statement  
Beacon Medical Centre, Sedemuda Rd  
Sidmouth, EX10 9YA**

## SCHEDULE OF RESPONSE COMMENTS

<i>Comment</i>	<i>Response</i>
<b><i>Issue – Supportive Comments</i></b>	
<ul style="list-style-type: none"> <li>• I think it's a jolly good idea. Needed. Go for it</li> <li>• Think it's a brilliant idea, much easier for me to get to buy bus.</li> <li>• Briefly just to say we fully support the proposals. These should prove very beneficial to the town. Many thanks for the excellent work you are all doing.</li> <li>• I think your development plans for the main and branch surgery are excellent and very good for Sidmouth to have a forward looking, dynamic practice. I can't see why anyone would not be in favour!</li> <li>• I think it's a great idea and will benefit a lot of people in the town, especially those who have difficulty getting to your other surgery.</li> <li>• I fully support the project - we, in Sidmouth, are very fortunate to have the existing modern facilities and the proposals secure that position for the future.</li> <li>• I endorse the plans. I think it's an excellent idea. The plans to expand facilities are very sensible. The expansion sounds a good idea.</li> </ul>	<p><i>Pleased to note this response.</i></p> <p><i>Pleased to note these responses.</i></p>

Issue – Design	
<ul style="list-style-type: none"> <li>• Would a new two storey building block my view of core hill?</li>   <li>• Would prefer to see the proposed first floor on the rear part of the site.</li>   <li>• Fire Exit – The Beacon Ground Floor and Oak Suite wing does not appear to have a secondary fire escape route.</li>   <li>• Why has the footpath been removed? This gives easy access for any elderly coming off the bus.</li>   <li>• The Beacon Extension proposed would be welcome but the single storey part is inappropriate and should be two storey through to Sedemunda Road; schematics cannot be allowed in this day and age and the extra working space is more beneficial for so little extra cost.</li> </ul>	<p><i>The proposals will influence some of the views from properties to the southern end of Sedemuda Road, however as the land rises significantly to the north views of the hill and open landscape will not be blocked. The design also steps down to single storey in places.</i></p> <p><i>There is not sufficient space to the east of the building due to the line of existing trees, and to the north the topography and available space is restrictive.</i></p> <p><i>The escape distances and routes have been designed in line with building regulations Part B.</i></p> <p><i>The footpath linking the existing site entrance with Stowford Rise will be re-provided around the western end of the extension</i></p> <p><i>At present the fire escape strategy does not allow for the first floor to be extended without an additional escape stair which would be prohibitive to the current scheme. However, it is the intension for the structure to be designed to allow simple extension in the future.</i></p>
Issue – Transport	
<ul style="list-style-type: none"> <li>• Why not have entrance to car park off the main road?</li>   <li>• How will you avoid congestion on Sedemuda Road?</li>   <li>• Need to look at an entrance and exit strategy on the Beacon site, including greater parking - ie on the shrubbery.</li> </ul>	<p><i>The sites topography and location of the existing buildings on the site would make the introduction of a new access from Stowford Rise extremely challenging to deliver. The access would also be too close to the existing Sedemuda Road junction and would require relocation of the zebra crossing further east. The benefits of a direct access are outweighed by the disbenefits.</i></p>

<ul style="list-style-type: none"> <li>• Could there be an In and Out for car park?</li> <li>• How will you accommodate the need for extra parking?</li> <li>• Car park capacity is at breaking point now with car parking outside the car park in the near by streets it will only get worse?</li> <li>• Will there be additional parking?</li> <li>• Will there be more accessible parking?</li> <li>• Can the plan allow for extra car parking on the area of land adjacent to the extension, possibly for staff, thereby releasing the current staff car park to the public?</li> <li>• With the increase of staff at the Beacon where is every one going to park as you have a job to park there now and I didn't see anything about improving parking spaces as there is only about 48 and over half of them are taken up by Doctors and staff at the moment.</li> <li>• The additional accommodation will need more car parking and could be overcome by resiting Staff Car Parking on the ground the other side of Stowford Rise and the Work-Out equipment resited down in the Byse where it should have been from its outset.</li> <li>• From a personnel point of view I would love to see dedicated bike parking.</li> <li>• Could a community mini bus be set up for elderly access to the beacon?</li> <li>• Is there an option for the beacon to have better Bus route?</li> </ul>	<p><i>This has now been incorporated within the proposed scheme</i></p> <p><i>The existing parking provision already meets the local parking standards, however a 10% increase in parking provision is now proposed. The improved facilities should reduce waiting times which will allow an increase in the turnover of parking spaces within the car park reducing pressure. An increase in parking provision of 5 spaces is proposed.</i></p> <p><i>No additional accessible bays are proposed</i></p> <p><i>See above</i></p> <p><i>There will be a modest increase in parking spaces and the medical centre will implement a travel plan to encourage more of their staff to walk, cycle, catch a bus or car share</i></p> <p><i>See above</i></p> <p><i>There is a dedicated cycle store for staff and cycle stands at the front of the building will be retained</i></p> <p><i>The medical centre is well served by a range of existing bus services within a 100m (2 minute walk) including the high frequency service 9/9A</i></p> <p><i>The practice has set up a working group with our PPG( Patient Participation Group) to work with bus companies locally to try and</i></p>
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<ul style="list-style-type: none"> <li>• Is an additional small car park/layby for pharmacy users possible?</li> <li>• Carpark should have a separate entry and exist point.</li> <li>• To facilitate access to the much larger Beacon Centre, it would be hoped that a regular community bus service from the town centre to the Beacon Centre will be provided?</li> </ul>	<p><i>improve bus links to local health facilities.</i></p> <p><i>The number of parking spaces has been increased and an additional access point is proposed to allow better circulation. The provision of a space or layby on Sedmuda Road would result in more vehicles turning in the road.</i></p> <p><i>As noted previously this is now proposed</i></p> <p><i>The medical centre is well served by a range of existing bus services within a 100m (2 minute walk) including the high frequency service 9/9A which serves much of the town and nearby settlements.</i></p> <p><i>The PPG transport group is also looking at options of a community bus service to help patients get to appointments.</i></p>
<p><b>Issue – General</b></p>	
<ul style="list-style-type: none"> <li>• Why close Sidford site if more space was going to be needed?</li> <li>• Will the provision at the hospital be available for each day of the week ?</li> <li>• I fully support the transfer of visits from the Blackmore Centre to Sidmouth Hospital. I find visiting The Beacon Centre difficult as I am not very good at driving these days.</li> <li>• I will be able to walk to the hospital which will be very welcome.</li> </ul>	<p><i>The Sidford site closed to allow the Beacon to be built back in 2015. The Sidford site was too small for a big enough extension back in 2015. It was sold back in 2015.</i></p> <p><i>The practice extension is to accommodate new services and ways of working moving forward.</i></p> <p><i>Yes patients will be able to see a doctor or a nurse on any day of the week in the same manner as they do now.</i></p> <p><i>Pleased to note this response.</i></p> <p><i>Pleased to note this response.</i></p>

<ul style="list-style-type: none"> <li>• The summary I received does not include any details on how the Victoria Hospital might accommodate the Primary Care service.</li> <li>• In lieu of the great distance to Exeter (and moderate distance to Honiton) it is highly desirable that Sid Valley and surrounds have a full 'minor injuries' capability - including x-ray if possible.</li> <li>• I believe the MIU at the Hospital was shut because they couldn't get the staff so how will you manage?</li> <li>• It also says Theatres so is that more than one and will the one at the Hospital still operate?</li> <li>• If the Victoria Hospital is now to be the town centre base, its previous facility needed at least 4 Doctors rooms, 1 Reception/office and at least 4 Nurse treatment stations.</li> </ul>	<p><i>We are planning on providing services from three clinical rooms set aside for GP use. We are working with the Royal Devon and Exeter Hospital on how this is best provided. This is likely to use the 2 rooms previously used as a Minor Injury Unit and one outpatient clinical room.</i></p> <p><i>There would be no changes to minor injuries services with this plan. We provide a commissioned service for Minor Injuries. We are not responsible for X rays. The CCG commission X rays from Sidmouth Hospital. There is no plan for this to change.</i></p> <p><i>The Royal Devon and Exeter hospital could not staff the MIU unit. As a result the CCG put the MIU contract out to tender. We took on the contract and have employed and trained up staff to run this service from the Beacon. We have no issues staffing MIU.</i></p> <p><i>The surgery the practice provides would have no bearing on surgery provided from Sidmouth Hospital. We already have one over booked theatre and need a second. We provide minor operations and hold additional contracts for skin cancer surgery and carpal tunnel surgery. This allows patients to have operations locally rather than have to travel up to Exeter. We could extend this service but need the room to do so. This would extend services to patients compared to current service provision.</i></p> <p><i>We are planning on providing the same number of appointments from Sidmouth Hospital that we were offering before Covid at Blackmore that still need to be provided post Covid. We have changed working practices significantly during Covid. New drugs and monitoring requirements mean a lot of appointments no longer need to be provided. E consultations and Video consulting and more telephone work allow us to manage more people digitally.</i></p>
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<ul style="list-style-type: none"> <li>• This might be achievable if Physio/Hearing Centre were recited from Victoria Hospital into the St. John's Ambulance Centre building on Blackmore Gardens this being a very substantial building with its own parking.</li> <li>• Could you look again at a complete refurbishment of the Blackmore surgery rather than sell it off. Remember that most of our current Hospital was paid for and refurbished by public subscription.</li> <li>• Will there be adequate space and capacity for routine consultations at the new consulting rooms at the Victoria Hospital?</li> <li>• It would be helpful for you to publish the number of patients that usually attend Blackmore every month before lockdown and the planned capacity at the hospital.</li> <li>• The practice should be located in the centre of Sidmouth, so that it is more accessible for residents.</li> </ul>	<p><i>There is no need or intention to relocate any services in Sidmouth Hospital to a different location.</i></p> <p><i>This has been looked at again. This would not provide the service improvements to patients that we are expecting to see from moving into the hospital and working alongside the Royal Devon and Exeter teams. On top of this there was no affordable solution to refurbish Blackmore. It would make sense to use unused space in the local Hospital to make the best use of the NHS estate.</i></p> <p><i>Yes. The service provision from Sidmouth Hospital will reflect the same service provision as was provided before Covid.</i></p> <p><i>We have run these figures and are planning on matching the number of face to face appointments that will be provided from Sidmouth Hospital with the number of face to face appointments that were provided from Blackmore before Covid that still need to happen as face to face appointments. We are able to do this from a smaller physical presence as a lot of work is now done remotely over the telephone or through e mails, e- consultations or video consultations. The digital solutions will be operated from the Beacon to free up time for face to face appointments in Sidmouth Hospital.</i></p> <p><i>The branch surgery will continue to be operated from the centre of Sidmouth. The branch surgery is only moving 50 metres and remains well accessible to patients. There is not the space or funding to move the new purpose built facility at the Beacon into the centre of town.</i></p>
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<ul style="list-style-type: none"> <li>• What impact the proposals will have on services in the town centre?</li>   <li>• Will there be a large increase of the number of people, both patient and staff using the beacon?</li>   <li>• Would there be capacity for routine consultations in just two consulting rooms in the hospital?</li>   <li>• What options were considered? What considerations influenced your decision?</li> </ul>	<p><i>This is not for the GP Practice to address. The focus for the practice is to secure future provision of a sustainable primary care service.</i></p> <p><i>There will be more staff located at the Beacon. Patient numbers are expected to remain the same as they were before Covid. Digital solutions to healthcare have been embraced and we are seeing significantly less patients face to face. This has enormously reduced the footfall and traffic on the Beacon site. This is expected to be a longterm solution to the provision of primary care throughout the NHS.</i></p> <p><i>Yes as outlined above. However we have asked for permanent use of the third room in light of concerns raised in our patient engagement survey.</i></p> <p><i>The options have been considered against current NHS guidance involving both the CCG and NHS England.</i></p> <p><i>Options considered included:</i></p> <ul style="list-style-type: none"> <li>• <i>doing nothing</i></li> <li>• <i>moving everything onto one site</i></li> <li>• <i>new centre of town practice</i></li> <li>• <i>Blackmore refurbishment</i></li> <li>• <i>Branch relocation to Sidmouth Hospital</i></li> </ul> <p><i>The key consideration was improvement to patient care. Moving into the hospital and working alongside the community teams and hospital team will bring considerable benefits to patients. Centre of town services will be re-provided from Sidmouth Hospital. The Beacon extension will bring in new services to benefit patients. Finance had to be considered as did sustainability of primary care services. This model of care and change in the way services are provided was the only option that attracted grant funding. The NHS Plan aims to improve joined up working between primary and secondary care and promote digital workings. This plan allows just that. There is not a pot of money to be spent on services</i></p>
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<ul style="list-style-type: none"> <li>• What research is currently being conducted? Has any of this research been published in the medical literature?</li> <li>• How will you ensure access to all GPs with such a small room allocation?</li> <li>• Will there be an area under cover for patients waiting for appointments in winter months?</li> <li>• Will extra Doctors be employed to reduce waiting times to see a Doctor?</li> <li>• Waiting Room – The seating arrangement needs attention. The proposed institutional-style layout with patients eye-balling each other is not conducive to a relaxed calm atmosphere.</li> <li>• I would like to see the practice open for longer hours - including until 8-9.00p.m. on week days and 2-3hrs on weekend mornings.</li> </ul>	<p><i>in Sidmouth in a way we choose. This particular care model not only improves and extends patient services but works in line with the NHS Plan and on that basis has been successful in attracting funding.</i></p> <p><i>The practice is a member of the South West Primary Care Research Network. We recruit patients to trials we feel would benefit our patients. Many of these trials go on to be published by their respective research teams</i></p> <p><i>We will ensure that all list holding GPs offer sessions from Sidmouth Hospital. At present list holding GPs usually provide one session a week from the branch surgery.</i></p> <p><i>There is an entrance canopy. If further temporary arrangements need to be made to deal with future pandemic events, we can review these at the time.</i></p> <p><i>There is no funding for extra doctors at this point. Digital working has made a significant impact on reducing waiting times to see a doctor. Funding is available to allied healthcare professionals to support GPs. This extension will allow us to recruit these staff such as pharmacists, physiotherapists and mental health workers. GPs will be providing supervision to these larger teams. These changes will help free up doctors to see patients who need to see a doctor.</i></p> <p><i>The waiting room comprises of a mix of seating arrangements. Patients are at liberty to choose the seating arrangement that suits them best. Further waiting room space is being provided and the chair arrangement is completely flexible.</i></p> <p><i>The practice already offers extended hours appointments in the mornings and evenings during the week. Weekend appointments are available through our Primary Care Network. Please see the practice web site for details.</i></p>
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<ul style="list-style-type: none"> <li>• What time would the centre close? Would not want it open to 11pm each night. Do not want an open all hours and at the weekends Health Centre in the middle of a quiet evening and weekends residential area.</li> <li>• My main concern about the proposal is that it is very difficult to get to the Beacon from the town area without a car and expensive on the bus.</li> <li>• Will there be access to all the practitioners on the GP team, despite this expected lower capacity?</li> <li>• Will there be access to services each day of the week and on the same basis as currently provided in the centre of town?</li> <li>• New technology for providing health care should be embraced.</li> <li>• What is the timescale for the extension?</li> <li>• Will the building work cause disruption to people working at the centre and to people attending appointments?</li> </ul>	<p><i>Services would operate at the same times as existing services.</i></p> <p><i>You will still be able to be seen in the town centre. The plans do not change the location of either surgery that would make a difference to transport plans. We may well be able to sort your problem with a remote consultation. We have set up a working group with our PPG to look at how frail patients who can not travel to the Beacon can be prioritised for appointments in Sidmouth Hospital.</i></p> <p><i>All list holding GPs will run sessions from Sidmouth Hospital. Our nurses and healthcare assistants will rotate between the 2 locations.</i></p> <p><i>Yes there will be services each day. There will be three clinical rooms set aside for GP use and this has calculated to accommodate the patient demands in the centre.</i></p> <p><i>We agree. This plan embraces new technology and has the opportunity to really improve patient services and experience in the Sid Valley. Remote working means less traffic and travelling to appointments. The reality of working in this manner means we have more time to spend face to face with complex or unwell patients when they need it.</i></p> <p><i>We are hoping to secure planning approval by the end of the year, secure funding early next year so construction can start asap.</i></p> <p><i>We are looking at a phased project to maintain services at the Beacon and minimise disruption for all.</i></p>
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