

Proposed changes to Sid Valley GP Practice

Commissioned Engagement Report

November
2020





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Introduction

Since the 2012 Health & Social Care Act, Healthwatch has been established as the independent consumer champion for health and social care in England.

In the past, Devon County Council, Plymouth City Council and Torbay Council have each individually commissioned their own separate local Healthwatch.

In 2019, the three Local Authorities agreed that as from 1st April 2020 the Healthwatch services would be jointly commissioned. As a result of a contract tendering process this jointly commissioned Healthwatch service was awarded to Colebrook South West (who have provided the Healthwatch Plymouth services since April 2013), in partnership with Engaging Communities South West (who have provided the services for Healthwatch Torbay since April 2013), and Citizens Advice Devon (who have delivered core aspects of the Healthwatch Devon service since 2013). This service will now be known as “Healthwatch in Devon, Plymouth and Torbay”.

Although the service is jointly commissioned, each local authority area retains the distinct identities of their local Healthwatch.

We listen to what people like about services and what could be improved and share their experiences and views with those with the power to make change happen.

Healthwatch in Devon, Plymouth and Torbay were commissioned by Sid-Valley Practice to seek further local opinion on the proposed Beacon Development, specifically with those who are identified within the harder to reach groups.

Background

Sid-Valley Practice are exploring the option of extending the Beacon Medical Centre and moving the centre of town branch surgery from Blackmore Health Centre to Sidmouth Victoria Hospital.

The move will allow the Practice to expand its range of services and offer a better environment in which to see patients. The





scheme will increase capacity to meet existing and future population needs.

Sid-Valley are making these changes because they have no free clinical rooms and need more space and Blackmore Health Centre is a very old building not well suited for modern healthcare facilities. This move would allow integration of primary care and hospital services while continuing to offer a service in the centre of Sidmouth.

The practice had already put together a survey and gathered feedback from over 1000 patients, however after discussions with their Patient Participation Group they decided to run further engagement work to ensure everyone is given the opportunity to have their say.

What we did

We adapted the survey that was previously created by the practice by adding a demographic section comprised of 7 questions. Due to the number of surveys already gathered by the Practice, prior to the involvement of Healthwatch, it was essential that we used the same questions so additional feedback gathered could easily be added, however the addition of the demographic section ensured we could evidence feedback gathered from individuals identified within the key protected characteristics categories or individuals who were likely to be most affected by the changes to have their say.

The survey covered 8 areas:

- Surgery Preference, mode of transport, distance travelled
- Importance of offering a town centre location
- What services do you currently access at the Practice
- What services would you like to see delivered from improved facilities
- What concerns do you have about suggested move to Victoria Hospital
- What concerns do you have about the planned extension to Beacon
- Any other thoughts?
- Demographic data

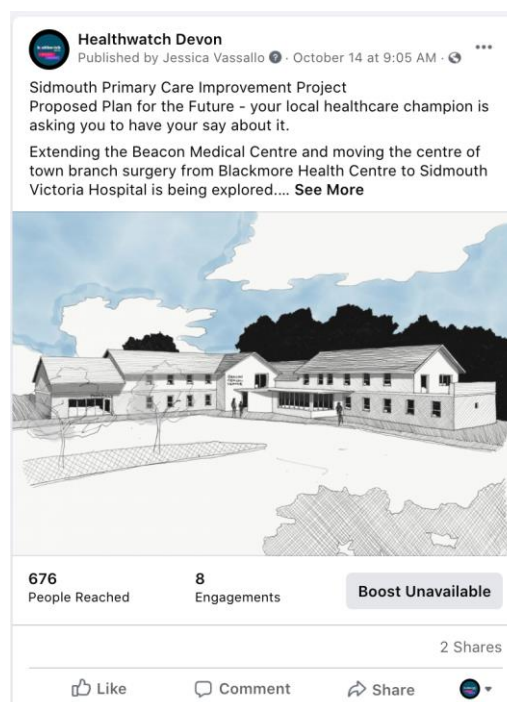
The engagement ran from 22 September to 31 October 2020. During this period, we contacted key community groups and organisations based in the Sidmouth area to encourage their members to share their views. Groups were invited to share the survey with their members and encourage them to complete the survey online. We also offered to attend digital meetings with community groups to chat about the proposal and gather feedback from focus groups.

- We contacted approximately 70 groups that we had identified in the area via both email and telephone
- 162 paper surveys were requested by groups and posted out along with free-return envelopes



- An article was published in the Sidmouth Herald and onto their website promoting the engagement activity taking place (see Appendix A)
- The engagement was featured in the Talking Newspaper who have a listening of over 80 people with visual impairments
- We held a Zoom meeting for those wishing to ask additional questions or share further feedback, despite interest we had no attendees at the meeting
- The survey link was shared in newsletters and on social media pages such as the U3A newsletter with 460 members.
- We posted information and the survey link to a number of Facebook groups: Amazing Sidmouth, Sidmouth Community, Devon In Sight, Sidmouth and East Devon Community, Sidmouth Herald News, Sidmouth Community for the people and Sidmouth Town Community.

Despite the methods described above, we only had 131 respondents to the survey and no attendees for a virtual forum. Whilst the low uptake is disappointing, there is some comment rich data from individuals. The previous round of engagement may also have had an affect on the responses during this period.

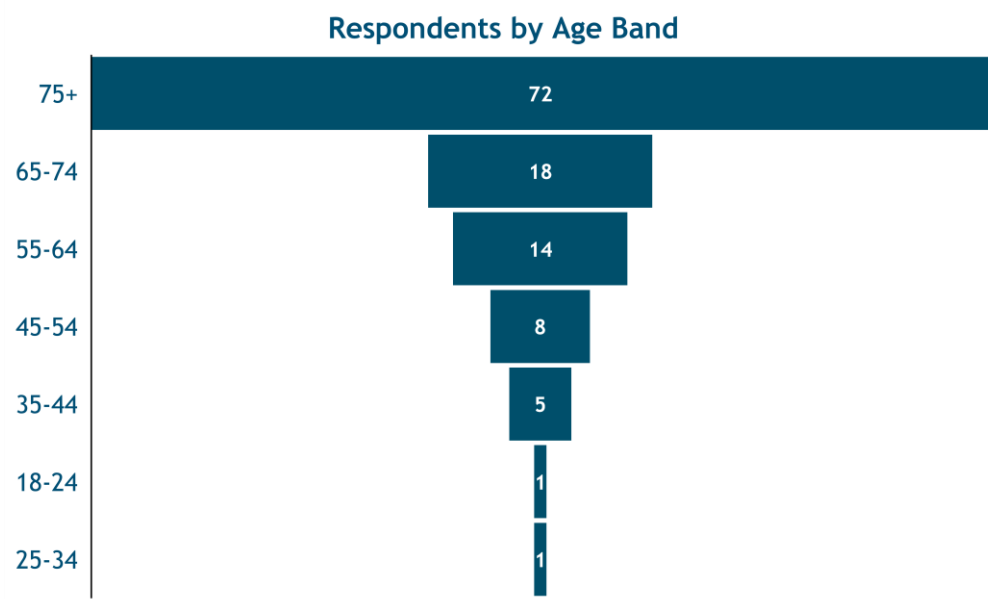




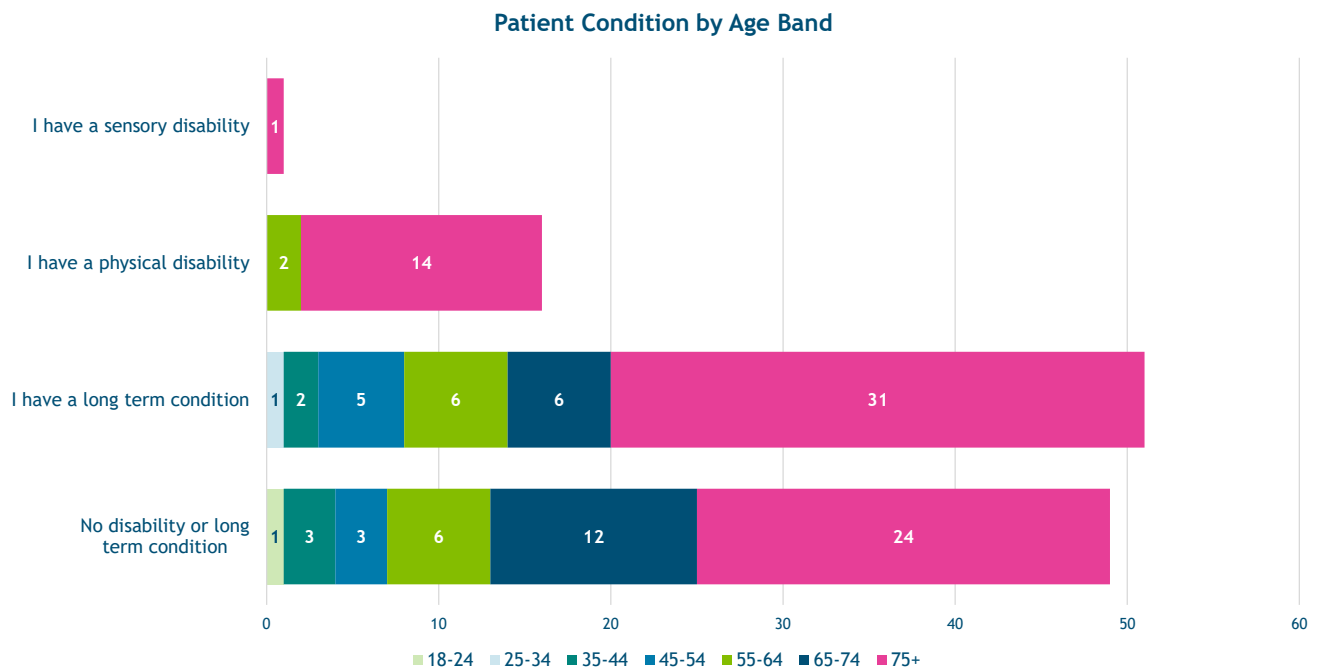
Who we spoke with

A total of 131 Local people completed the survey, although in some cases not every question was answered.

The Chart below shows the age range of people who took part in the survey, 12 respondents gave no answer to age.



Respondents were also asked if they identified as having a disability or long-term condition.





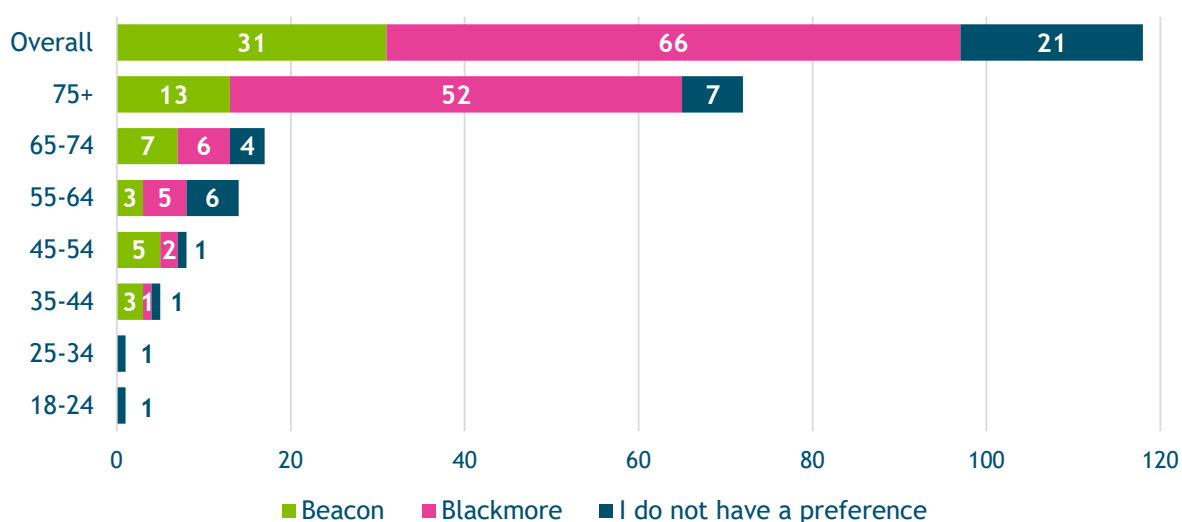
Use of the Sid-Valley Practices

A proportion of the survey looked at location preference, how often patients accessed services in the last year, the method of transport and the distance travelled against both Blackmore Health Centre and Beacon Medical Centre. Most people we spoke to (61) had used the practice between 1-3 times within the last year, only 18 people had not used the practice at all.

Location Preference

Of the 118 respondents who answered this question, 21 did not have a preference as to which surgery they visited. However, 66 preferred to visit Blackmore Medical Centre.

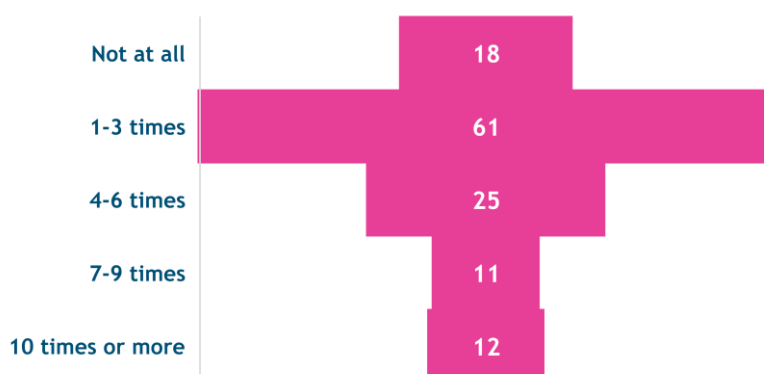
Surgery by Preference & Age Band



Respondent Access in last 12 Months

There were 127 responses to this question with only 18 having not visited either location in the last 12 months. The majority of the respondents had visited between 1-3 times during this period.

Total Visits, frequency of visits



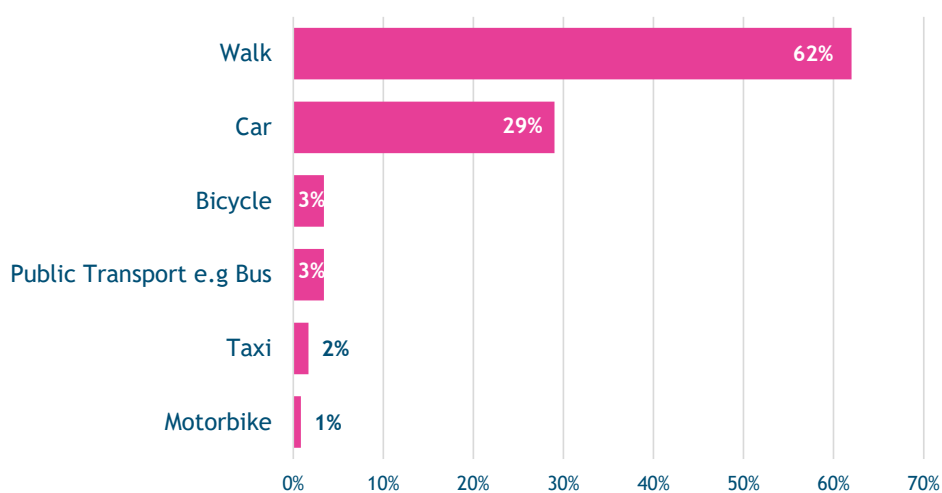


Preferred Mode of Transport and Distance Travelled

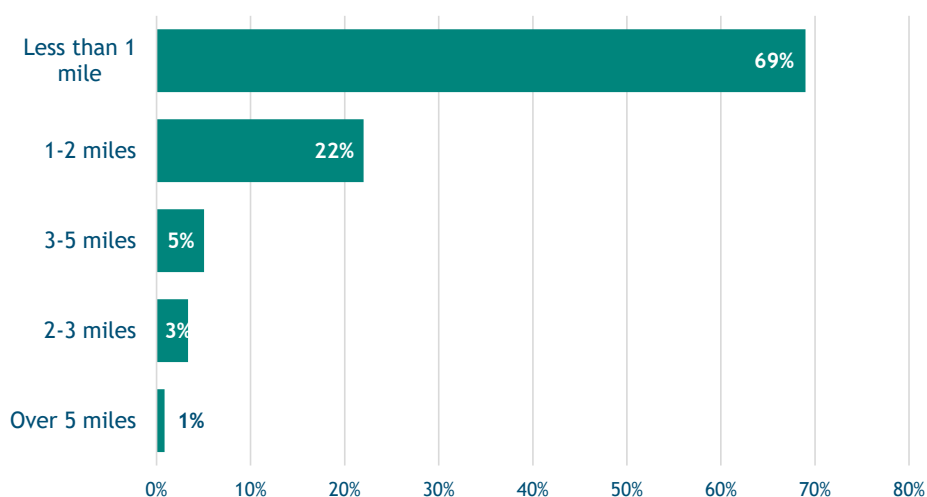
Respondents were asked about their transport preference and distance travelled for each location that they have used. The following charts breaks this out for Blackmore Health Centre and Beacon Medical Centre.

Blackmore

How do you usually travel to the Blackmore Health Centre?



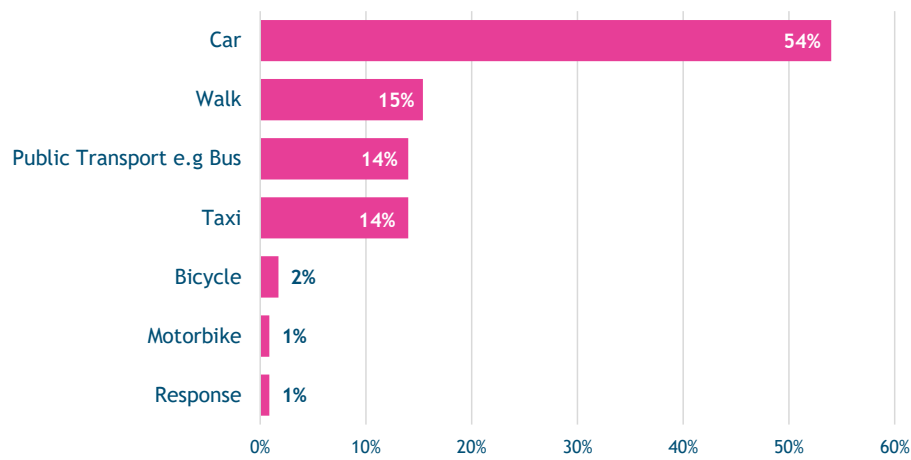
How far do you currently travel to reach the Blackmore Health Centre



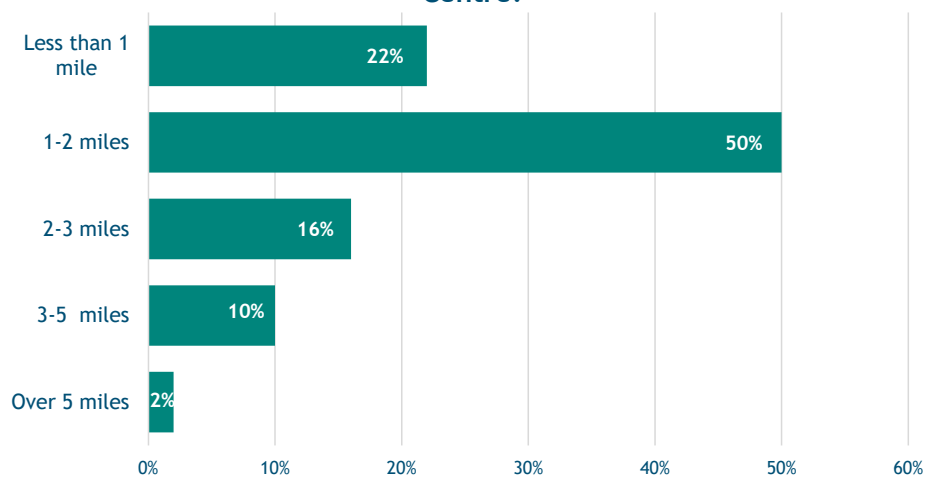


Beacon

How do you usually travel to the Beacon Medical Centre?



How far do you currently travel to reach Beacon Medical Centre?





Importance of Town Centre location

There was an overwhelming response of 'Yes, it is important to there is an offer of a town centre service' to this question from 109 of the 128 respondents that answered irrespective of the practice location that they usually attended.



Comments included:

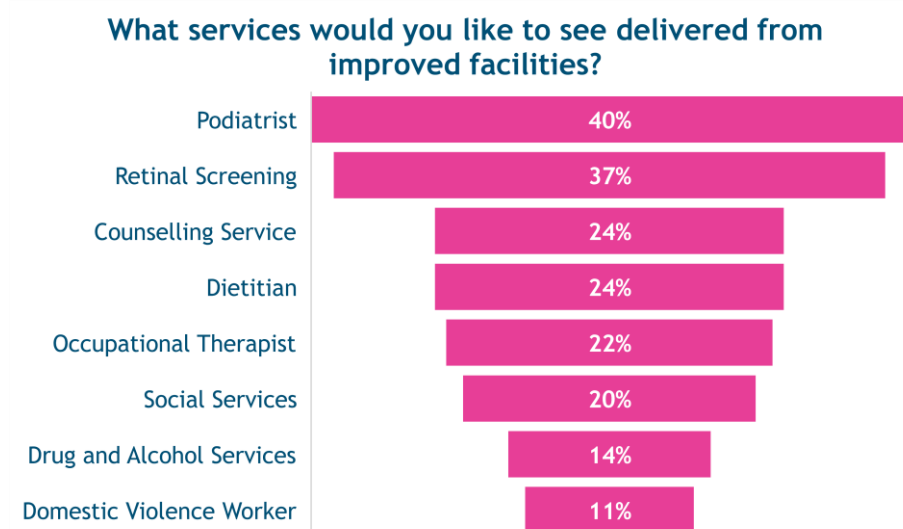
- “It {Beacon Medical Centre} isn't in the right location for 90% of GP Services to be offered. The Blackmore Health Centre should be providing at least 50% of all GP Services in the Sid Valley as it is in a walkable location and is easily accessible for public transport.”
- “After I fell and broke my hip, I have found it is difficult, despite a state-of-the-art hip operation a year ago, to cycle uphill for two miles to the Beacon. I am conscious that I will not be fit and healthy for ever. As my ability to drive safely, to walk and to cycle substantial distances, to access and understand online guidance and advice, etc. declines and as my mental and physical health deteriorates I anticipate that I shall (as will almost everybody else) become disabled in various ways and be in need of an increasing range of services from the NHS.”
- “I am all in favour of Sidmouth Hospital being used by the Sid Valley practice as long as the beds in the hospital are kept.”



Services to be delivered

Respondents were asked what services they would like to see delivered from improved facilities and were asked to select from a list of eight, namely:

- Podiatry
- Retinal Screening
- Counselling Service
- Dietitian
- Occupational Therapist
- Social Services
- Drug & Alcohol Services
- Domestic Violence Worker



More general comments were also made about current services in Sidmouth:

- “I’m currently looking for space to run a new mum’s group - there is none available at the Children’s Centre, and costs are pretty high at Stowford. Might it be possible for groups such as this to find space at The Beacon in future.”
- “Please bring back NHS audiology.”
- “Audiology has gone, there is nowhere in Sidmouth to get my NHS hearing aid fixed and mine is broken.”
- “Transport is needed to get to the Beacon which has excellent facilities but is located in entirely the wrong location for the majority of the residents of the Sid Valley.”



- “The range of services available locally seems to be reducing regularly. The eye-testing facility has already been removed from Sidmouth, requiring a full morning to get to Seaton or the RD&E and back for such routine checks. The Minor Injuries Unit was closed (or transferred to Honiton) in the previous round of cuts. Will space and facilities at the Victoria hospital be further reduced by the transfer of Sid Valley practice across the road from the Blackmore?”
- “Sidmouth’s age demographic places high burdens on the practise. I think it timely to embrace different ways to access the practise for the technically able (mobile/mail/app) leaving more time for those who still need traditional GP access.”

What concerns do you have

Respondents were asked to raise any concerns they had for both the extension to Beacon Medical Centre and the move of services from Blackmore Health Centre to Victoria Hospital. They also had the opportunity to provide additional comments.

Beacon



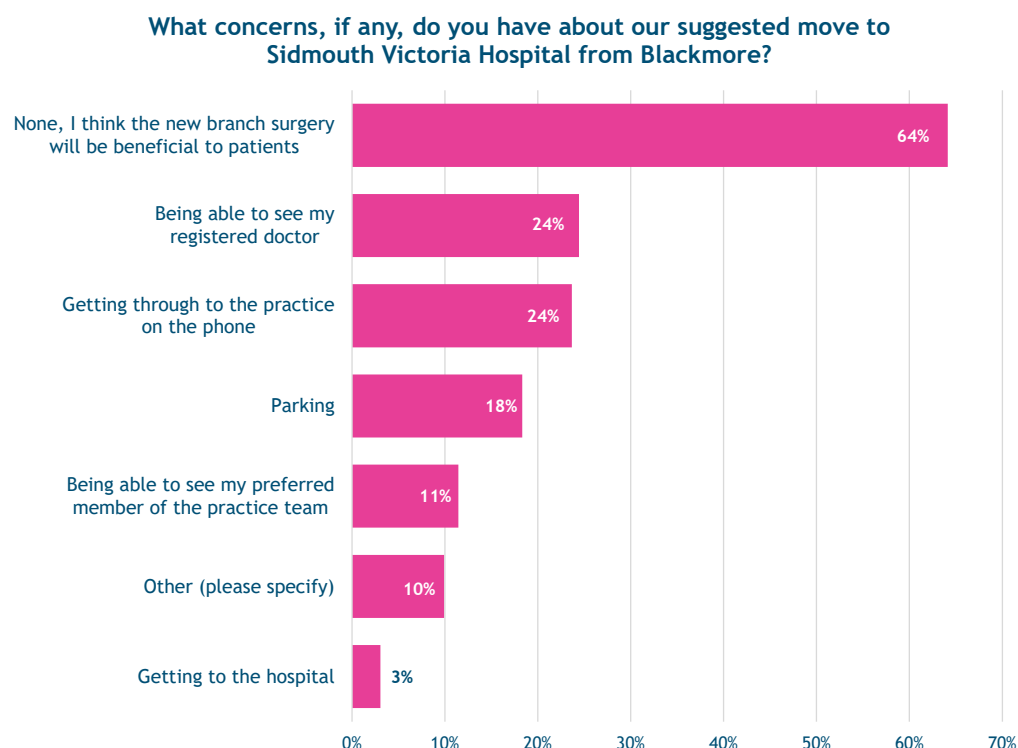
Additional comments from respondents:

- “Too out of the way if you don’t have a car.”
- “They say there isn’t a problem parking so why are people having to park on the road opposite the beacon making it dangerous for people getting in and out and also for the people who live there.”



- “Wheelchair spaces often used by people 'just popping in'. My husband (or driver) is unable to get my wheelchair out of car in a normal space. Would be concerned spaces would become scarcer.”
- “Not in a walkable location.”

Victoria Hospital



Additional comments:

- “We are happy for the hospital to be used as long as GP services are still available there and it doesn’t just become a hub for things like physio.”
- “It is imperative to us that the new system will enable my mum to see a GP and not just locums {and} if booking ahead her GP of choice. Also, that she can access a nurse - she has no way now of getting to the Beacon at 88.”
- “I don’t see any issue with access to the Hospital location vs Blackmore; there are no steps involved, and the location is closer to bus stops. Parking remains the same issue for both locations.”
- “Cars turning in the hospital car park currently cause a bit of a bottleneck on occasions. I imagine more patients will attempt to park right outside the hospital rather than use the Blackmore Gardens car park so this could become more of an issue.”
- “The bus route from Sidbury is so much easier to reach Blackmore than the Beacon.”



Key findings

As stated at the start of this report, this survey built on previous patient engagement and utilised questions from that survey to ensure consistency of response. The survey also included a section on demographics to help understand the population reached. Full analysis of the survey results and respondents' comments can be found at Appendix C. The following key findings have been identified:

Town Centre

- From a patient perspective there remains a need to maintain a service in the town centre. This is supported by:
 - Overall, 85% of patients irrespective of surgery location preference, state it is important to still have a town centre service
 - Where a preference has been stated, older people generally prefer to be seen at the Blackmore Health Centre
 - The town centre is easier to travel to for most patients in Sidmouth who generally live in close proximity to the existing Health Centre and Hospital
 - Two thirds of patients using the Blackmore Health Centre have stated that they usually travel by public transport/bicycle/walk compared to a third for Beacon Medical Centre. As the hospital is closely located to the existing Blackmore Health Centre, the mode of transport should not significantly change unless delivery and range of services change
 - 91% of respondents who attend Blackmore Health Centre travel less than 2 miles
 - Bus routes from outside of Sidmouth make it easier to attend a town centre branch
- However, concerns were raised around:
 - Services to be provided at Victoria Hospital including GP appointments
 - Whether the number of consultation rooms available are adequate to provide the range of services being proposed
 - Being able to see registered doctor/preferred member of the practice team at the town site
 - Further reduction of other NHS services delivered from Victoria Hospital due to less availability of consulting rooms



Beacon Health Centre Extension

- 42% of respondents considered that the plans to extend the Beacon medical Centre would be beneficial to patients. However, concerns raised include:
 - Existing parking at Beacon Health Centre is already challenging and providing additional services will increase the difficulties for those attending, particularly for those registered disabled
 - Public transport to the Beacon from within Sidmouth and outlying areas generally runs only once an hour making attending an appointment a lengthy process
 - Being able to see registered doctor/preferred member of the practice team

Healthwatch Observations

Whilst Healthwatch Devon have been commissioned to conduct this piece of work, we do have some observations that we would wish the Practice to consider.

- A set of Frequently Asked Questions should be made available for patients on the website and in future patient correspondence around the proposals. As questions arise, these should be added to the list.
- Where possible, equitable services should be delivered from both sites including the ability for patients to see a preferred GP or member of the team.
- Issues around transport, especially for those who live outside of Sidmouth or where age/medical condition/mobility make it difficult to attend Beacon, need to be fully considered when designing new services as well as the delivery of existing ones.
- The Practice to review the changes to GP services caused by the current COVID pandemic and how this has affected current delivery against the proposed delivery based on the extension to Beacon and a move of services to Victoria Hospital to ensure that patient access can be maintained moving forward.



Appendices


A. Engagement Flyer & Sidmouth Herald Website




Are you aware of the proposed changes to the Sid Valley GP practice?


The proposed Beacon Development includes extending the Beacon Medical Practice Centre and moving the Blackmore Health Centre to Sidmouth Victoria Hospital.

The practice have asked independent healthcare champion Healthwatch Devon to engage with patients who may want to comment on the proposed changes and make sure everyone's voice is heard.

 Full proposal details available at: sidvalleypractice.nhs.uk/spcip/

 Fill out a feedback survey: surveymonkey.co.uk/r/SidmouthPCIP


 You can also email aread@hwdevon-plymouth-torbay.org

 If you do not have access to the internet please get in touch via our freephone number: **0800 520 0640**

healthwatch
Devon

Engagement ends 31st October





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SIDMOUTH / OTTERY NEWS

Devon streetlights set to be converted to energy efficient LED

🕒 Tue, 08:00 | Daniel Wilkins



Some 79,000 streetlight across Devon will be converted to LED lights within the next two years – reducing carbon emissions by 75 per cent.

[Read more](#)

SIDMOUTH SPORT

Sidmouth Netball Club teams make impressive return in friendly action

🕒 08:05 | steve birley




Monday night finally saw the return to court for the Honiton Netball League, writes Louise Hastie.

[Read more](#)

Devon opinions sought on NHS 111 service


🕒 Mon, 12:39 | Daniel Wilkins




A new public survey has been launched to try to find out more about people's experiences

Sidmouth President's Day joy for the team of Dibble, Hook, Peacock and Seward

🕒 08:04



It was a damp end to the truncated 2020 golf season, which officially



Are you aware of the proposed changes to the Sid Valley GP Practice

The practice have asked independent healthcare champion Healthwatch Devon to engage with patients who may want to comment on the proposed changes and make sure everyone's voice is heard.


healthwatch Devon

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B. Sidmouth Primary Care Improvement Project Leaflet

Sidmouth Primary Care Improvement Project

These are the anticipated benefits for our patients

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

By working with the hospital team we hope to reduce unnecessary admissions to hospital and help get people home promptly.

This scheme will help us recruit doctors and nurses to future proof primary care services in the Sid Valley.

The proposal

The works at the Beacon involve the construction of a new two-storey extension to the existing building creating an L shaped building. On the hospital site two rooms have been identified for exclusive use by the practice and other rooms will be available on an ad hoc basis. There is more information available on our website:

<http://www.sidvalleypractice.nhs.uk/spclp/>

Design principles & concept

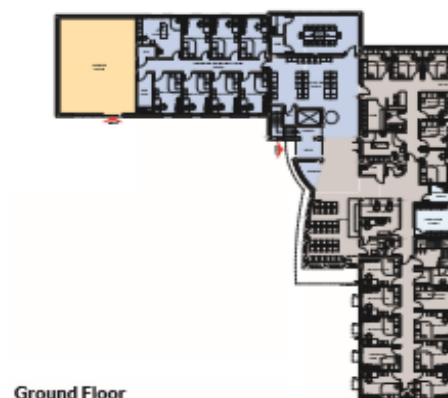
In approaching the design it has been key to ensure any extension enhances the existing facility and does not compromise the functionality of the layout.

As such the plan has been carefully arranged to maintain the existing entrance and extend the current waiting area to ensuring ease of circulation for patients whilst maintaining operational flexibility. All rooms will meet current NHS guidance in terms of size and equipment.

We are mindful the Beacon extension is in a residential area. As such the form and detailing of the building follows the language already established by the current design with traditional pitched roofs, brickwork and render with more contemporary glazed elements. The building also steps down to single storey adjacent to Sedemuda Road thereby minimising the impact on neighbouring properties.



First Floor



Ground Floor

Why the hospital Site?

From previous patient engagement we are aware of the strength of feeling in favour of a presence being maintained in the centre of town.

Will I be able to park at the hospital?

We are planning on retaining our patient car park so arrangements for parking should not change.

Would I still get to see my doctor?

Yes all GPs who hold lists would have appointments available in Sidmouth Victoria Hospital.

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.



Proposed Site Plan



Sidmouth Primary Care Improvement Project

Sidmouth Primary Care Improvement Project



What happens next

We will collect feedback from the public consultation and reflect on this. It is important we have the views of our patients to be considered by the planning department.

How can patients have their say

We should like your feedback on our plans. You can contact us by email at:

d-cg.beacondevelopmentfeedback@nhs.net

We are encouraging everyone to complete the short survey which can be found on our practice website at:
<http://www.sldvalleypractice.nhs.uk/spclp/>

Alternatively a paper copy will be available from outside reception at Blackmore Health Centre or Beacon Medical Centre and can be returned to either facility or by post to:
The Beacon Medical Centre
Sedemuda Road
Sidmouth
Devon
EX10 9YA

Given the Covid situation we would strongly encourage patients to use the online option if they can.

We would like your feedback by 5pm on Friday July 31st. Our planning application will be submitted after this date.



Proposed Image

This is what we are proposing and why

We want to extend the Beacon Medical Centre and move the centre of town branch surgery from Blackmore Health Centre to Sidmouth Hospital.

We are doing this because we have no free clinical rooms and need more space. More and more services are now being delivered in the community. This means that there is less need for some people to go to hospital.

We are working with local practices in Primary Care Networks 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. We are struggling to recruit new staff to our teams with the current set up.

Blackmore Health Centre is no longer fit for purpose. It is an old building and not well suited for modern healthcare facilities.

We intend to have a base at the hospital in the town centre which would allow us to integrate primary care and hospital services while continuing to offer a service in the centre of Sidmouth.



Appendix C - Full survey results

Introduction

The following charts have been generated from a data set put together from the results of a survey offered to those in Sid Valley concerned with the reconfiguration of the health care services in the area.

Survey data is broken down into 8 areas:

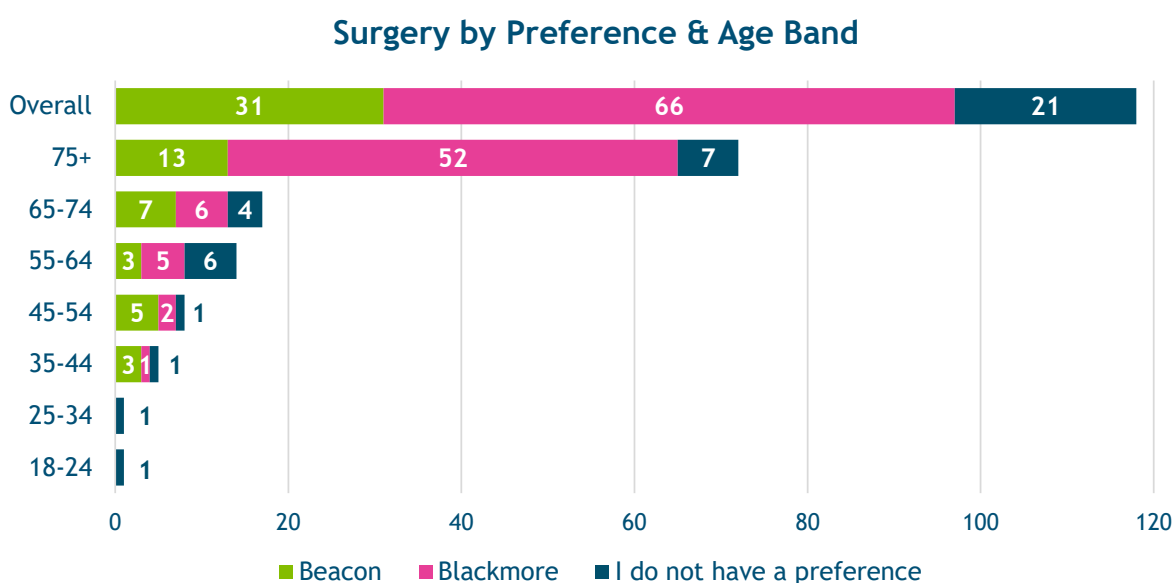
- Surgery Access by location, mode of transport, distance travelled, method of contact
- Importance of offering a town centre location
- What services do you currently access at the Practice
- What services would you like to see delivered from improved facilities
- What concerns do you have about suggested move to Victoria Hospital
- What concerns do you have about the planned extension to Beacon
- Any other thoughts?
- Demographic Data

Respondents were also asked to provide comments, and these have been themed and appear in the relevant section.

Surgery Access by location, mode of transport, distance travelled, method of contact

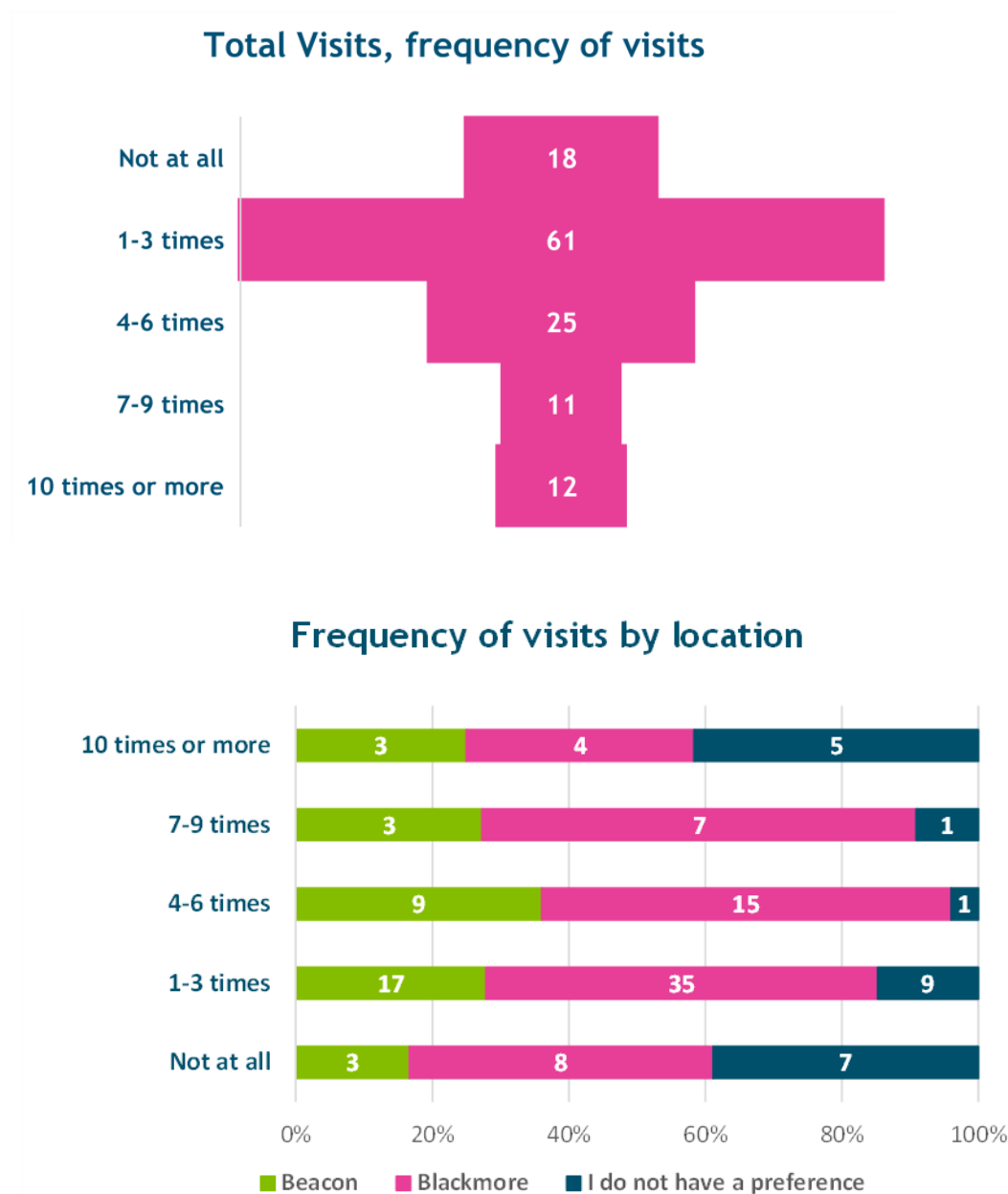
Comparison - Treatment Centre of Preference by Age Band

This chart provides a comparison by the three patient groups and shows that 52 of all those patients aged 75 years and older prefer the Blackmore Health Centre. Overall, 66 of the respondents stated that they preferred the Blackmore Health centre, however, 21 said that they don't have a preference.



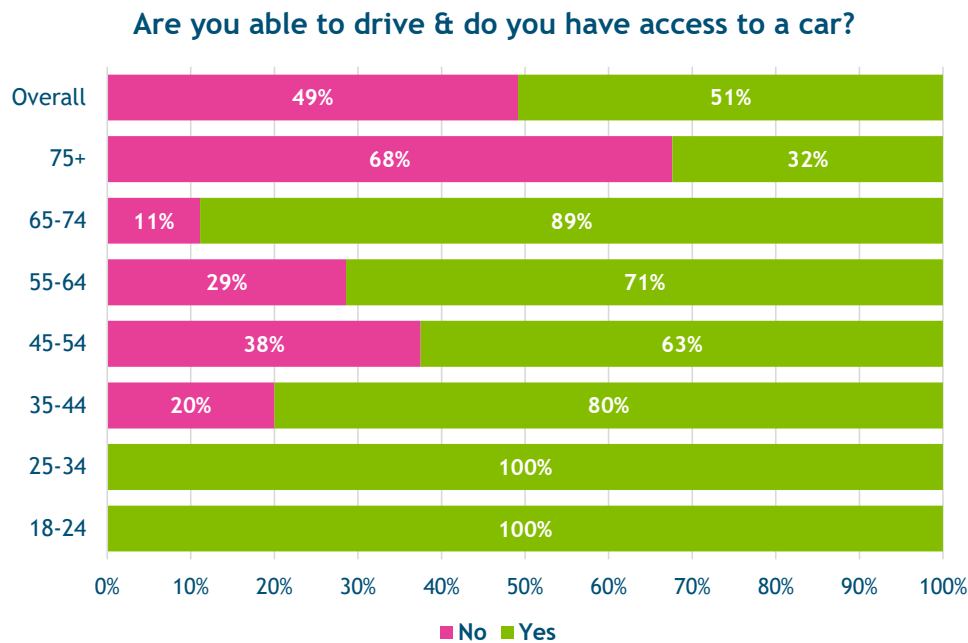
Total Visits

Of all the visits made to the Beacon Medical Centre or the Blackmore Health Centre including those who didn't have a preference, just under 1 in 2 of the respondents had made a visit between 1 and 3 times over the past year and just under 1 in 5 had visited either centre up to 6 times during that period. The two charts below show the total number of visits versus frequency and then further breaks that down in the second chart by practice.



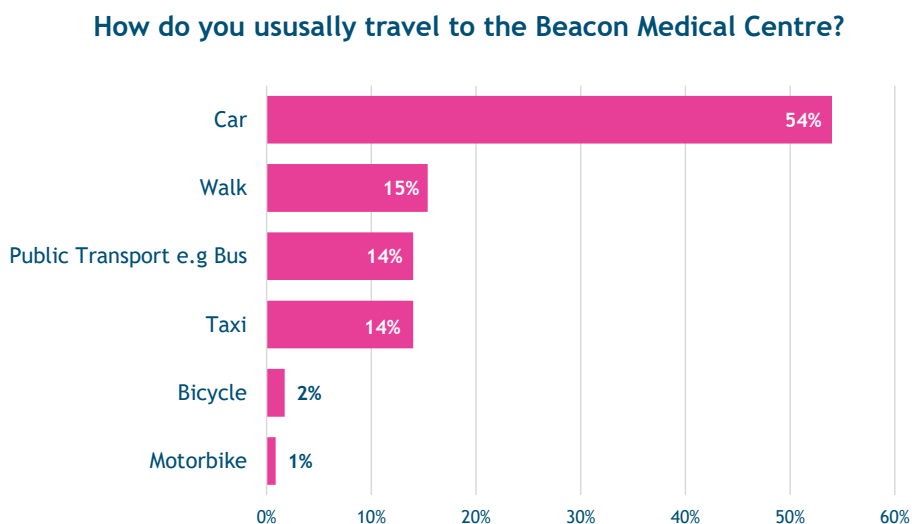
Able to drive and have access to a car

From the survey just over half of the respondents have access to a car and/or can drive. The chart below further breaks this down by age band.

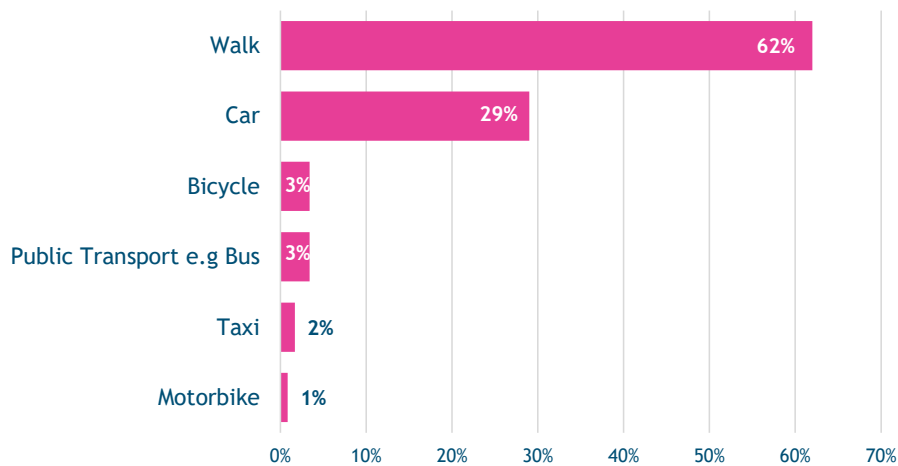


Method of travel

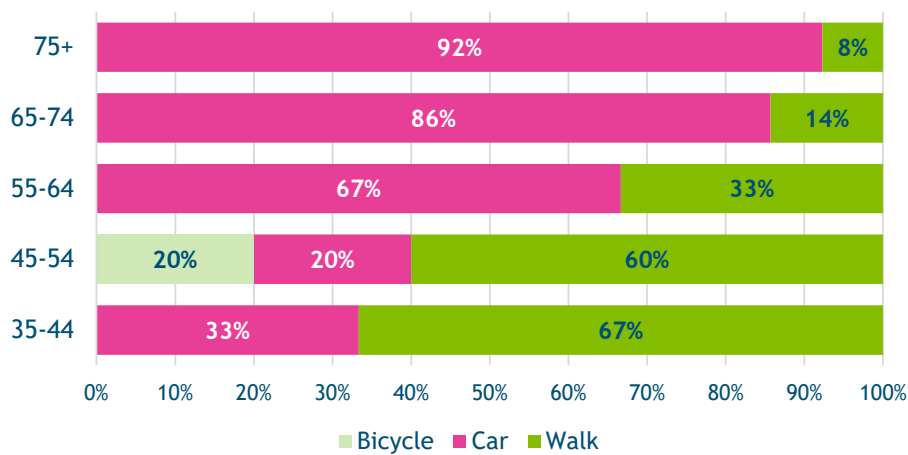
The following charts take the theme of travel to practice locations further giving an overview of usual method of travel and then breaking it down by location and age band. When looking at the data against age and location, it is clear that there is a strong reliance on utilising a car as the method of transport to the Beacon Medical Centre across the majority of age groups, whereas for the Blackmore Medical Centre there is less reliance on car transport and more diversity in travel methods particularly for those aged over 65.



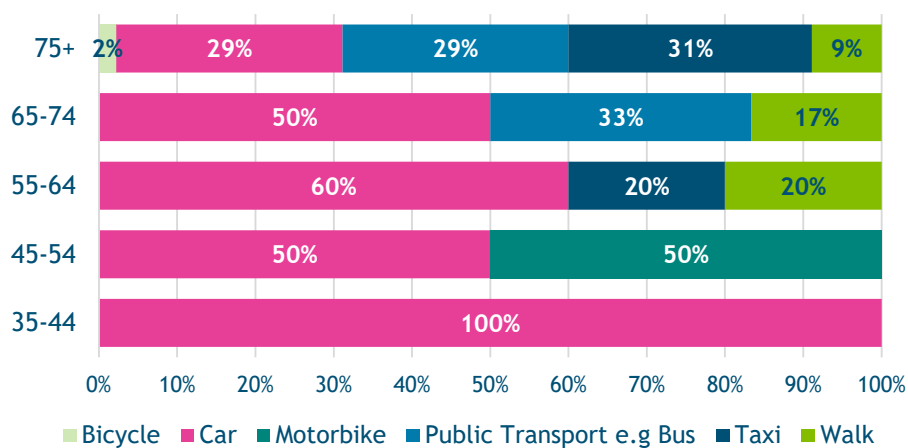
How do you usually travel to the Blackmore Health Centre?



Method of Travel by Age Band to Beacon Medical Centre

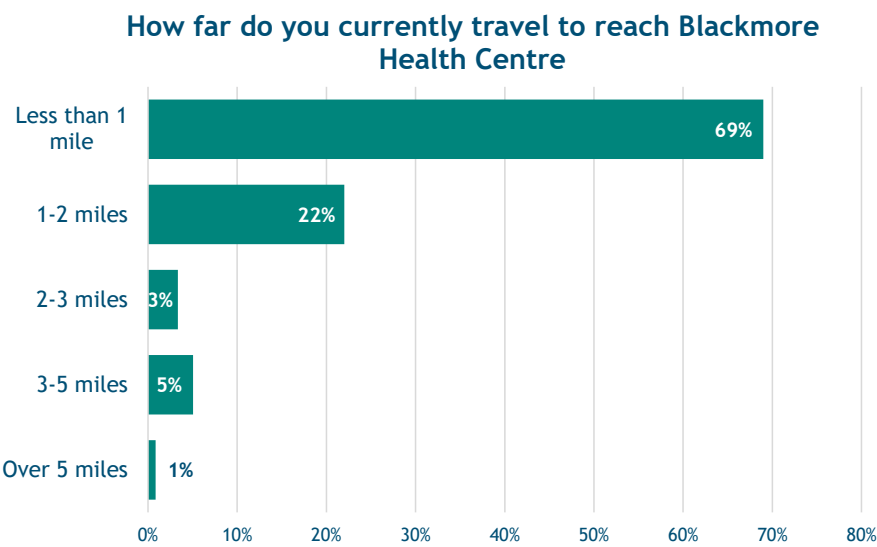
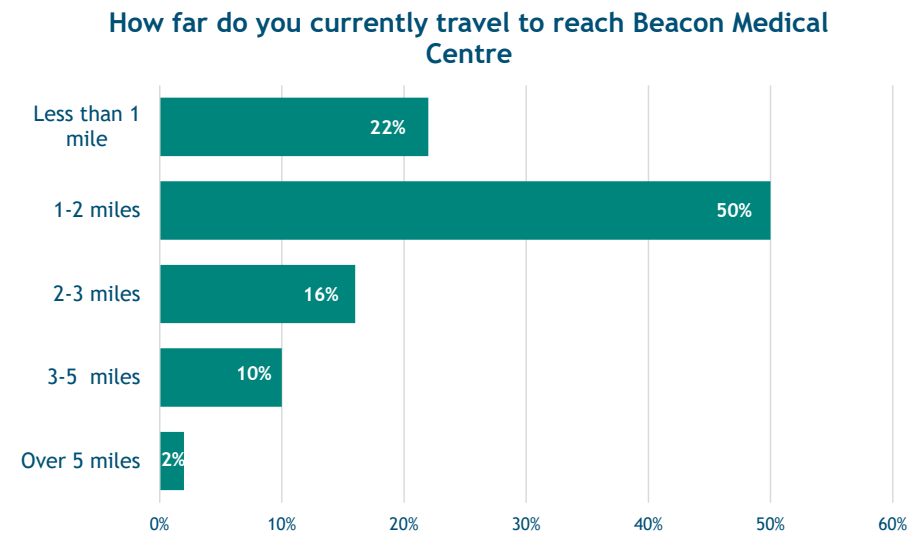


Method of Travel by Age Band to Blackmore Health Centre



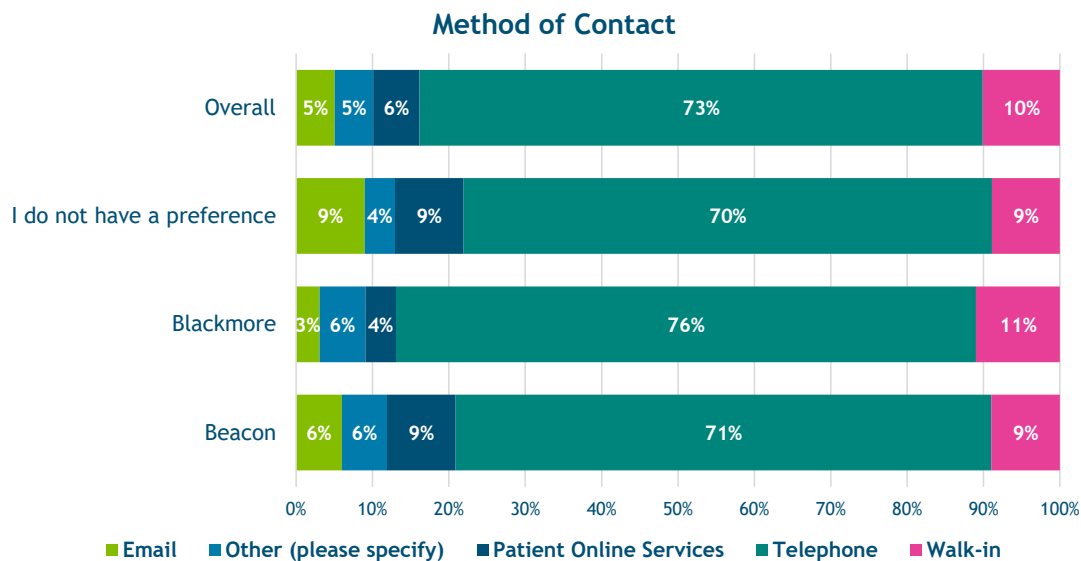
Distance travelled

These charts show the distances travelled by patients to reach either the Beacon Medical Centre or Blackmore Health Centre for appointments. The data goes to support the patients view for the need of a town centre service based both on easier to access from a transport method and less distance to travel.



Contacting the Practice

As part of the survey, patients were asked how they accessed the service and were asked to select preference from a list. For those that answered ‘Other’ they generally listed multiple options listed and used the method that suited there needs at this time. Minimal comments were made around difficulties accessing the practice by these methods except around ‘long waiting on the phone’.



Importance of offering a town centre location

Town Centre Service

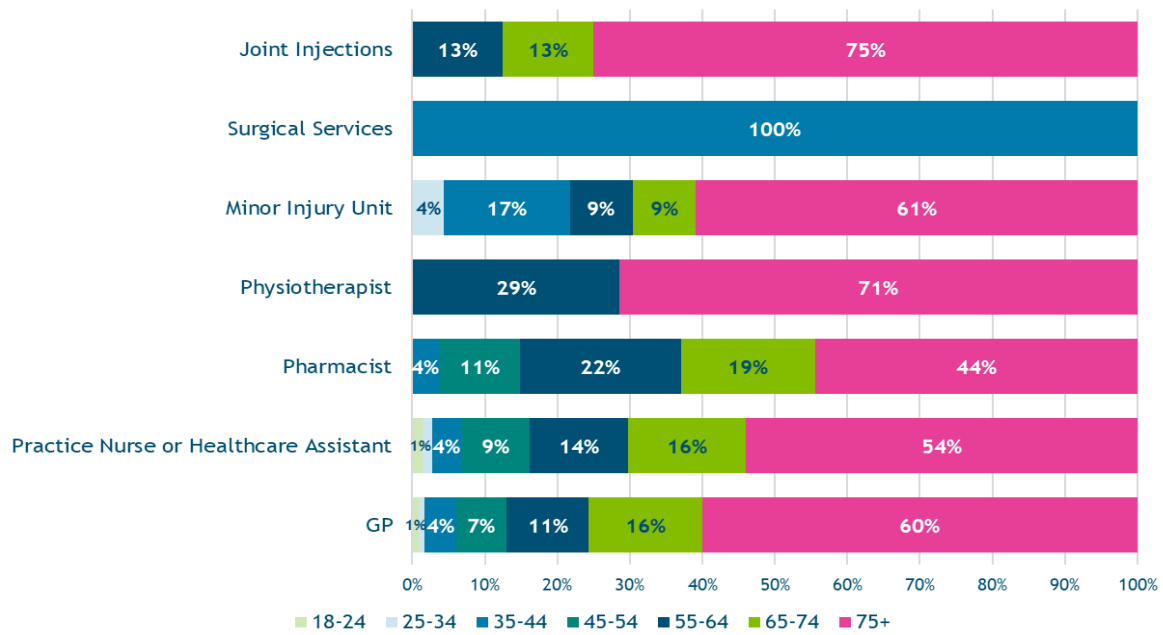
The chart below illustrates that overall, 109 (85%) of the respondents felt that it is important to offer town centre services. Of those respondents who preferred the Blackmore Health Centre 70 (99%) stated that the availability of town centre services is important to them.



What services do you currently access at the Practice

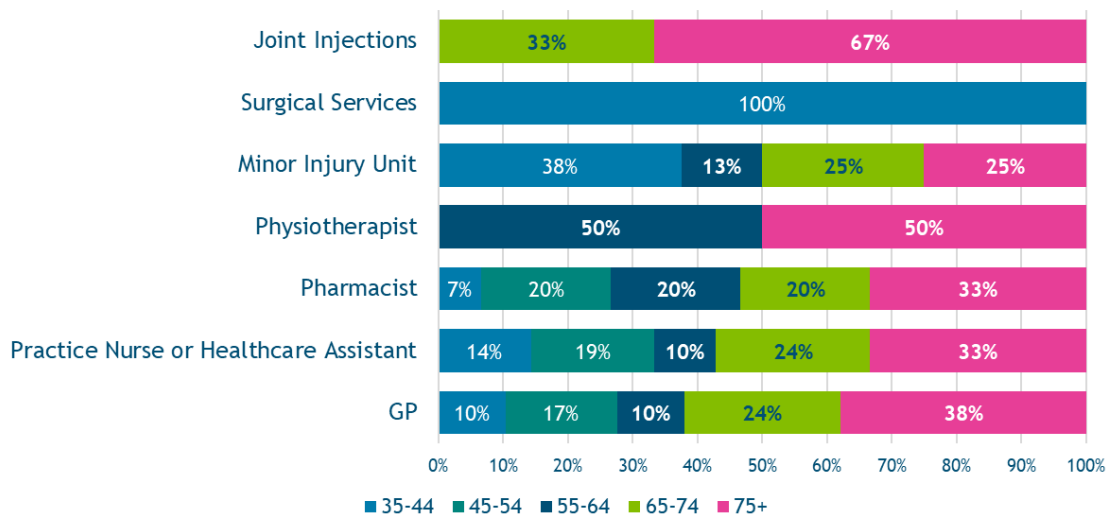
The Chart shows the services used as a percentage of each age band and shows that 3 in 4 respondents that require a service offered by a GP are 65 years or older and that three quarters of Joint Injections were administered to those aged 75 years and older.

Total Use of Existing Services by Percentage Use by Age Band

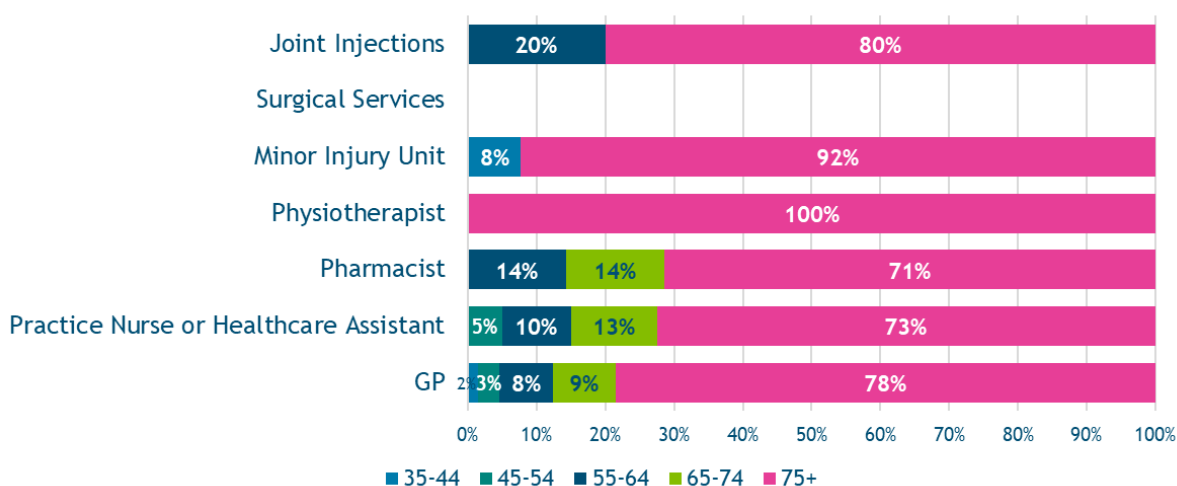


The next two charts break this down further by location. Most respondents taking up these services in the Blackmore Health Centre are aged 65 or over and this supports data in other charts over location preference by Age and distance to travel. Not unsurprisingly, take up of services at the Beacon Medical Centre is generally more equitable across the age groups.

The Beacon Surgery - Existing Services Percentage Use by Age Band



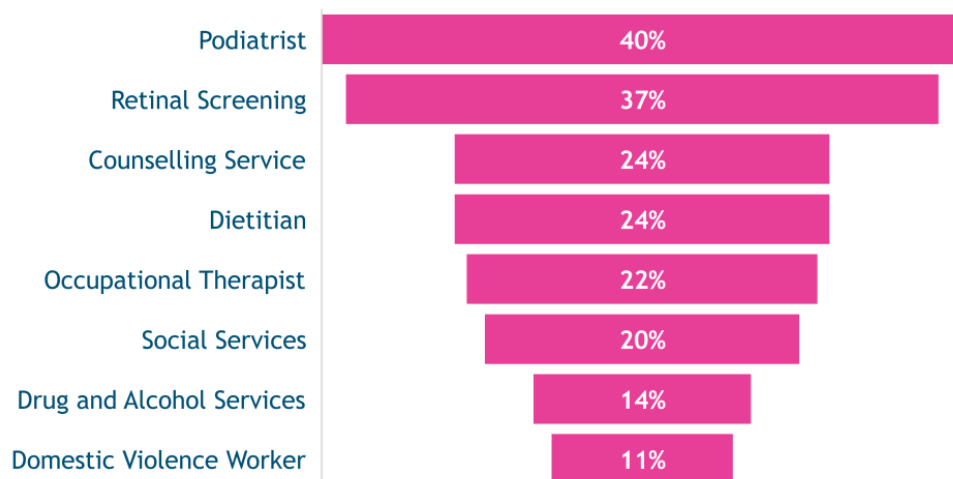
The Blackmore Health Centre- Existing Services Percentage Use by Age Band



What services would you like to see delivered from improved facilities

When asked about what services the respondents would like to see provided by the new facility nearly 4 out of 5 wanted to see podiatry and retinal screening services made available, while, just over half would like to see some form of social services (counselling, Social and Domestic Violence services) provided.

What services would you like to see delivered from improved facilities?



Comments

Respondents were also given an opportunity to give additional comments.

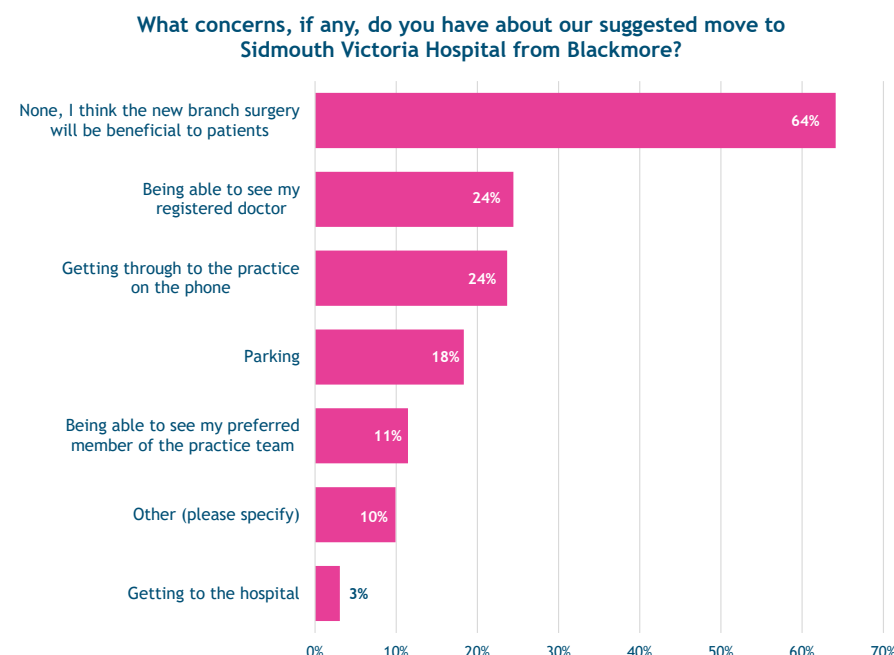
- I support the practice in their efforts to provide an even better service. I am really glad a facility is remaining in the town centre. I would hate us to lose the choice.
- I want to see doctor etc at Blackmore or at the hospital i.e. in the centre of Sidmouth.

- I'm currently looking for space to run a new mum's group - there is none available at the Children's Centre, and costs are pretty high at Stowford. Might it be possible for groups such as this to find space at The Beacon in future. I wonder what the old Blackmore Health Centre building will be used for. Will it be sold for more residential properties?
- it is imperative to us that the new system will enable my mum to see a GP and not just locums but if booking ahead her GP of choice. Also, that she can access a nurse or minor injury clinic etc at the hospital as she has no way now of getting to the Beacon at 88, she has memory loss and due to COVID-19 now no friendship support. She is a good walker and is like a homing pigeon so can walk to the town and knows where the hospital is.
- Please bring back NHS audiology.
- Sidmouth's age demographic places high burdens on the practise. I think it timely to embrace different ways to access the practise for the technically able (mobile/mail/app) leaving more time for those who still need traditional GP access. Sidmouth is fortunate indeed to be served by such a forward-thinking practise mindful of expansion and modernisation.
- I find it difficult to get to the beacon because of my mobility. I would like to be able to access all services in the town, the Beacon is too far out if you don't drive. Also audiology has gone, there is nowhere in Sidmouth to get my NHS hearing aid fixed and mine is broken.

What concerns do you have about suggested move to Victoria Hospital

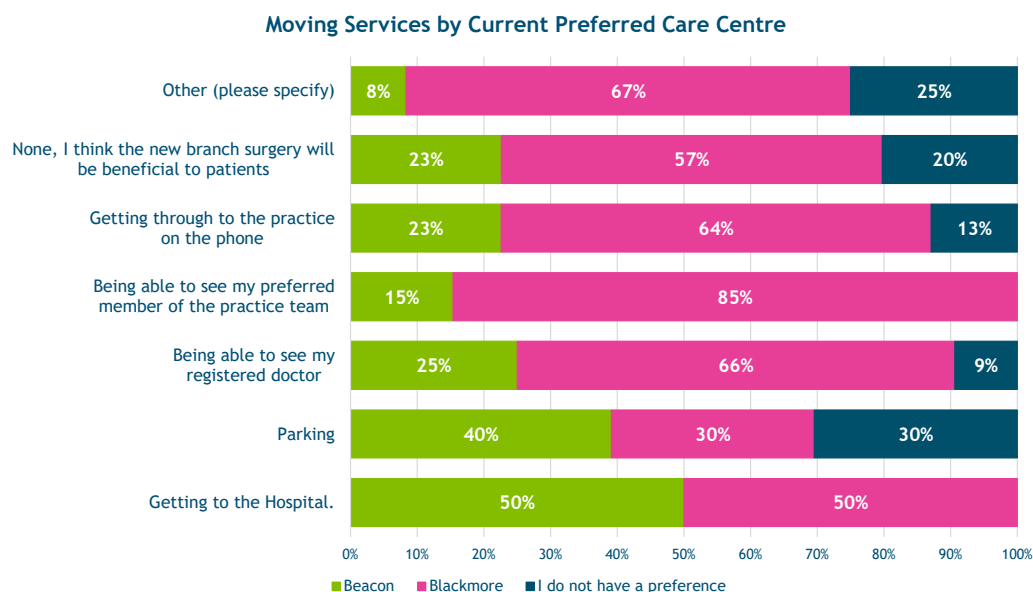
General Concerns

When asked if the respondents had any concerns regarding the move of service from Blackmore Health centre to the Sidmouth Victoria Hospital 64% stated that they thought that the move would be beneficial to patients. However just under 1 in 5 had concerns about parking, 1 in 4 about seeing their registered doctor and a little under 1 in 4 were concerned about successful contact via the telephone.



Concerns by Preferred Care Centre

This Chart illustrates the concerns of the respondents by their preferred choice of care centre. Patients that preferred the Blackmore Health Centre have concerns centred around the subject of access and consistency of care, for example, of all those who have concerns about contacting the Practice by telephone 65% of those came from Blackmore Health Centre patients, similiary when asked about consistency of care it is those same patients that are concerned about seeing their preferred member of the practice team or registered GP.



Comments

The respondents were also provided with the option to add some free text to express any sentiment they had that the structured response didn't cater for.

- We are happy for the hospital to be used as long as GP services are still available there and it doesnt just become a hub for things like physio. My mum is 88 and can no longer get to The Beacon.
- There is no detail on the number of appointments that will be available in the town centre. Without this information an informed decision can not be made. Why is there only one option on the table to extend the out of town GP location. The Blackmore should be refurbished, as Dr Slot has said many times this combined with the current facilities at the relatively new Beacon Medical Centre will give the ability to deal with the increase in patients in the Sid Valley. Where is the analysis for the impacts on patient's health, the community, the vibrancy of the town centre? The proposals should go back to the drawing board. Working with the existing Blackmore Health Centre is a very good option. It seems that the only proposal on the table is a done deal. Location of service provision is highly important and should be in a walkable location.
- Going into hospital environment.
- None so long as a presence In town is retained of at least the same size as the original Blackmore premises It is environmentally unsound to house the practice on the outskirts of the town as the majority of the population live within the town limits where there is a walking mentality Transport is needed to get to the Beacon

which has excellent facilities but is located in entirely the wrong location for the majority of the residents of the Sid Valley.

- Parking may be an issue for those who drive. I would hope that both being able to see my registered doctor and getting through on the telephone would be a vast improvement on how it is at the moment!
- The Beacon medical practise is quite superb. The proposed move is to a more pleasant location with superior space, and offers the opportunity to upgrade the currently dilapidate Blackmore premises to Beacon standards. I dont see any issue with access to the Hospital location vs Blackmore; there are no steps involved, and the location is closer to bus stops. Parking remains the same issue for both locations.
- Cars turning in the hospital car park currently cause a bit of a bottleneck on occasions. I imagine more patients will attempt to park right outside the hospital rather than use the Blackmore Gardens car park so this could become more of an issue.
- The bus route from Sidbury is so much easier to reach blackmore than the beacon. Sometimes an appointment at the beacon can be 1 to 2 hours with bus journeys.
- The range of services available locally seems to be reducing regularly. The eye-testing facility has already been removed from Sidmouth, requiring a full morning to get to Seaton or the RD&E and back for such routine checks. The Minor Injuries Unit was closed (or transferred to Honiton) in the previous round of cuts. Will space and facilities at the Victoria hospital be further reduced by the transfer of Sid Valley practice across the road from the Blackmore, which NHS Property Services Ltd has allowed to deteriorate steadily for several years rendering the relocation all but inevitable? Will the public amenities built up over more than a hundred years of taxpayer contributions and volunteer fund raising be sold to the profit of private companies?
- I do not travel that far due to my mental health. I relay on the Beacon Surgery.
- I can get to the hospital by foot or taxi if necessary.

What concerns do you have about the planned extension to Beacon

General Concerns

When asked about the concerns they may have regarding the planned Beacon Surgery extension 42% considered that the plan would be beneficial to patients, however, concerns were recorded regarding access to the surgery including parking and getting access via the telephone while some expressed their concern regarding consistency of the care they receive i.e. being able to see their registered GP.

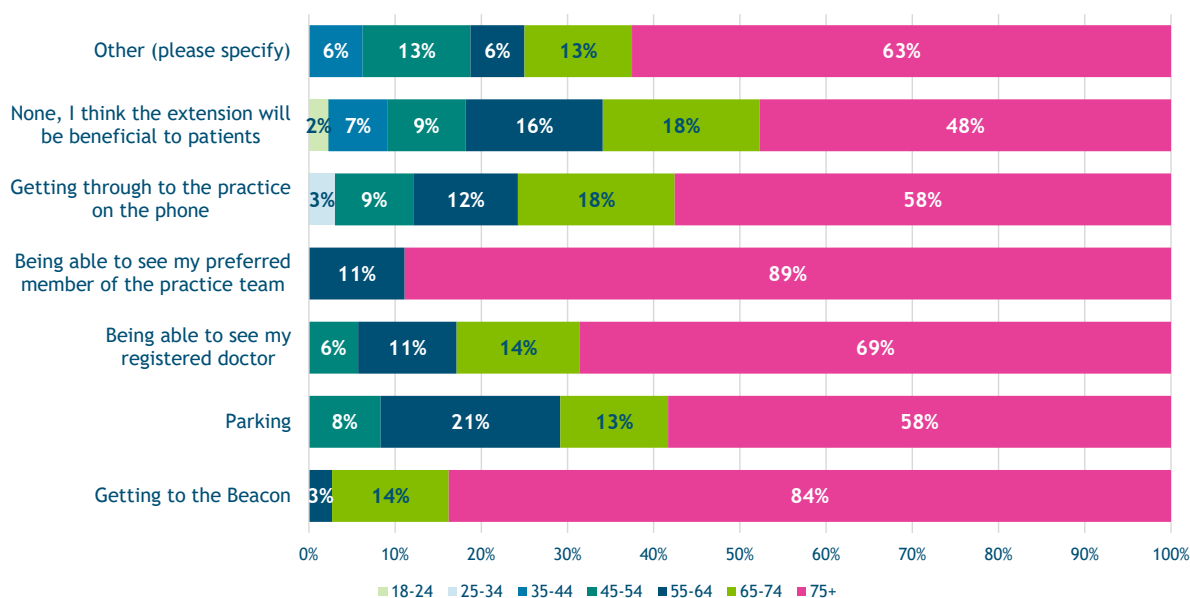
What concerns, if any, do you have about our planned Beacon extension?



Concerns regarding the Beacon Surgery extension by age band

The chart below illustrates that the 65 plus age groups overall have the most concerns with the main worries around ‘Getting to the Beacon’ and ‘Being able to see my preferred member of the practice team’. However, two thirds of this combined age group consider that ultimately the extension to the Beacon surgery will be beneficial to patients.

The Beacon Extension -Concerns by Age Band



Comments

In addition to the information contained within the charts above some of the respondents elected to state other concerns regarding the Beacon Medical Centre

extension plan. These additional pieces of commentary are provided below. Even with the options provided for within the survey the respondents have felt the need in many cases to re-iterate their feeling regarding general access (including parking) and consistency of care.

- My mum has no way of getting to The Beacon as she is 88 with memory loss.
- Continued ability to contact nurse specialist and community nurses.
- It isn't in the right location for 90% of GP Services to be offered. The Blackmore Health Centre should be providing at least 50% of all GP Services in the Sid Valley as it is in a walkable location and is easily accessible for public transport as well as allowing patients to use the other facilities in the town centre creating a vibrant local economy. Where is the analysis on the impacts of the pharmacies, the Beacon Pharmacy would have a near monopoly on footfall. What are the other impacts? How many appointments are there going to be in the MIU rooms in the Hospital?
- Access.
- Too out of the way if you don't have a car.
- At the moment I can walk to the healthcare centre independently but not to the Beacon.
- I only took up residence in Sidmouth 13 months ago and appreciate the Blackmore surgery for its town nearness- a big NO to the Beacon Medical Centre.
- I am sorry that it seems increasingly more difficult to see my registered doctor but appreciate that it may not be possible in the new system.
- Am hoping I won't need to use it.
- Environmental.
- They say there isn't a problem parking so why are people having to park on the road opposite the beacon making it dangerous for people getting in and out and for the people who live there.
- Wheelchair spaces often used by people 'just popping in'. My husband (or driver) is unable to get my wheelchair out of car in a normal space. Would be concerned spaces would become scarcer.
- I don't think the extension is needed. Better to improve Blackmore surgery.
- My original Doctor has retired, I don't feel confidence in any of the new ones, so I have no "preferred member of the team". I already have trouble getting through on the phone, which rings for 15-20 minutes then cuts me off. Parking is horrible, with an uphill walk once you've struggled to get out of the car. If I use the car to get there, I have to spend ages finding a space to park when I return home.
- Not in a walkable location.
- After I fell and broke my hip, I have found It is difficult, despite a state-of-the-art hip operation a year ago, to cycle uphill for two miles to the Beacon. I am conscious that I will not be fit and healthy for ever. As my ability to drive safely, to walk and to cycle substantial distances, to access and understand online guidance and advice, etc. declines and as my mental and physical health deteriorates I anticipate that I shall (as will almost everybody else) become disabled in various ways and be in need of an increasing range of services from the NHS. The bus to the Beacon runs once an hour from Sidmouth (and from Sidbury) so the round trip can take over two hours. Taxis are costly. Home visits are a last resort it seems.
- Occasionally I have had a friend drive me to the Beacon and the parking is awful and makes the road very dangerous and difficult.

- Parking at the Beacon has become a big problem and so is the safety getting in and out of the car park. They say there is plenty of parking, so way are so many cars parking on the road outside the beacon.

Any other thoughts?

Comments

Below are the additional comments submitted by the respondents.

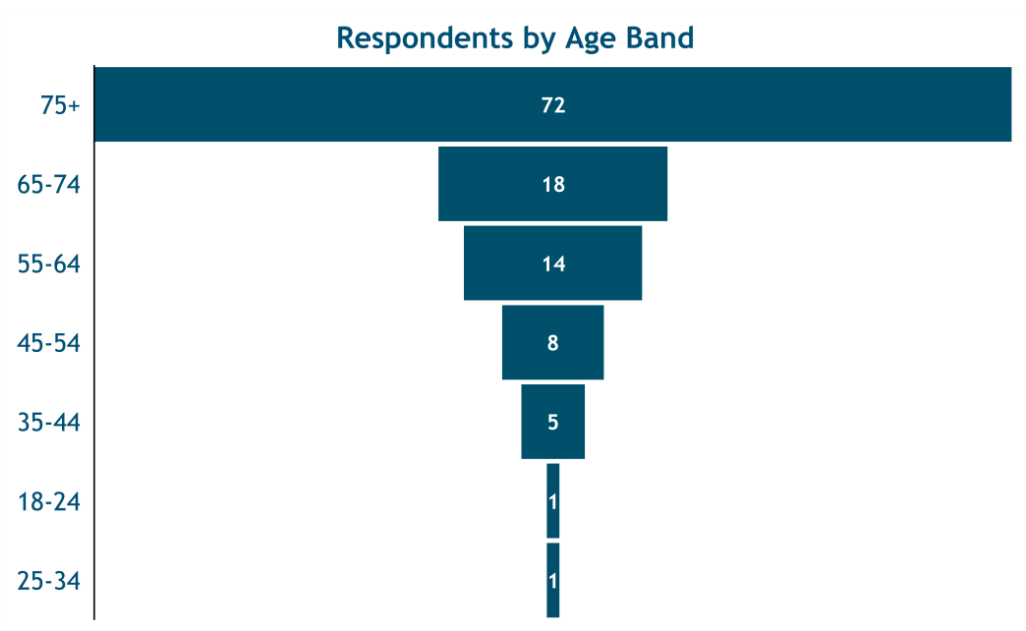
- At this time, I have found it easier to visit, RD&E, Nuffield, and London hospitals and clinics, than to get through the front door at the Beacon.
- Best not to make what was originally a very poor relocation decision significantly worse.
- Don't use hospital anymore as Eye Clinic has closed.
- Great ideas.
- I am all in favour of Sidmouth Hospital being used by the Sid Valley practice as long as the beds in the hospital are kept.
- I know you are trying to make the best possible use of dwindling resources in the face of an ideological attack on public services generally to the detriment of the quality of life for the poor, the chronically ill, the elderly and children and young people. I wish you well, but "good luck" alone is not going to be enough to make us confident that we will have an NHS we can continue to be proud of. The more the wealthier members of our community feel driven to turn to the private sector, the weaker will be the public provision for the majority who are left behind. Clapping is not enough to ensure the recruitment and retention of the professional staff required locally. Pay and conditions are deteriorating despite widespread public appreciation for NHS staff. The age profile of Sidmouth makes this a laboratory for the provision required nationally in future decades. We need to set a good example and get this right. Thank you.
- Sidmouth doctors should think more about their patients than they do about making life easy for themselves, looking at the available evidence, at present this does not seem to be the case.
- Very surprised that this is the only option on the table. Also, that a planning application is going to be submitted before any analysis is undertaken apart from a very simple cost analysis. It feels very much like a cost cutting exercise, a done deal and like usual it seems with Sid Valley Practice consultation with the Public is an afterthought.
- We live in Sidbury and rely on public transport so a simple doctors or nurse appointment can take well over 1.5 hours sometimes especially if they are running late.
- We must move with the times - Go for it.
- What is anticipated completion date?
- I would however like to highlight my main concerns which also reflect the concerns of many people which they have made during the course of conversations. The car park serves both the medical centre and Lloyds pharmacy. At present there are many occasions the number of car parking spaces is inadequate. Studying the proposal, it is obvious that the number of staff and visitors to the development is going to increase but it appears that the size of the car park is to remain the same. There is a direct bus service from Sidmouth but not a direct service from the Sidford area except via the Sidmouth, a journey of approx 30 -40 mins(the direct

route from Sidford to the Beacon via the A3052 is only approx 1 mile). Taxis are very expensive. I cannot anticipate the number of visitors using their cars will decrease. There is nothing in the proposals to increase the number of car parking spaces. I am pleased to see that the proposals include moving the services in the town to the Hospital as there are a large number of residents who live in the town centre, many of who do not have cars. I do question if two rooms in the hospital will be adequate. In my opinion the minor injuries unit should be located in the hospital. I look forward to seeing if any of my concerns are met in the final plan for the development.

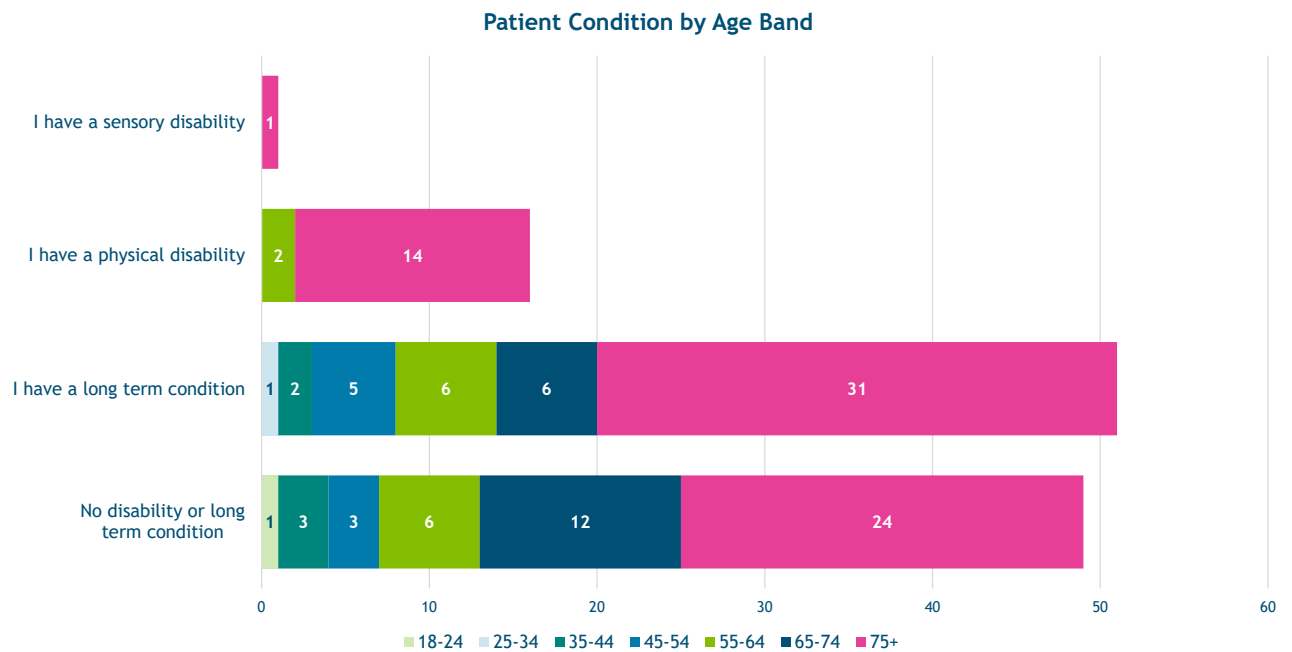
Demographic data

The charts below give details of age, disability/long term condition, accommodation status and carer status. With regards to carer status, the survey did not explore the difference between formal (paid) and informal carers.

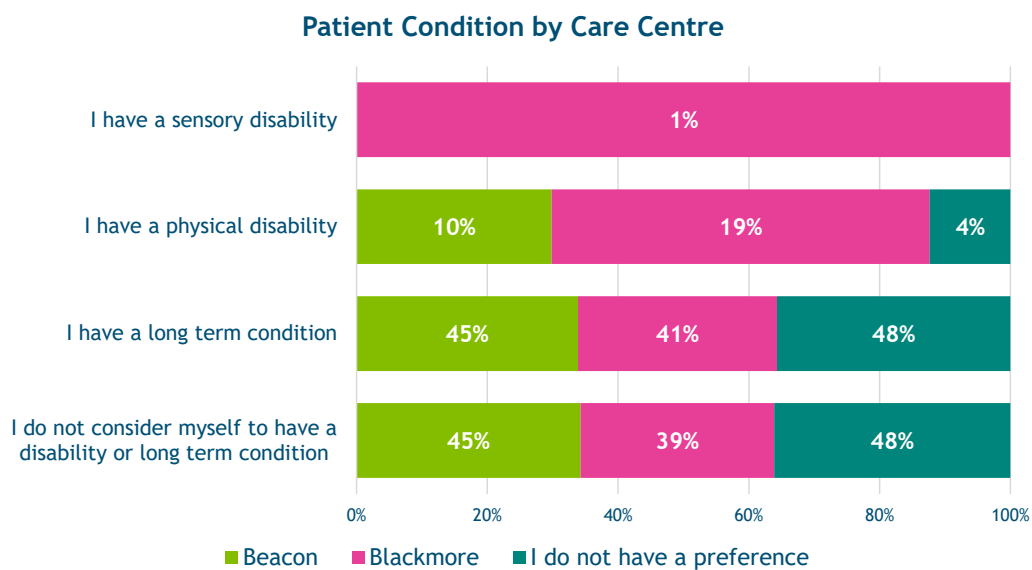
Age Band



Long term conditions by age

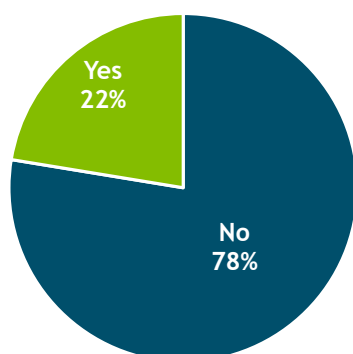


Long term condition by Care Centre



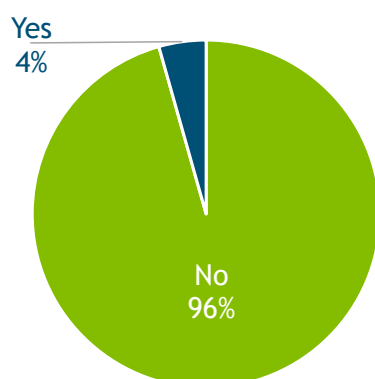
Sheltered Accommodation

Do you live in sheltered accommodation



Carer

Are you a carer?



Contact us



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