

Walsall APMS report

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Healthwatch Walsall

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Executive summary

1. GP interest and registration

- GP with the main interests were Keys Family Practice and Blakenall Family Practice.
- Most of the interest were because the participants responding were registered patients of the practice.

2. What is of importance in GPs

- Fast access to an appointment was reported to be the key factor of importance to them in a practice.
- Free-text survey respondents and focus group participants highlighted multiple language, parking, appointments, time during consultation and quality staffing as key factors of importance to them in a practice.

3. Preferred option for change (Area 1)

- Most preferred option was Option 1
- This was largely preferred by participants in WS2 and WS1
- Most participants reported that there would be no impact if option 1 was implemented
- Most participants also reported that there would be no impact if option 2 was implemented

4. Preferred option for change (Area 2)

- Most preferred option was Option 2
- This was largely preferred by participants in WS3
- Most participants reported that there would be a negative impact if option 1 was implemented.
- They reported that this was largely due to parking
- Free-text survey respondents and focus group participants highlighted that this could be also because of staff fear, waste of money, and the lack of motivation for change.
- Most participants also reported that there would be a positive impact if option 2 was implemented
- They reported that this was largely due to the offer of a range of services within the practice and the large selection of GPs and nurses to select from.
- Free-text survey respondents and focus group participants also reported that this could also be due to the presence of an on-site pharmacy, employment of staff and accessibility and parking.

5. Preferred option for change (Area 3a)

- Option 2 was the most preferred option

- This was largely preferred in WS2, WV12 and WV13.
 - Option 1 and 2 were stated as largely having no impact if implemented
- 6. Preferred option for change (Area 3b)**
- Option 2 was the most preferred option
 - This option was largely preferred in WV12, WV13, WV14, WV11, WS4, WS10
 - Option 1 was reported as having a largely negative impact, with not being able to see a doctor of choice as a key reason
 - Option 2 was reported as having a largely positive impact with the range of services within practices as the key reason
- 7. Collingwood Practice**
- Participants were largely not interested in Collingwood Practice
 - The largest interest was from participants in B43 area and their interest was largely due to them being registered patients of the practice
- 8. Weekend/evening appointments**
- The reduction of these appointments were largely reflected as having a negative impact with the key reason being lack of appointments.
 - Free-text respondents also reported that accessibility, preferences, work, appointments, needing assistance and continuity were also key factors.
- 9. Additional service provision**
- Continuity of care, ring & ride/transport, Minor Injuries Unit, Specialist clinics, access to doctors/nurses, longer opening hours, weekend opening, online appointment booking and fast appointments were key services identified.
- 10. Proposed changes and demographic concerns**
- Focus group participants reported accessibility, access to female doctors, catering for different languages, continuity of care, reduction of multiple changes in commissioning, appointment availability, and technology were reported to be key priorities of concerns.
 - Survey participants also highlighted specific demographic groups that the proposed changes would affect more. These were largely those with age and mobility issues.

Introduction

Healthwatch Walsall (HWW) is the independent consumer champion for health and social care in your local area, delivered by Engaging Communities (ECs). Our job is to Champion for the consumer interests of those using health and social care services across the county, and give local people an opportunity to speak out about their concerns and health care priorities.

Our reports are designed to be transparent, clear, and easily accessible that create sustainable improvements in the delivery of services.



Plan & Methodology

Methodology

A total of 995 surveys were completed with participants across the 4 Areas listed, along with 3 focus groups and notes from APMS consultation events. There were a total of 4 APMS consultation events held at Kingfisher Practice, Blakenall Family Practice, The Keys Family Practice and Wharf Family Practice.

Findings of the surveys, focus groups and APMS consultation events are presented alongside each other in each section, with the percentage representation as well as the actual number of responses (presented by the 'n' value). Quotes from free-text survey questions and focus groups are reflected in blue boxes in the text.

Data regarding demographics and percentages are weighted for to ensure that the sampling is representative. However, this is not the case for postcode data that are free text-based and therefore, cannot be weighted.

Postcodes of areas covered:

WS1 3RU, B43 7NF, WS5 4PH, WS1 1JQ, WS1 1TR, WS3 1HJ, WS8 7JB, WS3 2LI, WS1 4HE, WS2 8EZ, WS1 2QA, WV13 2NS, WS3 3JP, WS3 1ET, WS2 9PS, WS10 8AE, WS8 6HR, WS1 3DE, WS1 1SZ, WS1 3BS, WS3, WS3 3AZ, WS8 7JB, WS3 4AZ, W10 9SH, WS2 9JE, WS3 1LW, WS2 9JE, WS9 8JZ, WS1 1TU, WS2 8NN, WS2 9NG, WS2 0BA, WS3 1HT, WS1 1DA, WS3 2HR, WS9 8AJ, WS2 9JE, WS1 2EQ.

Demographics of groups involved in survey promotion:

- Patients of various GP surgeries General Public mixed. 0-90 age range.
- Disability Support Groups various age range young adults to mature adults.
- White British over 50+
- Asian British mixed age 16-85
- Asian women mixed age 18-75
- Indian men and women mixed age range.
- Mixed Pensioners age 60+
- Young parents mixed, white British, British Asian, Polish, Eastern European. Various age range.
- General public at local community fun days of parents, nationalities. 0-85.
- Homeless male and female mixed age range.

- Carers mixed male and female mixed age range. White, Asian, Indian, British Asian.
- White over 50s
- General public mixed and mixed age ranges. 0-91
- BME various age range.

Quality plan

Healthwatch Walsall abides by the quality standards and data protection policy as set by ECS. ECS has a responsibility to ensure that the research it undertakes and creates is of high quality and aligned to best practice across the industry. Research ultimately provides the evidence on which sound decisions should be made, which is why it is important to state up front how quality was ensured during this project. The Research team underpins its research activities by applying the Market Research Society Codes of Conduct (MRS, 2014). ECS is a company partner of the Market Research Society. During this project, Healthwatch Walsall adhered to a strict data protection policy that ensured that:

- Everyone handling and managing personal information internally understands they are responsible for good data protection practices;
- There is someone with specific responsibility for data protection in the organisation;
- Staff who handle personal information are appropriately supervised and trained;
- Queries about handling of personal information are promptly and courteously dealt with if received;
- The methods of handling personal information are regularly assessed and evaluated;
- Necessary steps are taken to ensure that personal data is kept secure at all times against unlawful loss or disclosure.

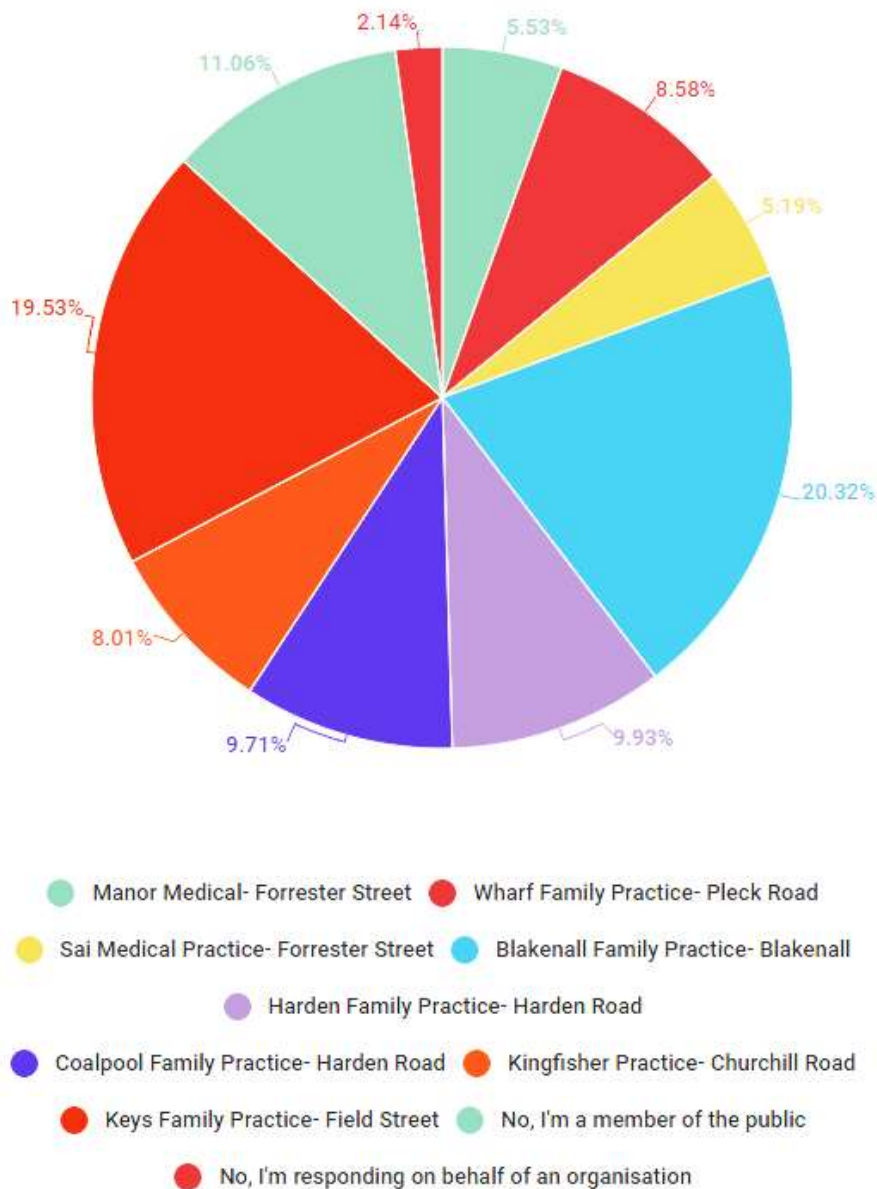
ECS have firm guidelines for data storage, data retrieval, data security and data destruction. There is also a strict process in place should a data breach occur (which includes containment and recovery, assessment of ongoing risk, notification of breach, evaluation and response). Where data is not robust, it will be statistically suppressed to prevent disclosure.

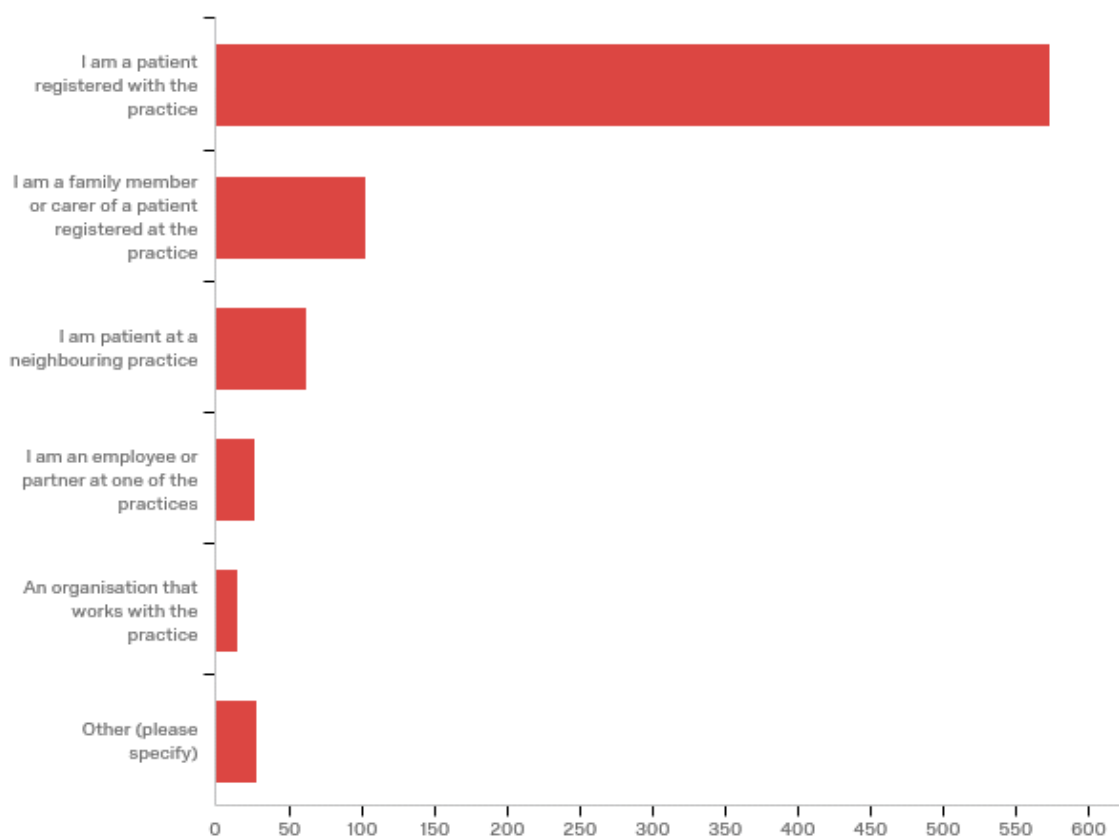
Findings

GP practice interest and registration

GP practice interest

When asked which GP practices they have particular interests in, participants mainly picked the *Keys Family Practice (19.53%)* and *Blakenall Family Practice (20.32%)*. Most of the participants also reported picking these practices as they were a *registered patient with the practice (70.95%)*.





#	Answer	%	Count
1	I am a patient registered with the practice	70.95%	574
2	I am a family member or carer of a patient registered at the practice	12.73%	103
3	I am patient at a neighbouring practice	7.66%	62
4	I am an employee or partner at one of the practices	3.34%	27
5	An organisation that works with the practice	1.85%	15
6	Other (please specify)	3.46%	28
	Total	100%	809

Residential area and GP Practice registered

This table shows participant postcodes and which GP they are registered to. All participants who stated that they were responding on behalf of another organisation are responding on behalf of Collingwood Family Practice.

Area 1 Practices:

Question	WS1		WS2		WS3		WS5		WV13		B43		WS4		WV12		Total
Manor Medical-Forrester Street, Walsall	20.51%	8	61.54%	24	2.56%	1	2.56%	1	12.82%	5	0.00%	0	0.00%	0	0.00%	0	39
Wharf Family Practice-Pleck Road, Walsall	19.05%	12	66.67%	42	3.17%	2	3.17%	2	3.17%	2	1.59%	1	1.59%	1	1.59%	1	63
Sai Medical Practice-Forrester Street, Walsall	12.82%	5	71.79%	28	2.56%	1	7.69%	3	2.56%	1	0.00%	0	2.56%	1	0.00%	0	39

Area 2 Practices:

Question	WS2		WS3		WV13		WS4		WV12		B74		WS6		WS9		WS10		Total
Blakenall Family Practice-Blakenall, Walsall	4.62 %	6	86.15%	112	0.77%	1	0.77%	1	1.54%	2	0.77%	1	0.77%	1	0.77%	1	3.85%	5	130
Harden Family Practice-Harden Road, Bloxwich	11.59 %	8	75.36%	52	0.00%	0	2.90%	2	1.45%	1	0.00%	0	1.45%	1	0.00%	0	7.25%	5	69
Coalpool Family Practice-Harden Road, Bloxwich	12.68 %	9	76.06%	54	0.00%	0	1.41%	1	1.41%	1	0.00%	0	0.00%	0	1.41%	1	7.04%	5	71

Area 3a Practice:

Question	WS1		WS2		WS3		WV13		WV12		WS10		WS13		WV11		WV14		Total
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Kingfisher Practice- Churchill Road, Walsall	1.72%	1	22.41%	13	1.72%	1	27.59%	16	32.76%	19	5.17%	3	3.45%	2	3.45%	2	1.72%	1	58
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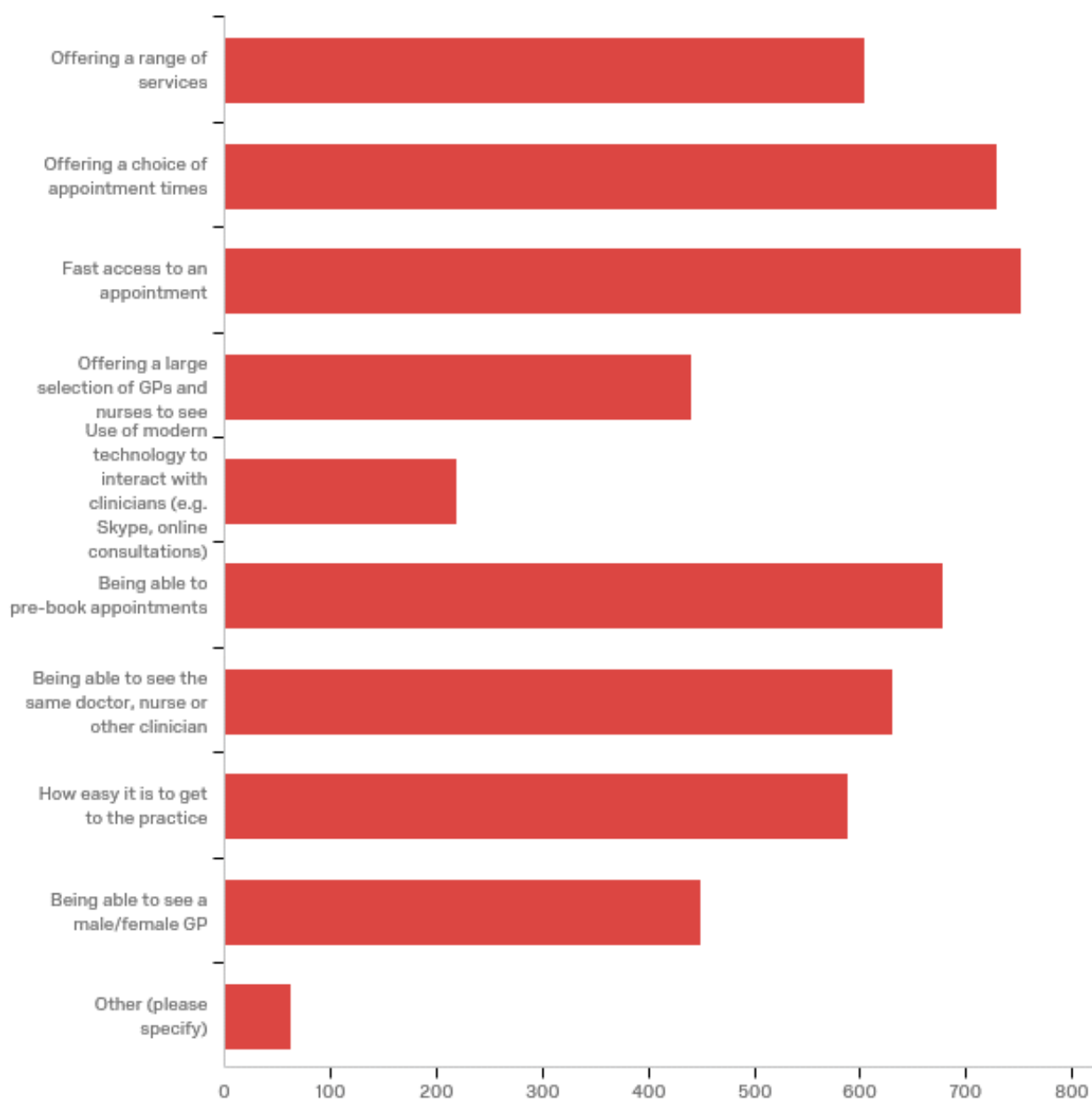
Area 3b Practice:

Question	WS2		WV13		WS4		WV12		WS10		WS13		WV11		WV14		Total
Keys Family Practice- Field Street, Willenhall	3.96%	4	54.46%	55	0.99%	1	26.73%	27	2.97%	3	1.98%	2	6.93%	7	1.98%	2	101

What is of importance in GP practices

When asked about what participants felt was important to them about their GP practice, *fast access to an appointment (14.59%)* was the key factor that was highlighted. Being able to be *offered a choice of appointment times (14.16%)* also had similar importance for most participants. Conversely, the *use of modern technology to interact with clinicians (e.g. Skype, online consultations) (4.25%)* had the least responses to importance.

Q3 - What is important to you in terms of your GP practice? (Please select all that apply).



#	Answer	%	Count
1	Offering a range of services	11.72%	604
2	Offering a choice of appointment times	14.16%	730
3	Fast access to an appointment	14.59%	752
4	Offering a large selection of GPs and nurses to see	8.54%	440
5	Use of modern technology to interact with clinicians (e.g. Skype, online consultations)	4.25%	219
6	Being able to pre-book appointments	13.17%	679
7	Being able to see the same doctor, nurse or other clinician	12.24%	631
8	How easy it is to get to the practice	11.43%	589
9	Being able to see a male/female GP	8.71%	449
10	Other (please specify)	1.20%	62
	Total	100%	5155

In addition to the comments stated above, survey participants and participants who took part in the focus group highlighted the following factors that were of key importance to them in their GP practices:

- **Multiple languages**

Participants, particularly participants from BME populations highlighted that it was important to offer service information in different languages, particularly those that were prevalent in that area. They also reported the need to have staff in the practices who are able to speak the language or who can access translation.

“Those practices that can speak our languages. Language can be a barrier to those coming to the country and sometimes, meaning can be lost because of the lack of language skills [within staff].”
 – Focus group participant

- **Parking**

Parking is also described to be a key factor for participants, stating that adequate parking is necessary for their ease of access to services. This is particularly important for patients with disabilities.

- **Appointments**

Participants reported that it was important that appointments were available for them when they needed it. They reported needing a range of appointments, such as weekend, early morning, late, pre-booked etc. available for ease of access.

"Seeing a doctor or nurse when you need, rather than having no appointments available or no health care professionals available at all." – Survey participant

- **Time during consultation**

Participants also reported the importance of being able to have the time to discuss all of their concerns during their consultations, and to not be limited by having to bring only one issue of concern during their appointments.

I would like the ability to discuss my medical needs without the rule that only one thing be talked about. I have overlapping problems that need more understanding. I am also suffering from depression and anxiety, I don't feel that the impact they have on my ability to see a doctor is taken seriously. – Survey participant

- **Quality Staffing**

- ***Friendly and approachable staff***

It was reported that it was important for participants to be respected and treated kindly by staff at their GP practices. They described that it was important to feel valued and respected and to be around staff who were able to listen and understand them.

That there is adequate staff to even answer the telephone to book an appointment, and doctors in the surgery during surgery hours. In April, my daughter cut her head open and I popped to [GP practice]]to see if there was a GP or Nurse available to tell me if the cut required stitches and I was told by a receptionist: "There's no doctors in the surgery". I had to take my daughter back home and call my husband to come out of work to take us to A&E for a tiny dot of surgical glue to be applied to her forehead! – Survey participant

- ***Adequate staffing***

Participants also report that it is key for services to have sufficient staff to cater to the capacity needed.

Additionally, they also report that additional staff are needed so that patients are able to access their doctors with ease.

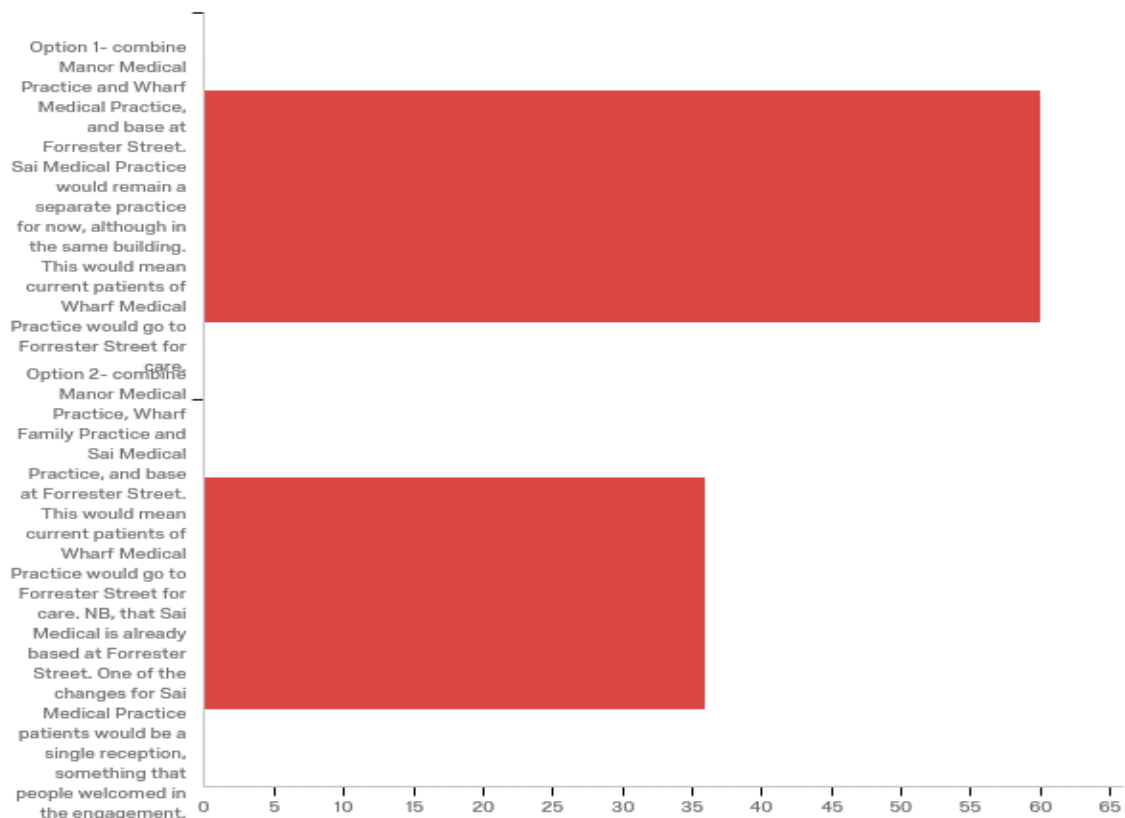
Preferred option for change (Area 1)

As part of the consultation about the changes to the GP practices, participants were provided with 2 options that they could choose between to identify their preferences about the changes. These options were:

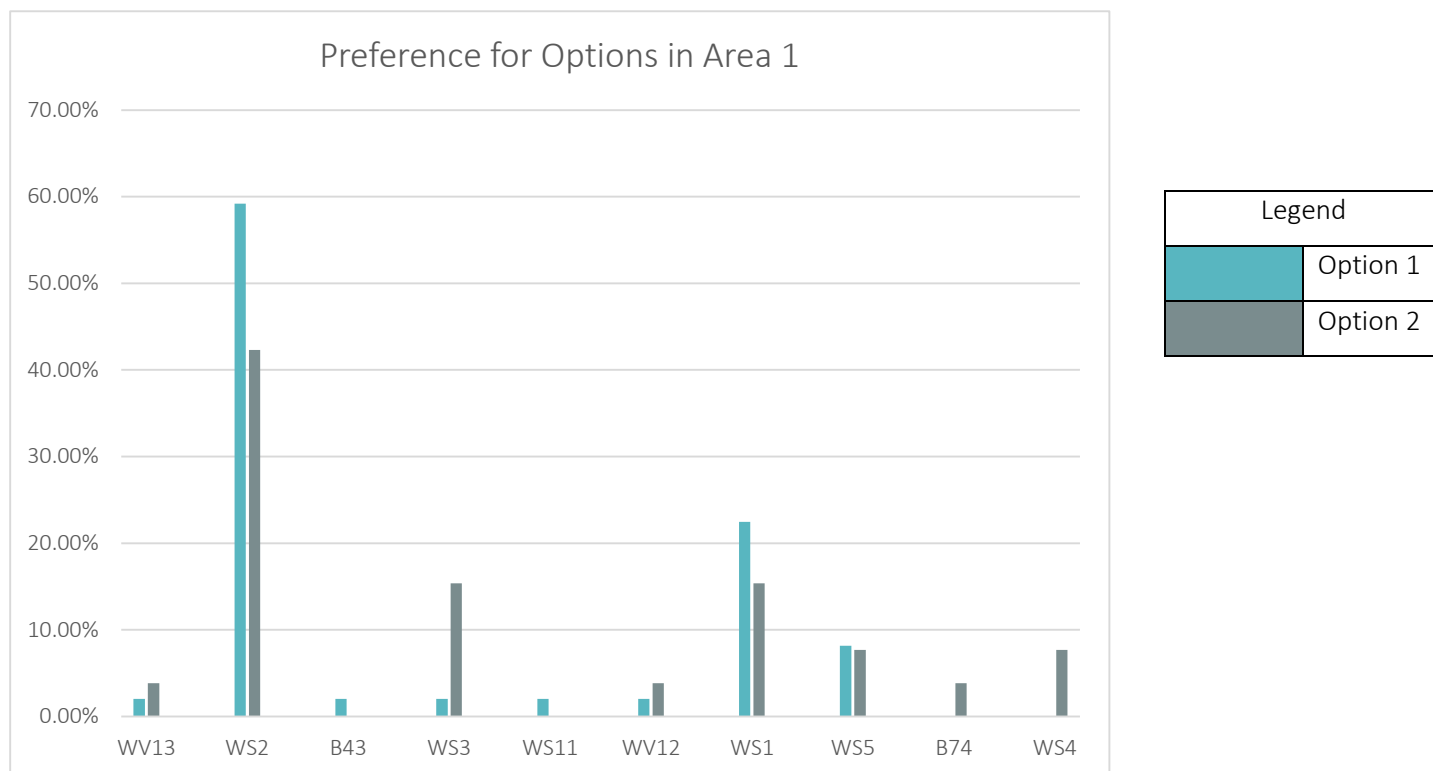
1. **Option 1:** combine Manor Medical Practice and Wharf Medical Practice, and base at Forrester Street. Sai Medical Practice would remain a separate practice for now, although in the same building. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care.
2. **Option 2:** combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice, and base at Forrester Street. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care. Note that Sai Medical is already based at Forrester Street. One of the changes for Sai Medical Practice patients would be a single reception, something that people welcomed in the engagement.

Overall preferred option for Area 1

When polled, overall 62.5% (n=60) of participants preferred option 1 and 37.5% (n=36) preferred option 2. The n value represents the actual number of responses.



Preferred option for Area 1 by postcode



Overall impact of Option 1

Majority of the participants felt that Option 1 would have no impact on them (44.59%, n=66), however 28.38% (n=42) did state that there would be a negative impact. When asked what areas of concerns they had in regards to this, participants reported that *being able to see a doctor of choice* (24.32%, n=27) and *parking* (22.52%, n=25) were their key concerns (See figure below).

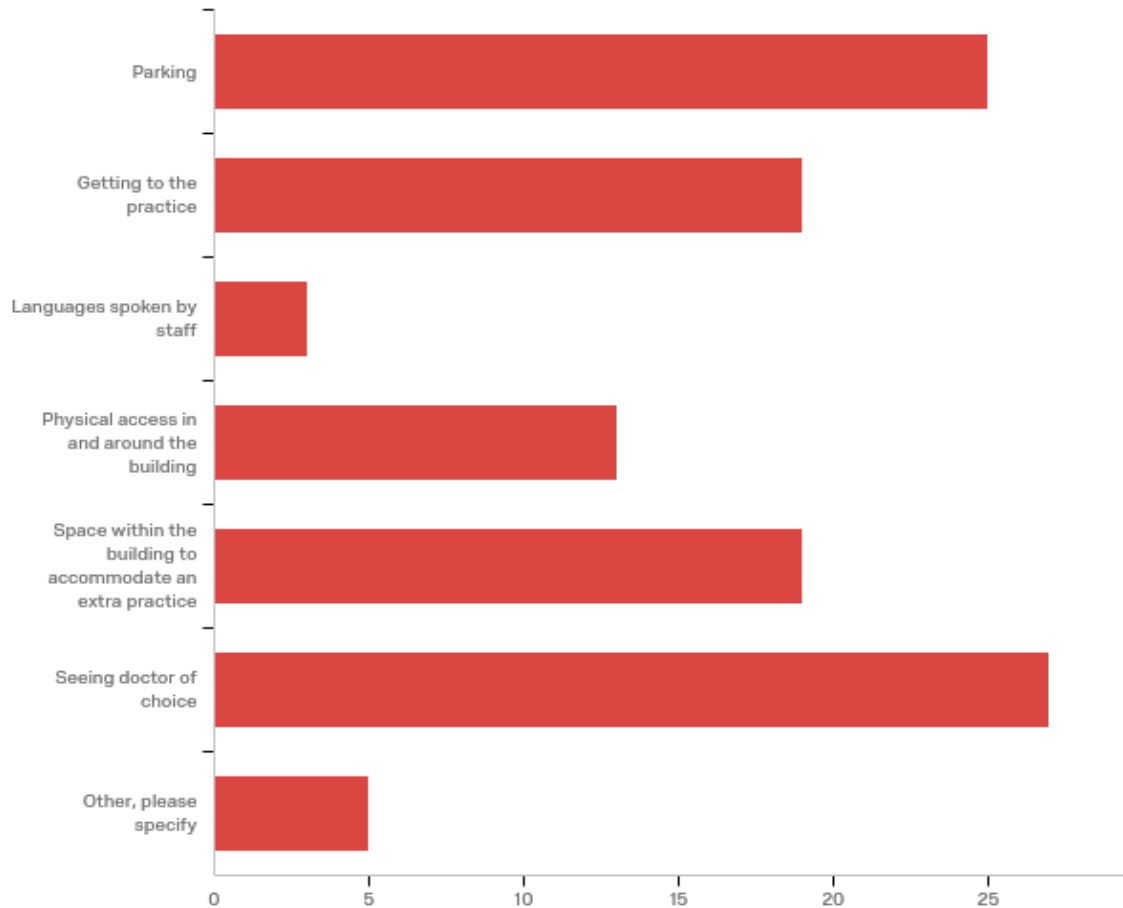
This was similarly highlighted during one of the APMS consultation events held at the Wharf Family Medical Practice. Attendees had a similar main concern with *Parking and Access* should the Practice be moved to the Sai Medical Practice. Attendees were very happy with the service they received at The Wharf Practice

and valued the good parking facilities. Attendees were very concerned that if the Practice moved to the Sai Medical Practice an already difficult situation regarding parking would be made much worse.

They said that not only was it difficult to park at The Sai Medical Practice already but also that the surrounding streets were congested as people attending the Manor Hospital parked on the side of the road, making access to the Practice difficult. Attendees also said the Sai Medical Practice car park was

One attendee explained that she had been a patient at the Sai Medical Practice and because the parking and traffic had been so difficult, both herself and her husband had re registered at the Wharf Family Practice.
– APMS Consultation Event quote

also used by hospital visitors. The point was also made that when the Sai Medical Practice was built during the local authority planning process consideration and planning permission was based on the site having one GP Practice.



However, focus group and survey participants also highlighted additional concerns such as:

- **Capacity issues**

Capacity issues have been highlighted by participants as a key concern for the negative impact of Option 1. Participants report that existing surgeries are already struggling to meet the demand and the changes to the services could make it harder for these services to cope with limited resources. Additionally, participants also highlight that Sai Medical Practice is not equipped to have the capacity for additional rooms and therefore, would struggle with the increased capacity need.

Not enough rooms at Sai! [There is] no parking also, I know people would feel unsafe going there. There wouldn't be any GP appointments. - Survey participant

- **Waiting time**

- **Busy service**

Participants also report that due to the merge, the waiting time overall will increase as the service gets busier. They report that there could be more people in the waiting rooms, less space for patients to wait and overall, less clinical time and more waiting.

Manor will not be able to cope with number of patients potentially transferring from Wharf the closing surgery. - Focus group participant

- **Appointments**

Participants also highlight that this change may also make getting an appointment more difficult. With the large number of patients on the books, patients describe already having a long waiting time and this change is only going to exacerbate it.

Being able to get an appointment as it is, is already extremely difficult to get an appointment. There are too many patients on the books and too many patients missing appointments. - Survey participant

- **Travel**

In addition to parking, participants also reported that the change will require some patients to travel further. This makes it difficult, particularly for patients who do not drive.

[It is] further to travel; difficult on foot especially if you're unwell or child(ren) are unwell. - Focus group participant

Attendees at the APMS consultation events held at the Wharf Family Medical Practice also reported additional concerns such as:

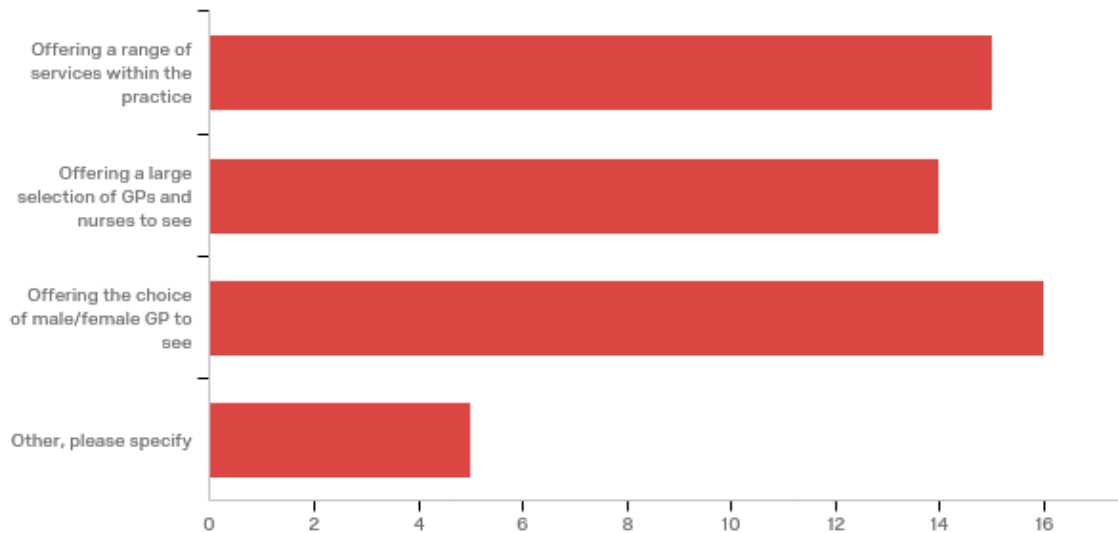
- **Staff movement**

The CCG explained that some staff would be moving out of the Sai Medical Practice if the Wharf Family Practice were to be located there. Attendees felt that this would not free up enough extra parking spaces for the extra Wharf Family Practice patients. Attendees were also concerned about the Wharf Family Practice staff and if they would also be moving to the Sai Medical Practice. TUPE requirements were then discussed.

- **Lease concerns**

People wanted to understand the lease arrangements and when the lease would expire and this was explained by the CCG Director.

While it was a smaller percentage overall, participants who felt that there would be a positive impact (21.62%, n=32) as a result of the change, stated that it mainly due to *offering the choice of male/female GP to see* (30.00%, n=15).



These options were further emphasized by the focus groups where the themes resulted in the following:

- **GP availability**
 - ***Females GPs***

As highlighted in the survey, focus group respondents also agree that this could increase the availability of GPs, particularly giving them more of a choice with the availability of female GPs. However, they were also quick to point out that they are unsure how this will impact in the future.

More availability of GP's with more females coming in. This may create gaps in future (with families etc), but this will be difficult to predict. – Focus group participant

More availability of GP's with more females coming in. This may create gaps in future (with families etc.), but this will be difficult to predict.

- ***Transfers***

Participants also report that it could be a positive impact for GP availability if the GPs transfer to other surgeries but are not aware at the moment, if this will definitely happen.

- **Additional services**
 - ***Transfers***

Participants also report that there could be a positive impact having additional services if support staff for other services transfer over as well but are not aware at the moment if this will definitely happen.

Support staff and other services, will they all transfer? – Focus group participant

○ Access

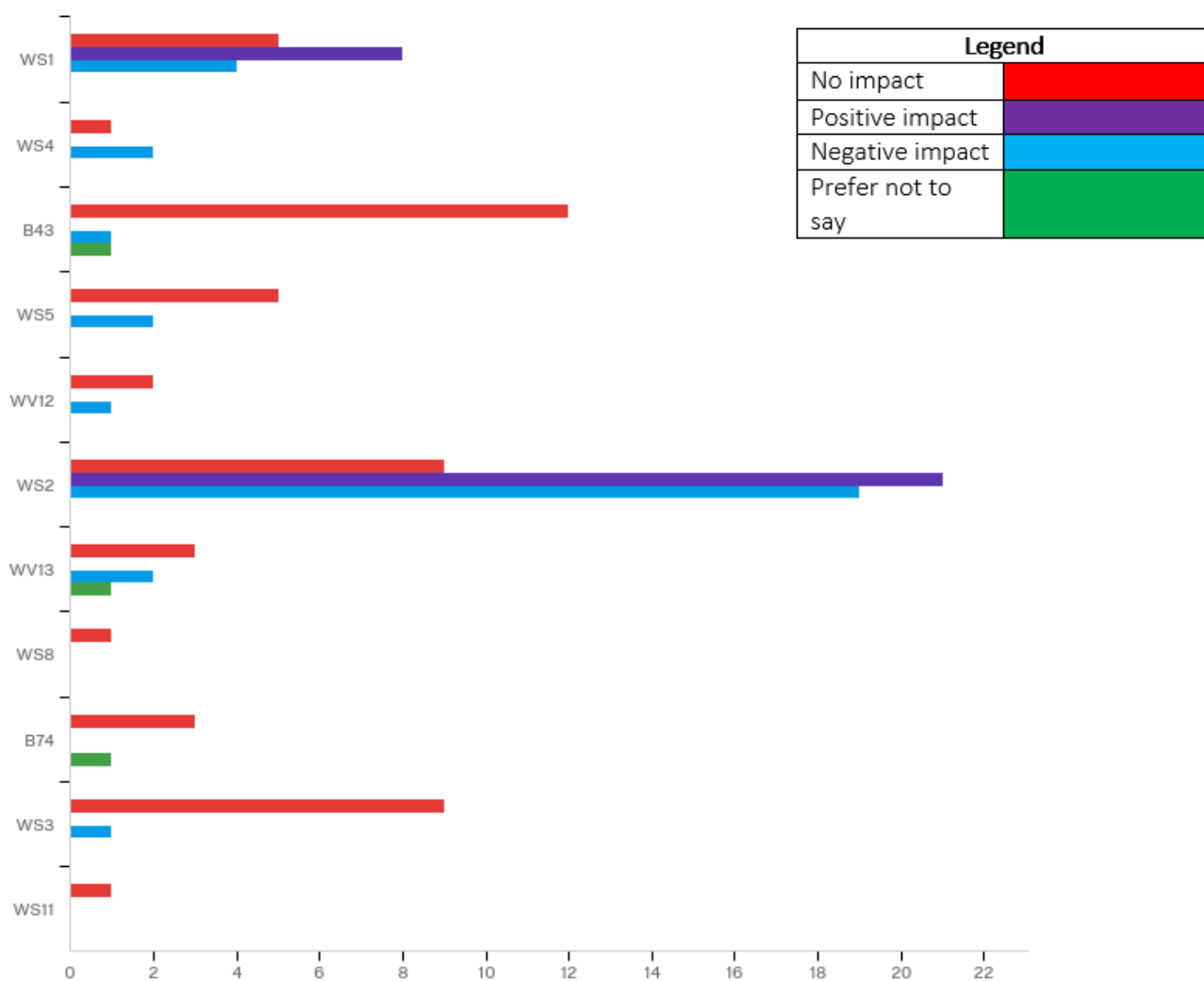
Participants also report that there could be better access to additional medical services such as specialist clinics and staff with the merge.

[There will be] better access to other medical services, not sure. There is no mention of what additional services will be offered. – Focus group participant

Impact of Option 1 by gender, age, ethnicity, sexual orientation and postcode

		What impact would Option 1 have on you?				Total
		No impact	Positive impact	Negative impact	Prefer not to say	
What is your gender?	Male	19 33.93%	11 35.48%	18 50.00%	2 40.00%	50 39.06%
	Female	35 62.50%	20 64.52%	16 44.44%	3 60.00%	74 57.81%
	Transgender	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	2 3.57%	0 0.00%	2 5.56%	0 0.00%	4 3.13%
	Total	56 100.00%	31 100.00%	36 100.00%	5 100.00%	128 100.00%
What is your age?	Under 16	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	16-24	3 5.26%	4 13.79%	2 5.56%	0 0.00%	9 7.09%
	25-34	10 17.54%	8 27.59%	9 25.00%	0 0.00%	27 21.26%
	35-59	31 54.39%	12 41.38%	18 50.00%	4 80.00%	65 51.18%
	60-74	13 22.81%	4 13.79%	7 19.44%	1 20.00%	25 19.69%
	75+	0 0.00%	1 3.45%	0 0.00%	0 0.00%	1 0.79%
	Prefer not to say	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Total	57 100.00%	29 100.00%	36 100.00%	5 100.00%	127 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	39 68.42%	6 20.00%	20 55.56%	2 40.00%	67 52.34%
	White- Irish	1 1.75%	0 0.00%	0 0.00%	0 0.00%	1 0.78%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other White Background, please describe	1 1.75%	1 3.33%	3 8.33%	0 0.00%	5 3.91%
	White and Black Caribbean	2 3.51%	1 3.33%	0 0.00%	0 0.00%	3 2.34%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%

What is your ethnic group?	White and Asian	1 1.75%	1 3.33%	1 2.78%	0 0.00%	3 2.34%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Indian	6 10.53%	4 13.33%	7 19.44%	1 20.00%	18 14.06%
	Asian/Asian British- Pakistani	5 8.77%	15 50.00%	3 8.33%	0 0.00%	23 17.97%
	Asian/Asian British- Bangladeshi	1 1.75%	0 0.00%	0 0.00%	0 0.00%	1 0.78%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black African	0 0.00%	0 0.00%	1 2.78%	0 0.00%	1 0.78%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	1 1.75%	3 10.00%	1 2.78%	1 20.00%	6 4.69%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	1 1.75%	0 0.00%	1 2.78%	1 20.00%	3 2.34%
	Total	57 100.00%	30 100.00%	36 100.00%	5 100.00%	128 100.00%
What is your sexual orientation?	Bisexual	0 0.00%	1 3.70%	1 3.03%	0 0.00%	2 1.65%
	Heterosexual/Straight	47 83.93%	25 92.59%	25 75.76%	4 80.00%	101 83.47%
	Gay	1 1.79%	1 3.70%	0 0.00%	0 0.00%	2 1.65%
	Lesbian	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	6 10.71%	0 0.00%	7 21.21%	1 20.00%	14 11.57%
	Other, please state	2 3.57%	0 0.00%	0 0.00%	0 0.00%	2 1.65%
	Total	56 100.00%	27 100.00%	33 100.00%	5 100.00%	121 100.00%



Question	WS1	WS4	B43	WS5	WV12	WS2	WV13	WS8	B74	WS3	WS11
No impact	9.80% (5)	1.96% (1)	23.53% (12)	9.80% (5)	3.92% (2)	17.65% (9)	5.88% (3)	1.96% (1)	5.88% (3)	17.65% (9)	1.96% (1)
Positive impact	27.59% (8)	0.00%	0.00%	0.00%	0.00%	72.41% (21)	0.00%	0.00%	0.00%	0.00%	0.00%
Negative impact	12.50% (4)	6.25% (2)	3.13% (1)	6.25% (2)	3.13% (1)	59.38% (19)	6.25% (2)	0.00%	0.00%	3.13% (1)	0.00%
Prefer not to say	0.00%	0.00%	33.33% (1)	0.00%	0.00%	0.00%	33.33% (1)	0.00%	33.33% (1)	0.00%	0.00%

Negative impact reasons

#	Field	WS1	WS2	Total
1	Offering a range of services within the practice	7.69% 1	92.31% 12	13
2	Offering a large selection of GPs and nurses to see	23.08% 3	76.92% 10	13
3	Offering the choice of male/female GP to see	28.57% 4	71.43% 10	14
4	Other, please specify	20.00% 1	80.00% 4	5

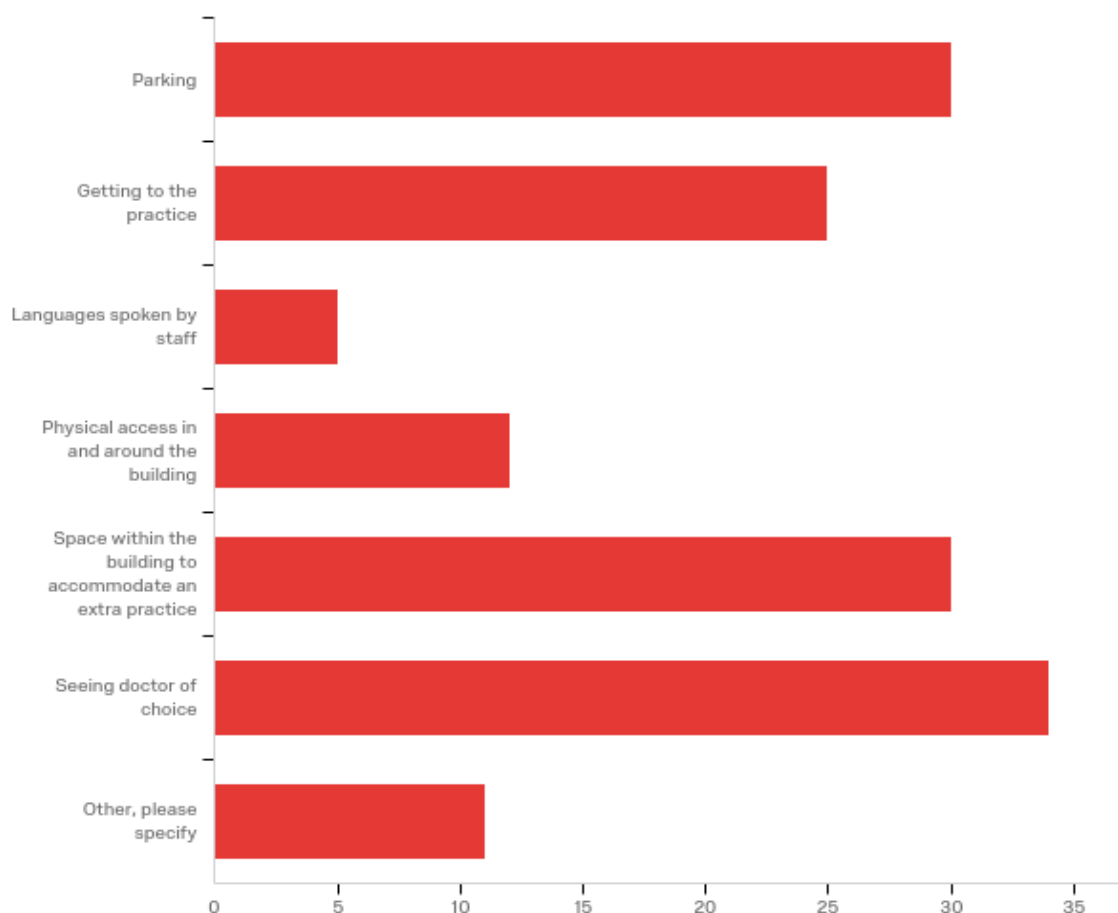
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Positive impact reasons

#	Field	WS1	WS2	WS4	WS5	WV12	WV13	B43	WS3	Total
1	Parking	10.53% 2	57.89% 11	10.53% 2	10.53% 2	5.26% 1	5.26% 1	0.00% 0	0.00% 0	19
2	Getting to the practice	25.00% 4	43.75% 7	6.25% 1	6.25% 1	0.00% 0	12.50% 2	6.25% 1	0.00% 0	16
3	Languages spoken by staff	33.33% 1	66.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
4	Physical access in and around the building	27.27% 3	63.64% 7	9.09% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	11
5	Space within the building to accommodate an extra practice	6.25% 1	75.00% 12	12.50% 2	0.00% 0	6.25% 1	0.00% 0	0.00% 0	0.00% 0	16
6	Seeing doctor of choice	19.05% 4	61.90% 13	9.52% 2	0.00% 0	4.76% 1	0.00% 0	0.00% 0	4.76% 1	21
7	Other, please specify	0.00% 0	100.00% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4

Overall impact of Option 2

Majority of the participants felt that Option 2 would have no impact on them (41.10%, n=60), however 36.62% (n=52) did state that there would be a negative impact. When asked what areas of concerns they had in regards to this, participants reported that *being able to see a doctor of choice* (23.13%, n=34), *space within the building to accommodate an extra practice* (20.41%, n=30) and *parking* (20.41%, n=30) were their key concerns (See figure below).



However, focus group and survey participants also highlighted additional concerns such as:

- **Continuity of care**

Participants also wanted to be able to see a doctor that they were comfortable with and someone that they have been seeing the past so that they had continuity of care.

- **Stress on doctors**

Participants were also concerned about the effect the change could have on doctors. They reported that there could be additional stress placed on doctors to see more patients, and increase their workload.

Number of patients per doctor will increase, resulting in not getting appointment on time and also doctors will be stressed with number of patients to examine and workload will increase over doctor – Focus group participant

- **Waiting times**

Several participants were concerned with the merge and its impact on waiting times. Participants reported that with more patients around, it will increase the amount of time waiting to book an appointment and waiting to see a doctor on the day.

Is one reception going to be able to answer phones and book patients in for the amount of patients that will be there? Would I be able to get an appointment when I ring, which isn't very often! – Focus group participant

• Concerns with technology

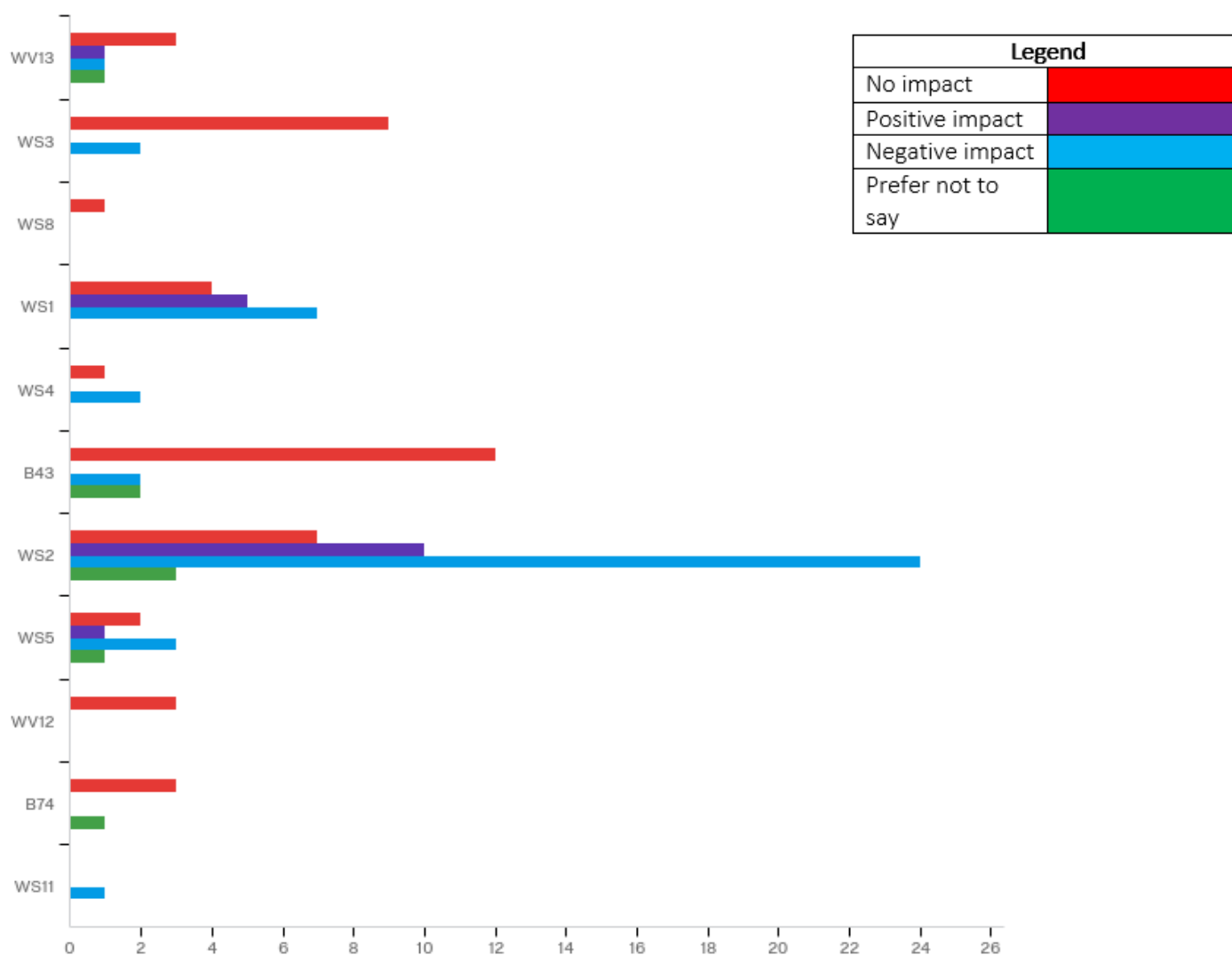
Participants were also concerned that this change could increase the reliance on technology which would come with its own set of problems. Participants highlighted that considerations need to be given to those who are not comfortable or able to use online systems or applications as well as the additional expectations for patients to have access to the software that they are expected to use.

[I'm] concerned the surgeries could be using more technology like Skype. They need to be aware that GP surgeries need to keep software up to date and secure. Patients need to have compatible software for it to work. – Focus group participant

Impact of Option 2 by gender, age, ethnicity, sexual orientation and postcode

		What impact would Option 2 have on you?				Total
		No impact	Positive impact	Negative impact	Prefer not to say	
What is your gender?	Male	20 40.00%	7 38.89%	18 38.30%	3 30.00%	48 38.40%
	Female	29 58.00%	11 61.11%	26 55.32%	7 70.00%	73 58.40%
	Transgender	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	1 2.00%	0 0.00%	3 6.38%	0 0.00%	4 3.20%
	Total	50 100.00%	18 100.00%	47 100.00%	10 100.00%	125 100.00%
What is your age?	Under 16	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	16-24	1 2.00%	1 5.88%	2 4.26%	2 18.18%	6 4.80%
	25-34	9 18.00%	4 23.53%	12 25.53%	1 9.09%	26 20.80%
	35-59	25 50.00%	10 58.82%	23 48.94%	7 63.64%	65 52.00%
	60-74	14 28.00%	2 11.76%	9 19.15%	1 9.09%	26 20.80%
	75+	1 2.00%	0 0.00%	1 2.13%	0 0.00%	2 1.60%
	Prefer not to say	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Total	50 100.00%	17 100.00%	47 100.00%	11 100.00%	125 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	38 76.00%	4 23.53%	24 51.06%	4 36.36%	70 56.00%
	White- Irish	1 2.00%	0 0.00%	0 0.00%	0 0.00%	1 0.80%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other White Background, please describe	1 2.00%	0 0.00%	3 6.38%	0 0.00%	4 3.20%
	White and Black Caribbean	2 4.00%	1 5.88%	0 0.00%	0 0.00%	3 2.40%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	2 4.00%	0 0.00%	1 2.13%	1 9.09%	4 3.20%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Indian	2 4.00%	4 23.53%	10 21.28%	2 18.18%	18 14.40%
	Total	50 100.00%	17 100.00%	47 100.00%	11 100.00%	125 100.00%

What is your ethnic group?	Asian/Asian British- Pakistani	3 6.00%	7 41.18%	6 12.77%	3 27.27%	19 15.20%
	Asian/Asian British- Bangladeshi	0 0.00%	1 5.88%	0 0.00%	0 0.00%	1 0.80%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black African	0 0.00%	0 0.00%	1 2.13%	0 0.00%	1 0.80%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	1 2.00%	1 5.88%	1 2.13%	0 0.00%	3 2.40%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	1 2.13%	0 0.00%	1 0.80%
	Prefer not to say	1 2.00%	0 0.00%	1 2.13%	1 9.09%	3 2.40%
	Total	50 100.00%	17 100.00%	47 100.00%	11 100.00%	125 100.00%
What is your sexual orientation?	Bisexual	1 2.08%	1 7.69%	1 2.22%	0 0.00%	3 2.56%
	Heterosexual/Straight	40 83.33%	11 84.62%	36 80.00%	9 81.82%	96 82.05%
	Gay	1 2.08%	1 7.69%	0 0.00%	0 0.00%	2 1.71%
	Lesbian	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	4 8.33%	0 0.00%	8 17.78%	2 18.18%	14 11.97%
	Other, please state	2 4.17%	0 0.00%	0 0.00%	0 0.00%	2 1.71%
	Total	48 100.00%	13 100.00%	45 100.00%	11 100.00%	117 100.00%



Question	WV13	WS3	WS8	WS1	WS4	B43	WS2	WS5	WV12	B74	WS11
No impact	6.67% (3)	20% (9)	2.22% (1)	8.89% (4)	2.22% (1)	26.67% (12)	15.56% (7)	4.44% (2)	6.67% (3)	6.67% (3)	0.00%
Positive impact	5.88% (1)	0.00%	0.00%	29.41% (5)	0.00%	0.00%	58.82% (10)	5.88% (1)	0.00%	0.00%	0.00%
Negative impact	2.38% (1)	4.76% (2)	0.00%	16.67% (7)	4.76% (2)	4.76% (2)	57.14% (24)	7.14% (3)	0.00%	0.00%	2.38% (1)
Prefer not to say	12.5% (1)	0.00%	0.00%	0.00%	0.00%	25% (2)	37.5% (3)	12.5% (1)	0.00%	12.5% (1)	0.00%

Negative impact reasons

#	Field	B43	WS1	WS2	WS3	WS4	WS5	WS11	WV13	Total
1	Parking	4.35% 1	13.04% 3	52.17% 12	4.35% 1	8.70% 2	8.70% 2	4.35% 1	4.35% 1	23
2	Getting to the practice	9.52% 2	19.05% 4	42.86% 9	4.76% 1	4.76% 1	9.52% 2	4.76% 1	4.76% 1	21
3	Languages spoken by staff	0.00% 0	20.00% 1	40.00% 2	0.00% 0	0.00% 0	20.00% 1	20.00% 1	0.00% 0	5
4	Physical access in and around the building	0.00% 0	22.22% 2	44.44% 4	0.00% 0	0.00% 1	22.22% 2	0.00% 0	0.00% 0	9
5	Space within the building to accommodate an extra practice	0.00% 0	15.23% 5	65.38% 17	3.85% 1	7.69% 2	3.85% 1	0.00% 0	0.00% 0	26
6	Seeing doctor of choice	3.57% 1	17.86% 5	57.14% 16	3.57% 1	7.14% 2	10.71% 3	0.00% 0	0.00% 0	28
7	Other, please specify	0.00% 0	0.00% 0	87.50% 7	0.00% 0	0.00% 0	12.50% 1	0.00% 0	0.00% 0	8

Positive impact reasons

#	Field	WS1	WS2	WS5	WV13	Total
1	Offering a range of services within the practice	22.22% 2	77.78% 7	0.00% 0	0.00% 0	9
2	Offering a large selection of GPs and nurses to see	25.00% 2	62.50% 5	12.50% 1	0.00% 0	8
3	Offering the choice of male/female GPs to see	20.00% 1	60.00% 3	0.00% 0	20.00% 1	5
4	Other, please specify	0.00% 0	66.67% 2	33.33% 1	0.00% 0	3

Showing Rows: 1 - 4 Of 4

Preferred option for change (Area 2)

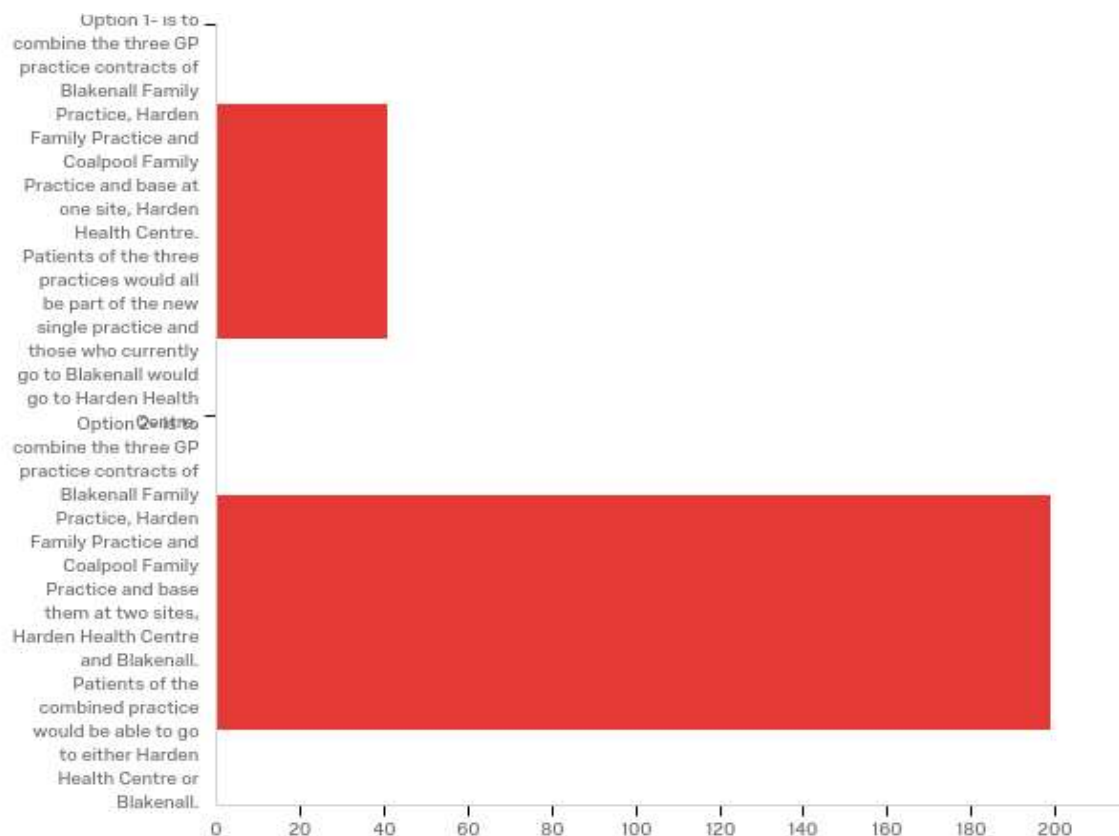
As part of the consultation about the changes to the GP practices, participants were provided with 2 options that they could choose between to identify their preferences about the changes to Area 2.

These options were:

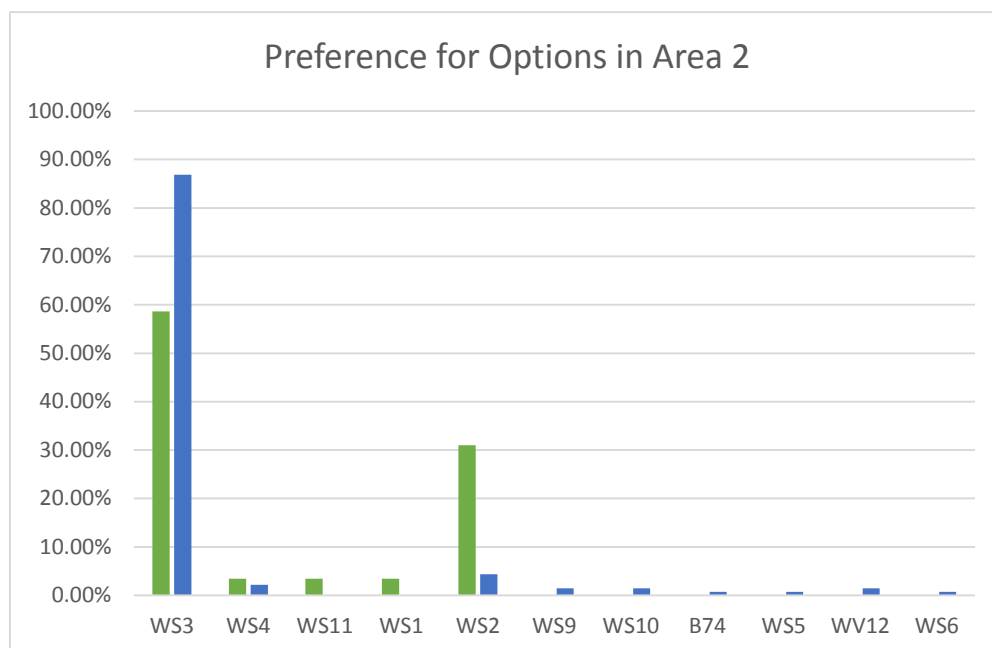
1. **Option 1:** combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base at one site, Harden Health Centre. Patients of the three practices would all be part of the new single practice and those who currently go to Blakenall would go to Harden Health Centre.
2. **Option 2:** combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base them at two sites, Harden Health Centre and Blakenall. Patients of the combined practice would be able to go to either Harden Health Centre or Blakenall.

Overall preferred option for Area 2

When polled, 82.92% (n=199) participants preferred Option 2 over option 1 (17.08%, n=41) overall.



Preferred option for Area 2 by postcode



Legend	
	Option 1
	Option 2

Overall impact of Option 1

Majority of the participants felt that Option 1 would have a negative impact on them (60.69%, n=193).

When asked what areas of concerns they had in regards to this, participants reported that *parking* (26.67%, n=140), *getting to the practice* (18.67%, n=98), *space within the building to accommodate an extra practice* (18.86%, n=99) and *seeing a doctor of choice* (18.29%, n=96) were their key concerns (See figure below).

During an APMS consultation event held at Blakenhall Community Practice, attendees had similar concerns about listed by survey respondents. Attendees could not understand why one of the options was to move the Blakenhall Practice to the Harden Centre. They stated that:

- *Parking*

When asked where the extra parking for Blakenhall Practice patients would be found at the Harden Practice it was explained that some office staff would be moving out. The attendees felt that would not have a significant effect on provision of extra parking for the amount of patients attending Blakenhall Practice currently.

Blakenhall Practice has better parking facilities – APMS consultation event quote

The entrance to Harden is very narrow and difficult to get your car through, 2 cars can't pass. – APMS consultation event quote

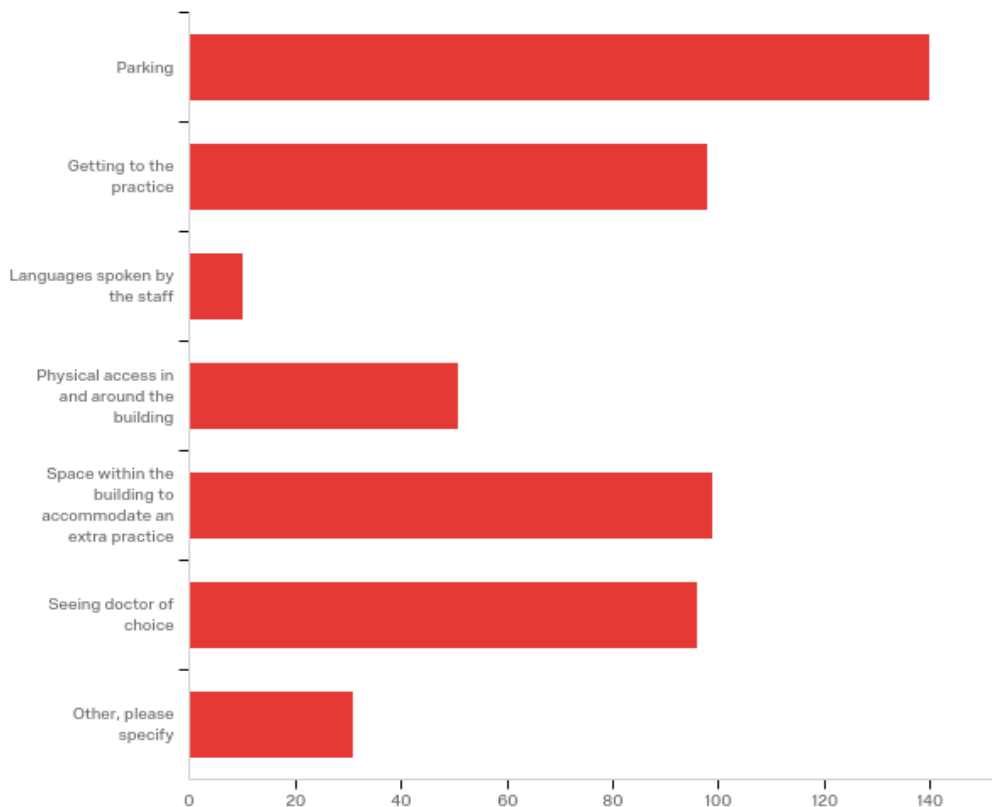
- *Getting to the practice*

Attendees highlighted that Blakenhall Practice is on a public transport route, which made it easy for access, however the move to Harden Practice could add additional problems as it is located uphill and the difficulties getting to the venue with transport. They also highlighted that many people in this area do not have transport and are on benefits and thus, the Practice is very important to them.

Patients would need to start to go upstairs for their appointments if the Practice was moved to Harden – APMS consultation event quote

It's difficult to get to Harden on the bus-my husband has had 2 strokes– APMS consultation event quote

To reach Harden Practice you have to go uphill which is difficult for disabled people or those with some long term conditions– APMS consultation event quote



Doctors surgeries should be easy to get to/local and have available appointments when needed. – Quote about 'getting to the practice'.

It is already dangerous on the road in front of building with cars parked on yellow lines. It would be worse with more patients there [during] appointments... it is all about cut cost, it's a joke– Quote about parking.

In addition to the above comments survey participants and consultation event attendees also highlighted the following key concerns:

- **Staff fear**

- *Loss of jobs*

Staff who took part in the survey also reported that they were fearful about the loss of jobs and the lack of stability they have while the decision about the options are being made. This

was also a concern for APMS consultation event attendees who also asked if the Practice staff would also be transferred to the Harden Practice if the Practice moved. The TUPE legislation was explained.

- **Waste of money**

- **Recently-opened practice**

Participants also highlight that in the past, Blakenall Practice had to be fought for by the local community and shutting it down now, will be a waste of money, and a loss of all the work that it took to have it opened in the first place. This was also highlighted by attendees at the APMS consultation event.

[This was a] new deal for communities who fought for the Blakenall Practice. It would be a total waste of tax-payer and European Social Funding to close this practice after only 13 years. – Survey participant

The people of Blakenhall fought hard for this surgery and don't want to lose it– APMS consultation event quote

- **Motivation for change**

- **Not about patient needs**

Participants also reported such changes made are not always made in regards to patient needs but are rather a cost-saving measure that could make it more difficult for them. They also report that this will make appointments harder to get, reduce accessibility and overall, make it harder for patients, not easier.

Doctors surgeries should be easy to get to/local and have available appointments when needed. Merging would make getting appointments even harder. Quit messing with patients' lives! – Survey participant

I wouldn't wish to see this practice combined as it's all about cost again and not about patients' needs – Survey participant

In addition to the concerns highlighted by free-text survey respondents, attendees at the APMS consultation event at Blakenhall Community Practice, highlighted additional concerns such as:

- **Development in the area**

There was a comment made about the fact that there were a lot of new development occurring around the Blakenhall Practice area with many new housing sites therefore more local people will need to access the Blakenhall Practice.

- **Purpose-built building**

Attendees also highlighted that the building was purpose built (Practice part of the community centre) and that is far more than a GP Practice. This building is the centre for the community where many services alongside the GP are accessed and people come for many reasons, such as:

- We do minor ops – Harden don't
- Access to pharmacist
- Ring and ride community transport
- Wheelchair service

None of these are available at Harden Practice – APMS consultation event quote

People are envious of the service we receive at Blakenhall it is so good. The doctors do an excellent job. – APMS consultation event quote

- Bereavement services
- Citizens Advice
- Memory clinic
- Hairdressers
- Charity stalls
- Art exhibitions
- Trips are arranged
- The grounds are used in the summer for the children
- Summer Fairs and Christmas Fairs are held here for the community

Solutions provided

A suggestion was put forward for a third possible solution – this was that the Harden and Coalpool Practices were moved to Blakenhall. Further reasons other than those listed above for this solution to be considered were as follows:

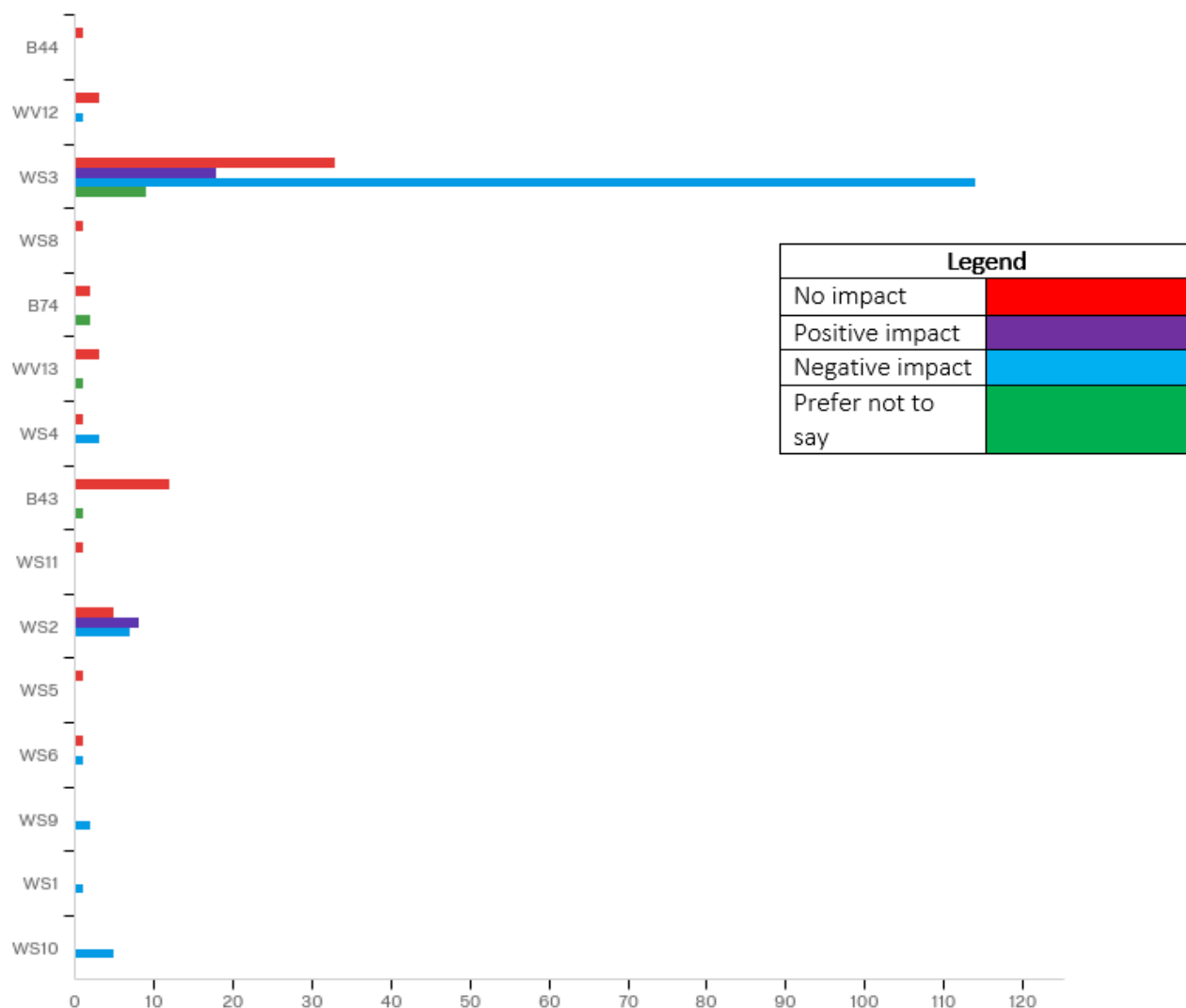
- There is room here to extend the facilities if needed
- There is an extra, large car park at the back of the building not currently used which would facilitate extra patient parking demand
- We currently have lots of empty rooms which could be used
- The Estates manager is willing to look at any changes in layout needed to accommodate Coalpool and Harden Practices

However, a few attendees were present from the Harden and Coalpool Practices – they said it was very difficult for them to reach Blakenhall by public transport and meant getting two buses. It was also raised that weekend access to appointments at Coalpool Practice was restricted to working people and other conditions. This means that for many patients weekend access to appointments in practice, was not a reality.

Impact of Option 1 by gender, age, ethnicity, sexual orientation and postcode

		What impact would Option 1 have on you?				
		No impact	Positive impact	Negative impact	Prefer not to say	Total
What is your gender?	Male	28 39.44%	8 27.59%	64 34.04%	4 22.22%	104 33.99%
	Female	41 57.75%	21 72.41%	122 64.89%	14 77.78%	198 64.71%
	Transgender	0 0.00%	0 0.00%	1 0.53%	0 0.00%	1 0.33%
	Prefer not to say	2 2.82%	0 0.00%	1 0.53%	0 0.00%	3 0.98%
	Total	71 100.00%	29 100.00%	188 100.00%	18 100.00%	306 100.00%
What is your age?	Under 16	2 2.78%	0 0.00%	5 2.67%	0 0.00%	7 2.29%
	16-24	6 8.33%	0 0.00%	13 6.95%	2 11.11%	21 6.86%
	25-34	7 9.72%	4 13.79%	22 11.76%	2 11.11%	35 11.44%
	35-59	39 54.17%	13 44.83%	84 44.92%	12 66.67%	148 48.37%
	60-74	16 22.22%	9 31.03%	50 26.74%	2 11.11%	77 25.16%
	75+	2 2.78%	2 6.90%	11 5.88%	0 0.00%	15 4.90%
	Prefer not to say	0 0.00%	1 3.45%	2 1.07%	0 0.00%	3 0.98%
	Total	72 100.00%	29 100.00%	187 100.00%	18 100.00%	306 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	65 94.20%	25 86.21%	173 93.01%	14 77.78%	277 91.72%
	White- Irish	0 0.00%	1 3.45%	1 0.54%	1 5.56%	3 0.99%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	1 0.54%	0 0.00%	1 0.33%
	Any other White Background, please describe	0 0.00%	0 0.00%	4 2.15%	0 0.00%	4 1.32%
	White and Black Caribbean	1 1.45%	1 3.45%	2 1.08%	0 0.00%	4 1.32%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	0 0.00%	2 6.90%	1 0.54%	1 5.56%	4 1.32%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Indian	2 2.90%	0 0.00%	0 0.00%	1 5.56%	3 0.99%

What is your ethnic group?	Asian/Asian British- Pakistani	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Bangladeshi	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	0 0.00%	1 3.45%	0 0.00%	0 0.00%	1 0.33%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	1 1.45%	0 0.00%	4 2.15%	1 5.56%	6 1.99%
	Total	69 100.00%	29 100.00%	186 100.00%	18 100.00%	302 100.00%
What is your sexual orientation?	Bisexual	1 1.45%	0 0.00%	1 0.57%	0 0.00%	2 0.69%
	Heterosexual/Straight	60 86.96%	26 92.86%	148 84.57%	8 50.00%	242 84.03%
	Gay	0 0.00%	1 3.57%	0 0.00%	0 0.00%	1 0.35%
	Lesbian	0 0.00%	0 0.00%	2 1.14%	0 0.00%	2 0.69%
	Prefer not to say	8 11.59%	1 3.57%	22 12.57%	7 43.75%	38 13.19%
	Other, please state	0 0.00%	0 0.00%	2 1.14%	1 6.25%	3 1.04%
	Total	69 100.00%	28 100.00%	175 100.00%	16 100.00%	288 100.00%



Question	B44	WV12	WS3	WS8	B74	WV13	WS4	B43	WS11	WS2	WS5	WS6	WS9	WS1	WS10
No impact	1.56%	4.69%	51.56%	1.56%	3.13%	4.69%	1.56%	18.75%	1.56%	7.81%	1.56%	1.56%	0.00%	0.00%	0.00%
Positive impact	0.00%	0.00%	69.23%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	30.77%	0.00%	0.00%	0.00%	0.00%	0.00%
Negative impact	0.00%	0.75%	85.07%	0.00%	0.00%	0.00%	2.24%	0.00%	0.00%	5.22%	0.00%	0.75%	1.49%	0.75%	3.73%
Prefer not to say	0.00%	0.00%	69.23%	0.00%	15.38%	7.69%	0.00%	7.69%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Positive impact reasons

#	Field	WS2	WS3	Total
1	Offering a range of services within the practice	44.44% 8	55.56% 10	18
2	Offering a large selection of GPs and nurses to see	27.78% 5	72.22% 13	18
3	Offering a choice of male/female GP to see	11.11% 1	88.89% 8	9
4	Other, please specify	25.00% 1	75.00% 3	4

Showing Rows: 1 - 4 Of 4

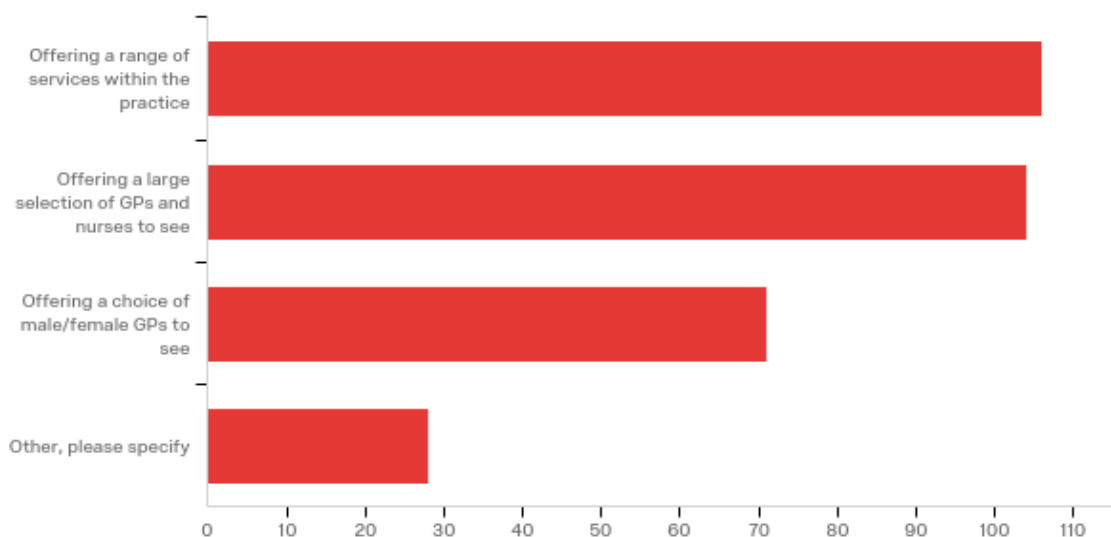
Negative impact reasons

#	Field	WS2	WS3	WS4	WS6	WS10	WV12	WS1	W08	Total
1	Parking	6.32% 5	82.38% 78	3.59% 3	1.08% 1	5.32% 5	1.08% 1	0.00% 0	0.00% 0	94
2	Getting to the practice	3.16% 1	81.94% 57	0.00% 0	0.00% 0	3.23% 2	0.00% 0	1.61% 1	1.61% 1	62
3	Languages spoken by the staff	0.00% 0	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2
4	Physical access in and around the building	0.00% 0	75.78% 25	3.03% 1	0.00% 0	15.79% 5	3.03% 1	0.00% 0	3.03% 1	33
5	Space within the building to accommodate an extra practice	5.80% 4	79.71% 55	2.90% 2	0.00% 0	7.29% 5	1.49% 1	0.00% 0	2.90% 2	69
6	Seeing doctor of choice	0.63% 4	76.67% 56	4.33% 3	0.00% 0	0.63% 4	1.61% 1	1.61% 1	2.82% 2	71
7	Other, please specify	12.00% 3	84.00% 21	0.00% 0	4.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	25

Response Rate: 1 - 7 of 7

Overall impact of Option 2

The majority of participants reported that the impact of Option 2 is positive (46.96%, 147) while only 12.78% (n=40) felt that it would have a negative impact. When asked what the reasons for the positive impact were, participants reported that *offering a range of services within the practice* (34.30%, n=106) and *offering a large selection of GPs and nurses to see* (33.66%, n=104) were key factors:



Additionally, survey participants also highlight that:

- Presence of onsite pharmacy**

Participants reported that the option would allow for an on-site pharmacy which will make it convenient for patients to get their prescriptions.

- **Employment for staff**

Staff also report their satisfaction with being able to keep their jobs and remain in their desired workplace.

- **Accessibility and parking**

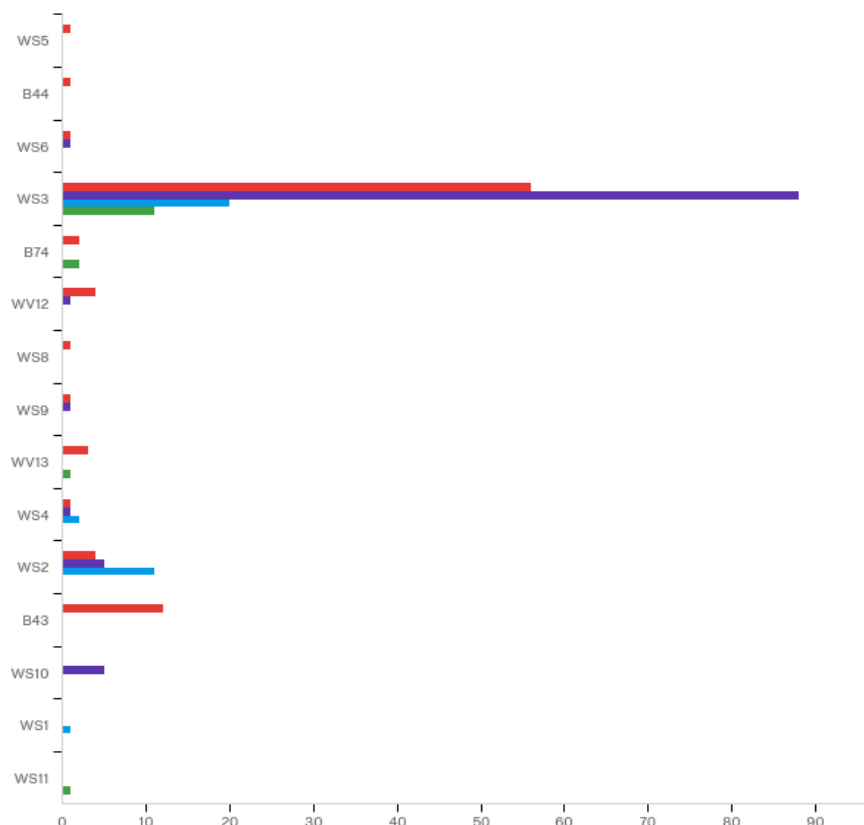
Participants report that the service is more accessible and that parking is easier and more accessible.

More parking which has less impact on the local community where parking issues are concerned. – Survey participant

Impact of Option 2 by gender, age, ethnicity, sexual orientation and postcode

		What impact would Option 2 have on you?				Total
		No impact	Positive impact	Negative impact	Prefer not to say	
What is your gender?	Male	34 34.69%	45 31.03%	17 43.59%	5 25.00%	101 33.44%
	Female	61 62.24%	98 67.59%	22 56.41%	14 70.00%	195 64.57%
	Transgender	2 2.04%	0 0.00%	0 0.00%	0 0.00%	2 0.66%
	Prefer not to say	1 1.02%	2 1.38%	0 0.00%	1 5.00%	4 1.32%
	Total	98 100.00%	145 100.00%	39 100.00%	20 100.00%	302 100.00%
What is your age?	Under 16	2 2.02%	5 3.45%	0 0.00%	0 0.00%	7 2.31%
	16-24	10 10.10%	9 6.21%	0 0.00%	2 10.00%	21 6.93%
	25-34	9 9.09%	16 11.03%	6 15.38%	4 20.00%	35 11.55%
	35-59	53 53.54%	66 45.52%	15 38.46%	13 65.00%	147 48.51%
	60-74	21 21.21%	38 26.21%	13 33.33%	1 5.00%	73 24.09%
	75+	2 2.02%	9 6.21%	5 12.82%	0 0.00%	16 5.28%
	Prefer not to say	2 2.02%	2 1.38%	0 0.00%	0 0.00%	4 1.32%
	Total	99 100.00%	145 100.00%	39 100.00%	20 100.00%	303 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	90 92.78%	131 91.61%	34 87.18%	18 90.00%	273 91.30%
	White- Irish	1 1.03%	1 0.70%	1 2.56%	0 0.00%	3 1.00%
	White- Gypsy or Irish Traveller	0 0.00%	1 0.70%	0 0.00%	0 0.00%	1 0.33%
	Any other White Background, please describe	2 2.06%	2 1.40%	1 2.56%	0 0.00%	5 1.67%
	White and Black Caribbean	1 1.03%	3 2.10%	0 0.00%	0 0.00%	4 1.34%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	0 0.00%	1 0.70%	3 7.69%	1 5.00%	5 1.67%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Indian	2 2.06%	0 0.00%	0 0.00%	1 5.00%	3 1.00%
	Total	99 100.00%	145 100.00%	39 100.00%	20 100.00%	303 100.00%

What is your ethnic group?	Asian/Asian British- Pakistani	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Bangladeshi	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	0 0.00%	1 0.70%	0 0.00%	0 0.00%	1 0.33%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	2 2.06%	3 2.10%	0 0.00%	0 0.00%	5 1.67%
	Total	97 100.00%	143 100.00%	39 100.00%	20 100.00%	299 100.00%
What is your sexual orientation?	Bisexual	2 2.13%	0 0.00%	0 0.00%	0 0.00%	2 0.70%
	Heterosexual/Straight	81 86.17%	110 82.71%	32 80.00%	16 84.21%	239 83.57%
	Gay	0 0.00%	1 0.75%	0 0.00%	0 0.00%	1 0.35%
	Lesbian	0 0.00%	0 0.00%	2 5.00%	0 0.00%	2 0.70%
	Prefer not to say	11 11.70%	20 15.04%	6 15.00%	2 10.53%	39 13.64%
	Other, please state	0 0.00%	2 1.50%	0 0.00%	1 5.26%	3 1.05%
	Total	94 100.00%	133 100.00%	40 100.00%	19 100.00%	286 100.00%



Legend	
No impact	
Positive impact	
Negative impact	
Prefer not to say	

Question	WS5	B44	WS6	WS3	B74	WV12	WS8	WS9	WV13	WS4	WS2	B43	WS10	WS1	WS11
No impact	1.15%	1.15%	1.15%	64.37%	2.30%	4.60%	1.15%	1.15%	3.45%	1.15%	4.60%	13.79%	0.00%	0.00%	0.00%
Positive ir	0.00%	0.00%	0.98%	86.27%	0.00%	0.98%	0.00%	0.98%	0.00%	0.98%	4.90%	0.00%	4.90%	0.00%	0.00%
Negative i	0.00%	0.00%	0.00%	58.82%	0.00%	0.00%	0.00%	0.00%	0.00%	5.88%	32.35%	0.00%	0.00%	2.94%	0.00%
Prefer not	0.00%	0.00%	0.00%	73.33%	13.33%	0.00%	0.00%	0.00%	6.67%	0.00%	0.00%	0.00%	0.00%	0.00%	6.67%

Positive impact reasons

#	Field	WS2	WS3	WS6	WS10	WV12	WS4	WS9	Total
1	Offering a range of services within the practice	3.95% 3	86.84% 66	1.32% 1	8.58% 5	1.32% 1	0.00% 0	0.00% 0	76
2	Offering a large selection of GPs and nurses to see	3.95% 3	84.21% 64	1.32% 1	6.58% 5	1.32% 1	1.32% 1	1.32% 1	76
3	Offering a choice of male/female GPs to see	0.00% 0	93.33% 42	2.22% 1	0.00% 0	2.22% 1	0.00% 0	2.22% 1	45
4	Other, please specify	0.00% 0	91.30% 21	4.35% 1	0.00% 0	0.00% 0	4.35% 1	0.00% 0	23

Showing Rows: 1 - 4 Of 4

Negative impact reasons

#	Field	WS2	WS3	WS4	WS1	Total
1	Parking	26.67% 4	60.00% 9	13.33% 2	0.00% 0	15
2	Getting to the practice	26.32% 5	68.42% 13	0.00% 0	5.26% 1	19
3	Physical access in and around the building	0.00% 0	100.00% 4	0.00% 0	0.00% 0	4
4	Space within the building to accommodate an extra practice	29.41% 5	64.71% 11	5.88% 1	0.00% 0	17
5	Language spoken by staff	0.00% 0	66.67% 2	33.33% 1	0.00% 0	3
6	Seeing doctor of choice	29.41% 5	58.82% 10	5.88% 1	5.88% 1	17
7	Other, please specify	37.50% 3	62.50% 5	0.00% 0	0.00% 0	8

Showing Rows: 1 - 7 Of 7

Preferred option for change (Area 3a)

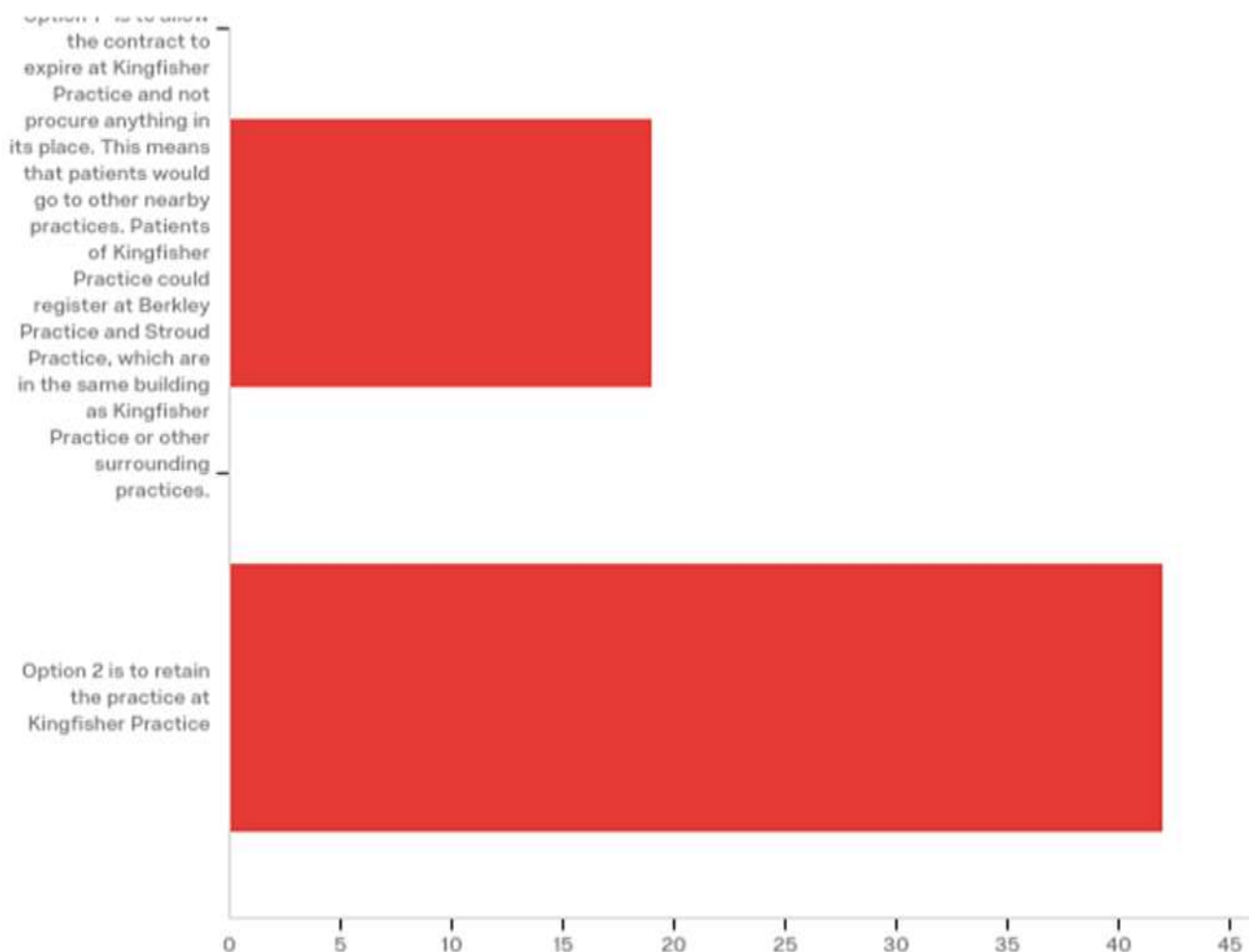
As part of the consultation about the changes to the GP practices, participants were provided with 2 options that they could choose between to identify their preferences about the changes to Area 3a.

These options were:

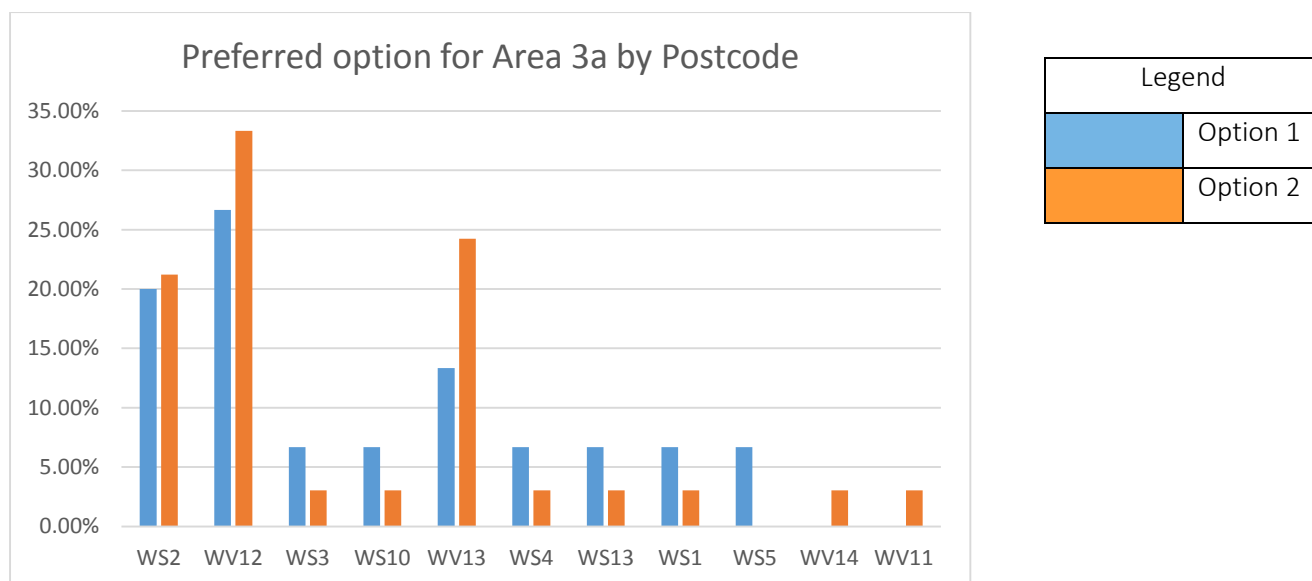
1. **Option 1:** to allow the contract to expire at Kingfisher Practice and not procure anything in its place. This means that patients would go to other nearby practices. Patients of Kingfisher Practice could register at Berkley Practice and Stroud Practice, which are in the same building as Kingfisher Practice or other surrounding practices.
2. **Option 2:** retain the practice at Kingfisher Practice

Overall preferred option for Area 3a

When polled, 68.85% (n=42) of participants reported preferring Option 2 to Option 1 (31.15%, n=19).

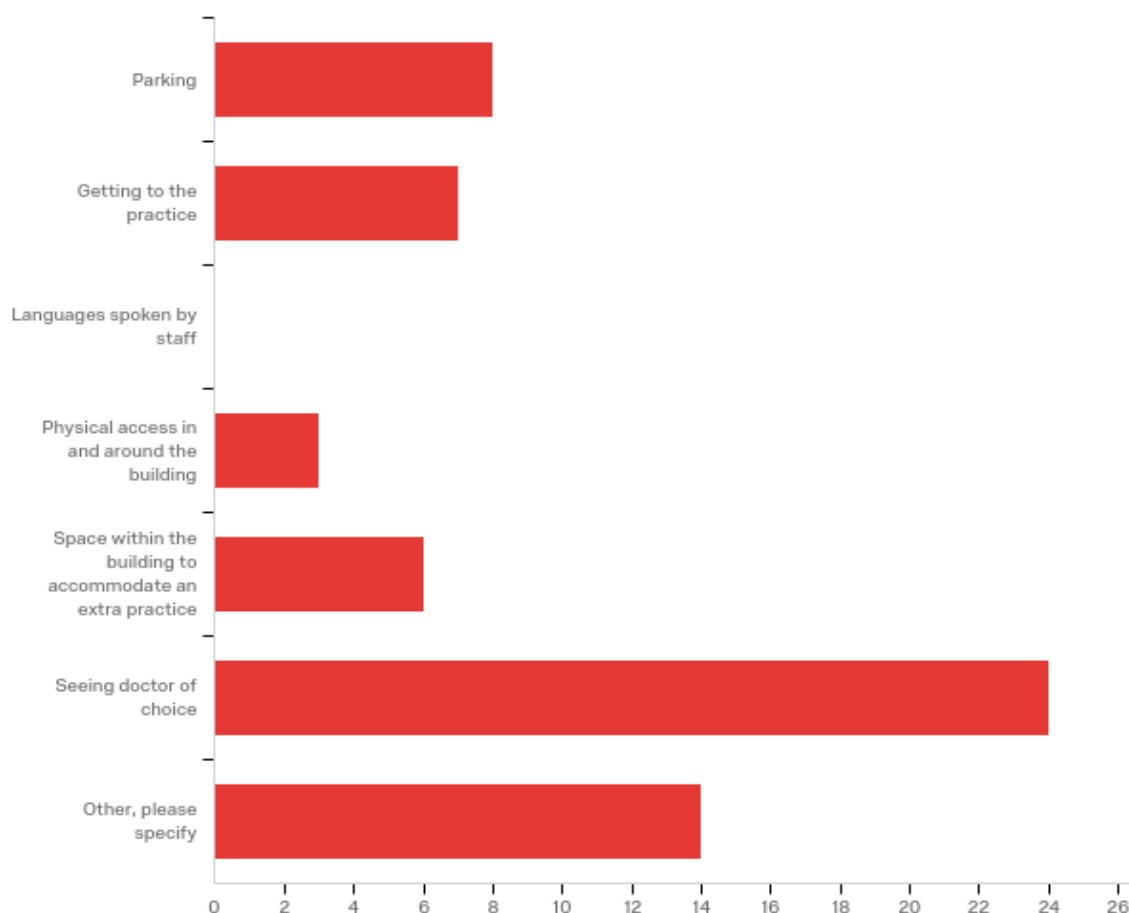


Preferred option for Area 3a by postcode



Overall impact of Option 1

The majority of participants report that option 1 would have no impact (42.55%, $n=40$), while 40.43% ($n=38$) of participants report that it would have a negative impact. Of the negative factors, participants reported that the key factor was being able to *see a doctor of choice* (38.71%, $n=24$).



Most focus group participants also reported a similar divide, however when asked what the key factors were contributed to the negative impact they reported that additionally:

- **Loss of doctor**

Participants report that Option 1 could result in the loss of their doctor and therefore, would lose the relationship they have built with the existing doctor they currently trust.

I would be anxious and upset at losing my doctor and not having a relationship with a doctor I trust. – Focus group participant

- **Accessibility**

- **Access to information**

Participants also highlight that until they have clear information of what the change is going to be like for Option 1, they will not be able to clearly determine what impact it would have on them and their community.

I don't really understand about the hubs. – Focus group participant

- **Waiting Times**

Participants also report being unsure about how this could impact waiting times to see a doctor and whether the wait to get appointments will increase.

Will waiting times increase? Some find it difficult to wait. – Focus group participant

In addition to focus groups and free-text survey respondents, feedback from the APMS consultation events also demonstrated that additional concerns were:

- **Quality of and relationship with doctors**

Attendees praised the high quality service they received at the Kingfisher Practice and expressed their appreciation of GPs and other members of staff working at the Practice. They expressed their concerns about movement of these doctors to a different practice, particularly for the elderly who may struggle with the travelling and distance that may have to do if the practice is moved.

- **Concerns about NHS contracting and procurement regulations**

In addition to their concerns about the impact of the changes, attendees were also concerned about NHS contracting and procurement regulations and how this will overall impact on finances and the option that would be chosen. These questions were answered. One attendee was also concerned about what would happen to the Kingfisher Practice PPG if the Practice was not re-procured.

For me it's not about distance, it's about who is Practicing here. Dr S is the best Practitioner I have ever known. I trust him. I would like to know what the doctors here think. I trust them all. – APMS consultation event quote

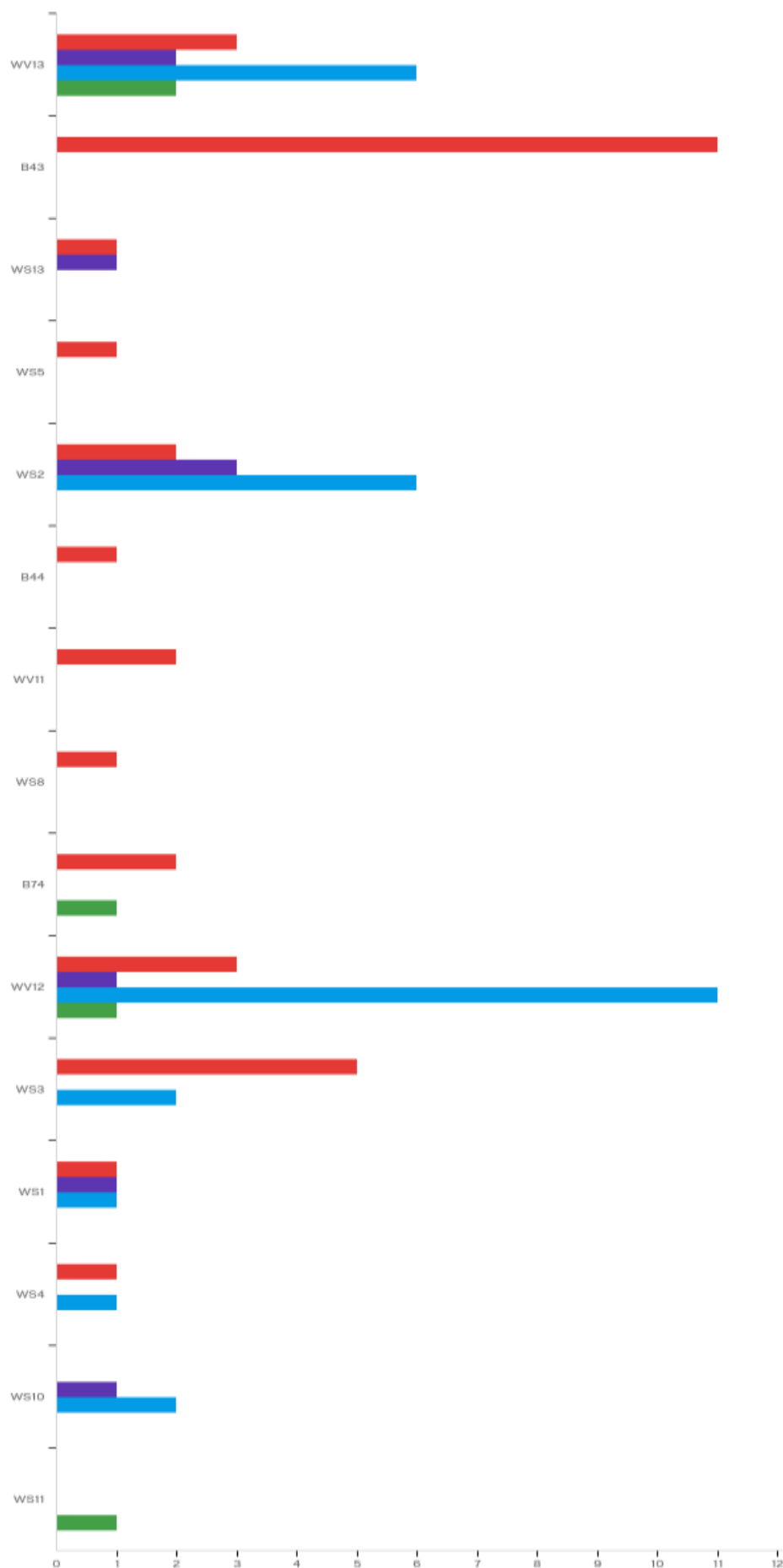
What about the patients who just want to stay where they are – they like the doctors. What about the elderly – we can walk down the road to this Practice– APMS consultation event quote

-
1. *Why can't we amalgamate and stay with our Doctors in this building?*
 2. *Will all contracts go back to being GMS contracts as APMS are more expensive?*
 3. *Will leaving the EU change the procurement rules?*
 - APMS consultation event quotes
-

Impact of Option 1 by gender, age, ethnicity, sexual orientation and postcode

		What impact would Option 1 have on you?				Total
		No impact	Positive impact	Negative impact	Prefer not to say	
What is your gender?	Male	14 36.84%	2 22.22%	7 21.88%	2 33.33%	25 29.41%
	Female	23 60.53%	5 55.56%	25 78.13%	3 50.00%	56 65.88%
	Transgender	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	1 2.63%	2 22.22%	0 0.00%	1 16.67%	4 4.71%
	Total	38 100.00%	9 100.00%	32 100.00%	6 100.00%	85 100.00%
What is your age?	Under 16	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	16-24	0 0.00%	0 0.00%	3 9.09%	0 0.00%	3 3.41%
	25-34	3 7.69%	1 10.00%	3 9.09%	0 0.00%	7 7.95%
	35-59	25 64.10%	2 20.00%	16 48.48%	4 66.67%	47 53.41%
	60-74	11 28.21%	3 30.00%	9 27.27%	2 33.33%	25 28.41%
	75+	0 0.00%	3 30.00%	2 6.06%	0 0.00%	5 5.68%
	Prefer not to say	0 0.00%	1 10.00%	0 0.00%	0 0.00%	1 1.14%
	Total	39 100.00%	10 100.00%	33 100.00%	6 100.00%	88 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	33 84.62%	8 80.00%	30 90.91%	5 83.33%	76 86.36%
	White- Irish	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other White Background, please describe	0 0.00%	1 10.00%	1 3.03%	0 0.00%	2 2.27%
	White and Black Caribbean	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	1 2.56%	0 0.00%	0 0.00%	0 0.00%	1 1.14%
	Any other Mixed/Multiple ethnic background, please describe	1 2.56%	0 0.00%	0 0.00%	0 0.00%	1 1.14%
	Asian/Asian British- Indian	2 5.13%	0 0.00%	1 3.03%	1 16.67%	4 4.55%

What is your ethnic group?	Asian/Asian British- Pakistani	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Bangladeshi	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	2 5.13%	0 0.00%	0 0.00%	0 0.00%	2 2.27%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	0 0.00%	1 10.00%	1 3.03%	0 0.00%	2 2.27%
	Total	39 100.00%	10 100.00%	33 100.00%	6 100.00%	88 100.00%
What is your sexual orientation?	Bisexual	1 2.70%	0 0.00%	0 0.00%	0 0.00%	1 1.18%
	Heterosexual/Straight	35 94.59%	8 80.00%	29 90.63%	5 83.33%	77 90.59%
	Gay	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Lesbian	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	1 2.70%	2 20.00%	3 9.38%	1 16.67%	7 8.24%
	Other, please state	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Total	37 100.00%	10 100.00%	32 100.00%	6 100.00%	85 100.00%



Legend	
No impact	
Positive impact	
Negative impact	
Prefer not to say	

Question	WV13	B43	WS13	WS5	WS2	B44	WV11	WS8	B74	WV12	WS3	WS1	WS4	WS10	WS11
No impact	8.82%	32.35%	2.94%	2.94%	5.88%	2.94%	5.88%	2.94%	5.88%	8.82%	14.71%	2.94%	2.94%	0.00%	0.00%
Positive impact	22.22%	0.00%	11.11%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%	11.11%	0.00%	11.11%	0.00%
Negative impact	20.69%	0.00%	0.00%	0.00%	20.69%	0.00%	0.00%	0.00%	0.00%	37.93%	6.90%	3.45%	3.45%	6.90%	0.00%
Prefer not to answer	40.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	20.00%	0.00%	0.00%	0.00%	0.00%	20.00%

Negative impact reasons

#	Field	WS4	WV12	WV13	WS1	WS2	WS3	WS10	Total
1	Parking	14.29% 1	57.14% 4	28.57% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7
2	Getting to the practice	0.00% 0	33.33% 2	33.33% 2	16.67% 1	16.67% 1	0.00% 0	0.00% 0	6
3	Languages spoken by staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
4	Physical access in and around the building	33.33% 1	33.33% 1	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
5	Space within the building to accommodate an extra practice	16.67% 1	16.67% 1	66.67% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6
6	Seeing doctor of choice	4.76% 1	38.10% 8	23.81% 5	4.76% 1	9.52% 2	9.52% 2	9.52% 2	21
7	Other, please specify	0.00% 0	40.00% 4	20.00% 2	0.00% 0	30.00% 3	0.00% 0	10.00% 1	10

Showing Rows: 1 - 7 Of 7

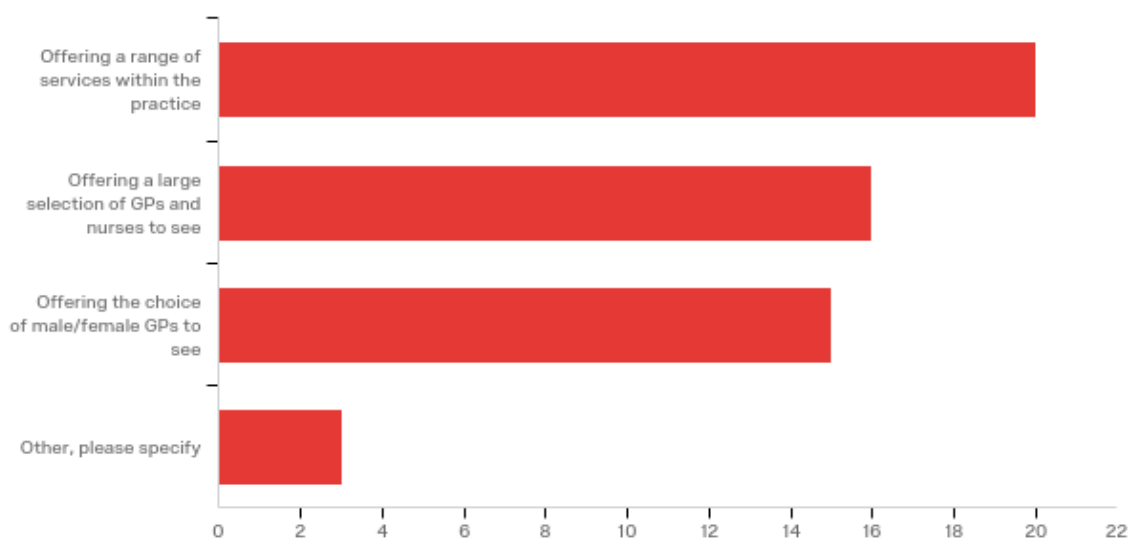
Positive impact reasons

#	Field	WV13	WS1	WS2	WS10	WV12	WS10	Total
1	Offering a range of services within the practice	16.67% 1	16.67% 1	33.33% 2	16.67% 1	16.67% 1	0.00% 0	6
2	Offering a large selection of GPs and nurses to see	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
3	Offering the choice of male/female GPs to see	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
4	Other, please specify	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1

Showing Rows: 1 - 4 Of 4

Overall impact of Option 2

The majority of participants report that Option 2 would have no impact (45.65%, n=42) or a positive impact (36.96%, n=34) on them, as compared to only 8.7% (n=8) of participants who felt there would be a negative impact. When asked about the reasons for the positive impact, participants highlighted that being able to *offer a range of services within the practice* (37.04%, n=20) as the key factor.



This was further echoed by focus group participants who highlighted that that *continuity of care* would be the key factor if this option was chosen. They reported that:

Great, no change in my Doctor. – Focus group participant

This is where I go and it suits me very well I do not want to go anywhere else, I want to be able to see my Doctor. – Focus group participant

Kingfisher Practice offers an excellent overall service and I want to stay with them. – Survey participant

No need to change to a less equipped surgery when Kingfisher is exceptional. – Survey participant

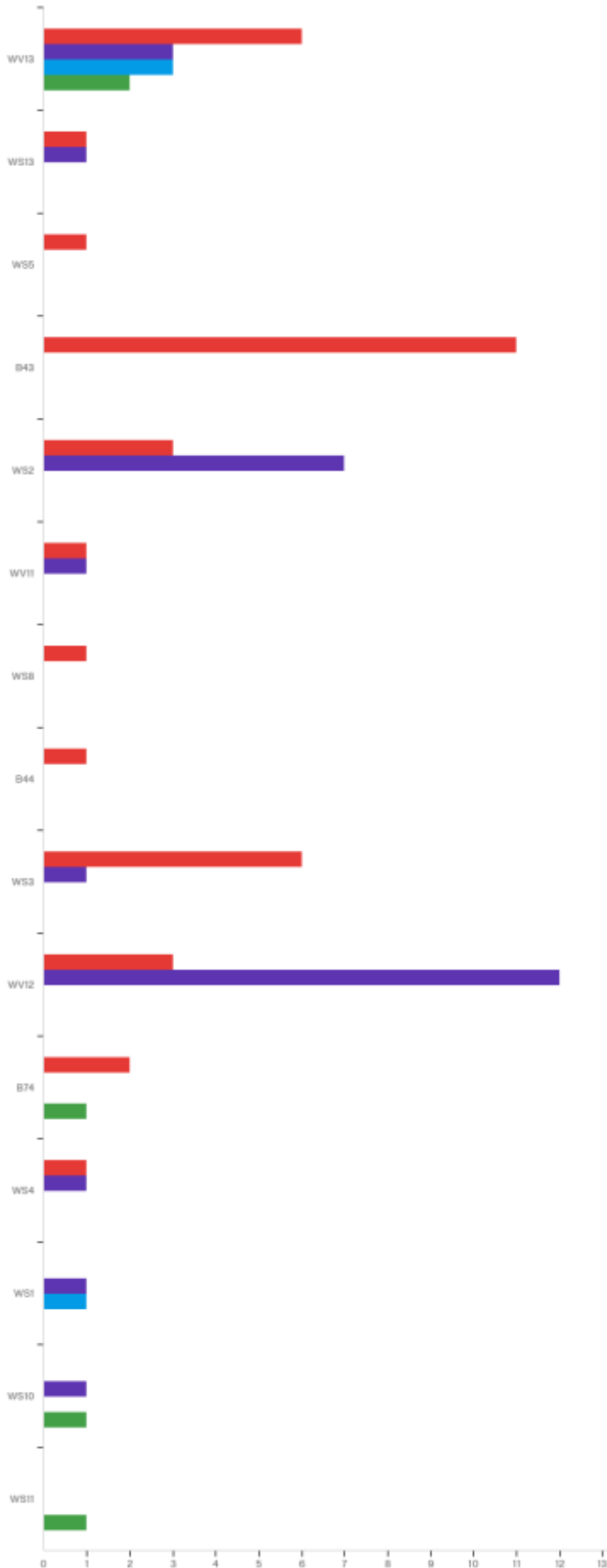
Impact of Option 2 by gender, age, ethnicity, sexual orientation and postcode

		What impact would option 2 have on you				Total
		No impact	Positive impact	Negative impact	Prefer not to say	
What is your gender?	Male	13 33.33%	6 19.35%	4 57.14%	1 14.29%	24 28.57%
	Female	24 61.54%	25 80.65%	3 42.86%	4 57.14%	56 66.67%
	Transgender	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	2 5.13%	0 0.00%	0 0.00%	2 28.57%	4 4.76%
	Total	39 100.00%	31 100.00%	7 100.00%	7 100.00%	84 100.00%
What is your age?	Under 16	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	16-24	1 2.44%	2 6.25%	0 0.00%	0 0.00%	3 3.45%
	25-34	4 9.76%	2 6.25%	0 0.00%	0 0.00%	6 6.90%
	35-59	28 68.29%	13 40.63%	1 14.29%	6 85.71%	48 55.17%
	60-74	8 19.51%	10 31.25%	6 85.71%	0 0.00%	24 27.59%
	75+	0 0.00%	5 15.63%	0 0.00%	0 0.00%	5 5.75%
	Prefer not to say	0 0.00%	0 0.00%	0 0.00%	1 14.29%	1 1.15%
	Total	41 100.00%	32 100.00%	7 100.00%	7 100.00%	87 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	35 85.37%	29 90.63%	4 57.14%	6 85.71%	74 85.06%
	White- Irish	0 0.00%	0 0.00%	1 14.29%	0 0.00%	1 1.15%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other White Background, please describe	1 2.44%	1 3.13%	0 0.00%	0 0.00%	2 2.30%
	White and Black Caribbean	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	0 0.00%	0 0.00%	1 14.29%	0 0.00%	1 1.15%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	1 14.29%	0 0.00%	1 1.15%
	Asian/Asian British- Indian	3 7.32%	0 0.00%	0 0.00%	1 14.29%	4 4.60%

Walsall APMS report

What is your ethnic group?	Asian/Asian British- Pakistani	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Bangladeshi	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	1 2.44%	1 3.13%	0 0.00%	0 0.00%	2 2.30%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	1 2.44%	1 3.13%	0 0.00%	0 0.00%	2 2.30%
Total		41 100.00%	32 100.00%	7 100.00%	7 100.00%	87 100.00%
What is your sexual orientation?	Bisexual	1 2.56%	0 0.00%	0 0.00%	0 0.00%	1 1.19%
	Heterosexual/Straight	35 89.74%	30 93.75%	6 100.00%	5 71.43%	76 90.48%
	Gay	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Lesbian	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	3 7.69%	2 6.25%	0 0.00%	2 28.57%	7 8.33%
	Other, please state	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
Total		39 100.00%	32 100.00%	6 100.00%	7 100.00%	84 100.00%

Question	WV13	WS13	WS5	B43	WS2	WV11	WS8	B44	WS3	WV12	B74	WS4	WS1	WS10	WS11
No impact	16.22%	2.70%	2.70%	29.73%	8.11%	2.70%	2.70%	2.70%	16.22%	8.11%	5.41%	2.70%	0.00%	0.00%	0.00%
Positive impact	10.71%	3.57%	0.00%	0.00%	25.00%	3.57%	0.00%	0.00%	3.57%	42.86%	0.00%	3.57%	3.57%	3.57%	0.00%
Negative impact	75.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%
Prefer not to say	40.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	20.00%	20.00%



Legend	
No impact	
Positive impact	
Negative impact	
Prefer not to say	

Positive impact reasons

#	Field	WS2	WS4	WS10	WS13	WV11	WV12	WV13	WS3	Total
1	Offering a range of services within the practice	27.78% 5	5.56% 1	5.56% 1	5.56% 1	5.56% 1	33.33% 6	16.67% 3	0.00% 0	16
2	Offering a large selection of GPs and nurses to see	15.56% 2	0.00% 0	7.69% 1	7.69% 1	7.69% 1	48.15% 6	15.38% 2	0.00% 0	13
3	Offering the choice of male/female GPs to see	7.69% 1	0.00% 0	7.69% 1	7.69% 1	0.00% 0	48.15% 6	23.08% 3	7.69% 1	13
4	Other, please specify	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1

Showing Rows: 1 - 4 Of 4

Negative impact reasons

#	Field	WS1	WV13	Total
1	Parking	0.00% 0	0.00% 0	0
2	Getting to the practice	100.00% 1	0.00% 0	1
3	Languages spoken by staff	0.00% 0	0.00% 0	0
4	Physical access in and around the building	0.00% 0	0.00% 0	0
5	Space within the building to accommodate an extra practice	0.00% 0	0.00% 0	0
6	Seeing doctor of choice	25.00% 1	75.00% 3	4
7	Other, please specify	0.00% 0	100.00% 2	2

Showing Rows: 1 - 7 Of 7

Preferred option for change (Area 3b)

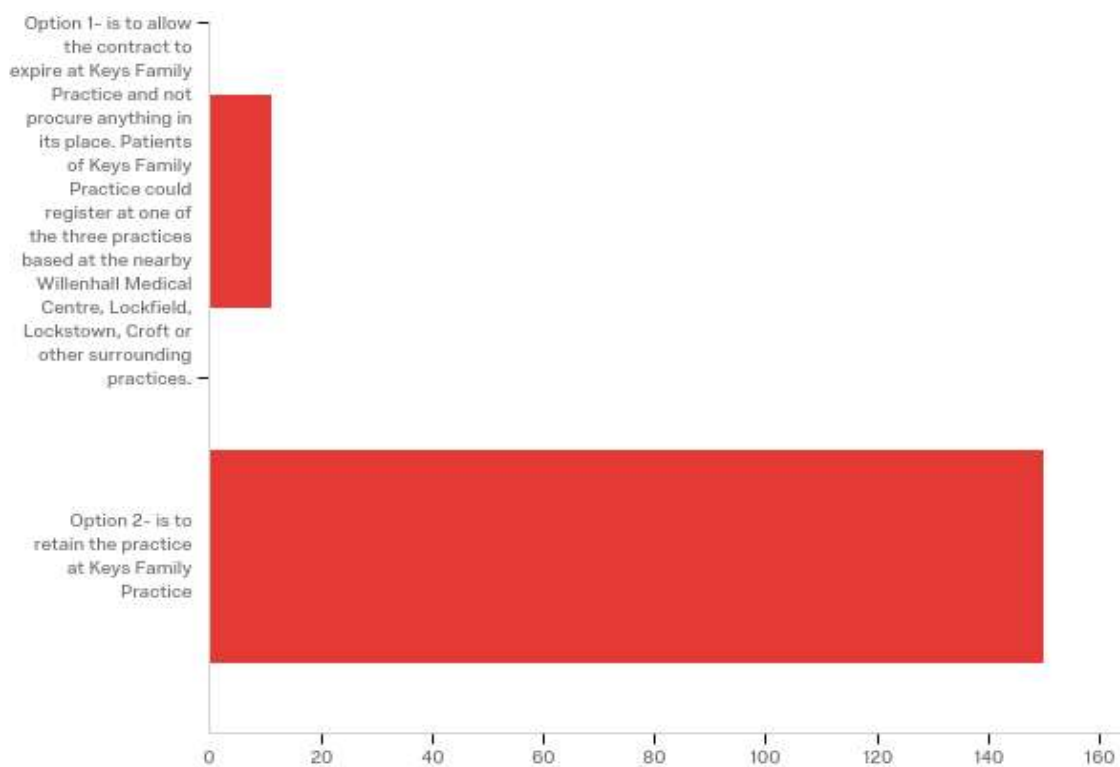
As part of the consultation about the changes to the GP practices, participants were provided with 2 options that they could choose between to identify their preferences about the changes in Area 3b.

These options were:

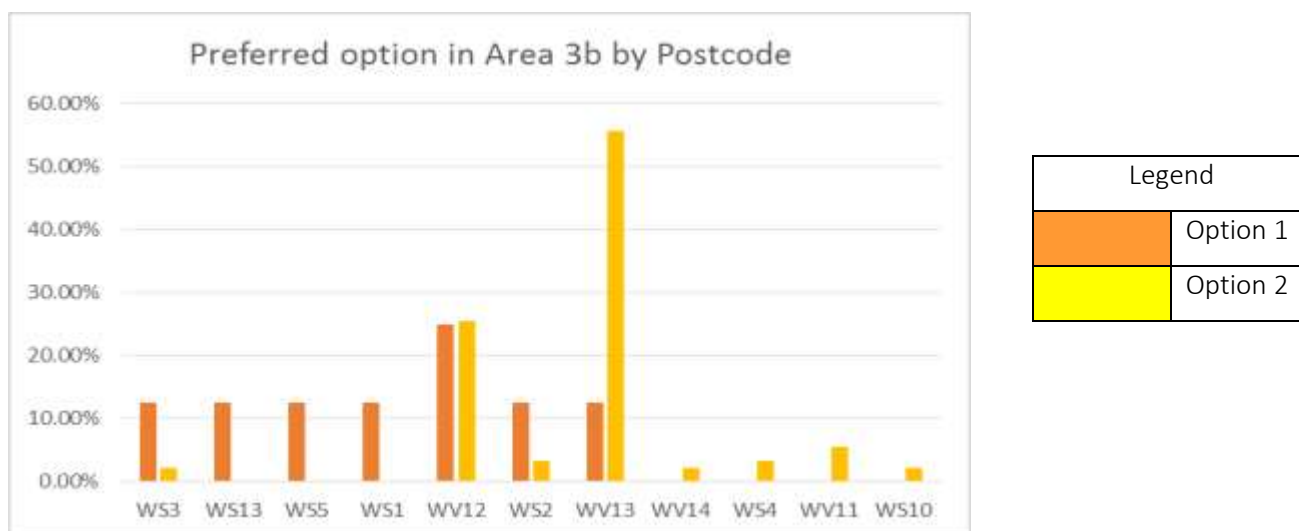
1. **Option 1:** allow the contract to expire at Keys Family Practice and not procure anything in its place. Patients of Keys Family Practice could register at one of the three practices based at the nearby Willenhall Medical Centre, Lockfield, Lockstown, Croft or other surrounding practices.
2. **Option 2:** retain the practice at Keys Family Practice.

Overall preferred option for Area 3b

When polled, 93.17% (n=150) participants preferred Option 2 over Option 1 (6.83%, n=11) overall.

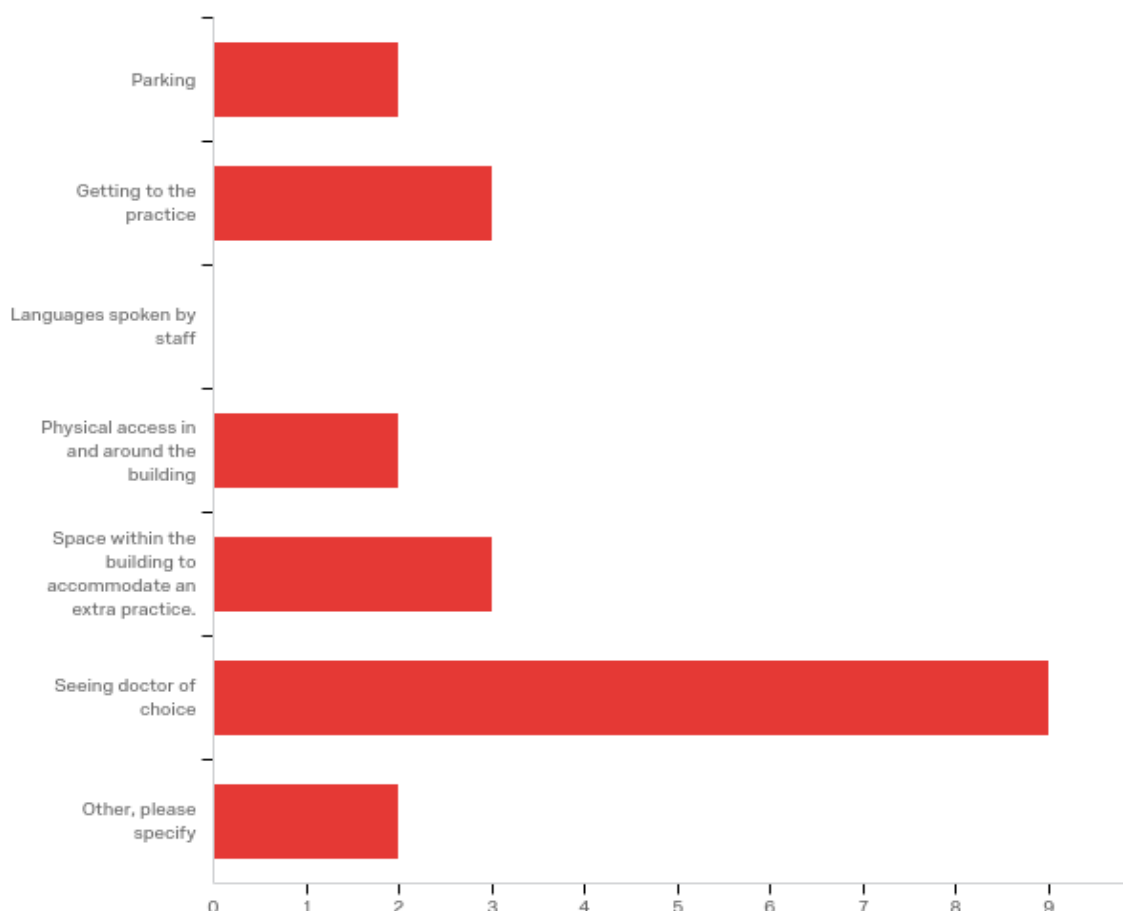


Preferred option for Area 3b by postcode



Overall impact of Option 1

When asked what the impact would be if Option 1 was the chosen option, the large majority of participants reported that there would be a negative impact on them (63.32%, n=126), as compared to the 9.55% (n=19) of participants who reported that there would be a positive impact. When asked about the reasons for the negative impact, participants reported that not being able to *see a doctor of choice* (42.86%, n=9) was the largest factor.



An APMS consultation event was also held at Keys Family Practice. Attendees at these events In addition to the survey respondents, attendees also highlighted other concerns such as:

- **Quality of staffing**

Attendees strongly expressed their high level of satisfaction with the high quality services they received from the Practice staff and GPs. They appreciated the value of having a pharmacist and an advanced nurse Practitioner and a flexible appointment system. The overwhelming message from all attending was to keep the Keys Family Practice as it is

I want to stay here because of the service this Practice provides. We get appointments. We get prescriptions. The staff are efficient– APMS consultation event quote

- **Capacity of surrounding Practices**

Attendees also highlighted concern was expressed over the ability of other surrounding Practices being able to effectively take on such a large cohort of patients should the Keys Family Practice close. This was expressed in relation to facilities; having enough GPs; and being able to get an appointment as quickly as currently possible at the Keys Family Practice. People told that at other Practices the wait for an appointment was currently 3 weeks whereas the Keys Family Practice offered same day appointments and extended appointment hours including Saturdays to all

Our lives are in the hands of the people who work here, we don't want to go anywhere else. We rely on the staff here, we get a good service, and we trust the doctors and the staff. When you find somewhere good – it's our lives. That's why we come here – APMS consultation event quote

- **Accessibility of Practice**

Attendees were also concerned about accessibility of other practices as Keys Practice is currently very accessible, especially for those with mobility difficulties. In addition to physical accessibility, attendees also reported that the Practice helped individuals with long-term conditions have access to appointments quickly, a service they are unsure they would get elsewhere.

My wife has a terminal illness. Her last GP turned her away and said it was all in her head. The GP at the Keys Family Practice saw her, got her diagnosed, she trusts this Practice. If this place closes I don't know what I'll do. This place is close by so she can get here on her own in her electric wheelchair. – APMS consultation event quote

My wife has a long term condition, a respiratory problem. It's easy for her to come here – they see her as a priority. – APMS consultation event quote

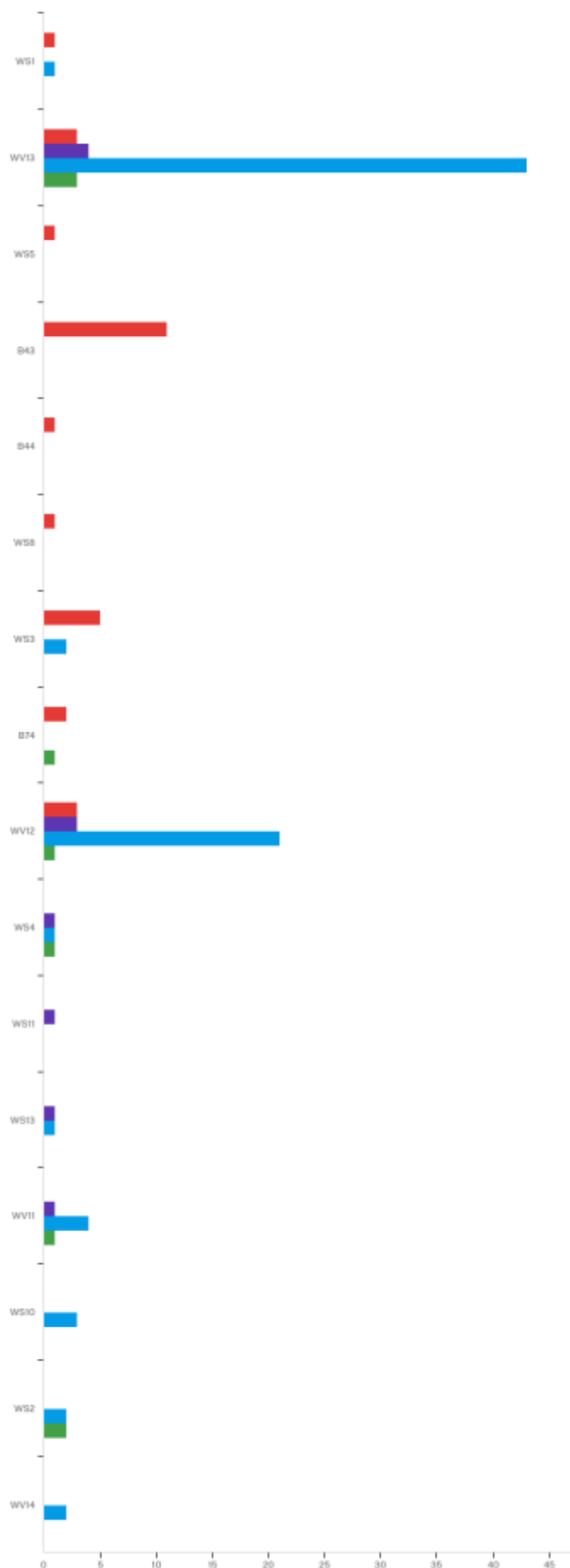
Things have improved for Mum since she moved here, it is true it takes two weeks to get appointments elsewhere and they still take on new patients. You are okay if you only need an appointment infrequently but with a long term illness you need to get an appointment quickly. – APMS consultation event quote

Impact of Option 1 by gender, age, ethnicity, sexual orientation and postcode

		What impact would Option 1 have on you?				Total
		No impact	Positive impact	Negative impact	Prefer not to say	
What is your gender?	Male	11 36.67%	2 13.33%	33 37.93%	3 33.33%	49 34.75%
	Female	19 63.33%	9 60.00%	54 62.07%	6 66.67%	88 62.41%
	Transgender	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	0 0.00%	4 26.67%	0 0.00%	0 0.00%	4 2.84%
	Total	30 100.00%	15 100.00%	87 100.00%	9 100.00%	141 100.00%
What is your age?	Under 16	0 0.00%	1 6.67%	0 0.00%	1 5.56%	2 1.08%
	16-24	0 0.00%	0 0.00%	5 4.13%	1 5.56%	6 3.24%
	25-34	1 3.23%	4 26.67%	16 13.22%	0 0.00%	21 11.35%
	35-59	21 67.74%	6 40.00%	50 41.32%	8 44.44%	85 45.95%
	60-74	7 22.58%	3 20.00%	33 27.27%	6 33.33%	49 26.49%
	75+	2 6.45%	1 6.67%	16 13.22%	2 11.11%	21 11.35%
	Prefer not to say	0 0.00%	0 0.00%	1 0.83%	0 0.00%	1 0.54%
	Total	31 100.00%	15 100.00%	121 100.00%	18 100.00%	185 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	28 93.33%	11 73.33%	103 85.12%	14 77.78%	156 84.78%
	White- Irish	1 3.33%	0 0.00%	0 0.00%	0 0.00%	1 0.54%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other White Background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Black Caribbean	0 0.00%	0 0.00%	1 0.83%	0 0.00%	1 0.54%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	0 0.00%	0 0.00%	1 0.83%	0 0.00%	1 0.54%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Indian	1 3.33%	2 13.33%	13 10.74%	3 16.67%	19 10.33%

What is your ethnic group?	Asian/Asian British- Pakistani	0 0.00%	1 6.67%	0 0.00%	0 0.00%	1 0.54%
	Asian/Asian British- Bangladeshi	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	1 6.67%	0 0.00%	0 0.00%	1 0.54%
	Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	0 0.00%	0 0.00%	0 0.00%	1 5.56%	1 0.54%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	0 0.00%	1 6.67%	3 2.48%	0 0.00%	4 2.17%
	Total	30 100.00%	15 100.00%	121 100.00%	18 100.00%	184 100.00%
What is your sexual orientation?	Bisexual	1 3.57%	0 0.00%	0 0.00%	0 0.00%	1 0.95%
	Heterosexual/Straight	26 92.86%	10 76.92%	53 88.33%	4 100.00%	93 88.57%
	Gay	0 0.00%	0 0.00%	1 1.67%	0 0.00%	1 0.95%
	Lesbian	0 0.00%	1 7.69%	0 0.00%	0 0.00%	1 0.95%
	Prefer not to say	1 3.57%	2 15.38%	5 8.33%	0 0.00%	8 7.62%
	Other, please state	0 0.00%	0 0.00%	1 1.67%	0 0.00%	1 0.95%
	Total	28 100.00%	13 100.00%	60 100.00%	4 100.00%	105 100.00%

Question	WS1	WV13	WS5	B43	B44	WS8	WS3	B74	WV12	WS4	WS11	WS13	WV11	WS10	WS2	WV14
No impact	3.57%	10.71%	3.57%	39.29%	3.57%	3.57%	17.86%	7.14%	10.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Positive impact	0.00%	36.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	27.27%	9.09%	9.09%	9.09%	9.09%	0.00%	0.00%	0.00%
Negative impact	1.25%	53.75%	0.00%	0.00%	0.00%	0.00%	2.50%	0.00%	26.25%	1.25%	0.00%	1.25%	5.00%	3.75%	2.50%	2.50%
Prefer not to say	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%	11.11%	11.11%	0.00%	0.00%	11.11%	0.00%	22.22%	0.00%



Legend	
No impact	
Positive impact	
Negative impact	
Prefer not to say	

Negative impact reasons

#	Field	WV13	WS1	WS3	WV12	WS2	WS10	Total
1	Parking	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1
2	Getting to the practice	50.00% 1	50.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2
3	Languages spoken by staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
4	Physical access in and around the building	50.00% 1	0.00% 0	50.00% 1	0.00% 0	0.00% 0	0.00% 0	2
5	Space within the building to accommodate an extra practice.	33.33% 1	0.00% 0	33.33% 1	33.33% 1	0.00% 0	0.00% 0	3
6	Seeing doctor of choice	25.00% 2	12.50% 1	25.00% 2	25.00% 2	12.50% 1	0.00% 0	8
7	Other, please specify	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2

Showing Rows: 1 - 7 Of 7

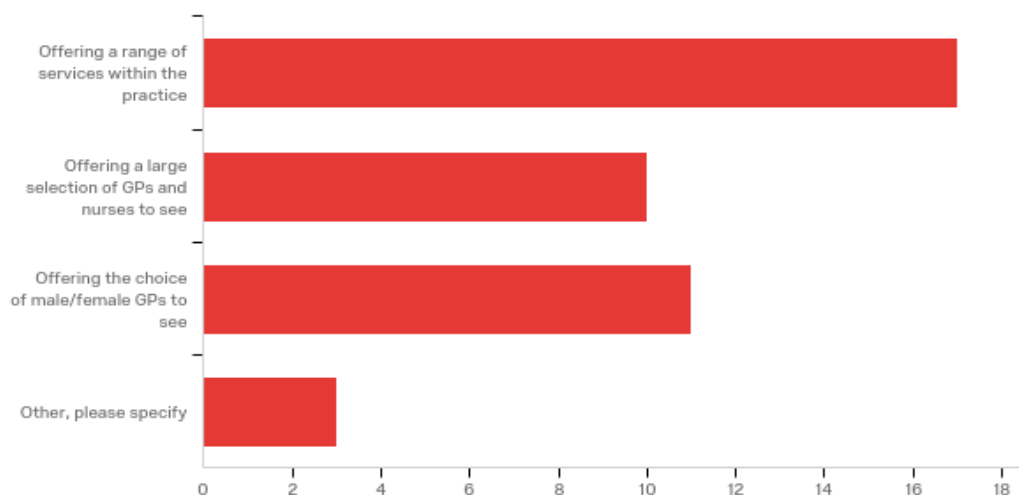
Positive impact reasons

#	Field	WS2	WS13	Total
1	Offering a range of services within the practice	100.00% 1	0.00% 0	1
2	Offering a large selection of GPs and nurses to see	0.00% 0	100.00% 1	1
3	Offering the choice of male/female GPs to see	0.00% 0	0.00% 0	0
4	Other, please specify	0.00% 0	0.00% 0	0

Showing Rows: 1 - 4 Of 4

Overall impact of Option 2

When asked about the possible impact of option 2, the majority of participants reported that it would have a positive impact on them (63.54%, n=122), while only 5.21% (n=10) of participants felt that it would have a negative impact. When asked about their reasons, being *offered a range of services with the practice* (41.46%, n=17) was the key reason.



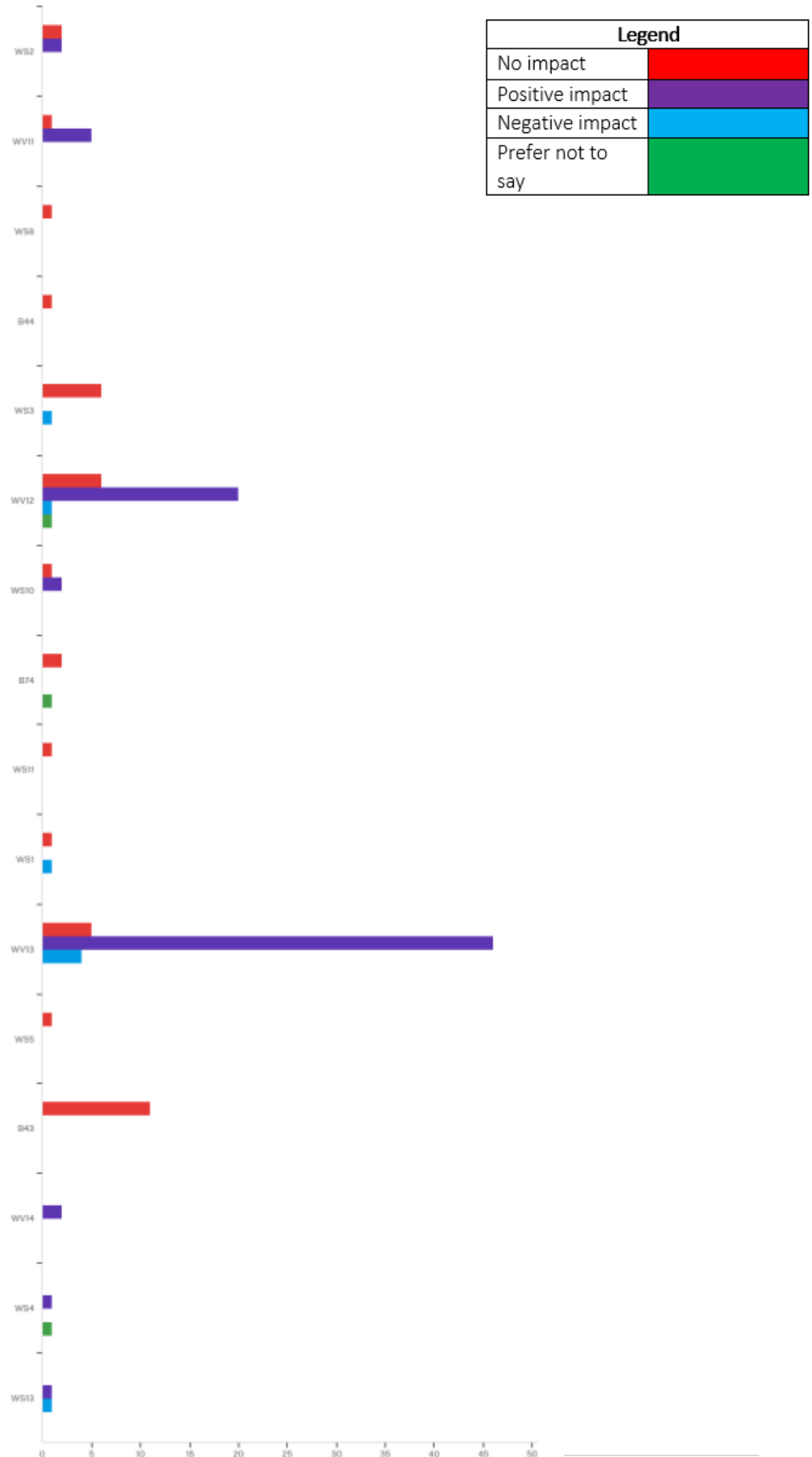
Impact of Option 2 by gender, age, ethnicity, sexual orientation and postcode

		What impact would Option 2 have on you?				Total
		No impact	Positive impact	Negative impact	Prefer not to say	
What is your gender?	Male	14 30.43%	30 35.71%	4 50.00%	1 33.33%	49 34.75%
	Female	29 63.04%	54 64.29%	3 37.50%	2 66.67%	88 62.41%
	Transgender	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	3 6.52%	0 0.00%	1 12.50%	0 0.00%	4 2.84%
	Total	46 100.00%	84 100.00%	8 100.00%	3 100.00%	141 100.00%
What is your age?	Under 16	1 1.96%	1 0.86%	0 0.00%	0 0.00%	2 1.11%
	16-24	0 0.00%	6 5.17%	0 0.00%	0 0.00%	6 3.33%
	25-34	4 7.84%	15 12.93%	2 22.22%	0 0.00%	21 11.67%
	35-59	31 60.78%	48 41.38%	3 33.33%	1 25.00%	83 46.11%
	60-74	10 19.61%	30 25.86%	2 22.22%	3 75.00%	45 25.00%
	75+	5 9.80%	15 12.93%	2 22.22%	0 0.00%	22 12.22%
	Prefer not to say	0 0.00%	1 0.86%	0 0.00%	0 0.00%	1 0.56%
	Total	51 100.00%	116 100.00%	9 100.00%	4 100.00%	180 100.00%
	White- English/Welsh/Scottish/Northern Irish/British	43 86.00%	101 87.07%	5 55.56%	3 75.00%	152 84.92%
	White- Irish	1 2.00%	0 0.00%	0 0.00%	0 0.00%	1 0.56%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other White Background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Black Caribbean	0 0.00%	1 0.86%	0 0.00%	0 0.00%	1 0.56%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Indian	3 6.00%	12 10.34%	3 33.33%	1 25.00%	19 10.61%

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What is your ethnic group?	Asian/Asian British- Pakistani	1 2.00%	0 0.00%	0 0.00%	0 0.00%	1 0.56%
	Asian/Asian British- Bangladeshi	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	0 0.00%	0 0.00%	1 11.11%	0 0.00%	1 0.56%
	Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	1 2.00%	0 0.00%	0 0.00%	0 0.00%	1 0.56%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	1 2.00%	2 1.72%	1 11.11%	0 0.00%	4 2.23%
	Total	50 100.00%	116 100.00%	9 100.00%	4 100.00%	179 100.00%
What is your sexual orientation?	Bisexual	1 2.44%	0 0.00%	0 0.00%	0 0.00%	1 0.96%
	Heterosexual/Straight	36 87.80%	50 90.91%	4 66.67%	2 100.00%	92 88.46%
	Gay	0 0.00%	1 1.82%	0 0.00%	0 0.00%	1 0.96%
	Lesbian	1 2.44%	0 0.00%	0 0.00%	0 0.00%	1 0.96%
	Prefer not to say	2 4.88%	4 7.27%	2 33.33%	0 0.00%	8 7.69%
	Other, please state	1 2.44%	0 0.00%	0 0.00%	0 0.00%	1 0.96%
	Total	41 100.00%	55 100.00%	6 100.00%	2 100.00%	104 100.00%

Question	WS2	WV11	WS8	B44	WS3	WV12	WS10	B74	WS11	WS1	WV13	WS5	B43	WV14	WS4	WS13
No impact	5.13%	2.56%	2.56%	2.56%	15.38%	15.38%	2.56%	5.13%	2.56%	2.56%	12.82%	2.56%	28.21%	0.00%	0.00%	0.00%
Positive impact	2.53%	6.33%	0.00%	0.00%	0.00%	25.32%	2.53%	0.00%	0.00%	0.00%	58.23%	0.00%	0.00%	2.53%	1.27%	1.27%
Negative impact	0.00%	0.00%	0.00%	0.00%	12.50%	12.50%	0.00%	0.00%	0.00%	12.50%	50.00%	0.00%	0.00%	0.00%	0.00%	12.50%
Prefer not to say	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%



Negative impact reasons

#	Field	WS1		WV13		Total
1	Parking	0.00%	0	0.00%	0	0
2	Getting to the practice	100.00%	1	0.00%	0	1
3	Languages spoken by staff	0.00%	0	0.00%	0	0
4	Physical access in and around the building	0.00%	0	0.00%	0	0
5	Space within the building to accommodate an extra practice	0.00%	0	0.00%	0	0
6	Seeing doctor of choice	50.00%	1	50.00%	1	2
7	Other, please specify	0.00%	0	0.00%	0	0

Showing Rows: 1 - 7 Of 7

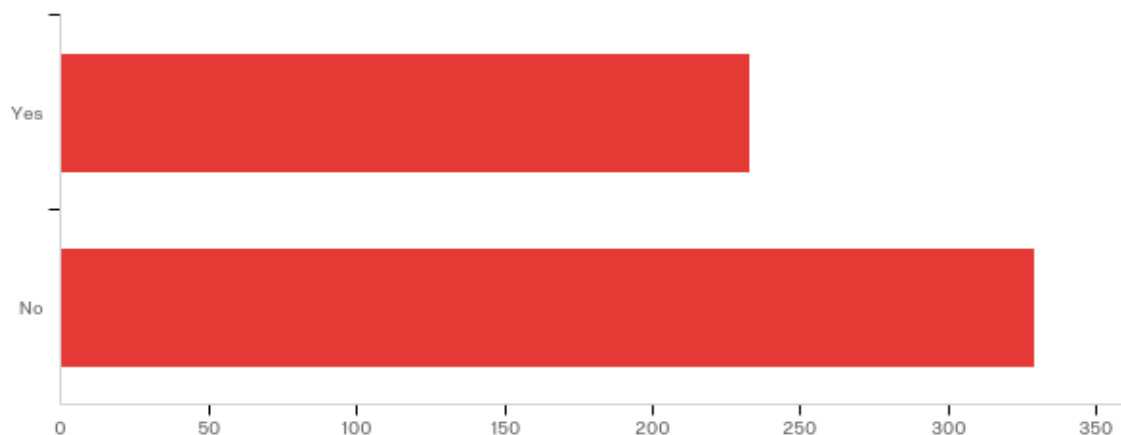
Positive impact reasons

#	Field	WS2	WS4	WS10	WS13	WV11	WV12	WV13	Total
1	Offering a range of services within the practice	13.33% 2	6.67% 1	6.67% 1	6.67% 1	6.67% 1	46.67% 7	13.33% 2	15
2	Offering a large selection of GPs and nurses to see	0.00% 0	0.00% 0	11.11% 1	11.11% 1	11.11% 1	55.56% 6	11.11% 1	9
3	Offering the choice of male/female GPs to see	0.00% 0	0.00% 0	10.00% 1	10.00% 1	0.00% 0	60.00% 6	20.00% 2	10
4	Other, please specify	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	66.67% 2	0.00% 0	3

Showing Rows: 1 - 4 Of 4

Collingwood Practice

When asked whether they were interested in Collingwood Practice, the large majority of participants reported that they were not (58.54%, n=329). The table below also highlights the percentage of participants in each area that reported their interest in the practice.



	B73		B74		WS13		WS1		WS2		WS8		B42		WV12	
Yes	0.50%	1	2.97%	6	0.50%	1	0.50%	1	0.50%	1	0.50%	1	1.49%	3	0.50%	1
No	0.00%	0	0.00%	0	0.72%	2	3.58%	10	20.43%	57	0.00%	0	0.00%	0	8.60%	24
	WS9		B43		WS3		B44		WS10		WV14		WS4		WS5	
Yes	1.98%	4	83.66%	169	1.98%	4	4.95%	10	0.00%	0	0.00%	0	0.00%	0	0.00%	0
No	0.72%	2	0.00%	0	42.29%	118	0.00%	0	2.87%	8	0.72%	2	1.08%	3	2.15%	6
	WS6		WV11		WV13											
Yes	0.00%	0	0.00%	0	0.00%	0										
No	0.72%	2	2.51%	7	13.62%	38										

		Answer this question if you are currently registered at one of the following practices that offer...				
		No impact	Positive impact	Negative impact	Prefer not to say	Total
What is your gender?	Male	44 47.83%	23 25.49%	59 64.74%	8 42.11%	94 37.44%
	Female	48 52.17%	35 37.51%	192 62.85%	11 57.89%	270 61.64%
	Transgender	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	0 0.00%	0 0.00%	4 1.67%	0 0.00%	4 0.91%
	Total	92 100.00%	38 100.00%	249 100.00%	19 100.00%	488 100.00%
What is your age?	Under 16	3 3.00%	1 1.05%	1 0.37%	0 0.00%	5 1.05%
	16-24	2 2.00%	5 5.79%	7 2.62%	3 15.00%	17 3.59%
	25-34	16 16.00%	7 8.05%	34 12.73%	1 5.00%	58 12.24%
	35-59	29 29.00%	30 34.48%	126 47.19%	6 30.00%	191 40.30%
	60-74	38 38.00%	30 34.48%	72 26.97%	7 35.00%	147 31.01%
	75+	11 11.00%	14 16.05%	24 8.99%	2 10.00%	51 10.78%
	Prefer not to say	1 1.00%	0 0.00%	3 1.12%	1 5.00%	5 1.05%
	Total	100 100.00%	87 100.00%	267 100.00%	20 100.00%	494 100.00%
What is your ethnic group?	White- English/Welsh/Scottish/Northern Irish/British	81 81.62%	69 81.18%	238 88.81%	20 100.00%	408 86.44%
	White-Irish	1 1.01%	1 1.18%	2 0.75%	0 0.00%	4 0.85%
	White- Gypsy or Irish Traveller	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other White background, please describe	0 0.00%	5 5.88%	1 0.37%	0 0.00%	6 1.27%
	White and Black Caribbean	2 2.02%	0 0.00%	2 0.75%	0 0.00%	4 0.85%
	White and Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	White and Asian	2 2.02%	0 0.00%	2 0.75%	0 0.00%	4 0.85%
	Any other Mixed/Multiple ethnic background, please describe	0 0.00%	0 0.00%	0 0.00%	1 5.00%	1 0.21%
	Asian/Asian British- Indian	6 6.06%	8 9.47%	13 4.85%	0 0.00%	27 5.72%
What is your ethnic group?	Asian/Asian British- Pakistani	4 4.04%	0 0.00%	2 0.75%	0 0.00%	6 1.27%
	Asian/Asian British- Bangladeshi	0 0.00%	1 1.18%	0 0.00%	0 0.00%	1 0.21%
	Asian/Asian British- Chinese	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other Asian background, please describe	1 1.01%	0 0.00%	0 0.00%	0 0.00%	1 0.21%
	Black African	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black British	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Black Caribbean	2 2.02%	0 0.00%	1 0.37%	0 0.00%	3 0.64%
	Any other Black/African/Caribbean background, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Arab	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Any other ethnic group, please describe	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%
	Prefer not to say	2 2.02%	1 1.18%	8 2.99%	0 0.00%	11 2.33%
	Total	99 100.00%	86 100.00%	268 100.00%	20 100.00%	473 100.00%
What is your sexual orientation?	Bisexual	0 0.00%	1 1.52%	3 1.33%	0 0.00%	4 1.02%
	Heterosexual/Straight	70 84.34%	56 87.88%	198 86.73%	14 87.50%	338 85.45%
	Gay	2 2.41%	0 0.00%	1 0.44%	0 0.00%	3 0.77%
	Lesbian	1 1.20%	0 0.00%	2 0.88%	0 0.00%	3 0.77%
	Prefer not to say	8 9.54%	6 9.09%	33 10.18%	2 12.50%	39 9.97%
	Other, please state	2 2.41%	1 1.52%	1 0.44%	0 0.00%	4 1.02%
	Total	83 100.00%	66 100.00%	228 100.00%	16 100.00%	393 100.00%

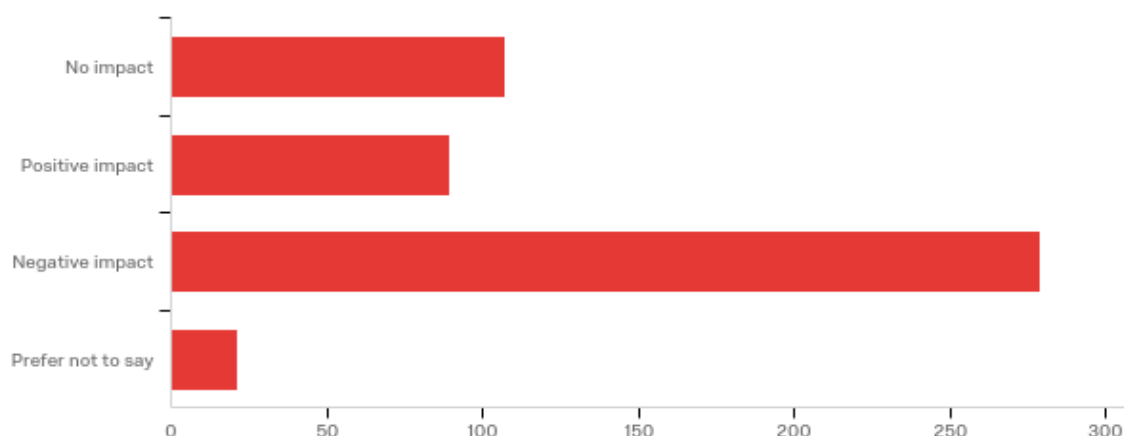
Participants who expressed that they were interested in Collingwood Practice (41.46%, n=233) were also asked their reasons for their interest in the practice. The reason that far outweighed any other reason was the fact that the participants who were interested, were *registered patients of the practice* (95.65%, n=220). The table below shows the reasons for the interest of participants according to their postcode areas:

Question	B44		B73		B74		WS8		B42		WS9	
I am a patient registered with the practice	4.64%	9	0.52%	1	3.09%	6	0.52%	1	1.55%	3	2.06%	4
I am a family member or carer of a patient registered at the practice	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
I am a patient at a neighbouring practice	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
I am an employee or partner at one of the practices	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
An organisation that works with the practice	33.33%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Other, please specify	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
	WS3		B43		WS13		WS1		WV12		WS2	
I am a patient registered with the practice	0.52%	1	87.11%	169	0.00%	0	0.00%	0	0.00%	0	0.00%	0
I am a family member or carer of a patient registered at the practice	0.00%	0	0.00%	0	50.00%	1	50.00%	1	0.00%	0	0.00%	0
I am a patient at a neighbouring practice	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
I am an employee or partner at one of the practices	0.00%	0	0.00%	0	0.00%	0	0.00%	0	100.00%	1	0.00%	0
An organisation that works with the practice	33.33%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	33.33%	1
Other, please specify	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Weekend/evening appointments

Participants who belonged to Collingwood Family Practice; Keys Family Practice; Coalpool Family Practice; Harden Family Practice and Wharf Family Practice were also asked about weekend and evening appointments. These were the practices that currently offer evening and weekend appointments. To identify the impact on these participants, we asked participants: **If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?**

A large majority of the respondents reported that this would have a negative impact on them (56.35%, n=279) while only 17.94% (n=89) reported that this would have a positive impact. The table below states the impact by postcode area.



Question	WS2		WV12		WS5		B74		WS3		WV13			
No impact	13.92%	11	2.53%	2	1.27%	1	3.80%	3	24.05%	19	17.72%	14		
Positive impact	15.28%	11	6.94%	5	1.39%	1	0.00%	0	20.83%	15	6.94%	5		
Negative impact	7.23%	17	6.38%	15	0.00%	0	1.28%	3	11.06%	26	11.49%	27		
Prefer not to say	17.65%	3	17.65%	3	0.00%	0	0.00%	0	11.76%	2	17.65%	3		
	B43		WS1		B44		B42		WS6		WV11			
No impact	30.38%	24	5.06%	4	1.27%	1	0.00%	0	0.00%	0	0.00%	0		
Positive impact	33.33%	24	1.39%	1	2.78%	2	1.39%	1	1.39%	1	4.17%	3		
Negative impact	48.09%	113	1.70%	4	2.55%	6	0.85%	2	0.00%	0	0.85%	2		
Prefer not to say	23.53%	4	0.00%	0	5.88%	1	0.00%	0	0.00%	0	5.88%	1		
	WS9		WS4		WS10		B73		WS13		WS8		WV14	
No impact	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Positive impact	2.78%	2	1.39%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Negative impact	1.28%	3	1.28%	3	3.40%	8	0.43%	1	0.85%	2	0.43%	1	0.85%	2
Prefer not to say	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0

Number of responses and postcode areas within themes

	Accessibility	Preferences	Work	Appointments	Assistance needed	Continuity
WV13	14	6	2	4	1	
WV14	0	0	1	0	1	
WV12	4	4	5	2	0	
WV11	1		1	1		
WS13				1		1
WS10	3	2		2		
WS9	1			2		2
WS8						1
WS6						1
WS4		1	1	1		1
WS3	14	2	4	10		7
WS2	7	1	2	9		6
WS1				1		2
B74	3					2
B73	1					
B44	4		2			1
B43	75		25	15	2	1
B42			2			

Additional service provision

When asked about what additional services they would like to see offered, participants stated the following listed the figure below as the most common services they would like to see offered:



Different ages need different specialist provision, are they able to meet intergenerational needs? – Focus group participant

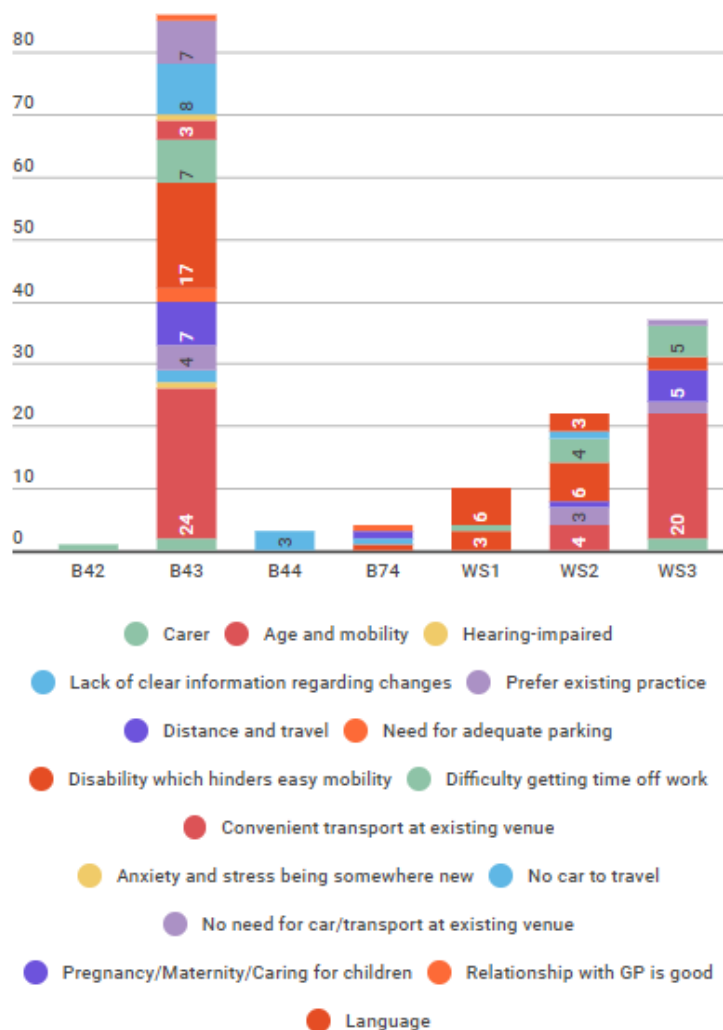
Specialist clinics that participants reported wanting that were most commonly described were *pain clinic, Parkinson's, physiotherapy, asthma, diabetics, radiography* and *counselling*.

Proposed changes and demographic concerns

According to participants, there are selected areas that are of larger priority to individuals. According to focus group participants, the following were described as key priorities when looking at changes to their services.

- Accessibility
 - Parking
 - Local provision
- Access to female doctors
- Catering for different languages
- Continuity of care
- Reduction of multiple changes in commissioning
- Appointment availability
- Technology

Survey participants also reported reasons why the proposed changes would affect you more than any other person. The most common reason was stated as being *age and mobility*. The table below demonstrates the reasons by postcode area:



Conclusions

The survey has had an overwhelming amount of patient participation with main concerns regarding the various proposals being about accessibility, parking and continuity with patients preferred GP. Patients have shared their reasoning for their answers and these need feeding into the decision making process of the CCG so that the Board makes informed decisions on the options presented to the public.

Recommendations

- TUPE recommendations need to not only consider moving all GPs across but to also ensure that data around patient preference for a particular GP is maintained so that people are still able to see their own GP. Use online booking systems with GP name and availability so people can advance book with their GP of choice.
- Targeted late opening hours. Prioritise evening opening hours and weekend opening for those in work while encouraging those retired/part-time working etc. to use services in the day. For instance, have specific support that's tailored to retired patients in the morning to encourage day use (e.g. have chiropractors, mobility/Parkinson's' staff etc. situated in the morning rather than in the evenings). This can also be tailored to school runs (for instance, have paediatric drop-ins or children health services available after school lets out).
- Cost saving measures that can help patients deal with the changes better for example: a volunteer run Ring & Ride system that can help with those who struggle to get to the new services. Booking system within GP services that enable patients to book for their next appointment while they are already there at the practice (e.g. for routine appointments (pap smears etc.) or for long-term condition follow up).
- If decisions are taken that will have a negative impact on patients based on their responses to this survey it would be useful for the CCG to tell people how the impact might be mitigated such as exploring travel options or additional close by parking facilities, or additional GP appointments if on monitoring it is found that people are having difficulty accessing a GP at combined practices as a few examples.
- Following the CCG decision making processes it would be good practice to publish the rationale in an easy to understand format explaining why decisions were reached and the

rationale for them that can then be shared around the various practices affected as well as the many diverse groups and communities that have supported this survey.

Appendix 1

Complete demographic breakdown

Category	Demographic breakdown	Percentage	Respondents	Total number of respondents
Gender	Male	34.33%	275	801
	Female	64.04%	513	
	Transgender	0.25%	2	
	Prefer not to say	1.37%	11	
Age	Under 16	1.18%	10	844
	16-24	5.69%	48	
	25-34	11.49%	97	
	35-59	41.94%	354	
	60-74	27.84%	235	
	75+	10.78%	91	
	Prefer not to say	1.07%	9	
Ethnicity	White- English/Welsh/Scottish/Northern Irish/British	82.84%	705	851
	White- Irish	0.71%	6	
	White- Gypsy or Irish Traveller	0.12%	1	
	Any other White Background, please describe	1.88%	16	
	White and Black Caribbean	1.06%	9	
	White and Black African	0.00%	0	
	White and Asian	0.94%	8	
	Any other Mixed/Multiple ethnic background, please describe	0.24%	2	
	Asian/Asian British- Indian	5.05%	43	
	Asian/Asian British- Pakistani	3.29%	28	
	Asian/Asian British- Bangladeshi	0.24%	2	

	Asian/Asian British- Chinese	0.00%	0	
	Any other Asian background, please describe	0.12%	1	
	Black African	0.12%	1	
	Black British	0.00%	0	
	Black Caribbean	1.41%	12	
	Any other Black/African/Caribbean background, please describe	0.00%	0	
	Arab	0.12%	1	
	Any other ethnic group, please describe	0.12%	1	
	Prefer not to say	1.76%	15	
Do you care for someone and if you do, why?	Long term physical or mental ill health/disability	17.25%	114	661
	Problems related to old age	12.10%	80	
	No	61.72%	408	
	I'd prefer not to say	6.81%	45	
	Other, please describe	2.12%	14	
Health condition or disability	Vision (such as due to blindness or partial sight)	4.02%	39	971
	Hearing (such as due to deafness or partial hearing)	4.12%	40	
	Mobility (such as difficulty walking short distances, climbing stairs)	16.58%	161	
	Dexterity (such as lifting and carrying objects, using a keyboard)	4.74%	46	
	Memory	4.12%	40	
	Mental ill health	4.94%	48	
	Stamina or breathing difficulty or fatigue	9.78%	95	

	Social or behavioural issues (for example, due to neuro diverse conditions such as Autism)	0.62%	6	
	Attention Deficit Disorder or Asperger's Syndrome	0.31%	3	
	No	39.55%	384	
	Prefer to not to say	3.91%	38	
	Any other condition or illness, please describe	7.31%	71	
Sexual orientation	Bisexual	0.85%	6	709
	Heterosexual/Straight	86.88%	616	
	Gay	0.56%	4	
	Lesbian	0.85%	6	
	Prefer not to say	9.73%	69	
	Other, please state	1.13%	8	
Marital status	Single- never married or partnered	17.33%	127	733
	Living in a couple- Married/Civil Partnership	53.75%	394	
	Living in a couple- Co-habiting	8.46%	62	
	Married but not living with husband/wife/civil partner	1.64%	12	
	Separated but still married or in a civil partnership	0.41%	3	
	Divorced/dissolved civil partnership	6.14%	45	
	Widowed/surviving partner/civil partner	8.05%	59	
	Prefer not to say	3.68%	27	
	Other relationship (please state)	0.55%	4	
Religion or belief	No religion	21.45%	154	718
	Baha'i	0.14%	1	
	Buddhist	0.00%	0	

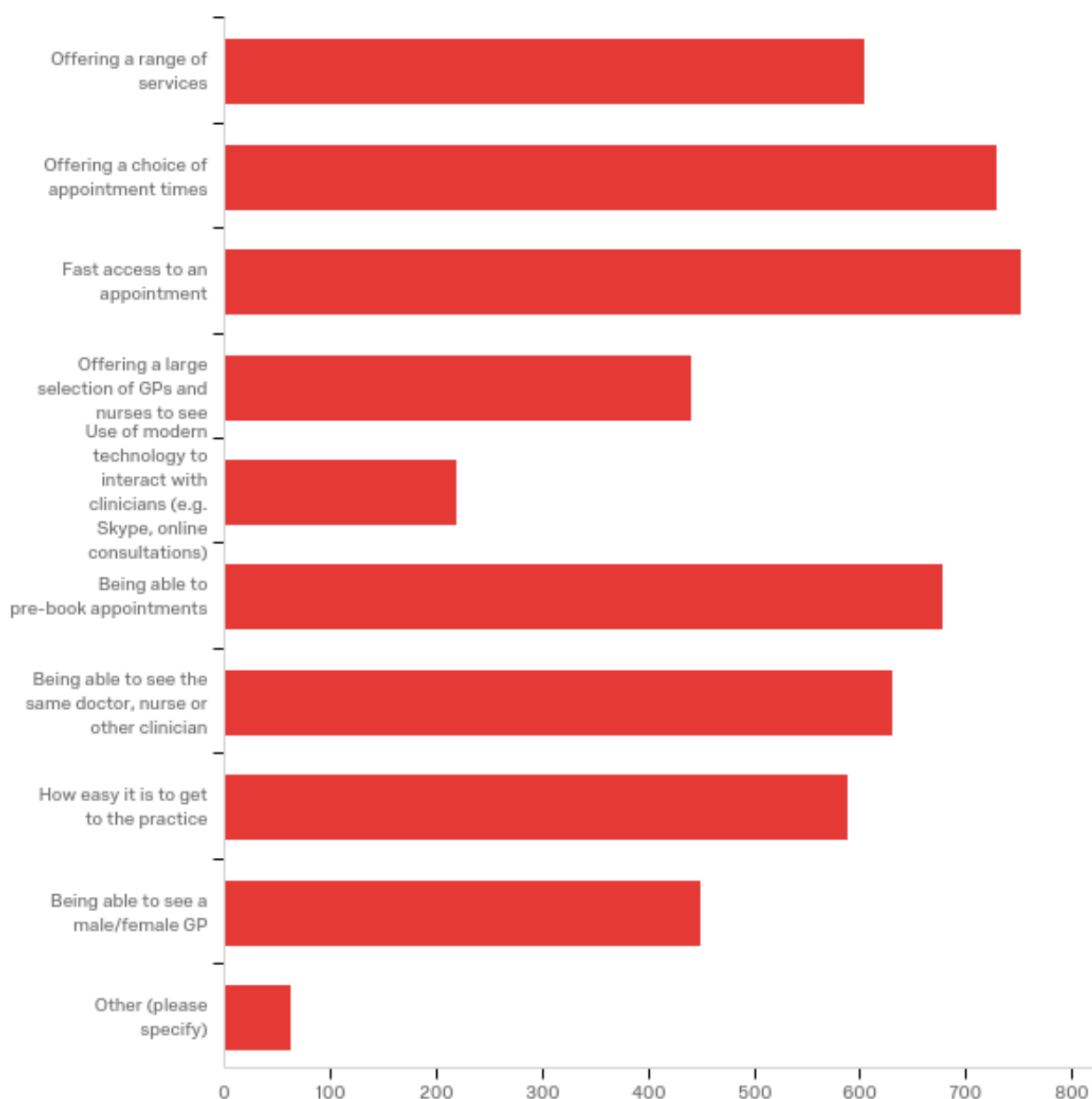
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	62.67%	450	
	Hindu	1.25%	9	
	Jain	0.00%	0	
	Jewish	0.00%	0	
	Muslim	4.18%	30	
	Other (please specify)	3.62%	26	
	Prefer not to say	6.69%	48	
Pregnancy	Yes	6.59%	30	455
	No	92.53%	421	
	Prefer not to say	0.88%	4	
Postcode	B42	0.45%	3	674
	B43	25.37%	171	
	b44	1.48%	10	
	B73	0.15%	1	
	B74	0.89%	6	
	WS1	4.15%	28	
	WS10	1.78%	12	
	ws11	0.15%	1	
	ws13	0.30%	2	
	WS2	13.35%	90	
	WS3	28.49%	192	
	WS4	0.89%	6	
	WS5	1.19%	8	
	Ws6	0.30%	2	
	WS8	0.30%	2	
	WS9	1.04%	7	
	WV11	1.34%	9	
	WV12	7.27%	49	
	WV13	10.68%	72	
	WV14	0.45%	3	

Complete Free-text responses

Things of importance in GP practice

When asked about what participants felt was important to them about their GP practice, *fast access to an appointment (14.59%)* was the key factor that was highlighted. Being able to be *offered a choice of appointment times (14.16%)* also had similar importance for most participants. Conversely, the *use of modern technology to interact with clinicians (e.g. Skype, online consultations) (4.25%)* had the least responses to importance.

Q1 - What is important to you in terms of your GP practice? (Please select all that apply).[q3]



#	Answer	%	Count
1	Offering a range of services	11.72%	604
2	Offering a choice of appointment times	14.16%	730
3	Fast access to an appointment	14.59%	752
4	Offering a large selection of GPs and nurses to see	8.54%	440
5	Use of modern technology to interact with clinicians (e.g. Skype, online consultations)	4.25%	219
6	Being able to pre-book appointments	13.17%	679
7	Being able to see the same doctor, nurse or other clinician	12.24%	631
8	How easy it is to get to the practice	11.43%	589
9	Being able to see a male/female GP	8.71%	449
10	Other (please specify)	1.20%	62
	Total	100%	5155

In addition to the comments stated above, survey participants and participants who took part in the focus group highlighted the following factors that were of key importance to them in their GP practices:

- **Multiple languages**

Participants, particularly participants from BME populations highlighted that it was important to offer service information in different languages, particularly those that were prevalent in that area. They also reported the need to have staff in the practices who are able to speak the language or who can access translation.

- **Parking**

Parking is also described to be a key factor for participants, stating that adequate parking is necessary for their ease of access to services. This is particularly important for patients with disabilities.

- **Appointments**

Participants reported that it was important that appointments were available for them when they needed it. They reported needing a range of appointments, such as weekend, early morning, late, pre-booked etc. available for ease of access.

- **Time during consultation**

Participants also reported the importance of being able to have the time to discuss all of their concerns during their consultations, and to not be limited by having to bring only one issue of concern during their appointments.

- **Quality Staffing**

- ***Friendly and approachable staff***

It was reported that it was important for participants to be respected and treated kindly by staff at their GP practices. They described that it was important to feel valued and respected and to be around staff who were able to listen and understand them.

- ***Adequate staffing***

Participants also report that it is key for services to have sufficient staff to cater to the capacity needed. Additionally, they also report that additional staff are needed so that patients are able to access their doctors with ease.

Q2 - Please tick all practices where you have a particular interest (select all that apply)[4]

#	Answer	%	Count
1	Manor Medical- Forrester Street, Walsall	5.53%	49
2	Wharf Family Practice- Pleck Road, Walsall	8.58%	76
3	Sai Medical Practice- Forrester Street, Walsall	5.19%	46
4	Blakenall Family Practice- Blakenall, Walsall	20.32%	180
5	Harden Family Practice- Harden Road, Bloxwich	9.93%	88
6	Coalpool Family Practice- Harden Road, Bloxwich	9.71%	86
7	Kingfisher Practice- Churchill Road, Walsall	8.01%	71
8	Keys Family Practice- Field Street, Willenhall	19.53%	173
10	No, I'm a member of the public	11.06%	98
11	No, I'm responding on behalf of an organisation (please name the organisation)	2.14%	19
	Total	100%	886

Q3 - Please tell us why you are particularly interested in the practice(s) (select all that apply) [5]

#	Answer	%	Count
1	I am a patient registered with the practice	70.95%	574
2	I am a family member or carer of a patient registered at the practice	12.73%	103
3	I am patient at a neighbouring practice	7.66%	62
4	I am an employee or partner at one of the practices	3.34%	27
5	An organisation that works with the practice	1.85%	15
6	Other (please specify)	3.46%	28
	Total	100%	809

Other (please specify)

Q3 Other (please specify)

Nearest to me

I would like to be a patient here

Concerned Walsall citizen

Member if public

Father o f child

New to area

I M THE SUPERVISOR FOR THE CLEAING TEAM

The other choices are too far away

services such as diabetes help

I am a disabled patient with complex needs

Close to home and appointments are easy to book. I live in Willenhall and do not want to travel to Walsall.

Good reputation, recommended.

Walsall and Dudley Mental Health

I live in Willenhall so this is the closest to my home.

Support for babies e.g. breastfeeding groups

I have been a patient at this Doctors for over 60 years and I am not happy about the change

Pharmacy technsion

Keys Medical Practice Willenhall

i previously worked at one of the surgery and my mother is a patient at another surgery

Patient out of area but working in the area - this is what i would like from any GP any area

I work in the pharmacy next door to the practice

An interested citizen

neighbouring practice

Q4 - What is your preferred option for Area 1? [7]

#	Answer	%	Count
1	Option 1- combine Manor Medical Practice and Wharf Medical Practice, and base at Forrester Street. Sai Medical Practice would remain a separate practice for now, although in the same building. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care.	62.50%	60
2	Option 2- combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice, and base at Forrester Street. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care. NB, that Sai Medical is already based at Forrester Street. One of the changes for Sai Medical Practice patients would be a single reception, something that people welcomed in the engagement.	37.50%	36
	Total	100%	96

Q5a [Q4] area 1- What impact would Option 1 have on you? [8]

#	Answer	%	Count
1	No impact	44.59%	66
2	Positive impact	21.62%	32
3	Negative impact	28.38%	42
4	Prefer not to say	5.41%	8
	Total	100%	148

Q5b [Q4] area 1 option 1 - If the impact is negative, in what areas have you concerns (select all that apply)

#	Answer	%	Count
1	Parking	22.52%	25
2	Getting to the practice	17.12%	19
3	Languages spoken by staff	2.70%	3
4	Physical access in and around the building	11.71%	13
5	Space within the building to accommodate an extra practice	17.12%	19
6	Seeing doctor of choice	24.32%	27
7	Other, please specify	4.50%	5
	Total	100%	111

Other, please specify

Q5b [Q4] area 1 option 1 negative Other, please specify

Being able to get an appointment as it is extremely difficult to get an appointment. There are too many patients on the books and too many patients missing appointments.

how could it be possible to accommodate patients of 2 different practices

Moved from Sai practice to the Wharf practice because of the extremely poor service received resulting in a worsening of a life threatening condition due to GP negligence

feel threatened going down the road.

Not enough rooms at Sai!! As I have worked there myself no parking also I know people would feel unsafe going there. There wouldn't be any GP appointments.

Q5c [Q4] area 1 option 1 - If the impact is positive, why do you say this? [10]

#	Answer	%	Count
1	Offering a range of services within the practice	30.00%	15
2	Offering a large selection of GPs and nurses to see	28.00%	14
3	Offering the choice of male/female GP to see	32.00%	16
4	Other, please specify	10.00%	5
	Total	100%	50

Other, please specify

Q5c [Q4] are 1 option 1 positive impact Other, please specify

Close to home

I would like to see the same doctor

it is closer to my home and easier to get to

Closer to home

could be a expansion to other services that may not be currently offered by my GP.

Q6a [Q4] - What impact would Option 2 have on you? [11]

#	Answer	%	Count
1	No impact	41.10%	60
2	Positive impact	14.38%	21
3	Negative impact	35.62%	52
4	Prefer not to say	8.90%	13
	Total	100%	146

Q6b [Q4] area 1 option 2 - If the impact is negative, in what area have you concerns (select all that apply)? [12]

#	Answer	%	Count
1	Parking	20.41%	30
2	Getting to the practice	17.01%	25
3	Languages spoken by staff	3.40%	5
4	Physical access in and around the building	8.16%	12
5	Space within the building to accommodate an extra practice	20.41%	30
6	Seeing doctor of choice	23.13%	34
7	Other, please specify	7.48%	11
	Total	100%	147

Other, please specify

Q6b [Q4] area 1 option 2 negative - Other, please specify

Number of patients per doctor will increase, resulting in not getting appointment on time and also doctors will be stressed with number of patients to examine and workload will increase over doctor availability of appointments, overloading reception staff resulting in delays when phoning them, not seeing the same GP.

Is one reception going to be able to answer phones and book patients in for the amount of patients that will be there? Would I be able to get an appointment when I ring, which isn't very often!

How long will it take to get an appointment will we still be using the you can have appointment a week on thursday line

severe concerns about waiting times to get an appointment

sai medical practice is already a failed practice patients are not happy as i heard differant patients told i am not satisfy at all with the sai medical practice hence i don't want to merge wharf family practice with sai medical practice its not a good option at all

Just don't want it happen feel threatened going down the road.

Be way to many patients!!!!

Merging of all 3 in 1 all together too quickly could maybe mean a negative affect to services being provided.

more patients, less available appointments

Q6c [Q4] area 1 option 2 - If the impact is positive, why do you say this? [13]

#	Answer	%	Count
1	Offering a range of services within the practice	35.71%	10
2	Offering a large selection of GPs and nurses to see	32.14%	9
3	Offering the choice of male/female GPs to see	21.43%	6
4	Other, please specify	10.71%	3
	Total	100%	28

Other, please specify

Q6c [Q4] area 1 option 2 positive Other, please specify

It is closer to my home

More choice of appointments, hopefully.

closer to home

Q7 - What is your preferred option for Area 2 [15]

#	Answer	%	Count
1	Option 1- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base at one site, Harden Health Centre. Patients of the three practices would all be part of the new single practice and those who currently go to Blakenall would go to Harden Health Centre.	17.08%	41
2	Option 2- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base them at two sites, Harden Health Centre and Blakenall. Patients of the combined practice would be able to go to either Harden Health Centre or Blakenall.	82.92%	199
	Total	100%	240

Q8a area 2 - What impact would Option 1 have on you?

#	Answer	%	Count
1	No impact	23.58%	75
2	Positive impact	9.75%	31
3	Negative impact	60.69%	193
4	Prefer not to say	5.97%	19
	Total	100%	318

Q8b area 2 - If the impact is negative, in what area have you concerns (select all that apply)?

#	Answer	%	Count
1	Parking	26.67%	140
2	Getting to the practice	18.67%	98
3	Languages spoken by the staff	1.90%	10
4	Physical access in and around the building	9.71%	51
5	Space within the building to accommodate an extra practice	18.86%	99
6	Seeing doctor of choice	18.29%	96
7	Other, please specify	5.90%	31
	Total	100%	525

Other, please specify

Q8b area 2 - If the impact is negative Other, please specify

SOCIAL ANXIETY

Cost effective, longer waiting times for appointment

pre book appointments

Getting an appointment

I like to practice the way it is

I wouldn't wish to see this practice combined as it's all about cost again and not about patients needs

To be more convenient to attend appointments locality Blacknall is better and closer

I would lose my job at the surgery. My parents who are patients would find it difficult to get to Harden Practice. They are elderly. This is why they came to Blakenhall FP, it's easier for them. And have finally found a doctor that they trust and respect who has helped them.

More pressure on services for appointments due to increase in patients.

Increased numbers accessing services I use.

all surgeries already busy not enough space for one building to accommodate all patients will be squashed and treated like sardines in a can! without dignity

Q8b area 2 - If the impact is negative Other, please specify

getting an appointment when needed

Getting the right medicine for the the patient

change

obtaining an appointment, hard to get one now with single practices

getting an appointment

Too many people not enough GPs/appointments/parking

will loose my job

not big enough

More patients for less GPs when there is already a long delay in getting an appointment

Quality of health care at Harden road clinic

New Deal for Communities fought for the Blakenall Practice. It would be a total waste of tax-payer and European Social Funding to close this practice after only 13 years.

At the moment an appointment can take up to 2 weeks to see a doctor, surely with more patients this will get worse

Its difficult to get an appointment now. With two extra practises in the building i can only assume this will get worse.

not enough rooms and capacity

I like my practice the way it is

To many patience under one practice will never get appointment i think its ok where it is all about cut cost its joke

Doctors surgeries should be easy to get to/local and have available appointments when needed. Merging would make getting appointments even harder.. Quit messing with patients lives!

It is already dangerous on the road in front of building with cars parked on yellow lines would be worse with more patients there

The car park at Harden is ridiculouse and there are not enough rooms

Reduce or customers

Q8c area 2 - If the impact is positive, why do you say this? [18]

#	Answer	%	Count
1	Offering a range of services within the practice	35.09%	20
2	Offering a large selection of GPs and nurses to see	36.84%	21
3	Offering a choice of male/female GP to see	19.30%	11
4	Other, please specify	8.77%	5
	Total	100%	57

Other, please specify

Q8c area 2 - If the impact is positive Other, please specify

knowing the staff

would not use the practice

With more people at one practice it will be more difficult than it is now to get an appointment. Also parking at the one site would be virtually impossible.

I will not have to change my GP or location of Surgery

Close proximity to home

Q9a area 2 - What impact would Option 2 have on you? [19]

#	Answer	%	Count
1	No impact	33.23%	104
2	Positive impact	46.96%	147
3	Negative impact	12.78%	40
4	Prefer not to say	7.03%	22
	Total	100%	313

Q9b area 2 option 2- If the impact is negative, in what areas have you concerns (select all that apply?) [20]

#	Answer	%	Count
1	Parking	17.02%	16
2	Getting to the practice	23.40%	22
3	Physical access in and around the building	4.26%	4
4	Space within the building to accommodate an extra practice	19.15%	18
5	Language spoken by staff	3.19%	3
6	Seeing doctor of choice	22.34%	21
7	Other, please specify	10.64%	10
	Total	100%	94

Other, please specify

Q9b area 2 option 2 Other, please specify

I would be nervous

pre book appointments

Keep seeing same doctor

More pressure on services

I have to rely on public transport and it would be further for me to get to

have to rely on public transport and can only attend surgery before/after work or weekends as cannot get time off to attend

I may end up with appointment at different location with different GP; getting there could be an issue

More patients for less GPs when there is already a long delay in getting an appointment

Might be forced to go to the other site just because they have appointments

Difficulty getting an appointment with extra patients there.

Q9c area 2 option 2 - If the impact is positive, why do you say this? [21]

#	Answer	%	Count
1	Offering a range of services within the practice	34.30%	106
2	Offering a large selection of GPs and nurses to see	33.66%	104
3	Offering a choice of male/female GPs to see	22.98%	71
4	Other, please specify	9.06%	28
	Total	100%	309

Other, please specify

Q9c area 2 option 2 Other, please specify

Get appointment more often

Parking and getting to the practice this is a spacious and remove building this being the pride of Blakenall

Closer to where I live

Travel and convenience and staff are wonderful

Brilliant practice – look after you well and caring

Convenient, better building. Nice staff. Helpful space parking. Transport

I will keep my Job, my parents will be happy again. They know the staff and can talk to them on their level. If they have a problem, the staff quickly deals with it for them. they feel safe

Easy access, distance, public transport, parking

Location - swifter and easier to get to for the person I act as a career for.

maintains trust with doctors; Easy access; good chemist on premises, on bus route as well as good parking

good place to go wait years for drs in blakenall community had to fight for this had high numbers no registered dr and using A&E what a retrograde action by penpushers and accountants frontline services in needy areas always the victims

easier parking access

If can use both, then more appointments available and choice

Two sites to obtain an appointment

Q9c area 2 option 2 Other, please specify

close to where we live

Onsite Pharmacy, ease of access and parking , walkable distance.

Onsite Pharmacy, walkable distance, easy access and parking.

I can get to blakenhall easier than harden

will stay employed

more room and parking availability

better Accomodation

Staff are amazing and friendly and why change something so brilliant

More parking which has less impact on the local community where parking issues are concerned.

things could be shared the buildings are close enough for that HArden is not big enough totake another surgry

Increase our customers

FOR MY Family members who are at harden/coalpool having access to my gp at blakenall meadow and their pharmacy

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Q10 - What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall? [23]

#	Answer	%	Count
1	Option 1- is to allow the contract to expire at Kingfisher Practice and not procure anything in its place. This means that patients would go to other nearby practices. Patients of Kingfisher Practice could register at Berkley Practice and Stroud Practice, which are in the same building as Kingfisher Practice or other surrounding practices.	31.15%	19
2	Option 2 is to retain the practice at Kingfisher Practice	68.85%	42
	Total	100%	61

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Q11a - What impact would Option 1 have on you? [24]

#	Answer	%	Count
1	No impact	42.55%	40
2	Positive impact	10.64%	10
3	Negative impact	40.43%	38
4	Prefer not to say	6.38%	6
	Total	100%	94

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Q11b option 1 - If the impact is negative, in what areas have you concerns (select all that apply)? [25]

#	Answer	%	Count
1	Parking	12.90%	8
2	Getting to the practice	11.29%	7
3	Languages spoken by staff	0.00%	0
4	Physical access in and around the building	4.84%	3
5	Space within the building to accommodate an extra practice	9.68%	6
6	Seeing doctor of choice	38.71%	24
7	Other, please specify	22.58%	14
	Total	100%	62

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Other, please specify

Q11b option 1 negative impact Other, please specify

1.	Have found the process upsetting, I am very happy with my doctor and the practice as it at the moment. However understand that if process goes to tender the result could be other doctors awarded contract, I choose option one as I really want to continue to have same doctor treat me
2.	Limited times to see a doctor or any other service
3.	Getting a appointment on the same day as we can now
4.	Berekely and Stroud practices having the capacity to take on thousands of extra patients.
5.	dealing with people who know about my medical histroy
6.	I'm very happy with the service at Kingfisher Practice as a whole and I don't want to change to another practice.

Q11b option 1 negative impact Other, please specify

7. Kingfisher is an excellent modern practice I have enjoyed the service of. I d not wish to register at a new location with staff I neither know or trust. Their facilities, speed of care and understanding of my history invoked confidence I do not have in an unknown practice.
8. Surrounding Practices have less doctors equal numbers of patients or higher to doctor ratio.
9. If the practice is shut I am worried I will not be able to see my specialist or have to travel further to see them.
10. Increased waiting times, fewer appointments, overcrowding, inability to cope with demand
11. Happy with the way things are!!!!
12. I need this doctors , they have been so good to me and literally saved my life. Please don't close them down. They provide great care for their patients.
13. Expertise of the medical staff at the surgery, all of whom have longevity of their at the practise. Response times for appointments, late night appointments for full time workers. Professionalism of reception staff. Undoubtedly one of the best surgeries to go to in the area. I find the options to question listed above irrelevant to most people. It is about the quality of care and expertise and locality of the centre
14. used to the doctors and staff at kingfisher

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Q11c option 1 - If the impact is positive, why do you say this?[26]

#	Answer	%	Count
1	Offering a range of services within the practice	77.78%	7
2	Offering a large selection of GPs and nurses to see	11.11%	1
3	Offering the choice of male/female GPs to see	0.00%	0
4	Other, please specify	11.11%	1
	Total	100%	9

Other, please specify

Q11c option 1 positive impact Other, please specify

fed up with telephone consultations and later night phone calls where doc.s have no time to talk to you

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Q12a - What impact would option 2 have on you [27]

#	Answer	%	Count
1	No impact	45.65%	42
2	Positive impact	36.96%	34
3	Negative impact	8.70%	8
4	Prefer not to say	8.70%	8
	Total	100%	92

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Q12b option 2 - If the impact is negative, in what areas have you concerns (select all that apply)? [28]

#	Answer	%	Count
1	Parking	10.00%	1
2	Getting to the practice	10.00%	1
3	Languages spoken by staff	0.00%	0
4	Physical access in and around the building	0.00%	0
5	Space within the building to accommodate an extra practice	0.00%	0
6	Seeing doctor of choice	60.00%	6
7	Other, please specify	20.00%	2
	Total	100%	10

Other, please specify

Q12b option 2 negative impact Other, please specify

lack of making a appointment with any doctor.

Seeing any Doctor

What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?

Q12c option 2 - If the impact is positive, why do you say this? [29]

#	Answer	%	Count
1	Offering a range of services within the practice	37.04%	20
2	Offering a large selection of GPs and nurses to see	29.63%	16
3	Offering the choice of male/female GPs to see	27.78%	15
4	Other, please specify	5.56%	3
	Total	100%	54

What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?

Q13 - What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall? [30]

#	Answer	%	Count
1	Option 1- is to allow the contract to expire at Keys Family Practice and not procure anything in its place. Patients of Keys Family Practice could register at one of the three practices based at the nearby Willenhall Medical Centre, Lockfield, Lockstown, Croft or other surrounding practices.	6.83%	11
2	Option 2- is to retain the practice at Keys Family Practice	93.17%	150
	Total	100%	161

What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?

Q14a - What impact would Option 1 have on you? [31]

#	Answer	%	Count
1	No impact	17.09%	34
2	Positive impact	9.55%	19
3	Negative impact	63.32%	126
4	Prefer not to say	10.05%	20
	Total	100%	199

What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?

Q14b option 1 - If the impact is negative, in what areas have you concerns?
(select all that apply) [32]

#	Answer	%	Count
1	Parking	9.52%	2
2	Getting to the practice	14.29%	3
3	Languages spoken by staff	0.00%	0
4	Physical access in and around the building	9.52%	2
5	Space within the building to accommodate an extra practice.	14.29%	3
6	Seeing doctor of choice	42.86%	9
7	Other, please specify	9.52%	2
	Total	100%	21

Other, please specify

Q14b option 1 - negative impact Other, please specify

More changes in my care

Loss if services

What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?

Q14c option 1 - If the impact is positive, why do you say this? [33]

#	Answer	%	Count
1	Offering a range of services within the practice	50.00%	1
2	Offering a large selection of GPs and nurses to see	50.00%	1
3	Offering the choice of male/female GPs to see	0.00%	0
4	Other, please specify	0.00%	0
	Total	100%	2

Other, please specify

Other, please specify

What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?

Q15a - What impact would Option 2 have on you? [34]

#	Answer	%	Count
1	No impact	29.17%	56
2	Positive impact	63.54%	122
3	Negative impact	5.21%	10
4	Prefer not to say	2.08%	4
	Total	100%	192

What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?

Q15b option 2 - If the impact is negative, in what area have you concerns (select all that apply)? [35]

#	Answer	%	Count
1	Parking	0.00%	0
2	Getting to the practice	25.00%	1
3	Languages spoken by staff	0.00%	0
4	Physical access in and around the building	0.00%	0
5	Space within the building to accommodate an extra practice	0.00%	0
6	Seeing doctor of choice	75.00%	3
7	Other, please specify	0.00%	0
	Total	100%	4

Other, please specify

Other, please specify

What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?

Q15c option 2- If the impact is positive, why do you say this? [36]

#	Answer	%	Count
1	Offering a range of services within the practice	41.46%	17
2	Offering a large selection of GPs and nurses to see	24.39%	10
3	Offering the choice of male/female GPs to see	26.83%	11
4	Other, please specify	7.32%	3
	Total	100%	41

Other, please specify

Q15c option 2- If the impact is positive Other, please specify

continuity

Kingfisher Practice offers an excellent overall service and I want to stay with them.

No need to change to a less equipped surgery when Kingfisher is exceptional.

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16a - Answer this question if you are currently registered at one of the following practices that offer evening and weekend appointments; Collingwood Family Practice; Keys Family Practice; Coalpool Family Practice; Harden Family Practice; Wharf Family Practice. If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you? [39]

#	Answer	%	Count
1	No impact	21.57%	107
2	Positive impact	17.94%	89
3	Negative impact	56.25%	279
4	Prefer not to say	4.23%	21
	Total	100%	496

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this? [40]

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Why do you say this?

Services agree needed at these times

Prefer keys

Would be more difficulty for workers

I don't feel safe out at night so I go out in day

Transport

Keys is based in Willenhall, therefore willenhall patients need weekend and evening facilities. By closing it at these times and opening the hub to EVERYONE in Walsall, the area these could draw patients from is far and wide across Walsall. Again this means I would struggle for an appointment when competing with the whole of walsall

May not be local prefer to stay as there are thanks

Working full time means weekend is the only day I can go to the doctors

Having to walk to s hub and talking to doctors with no prior knowledge of my medical issues

I do not drive and would have to rely on public transport to other practices or hubs. Not suitable with 8nmonth old baby

Limited mobility

Bevuase i want to see my GP but I cannot

Chance of getting appointm4tn

Unable to see same doctor on time that suits

Over 65

I can go in day

I can only get to practice on late nights or weekends

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Area is home to many elderly patients who would have difficulty in getting to other clinics on a regular basis. Public transport from pheasey is very limited and difficulty for elderly patients to acces other areas of Walsall.

Have to travel further

Somet4ime need urgent appointment

At present Practice closes Friday midday I'm not open over the weekend so we have to find health centre open I'll get visit via 111 which happened recently in and emergency and it was four hours before GP visited

Unable to get to other practices have to get a taxi to the surgery I use now, difficulty in walking

Bus service are poor especially at nights and weekends why should we have to travel further than we do now I work shifts so time is precious

Further travel you wa t to see your own doctor

Mobility issues

Because the other practices aren't local to me my younger son would have to rely on ,mer to take him to

It owuld be further to travel if I have an appointment especially if I don't have a car, there would be further appointments available and therefore more diffovult you get Am appointments

Getting to other areas

I am retired and have the whole day

At Collingwood we are at the Boundry of Walsall at my age of 82 I wouldn't be able to travel to other practices as they aren't Near us

I am retired and unable to travel to any farther where my practice is

I can attend most times

Able to see doctor when needed

I am retired so can take day time apppointmetns but I feel like more should be available for workers

More opening

Difficult to walk

Can't walk very well

Travelling difficulty

Hubs would not be in our locality so would he extremely inconvenient, we are on the outer limits of Walsall area and as usual

Collingwood is local and if changed means more travel, do not have car so would rely on bus service

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Because I'm 85, I can attend during the day

Is there disabled parking? Will. Be able to get into the building in my wheelchair? Will I know where to go in the building? Is there signpost info?

As long as evening and weekend appointments are still available, it would make no difference to me as long as I do not have to travel any further to the practice

if you keep late opening times as well as evening emergency cover little would change

Have never used evening or weekend appointments

I am happy with the services already provided

I have to keep going to walk in at Walsall if full on weekend

I'd rather attend my own health Centre for an appointment with Familia staff

Getting an appointment is very difficult at the moment

Long waitW and not seeing regular doctor

Saturday is consultation for me at coal pool

I work so late night is good to be able to go to doctors and take kids to doctors

Already have evening/weekend access to me at Collingwood family practice

It would mean having to travel outside my area

Because it may mean having to travel more than i do now. Im disabled and partially sighted and have to depend on taxi and this would cost me more

No difference because I like to see the same doctor

As i work full time in Birmingham city centre and i do not drive the ability to book an appointment in the evening or at the weekend is very important to me that is close to my home

You should be able to have a local gp service and not have to travel to another borough for one

People prefer to have a choice when they are working and do not want to travel to other practices

We are both retired so do not need evening appointments

I rely on my son for all transport needs as i use a wheelchair. We have to take appointments where they are offered, and in the while that can have 2-3 weeks wait, what do i do if he cannot drive or the car is in for service, i/we cannot afford to use all the time

I am a career for a 94 year old with a wheelchair, in the winter especially it is difficult to get an appointment at any time, so how far is your local hub going to be? One, tow or three bus rides away? If i cannot drive we are left waiting in the rain for a bus, and what happens if two wheelchair users have to get to your hub at the same time? Buses only have one wheelchair space, it has to be close enough for me to push her there.

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Public transport access required or as now within walking distance

Collingwood FP is the only option for me as the others are too far away by quite a distance, especially as i dont know my own trasnport

Collingwood FP is the only option for me as the others are too far away by quite a distance, especially as i dont have my own transport

Because people who work need to know they can get appointments outside working hours

I live in birmingham so to have to travel to walsall on bus to see a dr when you are not well is not a very good service and feel that you should be able to see your gp in your local borough

Because if i needed to have evening or weekend treatment it would be difficult to go out of the area

Collingwood FP is my local, all of the others are too far away. Also getting an appointment in reasonable time is difficult now so moving some facilities would be worse

Unable to attend any Walsall hub practices. The distances are to great physically, especially if you are ill

I have a named GP and care plan to alleviate the risk of hospital admission. I have attended walk-in centre to be told i am too complex to deal with

Access due to my numerous disabilities

I want collingwood to remain open during the day and offer evening and weekend service

I want Collingwood Surgery to remain open during the day and offer services at the evening and weekend

It would be harder for me to get there

Because it is difficult to get an appointments now so the restrict that even more will have more of a negative impact

Would reduce the services available locally, increase travelling for appointments, increase waiting time and reduce options as i am in full time employment

Difficult to get to a practice that require the use of car/bus/taxi

I dont drive. Would require use of bus or taxi incurring further costs

Have to travel where i can now walk to

As I work all day having evening appointments and weekend would be beneficial

I am a career and also work 2-3 days a weeeek on shifts. Diffferent times- especially late afternoon-early evenings are appreciated

Would reduce the service available locally. Increase travelling for appointments, increase waiting times, reduced options, as i am in full time employment.

Collingwood is ideal as it is in that very dedicated staff, opening hours which are suitable and in a convenient location

Would not want to go to a hub practice - whatever that is

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Because i dont go to work, if i did i would go in the evening or have the day off

Would physically be unable to attend a hub located in Walsall area

We need more opening times and weekend appointments at present practice open till 8PM 2 nights per week. Saturday appointments are for people who go to work only. Do not agree with half day on Friday

Collingwood family practice needs longer opening times and more at weekends. Do not agree with half days on Fridays anymore. More full time

As retired do not require evenings and always assumed Saturday opening for emergencies only

I DO NOT LIKE CROWDS. I CANNOT GET AN APPOINTMENT NOW. I NEED TO SEE THE SAME DOCTOR/NURSE

I have a learning disability. I struggle to learn new things. It is better if people know me well and know how to explain things to me. I worry meeting new people. I do not like new places.

Availabilty and convenience of services for working people is compromised.

Keys family practice is felxible.

Increased choice of appointments depending on where the hubs are.

getting appointments in the evening

Prefer to stay at keys where i know staff

Always go in day time

\i work all day, so its better for e to have appointments at evenings and weekends

I have my appointment in the day time

I prefer the Keys practice as it caters for all my and family needs

I have day time appointments

Sometimes its the only time to go to the doctors

I dont use the practice at

Working hours and working m are it difficult to get there

Although this does not affect me, I believe this would be a better service for people who work

Because I work sometimes getting a morning appointment doesnt work. More appointments would be helpful, there isnt enough in the day offered.

People cannot travel around when too ill. Sometimes it's hard to get appointments of evenings.

appointment of a weekend is essential to me

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Getting appointments in the evening

Having choice for appointments in the evening

It depends how far people will have to travel to get an evening or weekend appointment. Especially if people are feeling ill or infirm.

I have to rely on mental health to take me to appointments and I only have 1 hour per week, so need a nearby surgery to my home. I can't go out alone

location and easy access

I would have to travel further and would lose consistency of care which is important because of my illness

does not affect me because i am available for appointments during the day but for people who work should be able to see a doctor out of hours

getting there

Too far to travel. If Keys practice closed down I would probably look at other areas.

Quite happy with the Keys services

Keys ok

Evening and weekend appointments are very important for me and my family

Travel problems

More choice

I can get appointment at Keys

It works well at the moment how it is

Prefer to stay with existing Keys services

At present with Keys i like the opening times

so you can see a doctor at the weekend

I am happy with how my doctors work and all the reception staff are great

I run a clinic from here

Especially when i am working i have to take evening and weekend appointments

Appointment in the evening

N/A

I only go for appointments on week days or mornings/dinner time most of the time.

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Because this is local and when we are at work this is better for us

If it closes it would be more inconvenient for me and my family.

We do not want this venture to close as it would be hard to get anywhere

I usually see doctors at ordinary times

Worse to change doctors at my age, just got used to doctor here

It is good to have a doctor available when a doctor is needed.

I imagine I will be less likely to get an appointment to fit around my working hours. Would also depend on where the hub was situated.

Need to be able to get to a local practise

you cannot determine usually when you are going to be ill or have an accident out of hours contact means taking pressure of A&E services

Because the 'hub' may be too far away for where we live.

It is very unlikely that the alternative location will be easy to get to

So all the patients from 5 different family practice are brought under one roof resulting in more patients and less doctor and not availability of appointment and had to travel to get to there, either close the whole nhs or give better service which is effective and nearby

As I'm retired would be able to attend the practice at any time

I have a particular doctor who knows my history and from such an early age and I do not want to go to someone else who is not familiar with my health issues. I am also not prepared to travel further distances. My current GP practice is easy to get to whether that be by car or public transport. I do not want nor wish to change to someone/somewhere else.

It is easy to get to - near home, work and child's nursery (and pharmacy). Time is tight anyway and if we had to go elsewhere it would be more of a struggle and potentially quite stressful. We are happy with the service we receive and chose Collingwood due to the extended hours to fit in with our long working days. Important now that we have a baby that it is close to home/work/nursery (when she starts) and that it is someone familiar seeing our baby.

Less appointments available so more pressure on the walk in centres

collingwood is a very good practise

As I care for elderly parents one with dementia. Fast, easy, local access to a GP is a priority.

where would it located

never required an evening or weekend appointment

Harden surgery is very close by and is especially important for my mother who is a carer for

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

I am working until 4, so if I need to go to the gp, it is usually in my working hours, which wasn't a problem as the practice is 10 min walk from my work, but evening or weekend appointments could help on this problem.

I am retired and free to attend week day and daytime services

As a tax payer I want free choice of which practice I want to be part of and not for the NHS to determine how best to offset there financial models with the Americans who are buying up the NHS Practices.

I am a 40% tax payer and want to ensure my contributions into the NHS are made to where I want to use them. Not to supplement a new NHS Business model because the Americans are buying up the NHS Practices.

Convenience of location and accessibility.

I don't know where the hub is so I don't know where I have got to travel to and if it's open to all of Walsall it won't be a advantage to our practice

Don't know what or where the hub is. How long would I have to wait to see a doctor.

Do not usually need evening appointments

More travel time and less access to appointments as will have to compete with more to get appointments

I'd like to see my own doctor at my own practice.

whenever you ring GP surgery for appointments, they always say go to urgent care, so, timing doesn't impact me

Having to travel to other sitesby taxi or bus

The practice is convenient to get to. If the proposed hub is somewhere in Walsall it would be harder to get there if ill.

Collingwood is easy to get to. If the hub is elsewhere in the Walsall area it would be difficult to access

As i can make appointments in the day, so dont oftern need an evening appointment.

the distance and time to travel would be difficult after work. It would all depend on how late the practice would be open to on the evening and weekend.

It may take longer to get to a hub and you would not see any doctor associated with your practise

Difficult to get to a further away practice due to having young children. Also consistency of care and understanding of procedures important.

from a professional persepective, my staff require access to a GP out of hours , this would help.

it depennds where the hub practice is ,we both work full time

I don't know where these "hub" practices are

No other practices available nearby

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

local doctor for local people, Dr Platt knew all her patients SHE was a shining example

more difficult to get an appointment

less likley to get appointment

we are retired,evening and weekend appointments should be available for people that work.

My surgery already opens late and is open on a Saturday morning

i live nearby and dont want to travel im 82 years old been with the practice 37 years

providing medical care is available at other surgeries.

I can travel as long as I have access to services

Very difficult to get appointments anyway.

I would struggle to get to another hub practice because of my disability. I also like to see the same doctor for continuity of treatment, especially because of my chronic illness, Multiple Sclerosis. It would be like starting again with a new GP having to explain all my symptoms which are ongoing, along with having to justify myself. As patients with MS know a lot of our debilitating symptoms are not always visible and a new GP who does not know me or my history could undo all the good work that I do for myself by keeping myself as fit and healthy as I can, without being judged that there is nothing wrong with me, which can be a problem with MS sufferers.

I work full time, and evening and weekend appointments have been really important in enabling me to access the GP's at my GP practice. For this to be removed and to be sent to a hub practice, who will not have access to my medication records (unless we would be made to share these with another practice) would be like visiting an out of hours GP. Whilst I do not underestimate the knowledge and expertise of other GP's they would be basing their consultation with me, on no other medical history, otherthan what I am able to tell them. This is not a good way to deliver primary care GP services. As we know continuity is key in people managing long term conditions and building a rapport with a GP over many years. This would be completely undone if you remove the ability for working people to build this type of professional relationship with their GP. Working people like myself would be getting, I am sad to say, a second rate GP service, because we would not be able to access our own GP practice purely because we work. The people who are paying into the system to help run our GP practices. This is completely unfair.. Along with this you would then expect me to travel further, to another practice, making this even more inconvenient. The NHS is not only reactive it is about prevention and if you start to restrict access to GP's for people who work, then people will be less likely to access the GP when needed, leading to future health problems. Access is key, improved access is key, not reduced access. It is absolutely essential that evenings and weekend appointments are available at Collingwood Practice.

It is already difficult to book appointments with gps, if all the patients currently registered at the keys family practice are moved to a bigger gp practice, it will be even more difficult to see a gp.

Collingwood is my local doctors and within easy access, I work mornings and on the afternoons I have my grandchildren making appointments very difficult to arrange. This has been my families practice for over 40 years and is within access with or without a car.

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

I work and if i am ill and need to see a doctor i want it close to me and at a time i can get there

Nature and locations (ie walsall school) of our professions means that evening and weekend appointments for non urgent consultations are our only options.

I used to be able to book same day ppointment via patient access and this is no longer available, if i ring at 8am for an appointment it takes 10-15 minutes for someone to pick up and then say all appointments are gone.Also i used to have one gp who knew me and knew my medical record etc, now i have to explain every time i go about my background which is frustrating.

More patients seeing fewer doctors, longer waitin

I need to know I can get an appointment within walking distance and at a time that will fit in with my family commitments

easy to attend surgery

Already feel that the practice is not open enough and it is difficult to get an appointment. Had to wait 3 weeks recently

I can attend appointments during the day time. And I could travel to alternative locations.

I prefer to see my doctor at collingwood practice

I prefer to see a doctor at Collingwood Practice where i am registered

A. How far away is it and can i get there by bus and how far is it to walk from the bus stop

Because there would be no continuity regarding Doctors who would be aware of my health history

Collingwood Practice is a quite a way from main Walsall Practices and would involve a long trip away from the Estate to attend a Walsall Hub

I like to access gp easily without having to use public transport

The practice is very close to the house and the travel to a 'hub' would be inconveinient

Myself and my family have been at Collingwood for 21 years and feel comfortable there and know the staff.

I have young children & may find it harder to get them to an appointment

Potentially less opportunity to get urgent appointment for my young children

no longer have easy access - hubs may not be "local" enough

The Hubs could be very inconvenient to get to.Plus they may not know enough about my medical history to treat my correctly.

The practice is up t he road from my house if you move it this will become difficult for me especially I have to go to work. It is very conveniently located for me. I don't have to drive to go to the docs.

I do not need evening or weekend appointments

My family work and need access to a GP out of standard 9-5 hours

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

I rarely go to the doctors anyway

It may be too far away to travel to. I work full time and have very little spare time.

I'm at a surgery over the road I'm going to struggle to get an appointment my GP is already stretched

I think all practices should be looked at. We moved from the Locktown practice because of the lack of care and the way the practice was being run. We've since heard that it's been special measures for it's lack of care, but that practice is not being looked at!

I don't drive, so have to use bus

Because like many in this area we are pensioner's & rely on public transport

When you are told to ring at 8am to arrange an appointment for that day and are in a queue for 30 minutes to then be told there are no appointments left (for 4 days in a row) I believe there needs to be extra hours available for patients like me to actually get an appointment when it's desperately needed.

I'm a worker so evening and weekend appointments are what I use and I can walk to my GP instead of having to travel there

Access to the alternative becomes more difficult

I work fulltime 7am - 5pm and struggle to get appointments as it is.

I have a young family and i work so i need to be able to get to a GP that is close to me, easy to get to and at a convenient time.

less reliance on hospital visits e.g A&E

There would be less of a need to go to A&E or Anchor Meadow practice

I would prefer to have things the way they are

Prefer to see my own GP who knows me and my condition the best

My preferred answer would have been minimal impact. Normally, I arrange my appointments during daytime hours and on a week day. However, because I do not know where the local hub practices will be located, I cannot comment on how convenient / inconvenient it would be to visit one of those practices of an evening or weekend should I need to.

Because it means i can still see a doctor after work or a weekend

Not sure about the question

WORK ISSUES

I work and am unable to have time off during the day, late nights and Saturdays are ideal for workers

Traffic

I dont think they have weekend appointments anyway

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Because if you are using the practice for all of Walsall then that would take away our surgery from us as patients to see a doctor

More opening hours lead to more appointments. As long as they are not reserved for any reason.

People that work need extended hours to avoid booking time off work to go to GP

Do not usually at the present time have appointments out of hours

I don't use the doctor evening or weekends

Don't use GP in the evenings and weekends

.

Not yet needed weekend or late night options but should I could travel to Hub

because we come under walsall we are nowhere near walsall we are nearer to bham practices

I work full time and cannot take time off in term time for gp appointments. I already have a 45 min commute home and travelling further to a different gp would be very inconvenient.

Do not use practice at weekends or evenings

Limited evening and weekend appointments at Keys Family Practice. Difficult enough to get daytime pre booked appointments.

PREFER to go to my own doctors and see the doctor or nurse who i would normally see as they know some of you medical history from you last visit

I prefer to see a doctor known to me

there needs to be a place for local patients to access appointments why would a hub be considered when the walk-in centre is about to close. Keys practice offer Saturday Mornings and a late night twice a week and patients like the variety of appointment times - this is particularly needed by working patients.

I want to keep my practice as it is, if I need to travel somewhere else weekends and evening thats fine

I need a local practise for all of the family to utilise as mum does not drive

I am retired and can normally get an appointment in the week

I am retired so I can wait for an appointment in the week.

have to rely on public transport so would depend on where the local hubs are placed

As long as there is access to help on a weekend I am happy

Have to use public transport so might have difficulty getting to an alternative surgery

It is more convenient for appointments out of working hours

I live in proximity and I would be flexible over the evening/weekend changes

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Collingwood Practice is a local practice registered with the Walsall Health Authority, as i have bipolar disorder and am an Outpatient at DPH Walsall, need to be at this practice.

I would have further to travel.

I need to see Dr Kallu every 2 months for medication - I work 9-5pm Mon-Fri and do not drive - also have two children

we arrange our appointments so they fit in with my partners specialists

I doubt that the "hub" would be as close in proximity as my practice currently is. Also would I be my current regular GP I would be able to see?

Location problems

I would then get to see a doctor or nurse sooner . I really want to be able to see a doctor when I need to and not have to wait weeks

Because of my address which is outside Walsall and I anticipate longer journey times to a hub.

Because of the travelling

because i prefere early morning appointments

because if you go to the walk in there may be a very long wait

I work evenings so have daytime weekdays free to make appointments to see GP if necessary

I like to see my regular GP as I have an on going illness and he knows me very well and i have every trust in him. This is really important to me.

I am 88 with multiple health conditions. My wife has Alzheimer's. Both of us have severe mobility issues. My life has been severely affected recently because different GPs prescribed different treatments resulting in emergency admission to hospital on 2 occasions. Bringing even more GPs into the mix will compound this. Both of us have to have home visits as well. We both need access to the same GP all of the time to ensure there is consistency in care. Your proposals (which are obviously not proposals but already decided) will put my life and my wife's in danger even more. There are many elderly people in the same position on this estate. Obviously you do not care about us. I suppose it's a good way of getting rid of us all. Cheaper all round.

I work full time. It's currently nearly impossible to pre book evening appointments to fit in around work commitments. I can't believe you are proposing to make this even harder. I also care for elderly parents also at this practice. Your proposed changes will make my life even harder than it is. We don't want to see different GPs each time we visit. My fathers life has been severely affected by this already with different GPs prescribing different treatments resulting in multiple hospital stays. You are going to make this worse. You obviously do not care how elderly and disabled people will be affected. We should have access to more appointments and services at Collingwood not less.

Both my husband and myself work. I am disabled. It's currently extremely difficult to pre book appointments to fit in with work commitments so reducing what is available would be horrendous. You have obviously already made your decision on this. This is absolutely disgusting.

Work shifts. Not always able to get an appointment weekdays 9-5 that suits

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

It would be further to travel, not pleasant when unwell

Evening & weekend appointments nearby are important

INVERSE CARE LAW- the more deprived the area: the fewer health options are available. To me it would imply that several different surgeries would be accessing this 'hub'. This could then make it harder to get an appointment due to an increase of numbers.

the distance we would have to travel

I am very local to Collingwood

I work part time so can get daytime appointments

Due to where I live it will make access to GP at evening less accessible, due to work evening appointments are valuable to me

am retired so can access surgery in daytime during the week

I am a senior citizen and can usually access the surgery during the daytime

I live in Willenhall but work in Wolverhampton so evening appointments necessary

I work in Wolverhampton but can reach Willenhall by 6pm if travelling further then later appointments will be required.

not being able to have access to a doctor at these times and have to travel elsewhere, would be difficult for a lot of patients.

A "hub" would be like a walk in centre and i dont feel like they would know the patients like a GP's does plus evening and weekend appointments are good for people after work etc

The removal of evening and weekend services from Collingwood centre would have an enormous impact on me. I work full time and rely on these times to get an appointment as i have to pay back any time lost from work for doctors appointments. I can envisage that as usual the needs of Pheasey residents would be completely ignored and the Hubs would be situated miles away on the other side of Walsall. It is hard enough to get an appointment without the added hassle of having to rely on public transport to take me to an area i dont know when i am unwell

I am able to access the practice easily without travelling on public transport.

I live on the Walsall border and feel any hub services would not be in this locality and I would not be able to access them due to work and distance.

I dont drive and the Keys Practice is very convenient for me. Also i cannot fault the service i get there, from the receptionists to the doctors and nurses. There has only been once in 7 years that i haven't been given a same day appointment. Excellent service.

I would prefer my doc surgery to be close to where I live

prefer to stay where i am for convenience and it has better parking facilities

I can only get to the Keys practice have no idea where the other places are

As I work full time I need weekend and evening appointments. Also the nurses don't work after 3pm so I have to see them on weekends.

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

Other practices are too far to go to

I don't tend to go to evening appointments as I am home for part of the day I try to get appointment then, Also the same for Saturday's.

I work during the day and prefer to book my appointments towards the end of the day.

As a worker easier to see dr

Keys Family Practice is more convenient for me to get to as I live close to it.

Can't be any worse

The surgery not providing good service

I have recently had the experience of not being able to get an appointment due to lack of doctors and it took me five weeks before I was able to see my doctor. Within this time I made three visits to the walk in clinic/ a visit to the hospital and it was confirmed that I had pneumonia. I was not impressed with the way this was handled. So it would be inconvenient and very stressful should I experience a situation like this again.

Because flexibility is important for a young family

The inconvenience of traveling

The inconvenience of having to travel when feeling really ill.

i already get best service from wharf family practice and i am happy with the staff and doctor and appointment offered by the practice. it is adjustable and feasible. if i need any emergency service i would prefer to go to walking centre. For the appointment point of view wharf family practice is very nice.

My GP practice is easy to get to, and offers 2 late evenings and Saturday mornings.

I work unsociable hours-therefore it would mean that i would have to seek time off work

It may not be easy to get to other places.

Being able to get appointments after work

I am agoraphobic and need mental health to take me to the g.p. the keys have been a good dr's for me

I do not drive, and because of a serious accident on a bus find it difficult to use public transport, this would mean the expense of a taxi,

I am registered at a local practice, when not well I would not expect to have to travel, may as well travel to A&E to be seen within 4 hours.

I work full-time and like the flexibility of an early morning appointment before work. My husband also works away during the week and can only attend appointments on the weekend

Although where I live comes under Walsall, it is a long distance from Walsall. Generally I struggle using Walsall's services for this reason. There is also very limited bus services from the estates to Walsall/Aldridge/Streetly so practically would find it almost impossible to get there. Additionally, I

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

work full time in Birmingham so would be trying to minimise impact on work - which this would with potentially further travel involved. Being mom of 4 I would also potentially need to take children (which is difficult enough when working full time) but if I had to travel further - by public transport - this would be unmanageable.

Not being able to see same doctor and feeling threatened going down forrester street

Would like to see my doctor because when you go hubs you have to tell your whole medical history

Travelling to other practices

It would be more choice

I work full time and rely on public transport.

I would struggle to get to a practise further away

Collingwood is the only surgery covering this part of walsall, Pheasey Park Farm. There are other surgeries over the boundary in Birmingham, but this estate which also covers Netherhall Park needs a decent surgery

i need a local practice i care for my dad and have to push him in wheel chair also i work

I say this because I don't know if I will need an appointment at an evening or weekend sickness doesn't work like that.

not enough appts as it is without merging practices

I would prefer Collingwood surgery to stay open on a Saturday and to continue with its late night opening as I work full time for the NHS and need to have later appointments.

I work full time and it is easier to get appointments in the evening and weekend

It is extremely difficult to get an appointment now, sometimes having to wait up to 3 weeks to see your preferred doctor. If evening and weekend are stopped there will be more people needing appointments during day and the delay will be even longer.

I'd prefer to see the same doctor rather than different doctors all the time

Collingwood family practice is in walking distance from my house which is ideal as I do not have access to a car, I also often use evening appointments as I am a student so attend university during term time, taking this away would reduce my chances of being able to see a doctor and as I do not have access to a car the hub may be difficult to get to.

I work full time. Evening and weekend appointments are a must for me to be able to see a GP

I like to see doctors and nurses who are familiar and know our medical history. My children don't like seeing doctors they don't know.

I work school hours and cannot get there easily

I work full time so evenings and weekends are needed for myself or to accompany elderly family members

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

I live local to my practice and having a choice of times to see a doctor/nurse is a positive, especially as I work full time. Evening and weekend appointments at my local practice is what is good about it. It's LOCAL and I can actually walk to my practice.

Because it will not be convenient having kids

Access to gp as I work full time and cannot drive

Travel and children

I might even be able to see a doctor!

Extra time to commute, not consistent with my usual GP. Weekend and evenings are important for people working full time, and they would be sent to other 'Hub' which would take more time.

Collingwood is local & convenient to me & my family especially as I don't drive

this surgery is local to me and easy to get to, this is now the only practice on the pheasey estate

I usually get day time appointment

because I work and the later the appointment the better as I do not get paid for time of work

We are on the very edge of the Walsall Borough and it is quite probable that we would have to travel a lot further for treatment.

Would increase Travel time and inconvenience

because I can easily walk to my practise

If the hub is at Collingwood that is hardly accessible for walsall/willenhall patients

they would not know me there if I needed to see a Dr

My own practice is very suitable for my needs.

It is more convenient to visit my surgery.

We are geographically isolated from the rest of Walsall - particularly on evenings and weekends when bus services are infrequent. This facility is vital for working people and essential it is nearby. Schools are also less willing to allow my kids time off for routine check ups etc - again bussing to an alternative location within the borough after school is a problem for my wife and children.

I am elderly and disabled and unable to travel far, this practice is near to my home and I do not want to have to go to another practice when I am unable to travel far. This suggestion is appalling for elderly/disabled patients

This is a terrible suggestion, my practice is local and to only it is important to be close to home when attending an appointment after work or of a weekend. I do not want to have to travel into Walsall to see a GP, you do not go to a Dr unless you are ill and travelling a distance makes a huge difference if you feel unwell. I also prefer to see a practitioner that I know not one that does not really know any history.

Location

If the practice you currently use is open less on an evening and weekend but we offer evening and weekend appointments for all Walsall citizens at local 'hub' practices, what impact would this have on you?

Q16b - Why do you say this?

I do not want to change my surgery as it is on my doorstep

Collingwood practice is open on weekend and till late evening in the weekdays. As a full time working adult i would prefer seeing my own GP rather than going to hub and seeing different doctors

I work full time, the appointments outside of normal hours are practical

It will more likely enable me to see a GP which is very difficult for me as they aren't open during work hours or evening and even if they are open there's no appointment

I do not drive and my doctor and the surgery is local to me, I can walk there from home.

Where I live needs a local practice to include diabetes service, asthma clinic.

i dont want to be travelling around to places im not registered at

Because I work I use weekend and evening services IF these are withdraw I do not believe in driving to an hub practice likely to be some way away

Depends on the location if not convenient to get to

reduced continuity of care

Q17 - What services are not offered that you would like us to provide? [41]

Q17 - What services are not offered that you would like us to provide?

Age

Longer opening hours

More hours

Weekend service

More doctors

Because I'm homeless

Everything

-adtrial, pain clinic, Parkinson clinic, stroke clinic,

Pain clinic, Parkinson clinic, stroke clinic

Open all evening at local GP

Evening appointment

Answer phones on Saturday mornings

Chiropodist

The orctaiice is use offers 3 nurses, would this still be offered

Services to save visit to A&E for minor things like when we need stitches

Chiropodist

Minor surgery, cortisone injections

Walking checks to be done in GP rather than having to go hospital

Longer days, before and after work appointments, weekend surgery

Ring and ride, support

More online appointments and the ability to book appointments in the future rather than ringing the practice on the day

pre bboking,

Nurse practitioner. Asthma and diabetic clinics

More evening and weekend appointments for working patients

Easy appointment, not having to wait over a week

Minor surgery

Q17 - What services are not offered that you would like us to provide?

Ultrasound scanning and x-rays

Physio therapy

Appointments are needed same day or next day, not have to wait a weeks time

Don't go docs often

Physio

Keep things as they are

Appointments that are not 3 weeks in the future

All services i have needed have been at Collingwood FP

Pre booking appointment. Appointment within 24 hours of onset of illness (as per care plan).
Named doctor

Use of wheelchair from car to building continuity of care- same doctors and same diabetes nurses.
Not having to wait 6 weeks to see diabetes services

Physiology, bereavement counselling

Physiology, bereavement counselling

Just being able to get an appointment quickly around work

Need promotion of services currently offered is needed

Happy with current set up

Happy with current set up

Radiography

At Collingwood Practice we have great support In all services- nurses etc plus we can book appointments online

More promotions of services already offered is needed

AN appointment when 2 need it, Not told to wait 3 weeks

Appointment should be able to book. Easier also more doctors full time, We are asked to see the same doctor for treatment. Phone at 8PM or turn up in the morning, I have been told all appointments that day have been booked at 8:03 AM and you turn up for an enquiry later and find the place empty on both sides of reception. You think, funny, all appointments gone, place empty. Where are all the patients. If you watch GPs behind closed doors you can be envious of them doing minor surgeries instead of Collingwood Practice sending you to clinics or hospitals for treatments, surgery GPs could do more. Collingwood Family Practice needs more of everything - Well you did ask.

Doing minor surgeries

Needs more doctors as it takes weeeeks to get an appointment

Weekend Services

Q17 - What services are not offered that you would like us to provide?

AN ANNUAL HEALTH CHECK EVERY YEAR. HOME VISITS IF I AM ANXIOUS AND MY BEHAVIOUR DOES NOT LET ME ATTEND SURGERY EASILY

Help from my learning disbaity nurse. Info i can read in pictures

W

Counseling

online booking

Weekends

Ultra sound scans

Ultra sound scanning, sexual health screening for over 25s

Ultra sound scanning, sexual health screening for over 25s

I would like there to be a option to use New Cross Hospital without any problems e.g. If i got an appointment at New Cross Hospital things will get done.

Online appointment booking

Online service

seeing the sameGP each visit

To be more flexible with the appointments system.

Weekend openings, usually that would have less impact on A & E.

ease of access (wheelchair user) seeing the same gp

Better understanding with doctors, easier appointments

Telephone appointments on the same day

More appointments which employing more doctors would allow

nothing

\prefer to have doctors open late and at weekends

more doctors that stay at the practice

to see my mental halth worker without having to wait months for an appointment and to see the same doctor

N/A

Online service

N/A

Appointments!

A lot of the doctors i used to see have left and now i dont know who to see

Q17 - What services are not offered that you would like us to provide?

specific hearing tests why do we have to utilize spec savers for this

Podiatry

We like the extended hours and Saturday morning that are already provided. It would just be useful to have the phones open on a Saturday morning too.

Pre booked appointments for general healthcare

all good

Cant think of anyn

For my health problems every help and necessary services were offered.

none - Collingwood Family Practice is local and provides the services I need

None

Keep the award Medical Practice as is.

Diabetes clinic

None

The services there are excellent, as far as im conserved nothing else is needed.

To be able to book appointments in advance without having to ring for appt on that day

More late night opening

Better help with diabetes patients

Not sure where it is and how long it takes to get there

more urgent appointments, because whenever we ring, there is no appointments.

Being able to get a GP appointment without having to wait over 3 weeks!

nothing extra i need.

no addtional services required.

not at the moment

Travel vaccinations

Nil Known

under 16 speech impedement therapy

appointment outside of normal working hours for working ppl

physiotherapy

speedy appointments for workers to avoid having time off work

Q17 - What services are not offered that you would like us to provide?

Instant blood test results services should be offered by the surgeries. If not the same day at least the next very day.

Dont know

doctor you are registered with working a full week, not part time.

Scans and quicker follow up appointments

Able to see the same doctor consistently.

As many as feasible at the local level

Pre-bookable appointments within a realistic time frame

None, happy with GP and nurse service at Collingwood, it would help to have another female GP as we had a couple leave and now only have one part time female GP.

None I am happy with GP and Nurse service provided at Collingwood Practice, although one more female GP would be of help as we have just one part time female after another GP left.

counselling

sunday surgeries

same gp each time, being able to choose male/female gp. There is hardly ever any appointments available, so i think that if online consultations were available this may help, or extended surgery opening hours.

More late night appointments

To be able to see a doctor who gives me confidence that they are doing their best for you.

Fed up of telephone consultations and not being able to actually see a Doctor

Keep the hours we have now at the practice we attend.

home appointments for children and elderly instead of taking babies to A&E

happy with services provided

More equipment for screening

Dr: 'Come back and see me in 6 weeks' Me: Can I book an appointment for 6 weeks' time?

Receptionist: 'No'. I want the receptionist to say 'Yes'!

I am happy with what I have at the moment seeing my usual GP and would not like to change what I am used to

N/A

no other services, but would like continuity of gp

more GPs- waiting 3 weeks for an appointment is absurd

Make appointments on a Saturday please.

Appointments very hard to get in advance

Q17 - What services are not offered that you would like us to provide?

I would like to not have to wait 45 minutes or get through on the phone, only to be told the wait to see a doctor for my diabetes blood test results is 3 weeks. or that when i called up with an infected bite on my foot (that I am supposed to take care of due to diabetes) i was told no doctor at all due to holiday!!!!

I am happy with my GP as it is

Scan, minor operation, steroid injections

Minor surgery, scans, steroid injections.

Cafe /coffee shop.

Physiotherapy, dentists.

N/A

Its fine as it is

Later appointments/more weekend appointments.

services are just right at blakenall family practice

Better counselling services for certain issues e.g miscarriage, I had NO support with this and i still suffer for it.

non serious emergency care, hearing aid facilities, xray facilities

Emergency Care, Hearing Aid clinic, Xray facility

i think you offer a wide range of services

bereavement counselling

I cannot think of any.

None

Pre book appointments

PRE BOOK APPOINTMENTS

patient views.

mental health/specialist referral/diagnoses etc

Health checks-the ability to discuss genral helth concerns with a dotor and also on site dietions

none

Saturday is very difficult to get an appointment

Diabetes and Heart specialists available say twice a week would be nice

None

None

Q17 - What services are not offered that you would like us to provide?

None

More evening and weekend appointments.

Being able to book ahead

Ability to pre book appointments. Some stability in Doctors employed by the practice.

Shorter waiting time and more doctor and nurses to see you

i think Blakenhall Family Practice offer a good choice of services i have always been completely satisfied with every visit and also my treatments

more appointments

Ear Syringing.....had to go to walk in centre to have this done in the past

the ability to get an appointment within a reasonable time

more evening clinics

N/A

Advance emergency appointments, not ring on the day, if possible.

Minor surgery

Available Service local to where we live and in walking distance

Transport

N/A

More evening and weekend appointments

More appointments to pre book for people who work!

Physio, podiatrist

More evening & weekend local doctor and nurse appointments

physio

at blakenall family very little evening appointments and no weekend appointments

None

None

STOP USING LOCUM DOCTORS!

the collingwood centre already provides all the services i would expect from a GP practice

Chiropody.

An appointment within a reasonable timeframe.

Q17 - What services are not offered that you would like us to provide?

evening or weekend appointments

N/A

Doctor call out to your house

Being able to see a nurse after 3pm on a weekday.

Physiotherapy/osteopathy

n/a

mental health services/counselling

Recognition and appropriate treatment for prescribed condition

Seeing actual GP, getting appointment and prescription on time

More full time doctors.

Antenatal classes

More full time doctors.

More full time doctors.

improve emergency services in walsall area. increase number of walking centre and emergency staff including doctors. there should be less waiting time in emergency services. we went to see our G.P for non emergency inquiry and our G.P is very good in terms of non urgent cases.

I am quite happy with the services that are provided at my GP practice

All services that we need are provided at our practice

weekend openings

later opening hours, and more than the few Saturday appointments that are available .

Later opening hours.Genuine Saturday appointments rather than the ghost appointments to satisfy NHS rules

Adequate amount of appointments so that when I called up my doctors (I go less than once per year and only for illness I can't take care of at home) I could actually get in to see one. Also stop offering priority of appointments based on age, and bring back the old system where if an elderly person rang and asked to see the GP for a cold or flu, be told to manage it at home rather than giving priority of appointments mostly to the elderly, leaving slim pickings for the rest of the patients.

Help with weight loss, help with stopping drinking

More appointments (doctors?) generally - a number of times there are no appointments at all. When trying to pre-book appointments for non-urgent, appointments have gone and "diary is not open" for a later period. Being told to phone at 8am (when you've already left for work then) and matter is non-urgent is not practicable

Being able to see a doctor

Q17 - What services are not offered that you would like us to provide?

To get an appointment when needed

All the services I require are already available at Blakenall Practice

sufficient number of same day appointments

Get triage call-backs and appointments on the same day you call

appointments that are available on the day when you call

appointments on the day you call

Pre booked appointments

Chiropodist.

Chiropodist.

This surgery covers most services

i want a local gp

more time with gp, and see the same gp

I would like Collingwood Surgery to have extra late opening times to cater for patients who work full time.

Before our current provider, travel vaccinations were not provided easily through our gp that changed with current care taker also we didn't have an ANP we now do with current provider.

N/a

Counselling services. Physiotherapy

Home visits

Chiropody

My practice provides the services that I'm happy with.

Everything is offered

Pain management and treatment clinics

None, the practice is perfect as it is. No changes needed

foot care, diabetic care.

Collingwood Family Practice to remain where it is for the local area.

Would not be able to see same doctor

none all the service is great

Keep waiting in centres

Skype or email consultations for low risk and routine appointments (I have a maintained condition which requires regular check-ups) would ease burden on waiting at surgery.

Q17 - What services are not offered that you would like us to provide?

N/A

AVAILABILITY FOR APPOINTMENTS

Dental Services, Weight Management, Stop Smoking, Physio

The services are already provided

Not enough pre bookable appointments

MORE SCREEING,BLOODTESTS DISTRIC NURSES

A patient should be able to see the same GP consistently over a period of time to build patient history.

X-Ray, Scans etc

Weekend surgery

more consideration of carers/more transparency and continuity of care people living with dementia/

Evening (out of normal working hours) evening and to be able to book appointment in advance as well as on the day

None that I can think of

Weekend and later evening appointments

N/A

self-check in

Pyshio/ massaging injuries or conditions such as planta fascitis

Chiropody- happy to pay for this.

diabetic nurse

N/A

earlier appointments

flexible late evening opening times

Q18 - Are there any reasons why the proposed changes would affect you more than any other person (for example, due to age, mobility, sexuality, gender, race ,religion, etc) and how can we overcome this? [42]

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

Like my practice local

Better services

Age, don't feel safe

When you get older you like familiar things, and feel comfortable with people around you who know you and you trust, I have no problem with the Keys practice

Occupation, I am a teacher so I am restricted to when I can have an appointment

I am on depression pills and forget to re order them in time, having the gp local means I can go

Age

For my parents, it is easily accessible for them and they provide Asian doctors, easy for my parents as they know the place and people

I am 76 years old and my arthritis is already limiting me, as I get older I may need a doctor more regularly and I would not wish to travel to see strange doctors who would know nothing of my problems

Transport and access

Mobility, mental health

Age

People from Africa

Language, don't drive,

Parking problem if mugged, too far to walk, if disabled more problem to commute, language barrier, h=gender

Because of gender and race. I want someone to translate for me

Learning disability I like to see same people because it makes me comfortable

I have a learning disability

Age

Age distance

Age and ability

Age, mobility, deaf

Age mobility

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

I am elderly and have mobility issues as have no transport, it would be helpful to have a regular shuttle bus service

I am a pensioner and living in Pheasey it would be impossible to travel to any other walsall practice as they are nowhere near to the estate

Want someone to translate for me because of gender and race

Male and female issue, religion, language issue, parking, Asian doctors, difficulty to choose GP

Too far to walk, disability issues, language barrier, gender

1. Parking 2. Male 3. Language 4. Difficulty to choose GP

Age, mobility

On sticks, walking is difficult, transport ok to this surgery

Age

Age

Mobility, diabetic, heart problem on Walfrin

Age and mobility

Disabled and visually impaired, it would be difficult to get to another practice

I have a learning disability, use a wheelchair, sight impaired, don't like change, nervous and anxious

No

Mobility

If it is busy it will be more difficult to have an appointment

Mobility - mobility – I like my practice and wouldn't want it to change lovely surgery at Blakenall.

Can you please give me information for the location of the other practices if it is intended to use photos can you please give me information for the location of the other practices if it is intended to use rota systems

Don't like change

Im 83 year old and have to use a walking stick. Im happy with the Keys practice and dread having to move again. I moved from another practice because i was not happy with the system or GPs offered. Because i moved GPs i was diagnosed with cancer of my nose, which was missed at the old doctors i was at before. Also i manage to get quicker hospital appointments with the Keys practice

Mobility

Collingwood is a good practice. We do not need change. It is our nearest practice.

Yes i am very worried i am going to be excluded from seeing a GP, or you are going to make the journey impossible or very time consuming. This is causing me a lot of anxiety and stress. We live on the edge of walsall area, so central help will be a long way for us

Yes, age mobility. What has race and religion go to do with it? Do some races get priority treatment?

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

Keep Collingwood Practice, HOW IT IS NOW! It's convenient, has good parking and is easy for us to get to

No

Age and mobility, you can overcome the problem with keeping the Collingwood Family Practice open

Keys are ok as they are nothing

Complex medical issues and mobility

Multiple disability

Yes, collingwood drive is local and has parking facilities

Yes, parking

I am in full time employment and altering the surgery would directly impact my working hours due to extra travelling

Age and mobility not as good as a couple years ago

My age and need more local as is around

Hopefully no changes will occur at Collingwood, we have a car park, chemist across the road, a bus service and the area is not too busy with traffic. We have to keep the practice, especially if you are a career, change is hard to overcome

I am in full time employment and therefore altering surgery would directly impact my working hours due to extra/increased travelling

This is my nearest surgery. Due to my age (81) and mobility Collingwood Practice is the nearest

NO. Although I am 81 I do not want to be treated as a different person

Due to my age and health problems, I would be unable to attend a practice that is not in my immediate location.

I have a learning disability. The GP needs to know me well. I have mental health. I sometimes need my doctor quickly. I have got diabetes and need help and support.

I HAVE A SEVERE LEARNING DISABILITY. My family struggle to get me to the doctors when my behaviour becomes a challenge. I need to see a doctor who knows me well, understands my needs, understands my communication and are able to put in reasonable adjustments to my care. This does not happen very well now so another change worries my father who is my main carer.

People like me with a learning disability need help

I am responding as a carer of someone with advanced dementia. Travelling makes her extremely anxious so additional journey time to a health centre further away would cause a lot of distress and potential challenging behaviours.

Inconvenience of changing location due to anxiety

age; mobility

Because I have dementia with Lewy bodies, I can't cope with change and meeting people I'm not familiar with, as well as new places. The surgery is not far from where I live so is easy for me to get to.

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

I am disabled and Ive a scooter to go to the doctors, the Keys family practice is easy to access, other surgerys in the are are not as easy and it would make it a lot harder for me.

Employed person-working hours

Yes, I have mobility, pain (chronic), I may not get taken on at another Dr.

I have a heart condition which means i cant walk very far. So please. My health will be at more risk if Keys shut.

Only if we are expected to travel further to see a doctor.

As above, I can't go out alone and rely on mental health. There is no other surgery for me to go too in Willenhall, have had a bad time at lockfield that's why I moved to the keys

Disabled wheelchair user who needs accessibility

If Keys closes then my surgery will be busy

Age. Local.

Age. Disabled.

Travelling with a child with a heart condition, one with IBD, one with a lung disease. Deprived area and we are unable to travel extra miles. Not seeing doctors who are able to recognise your child and are fully aware of their medical history. Medical records will not transfer on changing doctors or a delay and that could prove catastrophic for my children.

I have a long term condition. i dont want to move. i wont get an appointment if 5000 people move over the road.

NONE

Disabled patient, wheelchair user

no

None

The keys is a local practice for me and my family. My wife has mental illness and has medications some times runs out and i can quickly solve the problem as i dont have to travel far to get help, resolving the problem quickly. The doctors as the practice know my wife medical history which helps.

The Keys is easy to get to being of the old generation. Living on the border of Willenhall would not relish travelling futher away

Age

The keys family practice is sitatued in one of the most deprived areas in Walsall, economy and deprivation can play a big part in illness, taking this practice away could create high risks to people in this community.

Age

I work during the day and the practice offers a good range of out of hours appointments (blakenall).

Time & travel

Blakenall is the best place to access having better easier street parking it now has the library space available

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

My father is 87 he has limited mobility and we have to take time off work to get him to the surgery, we can take him in the wheelchair to the surgery. He knows and trusts the staff and they know him and his issues. We have a fantastic service and relationship with the staff, they have a great customer service and a caring service. Blakenall works well for the people and the people appreciate the commitment of staff to their patients. Flexible, good appointment system and have the ability to extend into the recently closed library area.

There is a trust built up with my GP over many years. I have seen other GPs at my practice once or twice but now will only see a certain GP. This is because they know me a little better and they know my health history.

I need to be able to get to my doctors surgery easily and quickly

Gender - caring for an infant as well as being employed will be difficult to balance once I finish my maternity leave. Left with little time and is hard to care for baby's needs as well as my own. Sometimes may wish to have familiar (probably female) doctor/nurse for private issues.

As a working mother opening less hours will result in using walking centres more

Age- retain the service at the existing practice by inclusion in the contract specification.

poor mobility

no

No

It's just that I will need to walk a longer distance from my work if I get an appointment within my working hours.

age

None

none

None

No

No

To be able to see the same doctor and someone that knows me as a person and not an nhs number

Anxiety - needing to see people who are familiar to me.

No none of the above

I am on regular medication & it will effect me to see different Doctors & nurses & especially receptionist should be more polite & understanding when telephoning them.

option 1 is too far away for me and I suspect others

Being unable to attend at short notice due to working in Birmingham

No

Age - mobility

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

Age and mobility. Keep the services we already have .

mobility and age as i am retired.

Not really.

Due to my age and having less mobility as i cannot drive and there are no direct bus services to the other practices from my home address.

Disabled- long term health condition requiring monitoring. Young child and pregnant.

no

only use public transport

Since I have no car, practice needs to be in walking distance or reachable by public transport

Am getting older suffer with severe arthritis and find travelling a problem. Blakenall is close to where I live has wonderful staff and no stairs the surgery is on the ground floor. Chemist is right in the same building and this is very very important when we can no longer get around as we once did.

Age and Mobility, not having use of my own transport

i am against closures, it isnt progress, we are losing our Community and services are no improving

n/a

i have limited mobility and keys family practice is ideally located for me

The changes would affect me because of my age and future mobility problems

mobility...need to be near to practice

No

no

None

see above

Access to a local surgery needed due to age and mobility.

No

working parents and need to arrange around work and children, and not be expected to be waiting excessively after the appointment time.

None

It would impact upon me because of my MS and this impacts upon my mobility and ability to travel on public transport, and I would require taxis to go further than my current practice. Therefore the only way you can overcome this is to keep all the current appointment services in place at the Collingwood Practice.

my sons have ASD, i myself have general and social anxiety, as such, changes to familiar practices and gps will cause a lot of distress. I would personally not register with another practice.

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

at present I have a car but in the future i probably won't and being nearly 65 I want a doctors where I can get to easily.

No

My mental health is impacted enough with the gp surgery, i dont think i could cope with many more changes

NA

Due to age it seems not enough information or care is being given.

No affect

no

no

I live local to the practice thats why i registered with them

As a above

Age and transport as I do not drive and have no dependent persons who would help to take me to the Surgery

No, but I hear nothing but bad for Harden Family Practice on everything, (I have several family members that are patients at this surgery) staff attitude, trying to make an appointment, doctor is hardly ever there, the list goes on and I would really not prefer for me and my children to be patients there as I feel they are really unreliable

N/A

Not me particularly but my son needs regular appointments and having to travel around Walsall would not be beneficial. This practice covers a huge area outside of the "normal" Walsall area

no

my age. Ensure we have gp close to our neighbourhood

No

n/a

Need to use public transport, wheras can walk to Collingwood

Reducing services - Increasing patient numbers via new builds

no

Yes keys was set up because others in Willenhall could not cope. It's going to be a nightmare if keys closes. How on earth will I get an appt if 5000 patients move across the road.

Senior citizen

Both my wife & myself are senior citizens my age is 74

N/A

Working hours make access limited, driving to a practice with ease and car parking are a must to reduce hassle when seeking appointments

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

Mobility

I don't drive and have to walk to the practice.

i am my mothers carer and accessability is important to me i want to stay at blakenall as change really disorientates my mother

no

No

i like consistency i would rather see the same doctor and nurse and not keep having to see a different doctor every time

don't drive other practices too far away involving more than one bus journey

No.

No

no

Carer for parent

acessability,age. leaving blakenall practictice as it is , elderly needs are paramount in this area.

Would affect working classs

No

Need for continuity of care,can't do that if bigger organisations

I feel that the seperation of mental health services from a Gp's practice is leading them to ignore how it affexts patients.

Mobility

Mobility

Unsure

No

Do not wish to travel a long distance for an appointment at a different surgery

All above should be patients confidential business,this should not affect seeing a doctor or other staff its patients own personal business not nhs business

It is easy to get to B43

No

No

age and mobility

No

Depends on where the hub was located could cause problems to travel to new hub

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

Due to Age.

Work commitment meaning it hardes to go if their is less appointments available so wpuld end up bookong time oc work

we have a number of vulnerable, elderly and hosebound patients we are in an area of deprivaiaon and we also have a high percentage of patients from our BME communities. To lose a large town centre practice would not only impact the staff and patients at my practice but it would impact on the practices in the near locality. The practice was established as local list sizes were unable to cope with demand so I find it concerning that this a possible turnaround by the CCG.

just dont close the practice...

n/a

Mobility. Disabled

Yes mobility.....disabled

disabled family members who are also members of the practice

other than easily accessible by public transport

N/A

have to have appointments outside normal working hours as cannot get time off from work to attend surgery si if evening and weekend appointments finish I would be unable to go to surgery

Mobility

transportation issues

My mother would be affected more, as she can not drive and therefore needs a practice close to home, also she has long standing foot condition so can walk up and down hills too much.

No

Serious medical illness. Need quick access to a doctor.if patients move to either other practice could they cope.

I would be fine, but my partner is confined to a wheelchair and arranging to get to places can be tricky

Due to serious medical problems worried that extra patients to either other practice then doctors will not cope and I would have wait .

Age

Age & Mobility

collingwood is the best location for me. age & mobility.

i have arthritis so cannot walk too far

how can old people with no car travel further to see a gp, not enough gp as it is

I do not drive and our clinic is a short distance away, within walking distance.

Work commitmemnts

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

late night appointments and saturday morning walk in clinic are all added bonus to working parents

Age and disability. Mobility.

Age and disability

Disability and not being able to get there

All my family go to blakenall family practise

No, but local services need to be local for the community

No

Although this would not come under the Equality Act (2010) (which is where this question is leading!!), as a midwifery student, I am in university 9-5 Monday to Friday. By removing evenings and weekend appointments at the Wharf family practice, my young child and I would be unable to access a GP.

no

if surgery was moved it would proove difficult to access as I am a senior citizen and public transport would be involved

as a senior citizen who doesn't drive If the surgery was harder to access it would have an impact

No

I am 60 so it is inevitable that i will need a local GP practice that provides all the services currently provided

Age and mobility. The solution would be to leave well alone.

No

No

Would only effect me if I have to travel further away to attend surgery

i have problems with my mobility

Due to age

I need to attend my appointments at weekends and evenings as I work and not granted the time off during the day.

Age

n/a

No

no

Would be more confident knowing practice is properly managed. Close the place down?

No

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

The inconvenience of traveling to another area.

None as i dont see how age mobility sexuality gender race religion etc has any bearing on the affect that closing a surgery would have

Age. Mobility.

Age, mobility and convenience of having a surgery local to where i live

we are interested in good doctors and avaiability of their appointment. if 2 or more practice would merge it would directly affect both the things there might be more doctor but the practice and doctor to whome a patient satisfy looking not to meet also if patients increase then appointment will also reduced and difficult to book an early appointment

I moved from Lockfield surgery due to the fact that they could not cope with the amount of patients on their books, how can this be a positive move.!!!

agoraphobic, and panic attacks, mental health take me to appts.. i am a full time wheelchair user too

as an older female I would not be confident to travel to areas I do not know. there is no other GPs in this area if collinwood closed we would have to move to a Birmingham GP, we are told this has problems because we may not be able to access all of the the services, district nurses etc.

The only reason is mobility, age affects mobility. Do not close my local surgery, if unwell travelling far may not be an option whether on foot, taxi or bus.

None.

No. However I am an NHS worker and think it is important to address the needs of all the patients. I work in a service which has been told they need to operate a 7 week service 8 am to 9 pm. I ask have to ask myself why other services are expected to work 7 days a week and long hours and GP Practices do not feel that they should follow the same practices in the interests of the patient they serve and to ease the impact of Acute Services such as A&E.

See above

at 76 I should not be worrying about finding another surgery

Don't feel safe down forrester street just don't move keep it as it is

Due to our age need to a doctor as quick as possible and not feel threatened when coming to the practice at forrester street

If Blakenall Meadow Practice was to move I would struggle to get to a new practice due to having mental health conditions, one of them being anxiety. Blakenall Meadow Practice is more comfortable for to get to in terms of my mental health conditions.

Age and mobility. Keep Blakenall Practice!!

Yes, i struggle with mental health issues.

I don't drive and as a single mum to 2 children Blakenall Surgery is better for me to get to as it means I am able to have someone look after my little one's so I can attend the surgery at short notice

age and mobility

I have no car.

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

At the moment neither option affects me, but changing doctors would mean the new gp not knowing anything but what is on his/her screen, and location change could prove inconvenient as i am a shift worker.

If my practice was moved elsewhere, as a disabled oap it would be more difficult to get elsewhere, and the gp wouldn't be as cognisant of my health issues as my current doctor. The new doctor could only go by details onscreen, whereas MY doctor knows me and how my health issues affect me.

Mobility issues

This surgery is within walking distance, where others over the Birmingham boundary need a car journey or bus ride

mobility

I moved to Keys practice because the one I was at (Lockfield) had too many patients and it was like a cattle market and the service provided was useless.

mobility for older adults

All as above

If Collingwood Surgery closed on an evening or on a Saturday I would not be able to see my usual GP as i work 8:30 to 17:00 Monday to Friday so its beneficial for me to have later appointments. I work for the NHS and I am not able to leave my Health Centre till i finish work at 17:00hrs.

I think it needs to be done steadily, patients who have been with a surgery for a long time obviously will feel uncomfortable whether it's new staff for gp's.

age

It would affect people who work full time

My husband and myself are both OAPs and do not relish the thought of having to travel for appointments on evenings or weekends

I have Crohns disease. I need care from my own GP i have come to trust local to my house.

Its hard getting appointments at the best of times, especially having school runs to do and its easier having our surgery local rather than running around.

I care for elderly parents

Not at this moment in time.

Stay as you are your going to affect alot of people. I cant travel with out a car and with 6 children

I have a disability that restricts my mobility

A working relationship with a regular g.p is very important.

Full time worker so less opportunity to attend day time appointments

I can't travel far due to mobility issues and family commitments

Age, because I work full time

need somewhere local where i can walk to

Q18 - Are there any reasons why the proposed changes would affect you more than any other person

I am a senior citizen and mobility is becoming more of a problem.

This is a major surgery in this area and easily accessible. I am a senior citizen and have increasing mobility problems.

2 members of household have no transport, but can currently walk to Collingwood Centre

it would be harder to get to

Less choice of GP practices..not enough appts now the merger/closure of these practices will have a negative impact on patient care

It's the location - getting to Aldridge/Walsall by public transport is a pain. The new health centre on the Birmingham side of Queslett Road, next to the big Asda store, would be easier to get to and more beneficial as an alternative.

N/A

Not at the moment

I am registered disabled and cannot travel very far as I cannot walk far

my age I have already changed from another surgery because I would have to have got on a bus or used a taxi to get there

None.

As a carer.

This practice is local for me as I have no transport and I would be worried about the availability of appointments if another practice had to absorb patients from the Keys, the wait is often quite long as it is

Probably due to my gender and race as an Asian male often neglect seeing GP unless there's a crisis situation

Blakenall Surgery enables me to walk to appointments, and as my mobility decreases other sites would entail road travel.

A hub would have to be within walking distance or a frequently served bus route throughout the day and evening.

None

Work reason, and keep it as it is

no

Not me personally but would family members

mobility

NO

Q19 - What is the first part of your postcode? e.g. WS13

Q19 - What is the first part of your postcode? e.g. WS13

WS3

WV13

Wv13

WV13

Wv13

Wv13

WV13

WV13

WV13

WS1

WS1

WS1

WS1...WS2...

WS1

WS1

Ws3

WS3

WS3

WS3

WS3

WS3

WS3

WS3

Ws3

WS3

Ws3

Q19 - What is the first part of your postcode? e.g. WS13

Ws1

Ws2

WS1

WS2

Short Heath

WS8

WS4

WV12

WS2

WS2

WS2

WS2

Ws2

Ws2

WS2

WS2

WS3

WS3

WS2

WS3

WS3

WS3

WS3

WS3

Ws3

WS3

WV13

WS3

WS3

Q19 - What is the first part of your postcode? e.g. WS13

Ws3

B43

B43

B43

Ws3

WS3

WV12

B43

B43

WV12

WV12

WV12

WV12

WV12

WS5

WS2

B43

B43

B43

WV13

B43

WV12

B43

B43

B43

b43

WS3

WS2

WS1

Q19 - What is the first part of your postcode? e.g. WS13

WS1

WS1

B437

b43

B43

B43

WS1

WS3

b43

B43

WS1

WS3

WS1

WV13

WS5

Moxley

South street

WS3

ws2

WS3

WS3

WS3

WS2

WS3

WS31

WS31

WS3

WS3

WS3

Q19 - What is the first part of your postcode? e.g. WS13

WS3

WS3

WS3

WS2

WS3

WS3

WV12

WS4

WS3

WS3

WS3

WV14

WV12

WS10

WS3

WS3

WS3

B43

B43

WS3

WS3

WS3

WS10

WV13

WV13

WS3

WV13

WS2

WS3

Q19 - What is the first part of your postcode? e.g. WS13

WS3

WS2

WS1

WS3

WS1

WS2

WV13

B43

B43

WS2

B43

B43

B43

B43

B43

B43

B43

B43

WS3

B43

B43

B43

B431

B43

WS3

WS3

WS2

WS3

WS3

Q19 - What is the first part of your postcode? e.g. WS13

WS3

WV12

WS3

WS3

WS2

WS2

B43

B43

B43

B43

B43

B43

B43

B43

B43

B43

WS2

B43

WS2

WV12

WS2

B43

B43

B43

B43

WS3

WS3

WS3

B43

Q19 - What is the first part of your postcode? e.g. WS13

B43

B43

WS2

WS3

WS2

WS2

B43

ws3

WS3

Ws3

WS2

WV13

Ws3

Ws3

WV12

ws3

WS3

ws3

WS2

B43

B43

WV13

WV12

WV13

WV13

WV13

WV13

ws3

WS3 3RU

Q19 - What is the first part of your postcode? e.g. WS13

ws10

wv14

WV13

ws2

WV13

WV1

WV13

WV

WV13

WV13

WV13

WS4

WS2

WV12

WS2

WV13

WV12

WV12

WV12

WV12

WV12

WV13

WS10

WV12

WV13

WV13

WV12

WV12

Wv12

Q19 - What is the first part of your postcode? e.g. WS13

WV12

WV13

WV13

WV13

ws2

Ws2

B43

B43

ws33

B43

b43

Ws3

WS2

WV13

B74

WS2

B74

WS2

Ws10

WS3

b74

ws3

wv12

WS3

B43

WS3

B43

Ws3

Ws2

Q19 - What is the first part of your postcode? e.g. WS13

WS3

B43

B43 7PB

B43 7PB

WS1

WS1

WS3

B43

WS3

WS3

Ws3

WS2

WS2

b43

WS3

WS3

ws2

ws3

wv11

WS2

WS3

B43

B43

WV13

WV11

WV13

B74

B43

WS3

Q19 - What is the first part of your postcode? e.g. WS13

b44

WS2

B43

WS3

wv13

WV13

WS2

wv13

WV13

b43

ws3

Ws2

b43

ws3

ws1

B43

B43

WS9

WV13

WV12

WV13

wv12

WV12

B74

WV12

WS3

B43

B43

wv13

Q19 - What is the first part of your postcode? e.g. WS13

WV12

WS2

B43

wv12

B43

wv11

WS3

wv13

WV13

wv11

WS2

B43

WS2

ws3

WS9

B43

WS9

WS9

WS3 1RB

wv12

WS2

WS5

WS2 7EF

WS2 7EF

WS3

WS3

WS3

WS3

B43

Q19 - What is the first part of your postcode? e.g. WS13

Ws3

ws3

wv13

b43

Wv12

B43

B43

B43

Ws2

b43

ws10

B43

WS1

B43

B44 by Jim

WS2

ws9

WS3

Wv13

WV12

B43

B43

Ws3

Ws3

WS2

ws3

ws3

B43

Wv11

Q19 - What is the first part of your postcode? e.g. WS13

WV12

WS3

ws2

B43

wv12

B42

WS3

WS3

ws3

B44

B43

Ws31

ws5

B42

Wv12

ws3

Wv14

Ws2

Ws2

wv12

Wv12

Ws2

Ws3

Wv13

ws3

B43

ws2

WS3

B44

Q19 - What is the first part of your postcode? e.g. WS13

ws3

B43

WS2

B43

B43

B43

b43

B43

B43

WV13

WV13

WS3

Ws3

Ws3

ws3

Wv12

wv133ef

WS1

B43 7PT

B43

B43

Ws2

ws5

ws3

WS4

WS2

WS3

Ws3

wv13

Q19 - What is the first part of your postcode? e.g. WS13

WS3

B74

B44

WS131HX

B43

ws2

WV131HX

B43

wv13

B43

Ws9

WS3

B73

WS3

B43

ws3

ws10

B43

WS8

WV13

B43

B43

B43

Ws3

WV11

WS3

B43

B43

WS2

Q19 - What is the first part of your postcode? e.g. WS13

b43 7hx

ws3

ws3

ws3

ws3

ws3

b43

B43

ws3

B43

B43

B43

B43

WV12

WV12

b43

ws3

WS2

b43

B43

WS3

B44

ws3

WV13

Ws2

ws2

WV13

WS3

WS3

Q19 - What is the first part of your postcode? e.g. WS13

B43

WS3

wv13

B43

WV13

Ws6

wv13

B43 7HX

WV13

B43

B43 7el

B43

B43

Ws3

WS2 9PJ

WV12

WV12

ws10

WS2

Ws3

wv13

B437

B43

WV13

WS3

WV13

WS3

B43

wv13

Q19 - What is the first part of your postcode? e.g. WS13

Ws29ba

Ws2 9ba

WS3

B44

ws3

WS3

WS10

WS2

WS2

WS1

WS2

WS2

WS2

ws9

WV12 5RD

wv12

B43

WS1

WS1 2HP

B43

WS2 9XE

B43

Ws3

b437dl

WS2

WV133BY

ws3

WS6

WS3

Q19 - What is the first part of your postcode? e.g. WS13

ws5

WS3

w

B43

ws2

b43

B43

B43

WS3

B43

B43

Ws3

B42

B43

B43

B43

B43

B43

B43

B43

WS3

Ws3

Ws3

WS31

B43

B44

b43

ws3

B43

Q19 - What is the first part of your postcode? e.g. WS13

ws3

B43 7LR

ws3

ws3

WS2

B43 7LR

ws3

B43

B43

ws3

WV12

ws3

ws10

ws10

ws3

ws3 1ng

B43

WS2

WS3

wv13

WS4

ws

wv12

WS2

WS3

ws11

ws1

b43

WS2

Q19 - What is the first part of your postcode? e.g. WS13

ws3

b43

WS2

Ws3

B43

Ws2

WS3

B43 7HY

WS3

B44

WS3

B44

wv11

WS3

ws4

WV13

WV13

WV13

WS2

ws3

WS3

WS3

B43

b43

B43

wv13

WS5

b43

WS5

Q19 - What is the first part of your postcode? e.g. WS13

ws3

Ws3 4jp

B43

WS3 1DT

B43

WS3

ws2

ws13

ws3

ws3

Ws2

Q20 - What is your gender?

#	Answer	%	Count
1	Male	34.33%	275
2	Female	64.04%	513
3	Transgender	0.25%	2
4	Prefer not to say	1.37%	11
	Total	100%	801

Q21 - If female, are you currently pregnant or have you given birth within the last 12 months?

#	Answer	%	Count
1	Yes	6.59%	30
2	No	92.53%	421
3	Prefer not to say	0.88%	4
	Total	100%	455

Q22 - What is your age?

#	Answer	%	Count
1	Under 16	1.18%	10
2	16-24	5.69%	48
3	25-34	11.49%	97
4	35-59	41.94%	354
5	60-74	27.84%	235
6	75+	10.78%	91
7	Prefer not to say	1.07%	9
	Total	100%	844

Q23 - What is your ethnic group?

#	Answer	%	Count
1	White- English/Welsh/Scottish/Northern Irish/British	82.84%	705
2	White- Irish	0.71%	6
3	White- Gypsy or Irish Traveller	0.12%	1
4	Any other White Background, please describe	1.88%	16
5	White and Black Caribbean	1.06%	9
6	White and Black African	0.00%	0
7	White and Asian	0.94%	8
8	Any other Mixed/Multiple ethnic background, please describe	0.24%	2
9	Asian/Asian British- Indian	5.05%	43
10	Asian/Asian British- Pakistani	3.29%	28
11	Asian/Asian British- Bangladeshi	0.24%	2
12	Asian/Asian British- Chinese	0.00%	0
13	Any other Asian background, please describe	0.12%	1
14	Black African	0.12%	1
15	Black British	0.00%	0
16	Black Caribbean	1.41%	12
17	Any other Black/African/Caribbean background, please describe	0.00%	0
18	Arab	0.12%	1
19	Any other ethnic group, please describe	0.12%	1
20	Prefer not to say	1.76%	15
	Total	100%	851

Q 23 Any other White Background, please describe

Any other White Background, please describe

Polish

Polish

African

Polish

Romanian

Polish

Polish

White and North African

White European

Belgian

European

North American

Polish

Portuguese

Polish

Spanish

Any other Mixed/Multiple ethnic background, please describe

Any other Mixed/Multiple ethnic background, please describe

Any other Asian background, please describe

Any other Asian background, please describe

Q23 Any other ethnic group, please describe

Any other ethnic group, please describe

Persian

Q24 - Do you look after, or give any help or support to family members, friends, neighbours or others because of either

#	Answer	%	Count
1	Long term physical or mental ill health/disability	17.25%	114
2	Problems related to old age	12.10%	80
3	No	61.72%	408
4	I'd prefer not to say	6.81%	45
5	Other, please describe	2.12%	14
	Total	100%	661

Other, please describe

Q24 Other, please describe

Back injury

Great grand children

Old age and childcare

My husband and i help each other in daily life

grand daughter and elderly parent

My wife

Profoundly deaf

childcare

a.d.h.d -child

Married - We support each other

Not yet, but my parents who are in the same phase are 70, and on several medications, so in the near future this may be an issue.

Mom to 4 children / Daughter to elderly parents

mom is a disabled pensioner, arthritis and diverticular bowel, also macular degeneration, and I live with her, supporting her where possible.

Q25 - Are your day to day activities limited because of a health condition or illness that has lasted, or is expected to last, at least 12 months? (please select all that apply)

#	Answer	%	Count
1	Vision (such as due to blindness or partial sight)	4.02%	39
2	Hearing (such as due to deafness or partial hearing)	4.12%	40
3	Mobility (such as difficulty walking short distances, climbing stairs)	16.58%	161
4	Dexterity (such as lifting and carrying objects, using a keyboard)	4.74%	46
5	Memory	4.12%	40
6	Mental ill health	4.94%	48
7	Stamina or breathing difficulty or fatigue	9.78%	95
8	Social or behavioural issues (for example, due to neuro diverse conditions such as Autism)	0.62%	6
9	Attention Deficit Disorder or Aspergers' Syndrome	0.31%	3
10	No	39.55%	384
11	Prefer to not to say	3.91%	38
12	Any other condition or illness, please describe	7.31%	71
	Total	100%	971

Q25 Any other condition or illness, please describe

Q25 - Any other condition or illness, please describe

Arthritis

Leaning disability

Diabetes

Heart condition

Thyroid removed

Learning disability

Q25 - Any other condition or illness, please describe

Polio, heart

Diabetes

Cancer, hip replacement

CKD

Diabetes

Limited verbal comma

Diabetes

Asthma

Dffivulty speaking and eating due to effects of radiotherapy

Bowel and bladder problems

Too manny to mention

Learning disability

Diabetic

Learning disability

Dementia, mild vacula Alzimers

Cancer

Urostomy (due to cancer), Hypertension, collapsed disc of spine on right and left, loss of sensation in both lower legs, heart stent

Diabetes Type 1

Hay fever

Learning Disability

I HAVE A COLOSTOMY

Heart and kidney diseases

DIABETIC

Arthritis

ARFID

mobility during attacks of rheumatoid arthritis

Pancreatitis,arthritis

Crohns disease

Q25 - Any other condition or illness, please describe

copd

terminal cancer

Type 2 diabetes

arthritious

gastro conditions, Lactose intolerance, problems with movement

prolapsed discs in spine

Multiple Sclerosis

Endometriosis

Diverticulosis requiring toilets

Chronic Bronchitis

Dystonia

Acute arthritis

depression

Type 1 diabetes [life long condition]

Back pain, chest pain

bi polar disorder have been stable since last August, reason for relapse due to medication changed, anbe.d didn't need to

Lung cancer

Heart problems

Cerebral Tremor, Ataxia

diabetic

MS

Anemic requiring regular injections

ms

Depression

diabetic

Got net cancer

back problems make lifting heavy objects painful although i take medication to cope.

Diverticular bowel.

Q25 - Any other condition or illness, please describe

Diabetes

Arthritis

Pain. Osteoarthritis

cancer

Cancer

planta fascitis

Q26 - What is your sexual orientation?

#	Answer	%	Count
1	Bisexual	0.85%	6
2	Heterosexual/Straight	86.88%	616
3	Gay	0.56%	4
4	Lesbian	0.85%	6
5	Prefer not to say	9.73%	69
6	Other, please state	1.13%	8
	Total	100%	709

Other, please state

Q26 - Other, please state

Don't label

what difference does this make

Why would this be relevant?

Why does this even matter?

why does this matter

Q27 - Are you?

#	Answer	%	Count
1	Single- never married or partnered	17.33%	127
2	Living in a couple- Married/Civil Partnership	53.75%	394
3	Living in a couple- Co-habiting	8.46%	62
4	Married but not living with husband/wife/civil partner	1.64%	12
5	Separated but still married or in a civil partnership	0.41%	3
6	Divorced/dissolved civil partnership	6.14%	45
7	Widowed/surviving partner/civil partner	8.05%	59
8	Prefer not to say	3.68%	27
9	Other relationship (please state)	0.55%	4
	Total	100%	733

Q27 Other relationship (please state)

Q27 Other relationship (please state)

what difference does this make

Married

why does this matter

Q28 - What is your religion and belief?

#	Answer	%	Count
1	No religion	21.45%	154
2	Baha'i	0.14%	1
3	Buddhist	0.00%	0
4	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	62.67%	450
5	Hindu	1.25%	9
6	Jain	0.00%	0
7	Jewish	0.00%	0
8	Muslim	4.18%	30
9	Other (please specify)	3.62%	26
10	Prefer not to say	6.69%	48
	Total	100%	718

Qualitative Analysis for Walsall APMS

Your Health, Your Future – Possible changes to GP practices in Walsall

Q1: What is important to you about your local GP practice?

Group name	Demographic	Themes	Subthemes	Quotes	Notes
BME Women's Group	Asian, Romanian, Polish and Arabian women	Multiple languages		Those practices that can speak our languages. Language can be a barrier to those coming to the country and sometimes meaning can be lost because of the lack of language skills	
		Access to female doctors		Access to lady Drs is a necessity. Every practice needs to have lady Drs on every day.	
		Appointments	Availability	Impact on appointments as none of the ladies work so have more availability and flexibility when appointments	

				ts are available.	
		Continuity of care	GP continuity	Being able to see the same doctors every time	
Falling Heath Day Care Centre	Learning disabilities group with a range of learning needs	Continuity of care	Relationship with GP	Knowing my GP well for a long time is important to me.	
		Continuity of care	Relationship with GP	They need to know about my disability. They need to know me!	
		Access to female doctors		It is important for me to see a lady Doctor.	
		Appointments	Availability	I want to see a Doctor when I need to!	
		Reduced waiting times		I don't want to wait a long time!	
		Accessibility	Distance	I don't want to travel too far to places I don't know.	
		Accessibility	Range of services	The building is new, modern, friendly, Easy to access.	
Older Peoples Group	Mainly white with 20% of the group from a BME background a mix of	Accessibility	Range of services	Options that gives more provision	
		Reduced waiting times		Our surgery has improved	

	women and men all over the age of 60.			phone waiting times	
		Appointments	Same-day appointments	I can get in same day if I wait	
		Continuity of care	GP continuity	Like to see same Dr	
		Appointments	Telephone appointments	My surgery does telephone appointment, that is at least something	
		Appointments	Telephone appointments	Tel appointments are a good alternative for some people	

Q2: Combine Manor Medical and Wharf Family Practice and base at Forrester Street. Sai Medical Practice would remain separate for now. How would this option affect you and your family?

Group name	Demographic	Themes	Subthemes	Quotes	Notes
BME Women's Group	Asian, Romanian, Polish and Arabian women	Accessibility	Travel	Further to travel, difficult on foot especially if unwell or child (ren) unwell.	
		Accessibility	Parking	Parking for some would be difficult as more cars using the car park	
		Waiting times	Busy service	Could be very busy in waiting room,	

				too many people	
		Waiting times	Appointments	May make getting an appointment more difficult.	
		Additional services	Access	Better access to other medical services, not sure there is no mention of what additional services will be offered.	
Older Peoples Group	Mainly white with 20% of the group from a BME background a mix of women and men all over the age of 60.	Capacity issues		Surgeries are struggling to meet demand – serious capacity concerns; both physical and people resources!	
		Accessibility	Parking	Parking problems at Forrester Street will worsen	
		Impact on local residents		inconvenience to local residents	
		Capacity issues		Manor will not be able to cope with number of patients potentially transferring from Wharf the closing surgery	

		Capacity issues		Why would larger list sizes be an advantage, in poorer areas this would just mean more pressure on services?	
		GP availability	Female GPs	Availability of GP's – more females coming in. May create gaps in future (families etc) this will be difficult to predict.	
		Accessibility	Parking	Parking is already an issue around the Manor area	
		Capacity issues		Need to consider capacity of the other local surgeries if the Wharf closes.	
		GP availability	Transfers	GP's availability, will GP's transfer to the other surgery?	
		Accessibility	Parking	Parking is very bad	
		Waiting times	Busy service	Waiting areas in the GP's reception will be busy	
		Additional services	Transfers	Support staff and other services, will	

				they all transfer?	
		Capacity issues		I choose to go further out to St Peters. May have an impact and become oversubscribed if Wharf closes	
		Waiting times	Appointments	Already long waiting times for appointments – will it get worse?	
		Waiting times	Appointments	Already wait 2/3 weeks for my injection appointments	
		Waiting times	Appointments	Long phone waiting times at my surgery	

Q2: Allow the contract to expire at the Kingfisher practice and not procure anything in its place. Patients would go to other nearby practices. How would this option affect you and your family?

Group name	Demographic	Themes	Subthemes	Quotes	Notes
Falling Heath Day Care Centre	Learning disabilities group with a range of learning needs	Loss of doctor		I would lose my doctor; I am not happy.	
		Loss of doctor		I would be anxious and upset at losing my Doctor and not having a relationship with a Doctor I trust.	
		Loss of doctor		They need to know me!	

		Accessibility	Distance	Distance, how much further will I have to travel?	
		Waiting times		Will waiting times increase? Some find it difficult to wait.	
		Accessibility	Access to information	I don't really understand about the hubs.	
		Loss of doctor		If my surgery closes, I may have to see a different GP that worries me.	
		Accessibility	Appointments	I get really stressed when I have to wait for my appointment.	

Q3: Combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice and base at Forrester Street. There would be a single reception. How would this affect you and your family?

Group name	Demographic	Themes	Subthemes	Quotes	Notes
BME Women's Group	Asian, Romanian, Polish and Arabian women	Accessibility	Parking		
		Continuity of care		Would like to continue with my own GP. Will I be able to see same GP each time?	
		Accessibility	Distance	Distance to Forrester Street	

		Waiting times		Longer wait at reception	
		Continuity of care		Less staff. Will we lose Drs?	
Older Peoples Group	Mainly white with 20% of the group from a BME background a mix of women and men all over the age of 60.	Viable to merge		Option 2 looks more sensible to me Can understand why some need to merge if not enough patients to make more viable.	
		Concerns with technology		Concerned the surgeries could be using more technology; Skype need to be aware that GP surgeries need to keep software up to date and secure. Patients need to have compatible software for it to work.	

Q3: Retain Kingfisher practice. How would this affect you and your family?

Group name	Demographic	Themes	Subthemes	Quotes	Notes
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Falling Heath Day Care Centre	Learning disabilities group with a range of learning needs	Continuity of care		Great, no change in my Doctor.	
		Continuity of care		This is where I go and it suits me very well I do not want to go anywhere else, I want to be able to see my Doctor.	

Q4: If your surgery was open less at evenings and weekends but appointments were offered for all Walsall Citizens at "Local Hub" practices how would this affect you and your family?

Group name	Demographic	Themes	Subthemes	Quotes	Notes
BME Women's Group	Asian, Romanian, Polish and Arabian women	Accessibility	Travel	Yes, this may cause difficulty for us as we are all fairly new to Walsall and do not know the area well and are still finding it difficult getting around.	
		Information and awareness		Some of our group are more aware of the area than the rest, some would not go because they do not	

				know where to go.	
		Access to female doctors		It would also cause distress if we went and no lady Drs	
		Language barriers		Language barriers would also cause problems	
Falling Heath Day Care Centre	Learning disabilities group with a range of learning needs	Information and awareness		I don't really understand what this is all about.	
		Continuity of care		I prefer to see my own GP in a place I know.	
		Continuity of care		I just want to see my own Doctor, not comfortable seeing anyone else.	
		Access to female doctors		Would they have lady doctors there?	
		Accessibility	Parking	What about disabled parking, would it be near the front door?	
Older Peoples Group	Mainly white with 20% of the group from a BME background a mix of women and	Information and awareness		Worrying and unsettling, that these changes are happening, it can be very	

	men all over the age of 60.			confusing when things change, the information for these changes would need to be very precise, so that people would know where to go	
		Accessibility	Parking	Parking concerns	
		Capacity at Hubs		Capacity at these hubs?	
		Accessibility	Disabled access	Disabled access?	
		Capacity at Hubs		Which GP's would man these hubs?	

Q5: What services are not offered that you would like to have offered?

Group name	Demographic	Themes	Subthemes	Quotes	Notes
BME Women's Group	Asian, Romanian, Polish and Arabian women	Accessibility	Awareness of services	Not sure as we do not know what services are available	
		Women and children services		More services for ladies and children in same place	
		Accessibility	Easy access to GP	Like to have GP closer	
Older Peoples Group	Mainly white with 20% of the group from a BME background a mix of women and	Specialist provision	Across age groups	Different ages need different specialist provision, are they able to meet intergenerational needs?	

	men all over the age of 60.	Specialist provision	Clinics	Asthma clinic, diabetic clinic, maternity support, support with muscles and bones?	
		Appointments	Online appointment allocation	Online appointments already are further ahead; keep 70% of appointments for same day and for people who call up with need for urgent appointment	
		Accessibility	Parking	Parking near to the entrance, sufficient disabled spaces.	
		Access to female doctors		Lady Doctors, for privacy.	
Falling Heath Day Care Centre		Appointments	Non-technological access	Most of us can't access computers to book appointments	
		Accessibility	Parking	Parking can be difficult at times, my carer needs to be able to park near the door.	
		Appointments	Availability	Making an appointment is hard (GP)	

Q6: Choosing priorities

Group name	Demographic	Themes	Subthemes	Quotes	Notes
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BME Women's Group	Asian, Romanian, Polish and Arabian women	Accessibility	Local provision	Local provision for ease of access	
		Access to female doctors	Need for lady doctors		
		Catering for different languages	Need for staff who can speak different languages	Staff who can speak different languages	
		Continuity of care	Being able to see the same doctor		
Falling Heath Day Care Centre	Learning disabilities group with a range of learning needs	Keep things the same		I like it the way it is	
		Keep things the same		I don't like change	
		Keep things the same		I would be worried about going somewhere else.	
Older Peoples Group	Mainly white with 20% of the group from a BME background a mix of women and men all over the age of 60.	Accessibility	Parking	Parking	
		Appointments availability		Appointments availability	
		Technology		Technologies that work for all	

Summary of findings

Q1: What is important to you about your local GP practice?

- Multiple languages
- Access to female doctors
- Appointments
 - Availability
 - Same-day appointments
 - Telephone appointments

- Reduced waiting times
- Continuity of care
 - GP continuity
 - Relationship with GP
- Accessibility
 - Distance
 - Range of services

Q2: Combine Manor Medical and Wharf Family Practice and base at Forrester Street. Sai Medical Practice would remain separate for now. How would this option affect you and your family?

Negative

- Capacity issues
- Waiting time
 - Busy service
 - Appointments
 - Impact on local residents
 - Accessibility
 - Parking
 - Travel

Positive

- GP availability
 - Females GPs
 - Transfers
- Additional services
 - Transfers
 - Access

OR

Q2: Allow the contract to expire at the Kingfisher practice and not procure anything in its place. Patients would go to other nearby practices. How would this option affect you and your family?

- Loss of doctor
- Accessibility
 - Distance
 - Access to information
 - Appointments
- Waiting Times

Q3: Combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice and base at Forrester Street. There would be a single reception. How would this affect you and your family?

Negative

- Accessibility
 - Parking
 - Distance
- Continuity of care
- Waiting times
- Concerns with technology

Positive

- Viable to merge

OR

Q3: Retain Kingfisher practice. How would this affect you and your family?

- Continuity of care

Q4: If your surgery was open less at evenings and weekends but appointments were offered for all Walsall Citizens at “Local Hub” practices how would this affect you and your family?

- Accessibility
 - Travel
 - Parking
 - Disable access
- Continuity of care
- Language barriers
- Capacity at hubs
- Information and awareness
- Access to female doctors

Q5: What services are not offered that you would like to have offered?

- Accessibility
 - Awareness of services
 - Easy access to GP
 - Parking
- Women and Children services
- Access to female doctors
- Specialist provision
 - Across age groups
 - Clinics
- Appointments

- Online appointment allocation
- Non-technological access
- Availability

Q6: Choosing priorities

- Accessibility
 - Parking
 - Local provision
- Access to female doctors
- Catering for different languages
- Continuity of care
- Keep things the same
- Appointment availability
- Technology

Practice interest and preferred option (Filtered by 'I am responding as an employee')

		Please tick all practices where you have a particular interest (select all that apply)										Total
		Manor Medical-Forrester Street, Walsall	Wharf Family Practice-Pleck Road, Walsall	Sai Medical Practice-Forrester Street, Walsall	Blakenall Family Practice-Blakenall, Walsall	Harden Family Practice-Harden Road, Bloxwich	Coalpool Family Practice-Harden Road, Bloxwich	Kingfisher Practice-Churchill Road, Walsall	Keys Family Practice-Field Street, Willenhall	No, I'm a member of the public	No, I'm responding on behalf of an organisation (please name the organisation)	
What is your preferred option for Area 1?	Option 1- combine Manor Medical Practice and Wharf Medical Practice, and base at Forrester Street. Sai Medical Practice would remain a separate practice for now, although in the same building. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care.	0	2	0	0	0	0	0	1	0	0	2
	Option 2- combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice, and base at Forrester Street. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care. NB, that Sai Medical is already based at Forrester Street. One of the changes for Sai Medical Practice patients would be a single reception, something that people welcomed in the engagement.	0	0	0	0	0	0	0	0	0	0	0
	Total	0	2	0	0	0	0	0	1	0	0	2
What is your preferred option for Area 2	Option 1- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base at one site, Harden Health Centre. Patients of the three practices would all be part of the new single practice and those who currently go to Blakenall would go to Harden Health Centre.	0	0	0	0	1	0	0	0	0	0	1
	Option 2- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base them at two sites, Harden Health Centre and Blakenall. Patients of the combined practice would be able to go to either Harden Health Centre or Blakenall.	0	0	0	11	1	1	0	0	0	0	11
	Total	0	0	0	11	2	1	0	0	0	0	12
What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?	Option 1- is to allow the contract to expire at Keys Family Practice and not procure anything in its place. Patients of Keys Family Practice could register at one of the three practices based at the nearby Willenhall Medical Centre, Lockfield, Lockstown, Croft or other surrounding practices.	0	0	0	0	0	0	1	1	0	0	1
	Option 2- is to retain the practice at Keys Family Practice	0	1	1	0	0	0	1	8	0	0	8
	Total	0	1	1	0	0	0	2	9	0	0	9
What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?	Option 1- is to allow the contract to expire at Kingfisher Practice and not procure anything in its place. This means that patients would go to other nearby practices. Patients of Kingfisher Practice could register at Berkley Practice and Stroud Practice, which are in the same building as Kingfisher Practice or other surrounding practices.	0	0	0	0	0	0	1	1	0	0	1
	Option 2 is to retain the practice at Kingfisher Practice	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	1	1	0	0	1

Number of employee responses and preferred option by Area

There are a total of 2 employee responses for Area 1, 12 employee responses for Area 2, 1 employee response for Area 3a and 9 employee

		What is your preferred option for Area 1?			What is your preferred option for Area 2			What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?			What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?		
		Option 1- combine Manor Medical Practice and Wharf Medical Practice, and base at Forrester Street. Sai Medical Practice would remain a separate practice for now, although in the same building. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care.	Option 2- combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice, and base at Forrester Street. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care. NB, that Sai Medical is already based at Forrester Street. One of the changes for Sai Medical Practice patients would be a single reception, something that people welcomed in the engagement.	Total	Option 1- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base at one site, Harden Health Centre. Patients of the three practices would all be part of the new single practice and those who currently go to Blakenall would go to Harden Health Centre.	Option 2- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base them at two sites, Harden Health Centre and Blakenall. Patients of the combined practice would be able to go to either Harden Health Centre or Blakenall.	Total	Option 1- is to allow the contract to expire at Kingfisher Practice and not procure anything in its place. Patients of Kingfisher Practice could register at Berkley Practice and Stroud Practice, which are in the same building as Kingfisher Practice or other surrounding practices.	Option 2 is to retain the practice at Kingfisher Practice	Total	Option 1- is to allow the contract to expire at Keys Family Practice and not procure anything in its place. Patients of Keys Family Practice could register at one of the three practices based at the nearby Willenhall Medical Centre, Lockfield, Lockstown, Croft or other surrounding practices.	Option 2- is to retain the practice at Keys Family Practice	Total
Please tell us why you are particularly interested in the practice(s) (select all that apply)	I am a patient registered with the practice	52	19	71	28	161	189	9	32	41	7	125	132
	I am a family member or carer of a patient registered at the practice	9	7	16	6	35	41	2	7	9	1	16	17
	I am patient at a neighbouring practice	5	8	13	4	22	26	4	4	8	1	12	13
	I am an employee or partner at one of the practices	2	0	2	1	11	12	1	0	1	1	8	9
	An organisation that works with the practice	1	3	4	3	5	8	2	1	3	2	4	6
	Other (please specify)	2	8	10	5	7	12	2	3	5	2	8	10
	Total	60	36	96	40	199	239	19	40	59	11	146	157

responses for Area 3b (See table below).

Impact of Option 1 and 2 by preferred Option for the 4 areas (Filtered by 'I am responding as an employee') – Area 1 and 2

		What is your preferred option for Area 1?			What is your preferred option for Area 2		
		Option 1- combine Manor Medical Practice and Wharf Medical Practice, and base at Forrester Street. Sai Medical Practice would remain a separate practice for now, although in the same building. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care.	Option 2- combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice, and base at Forrester Street. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care. NB, that Sai Medical is already based at Forrester Street. One of the changes for Sai Medical Practice patients would be a single reception, something that people welcomed in the engagement.	Total	Option 1- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base at one site, Harden Health Centre. Patients of the three practices would all be part of the new single practice and those who currently go to Blakenall would go to Harden Health Centre.	Option 2- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base them at two sites, Harden Health Centre and Blakenall. Patients of the combined practice would be able to go to either Harden Health Centre or Blakenall.	Total
What impact would Option 1 have on you?	No impact	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0
	Negative impact	2	0	2	0	0	0
	Prefer not to say	0	0	0	0	0	0
	Total	2	0	2	0	0	0
What impact would Option 2 have on you?	No impact	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0
	Negative impact	2	0	2	0	0	0
	Prefer not to say	0	0	0	0	0	0
	Total	2	0	2	0	0	0
What impact would Option 1 have on you?	No impact	0	0	0	0	1	1
	Positive impact	0	0	0	0	0	0
	Negative impact	0	0	0	1	10	11
	Prefer not to say	0	0	0	0	0	0
	Total	0	0	0	1	11	12
What impact would Option 2 have on you?	No impact	0	0	0	0	1	1
	Positive impact	0	0	0	0	10	10
	Negative impact	0	0	0	1	0	1
	Prefer not to say	0	0	0	0	0	0
	Total	0	0	0	1	11	12

Impact of Option 1 and 2 by preferred Option for the 4 areas (Filtered by 'I am responding as an employee') – Area 3a and

		What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?			What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?		
		Option 1- is to allow the contract to expire at Kingfisher Practice and not procure anything in its place. This means that patients would go to other nearby practices. Patients of Kingfisher Practice could register at Berkley Practice and Stroud Practice, which are in the same building as Kingfisher Practice or other surrounding practices.	Option 2 is to retain the practice at Kingfisher Practice	Total	Option 1- is to allow the contract to expire at Keys Family Practice and not procure anything in its place. Patients of Keys Family Practice could register at one of the three practices based at the nearby Willenhall Medical Centre, Lockfield, Lockstown, Croft or other surrounding practices.	Option 2- is to retain the practice at Keys Family Practice	Total
What impact would Option 1 have on you?	No impact	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0
	Negative impact	0	0	0	0	1	1
	Prefer not to say	0	0	0	0	0	0
	Total	0	0	0	0	1	1
What impact would Option 2 have on you?	No impact	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0
	Negative impact	0	0	0	0	1	1
	Prefer not to say	0	0	0	0	0	0
	Total	0	0	0	0	1	1
What impact would Option 1 have on you?	No impact	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0
	Negative impact	0	0	0	0	0	0
	Prefer not to say	0	0	0	0	0	0
	Total	0	0	0	0	0	0
What impact would Option 2 have on you?	No impact	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0
	Negative impact	0	0	0	0	0	0
	Prefer not to say	0	0	0	0	0	0
	Total	0	0	0	0	0	0

Area 3b

Reasons for impact by preferred Option for the 4 areas (Filtered by 'I am responding as an employee') – Area 1 and 2

		What is your preferred option for Area 1?			What is your preferred option for Area 2?		
		Option 1- combine Manor Medical Practice and Wharf Medical Practice, and base at Forrester Street. Sai Medical Practice would remain a separate practice for now, although in the same building. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care.	Option 2- combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice, and base at Forrester Street. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care. NB, that Sai Medical is already based at Forrester Street. One of the changes for Sai Medical Practice patients would be a single reception, something that people welcomed in the engagement.	Total	Option 1- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base at one site, Harden Health Centre. Patients of the three practices would all be part of the new single practice and those who currently go to Blakenall would go to Harden Health Centre.	Option 2- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base them at two sites, Harden Health Centre and Blakenall. Patients of the combined practice would be able to go to either Harden Health Centre or Blakenall.	Total
If the impact is negative, in what areas have you concerns (select all that apply)	Parking	2	0	2	0	0	0
	Getting to the practice	1	0	1	0	0	0
	Languages spoken by staff	0	0	0	0	0	0
	Physical access in and around the building	1	0	1	0	0	0
	Space within the building to accommodate an extra practice	1	0	1	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0
Total		2	0	2	0	0	0
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0
	Offering the choice of male/female GP to see	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0
Total		0	0	0	0	0	0
	Parking	0	0	0	1	9	10
	Getting to the practice	0	0	0	0	6	6

If the impact is negative, in what area have you concerns (select all that apply)?	Languages spoken by the staff	0	0	0	0	1	1
	Physical access in and around the building	0	0	0	0	5	5
	Space within the building to accommodate an extra practice	0	0	0	1	8	9
	Seeing doctor of choice	0	0	0	0	3	3
	Other, please specify	0	0	0	0	2	2
	Total	0	0	0	1	10	11
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0
	Offering a choice of male/female GP to see	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0
	Total	0	0	0	0	0	0

Reasons for impact by preferred Option for the 4 areas (Filtered by 'I am responding as an employee') – Area 3a and 3b

		What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?			What is your preferred option for Area 3b- Keys Family Practice, Field Street, Willenhall?		
		Option 1- is to allow the contract to expire at Kingfisher Practice and not procure anything in its place. This means that patients would go to other nearby practices. Patients of Kingfisher Practice could register at Berkley Practice and Stroud Practice, which are in the same building as Kingfisher Practice or other surrounding practices.	Option 2 is to retain the practice at Kingfisher Practice	Total	Option 1- is to allow the contract to expire at Keys Family Practice and not procure anything in its place. Patients of Keys Family Practice could register at one of the three practices based at the nearby Willenhall Medical Centre, Lockfield, Lockstown, Croft or other surrounding practices.	Option 2- is to retain the practice at Keys Family Practice	Total
If the impact is negative, in what areas have you concerns (select all that apply)	Parking	0	0	0	0	1	1
	Getting to the practice	0	0	0	0	1	1
	Languages spoken by staff	0	0	0	0	0	0
	Physical access in and around the building	0	0	0	0	0	0
	Space within the building to accommodate an extra practice	0	0	0	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0
	Total	0	0	0	0	1	1
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0
	Offering the choice of male/female GP to see	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0
	Total	0	0	0	0	0	0
	Parking	0	0	0	0	0	0
	Getting to the practice	0	0	0	0	0	0
	Languages spoken by the staff	0	0	0	0	0	0

If the impact is negative, in what area have you concerns (select all that apply)?	Physical access in and around the building	0	0	0	0	0	0
	Space within the building to accommodate an extra practice	0	0	0	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0
	Total	0	0	0	0	0	0
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0
	Offering a choice of male/female GP to see	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0
	Total	0	0	0	0	0	0

With Practice Names: Preference, Impact and Reason for Impact in AREA 1 (Filtered by 'I am responding as an employee')

		Please tick all practices where you have a particular interest (select all that apply)										Total
		Manor Medical-Forrester Street, Walsall	Wharf Family Practice-Pleck Road, Walsall	Sai Medical Practice-Forrester Street, Walsall	Blakenall Family Practice-Blakenall, Walsall	Harden Family Practice-Harden Road, Bloxwich	Coalpool Family Practice-Harden Road, Bloxwich	Kingfisher Practice-Churchill Road, Walsall	Keys Family Practice-Field Street, Willenhall	No, I'm a member of the public	No, I'm responding on behalf of an organisation (please name the organisation)	
What is your preferred option for Area 1?	Option 1- combine Manor Medical Practice and Wharf Medical Practice, and base at Forrester Street. Sai Medical Practice would remain a separate practice for now, although in the same building. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care.	0	2	0	0	0	0	0	1	0	0	2
	Option 2- combine Manor Medical Practice, Wharf Family Practice and Sai Medical Practice, and base at Forrester Street. This would mean current patients of Wharf Medical Practice would go to Forrester Street for care. NB, that Sai Medical is already based at Forrester Street. One of the changes for Sai Medical Practice patients would be a single reception, something that people welcomed in the engagement.	0	0	0	0	0	0	0	0	0	0	0
Total		0	2	0	0	0	0	0	1	0	0	2
What impact would Option 1 have on you?	No impact	0	0	0	0	0	0	0	1	1	1	2
	Positive impact	0	0	0	0	0	0	0	0	0	0	0
	Negative impact	0	2	0	0	0	0	0	1	0	0	2
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
Total		0	2	0	0	0	0	0	2	1	1	4
If the impact is negative, in what areas have you concerns (select all that apply)	Parking	0	2	0	0	0	0	0	1	0	0	2
	Getting to the practice	0	1	0	0	0	0	0	1	0	0	1
	Languages spoken by staff	0	0	0	0	0	0	0	0	0	0	0
	Physical access in and around the building	0	1	0	0	0	0	0	0	0	0	1
	Space within the building to accommodate an extra practice	0	1	0	0	0	0	0	0	0	0	1
	Seeing doctor of choice	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	2	0	0	0	0	0	1	0	0	2
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0	0	0	0	0	0
	Offering the choice of male/female GP to see	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0	0	0	0
What impact would Option 2 have on you?	No impact	0	0	0	0	0	0	0	1	1	1	2
	Positive impact	0	0	0	0	0	0	0	0	0	0	0
	Negative impact	0	2	0	0	0	0	0	1	0	0	2
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
Total		0	2	0	0	0	0	0	2	1	1	4

If the impact is negative, in what area have you concerns (select all that apply)?	Parking	0	2	0	0	0	0	0	1	0	0	2
	Getting to the practice	0	2	0	0	0	0	0	1	0	0	2
	Languages spoken by staff	0	0	0	0	0	0	0	0	0	0	0
	Physical access in and around the building	0	1	0	0	0	0	0	0	0	0	1
	Space within the building to accommodate an extra practice	0	1	0	0	0	0	0	0	0	0	1
	Seeing doctor of choice	0	1	0	0	0	0	0	0	0	0	1
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	2	0	0	0	0	0	1	0	0	2
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0	0	0	0	0	0
	Offering the choice of male/female GPs to see	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0	0	0	0

With Practice Names: Preference, Impact and Reason for Impact in AREA 2 (Filtered by 'I am responding as an employee')

		Please tick all practices where you have a particular interest (select all that apply)										Total
		Manor Medical-Forrester Street, Walsall	Wharf Family Practice-Pleck Road, Walsall	Sai Medical Practice-Forrester Street, Walsall	Blakenall Family Practice-Blakenall, Walsall	Harden Family Practice-Harden Road, Bloxwich	Coalpool Family Practice-Harden Road, Bloxwich	Kingfisher Practice-Churchill Road, Walsall	Keys Family Practice-Field Street, Willenhall	No, I'm a member of the public	No, I'm responding on behalf of an organisation (please name the organisation)	
What is your preferred option for Area 2	Option 1- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base at one site, Harden Health Centre. Patients of the three practices would all be part of the new single practice and those who currently go to Blakenall would go to Harden Health Centre.	0	0	0	0	1	0	0	0	0	0	1
	Option 2- is to combine the three GP practice contracts of Blakenall Family Practice, Harden Family Practice and Coalpool Family Practice and base them at two sites, Harden Health Centre and Blakenall. Patients of the combined practice would be able to go to either Harden Health Centre or Blakenall.	0	0	0	11	1	1	0	0	0	0	11
	Total	0	0	0	11	2	1	0	0	0	0	12
What impact would Option 1 have on you?	No impact	0	0	0	1	1	1	0	1	0	1	2
	Positive impact	0	0	0	0	0	0	0	0	0	0	0
	Negative impact	0	0	0	11	2	1	0	0	0	0	12
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	12	3	2	0	1	0	1	14
If the impact is negative, in what area have you concerns (select all that apply)?	Parking	0	0	0	10	2	1	0	0	0	0	11
	Getting to the practice	0	0	0	6	0	0	0	0	0	0	6
	Languages spoken by the staff	0	0	0	1	0	0	0	0	0	0	1
	Physical access in and around the building	0	0	0	6	1	1	0	0	0	0	6
	Space within the building to accommodate an extra practice	0	0	0	9	2	1	0	0	0	0	10
	Seeing doctor of choice	0	0	0	4	1	1	0	0	0	0	4
	Other, please specify	0	0	0	2	0	0	0	0	0	0	2
	Total	0	0	0	11	2	1	0	0	0	0	12
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0	0	0	0	0	0
	Offering a choice of male/female GP to see	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0
What impact would Option 2 have on you?	No impact	0	0	0	1	0	0	0	1	0	1	2
	Positive impact	0	0	0	11	2	2	0	0	0	0	11
	Negative impact	0	0	0	0	1	0	0	0	0	0	1
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	12	3	2	0	1	0	1	14

Walsall APMS report

If the impact is negative, in what areas have you concerns (select all that apply?)	Parking	0	0	0	0	0	0	0	0	0	0	0
	Getting to the practice	0	0	0	0	1	0	0	0	0	0	1
	Physical access in and around the building	0	0	0	0	0	0	0	0	0	0	0
	Space within the building to accommodate an extra practice	0	0	0	0	0	0	0	0	0	0	0
	Language spoken by staff	0	0	0	0	0	0	0	0	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	1	0	0	0	0	0	1
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	10	2	2	0	0	0	0	10
	Offering a large selection of GPs and nurses to see	0	0	0	9	2	2	0	0	0	0	9
	Offering a choice of male/female GPs to see	0	0	0	8	1	1	0	0	0	0	8
	Other, please specify	0	0	0	4	0	0	0	0	0	0	4
Total		0	0	0	11	2	2	0	0	0	0	11

With Practice Names: Preference, Impact and Reason for Impact in AREA 3a (Filtered by 'I am responding as an employee')

		Please tick all practices where you have a particular interest (select all that apply)										Total
		Manor Medical-Forrester Street, Walsall	Wharf Family Practice-Pleck Road, Walsall	Sai Medical Practice-Forrester Street, Walsall	Blakenall Family Practice-Blakenall, Walsall	Harden Family Practice-Harden Road, Bloxwich	Coalpool Family Practice-Harden Road, Bloxwich	Kingfisher Practice-Churchill Road, Walsall	Keys Family Practice-Field Street, Willenhall	No, I'm a member of the public	No, I'm responding on behalf of an organisation (please name the organisation)	
What is your preferred option for area 3a- Kingfisher Practice, Churchill Road, Walsall?	Option 1- is to allow the contract to expire at Kingfisher Practice and not procure anything in its place. This means that patients would go to other nearby practices. Patients of Kingfisher Practice could register at Berkley Practice and Stroud Practice, which are in the same building as Kingfisher Practice or other surrounding practices.	0	0	0	0	0	0	1	1	0	0	1
	Option 2 is to retain the practice at Kingfisher Practice	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	1	1	0	0	1
What impact would Option 1 have on you?	No impact	0	0	0	0	0	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0	1	1	0	0	1
	Negative impact	0	0	0	0	0	0	0	1	0	1	1
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	1	2	0	1	2
If the impact is negative, in what areas have you concerns (select all that apply)?	Parking	0	0	0	0	0	0	0	1	0	1	1
	Getting to the practice	0	0	0	0	0	0	0	0	0	0	0
	Languages spoken by staff	0	0	0	0	0	0	0	0	0	0	0
	Physical access in and around the building	0	0	0	0	0	0	0	1	0	1	1
	Space within the building to accommodate an extra practice	0	0	0	0	0	0	0	0	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	1	0	1	1
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0	1	1	0	0	1
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0	0	0	0	0	0
	Offering the choice of male/female GPs to see	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	1	1	0	0	1
What impact would option 2 have on you	No impact	0	0	0	0	0	0	1	1	0	0	1
	Positive impact	0	0	0	0	0	0	0	1	0	1	1
	Negative impact	0	0	0	0	0	0	0	0	0	0	0
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	1	2	0	1	2

If the impact is negative, in what areas have you concerns (select all that apply)?	Parking	0	0	0	0	0	0	0	0	0	0	0
	Getting to the practice	0	0	0	0	0	0	0	0	0	0	0
	Languages spoken by staff	0	0	0	0	0	0	0	0	0	0	0
	Physical access in and around the building	0	0	0	0	0	0	0	0	0	0	0
	Space within the building to accommodate an extra practice	0	0	0	0	0	0	0	0	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0	0	0	0
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0	0	0	0	0	0
	Offering the choice of male/female GPs to see	0	0	0	0	0	0	0	1	0	1	1
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	1	0	1	1

With Practice Names: Preference, Impact and Reason for Impact in AREA 3b (Filtered by 'I am responding as an employee')

		Please tick all practices where you have a particular interest (select all that apply)										Total
		Manor Medical-Forrester Street, Walsall	Wharf Family Practice-Pleck Road, Walsall	Sai Medical Practice-Forrester Street, Walsall	Blakenall Family Practice-Blakenall, Walsall	Harden Family Practice-Harden Road, Bloxwich	Coalpool Family Practice-Harden Road, Bloxwich	Kingfisher Practice-Churchill Road, Walsall	Keys Family Practice-Field Street, Willenhall	No, I'm a member of the public	No, I'm responding on behalf of an organisation (please name the organisation)	
What is your preferred option for Area 3b-Keys Family Practice, Field Street, Willenhall?	Option 1- is to allow the contract to expire at Keys Family Practice and not procure anything in its place. Patients of Keys Family Practice could register at one of the three practices based at the nearby Willenhall Medical Centre, Lockfield, Lockstown, Croft or other surrounding practices.	0	0	0	0	0	0	1	1	0	0	1
	Option 2- is to retain the practice at Keys Family Practice	0	1	1	0	0	0	1	8	0	0	8
	Total	0	1	1	0	0	0	2	9	0	0	9
What impact would Option 1 have on you?	No impact	0	0	0	0	0	0	0	0	0	0	0
	Positive impact	0	0	0	0	0	0	1	2	0	0	2
	Negative impact	0	1	1	0	0	0	1	10	0	1	10
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
Total		0	1	1	0	0	0	2	12	0	1	12
If the impact is negative, in what areas have you concerns? (select all that apply)	Parking	0	0	0	0	0	0	0	0	0	0	0
	Getting to the practice	0	0	0	0	0	0	0	0	0	0	0
	Languages spoken by staff	0	0	0	0	0	0	0	0	0	0	0
	Physical access in and around the building	0	0	0	0	0	0	0	0	0	0	0
	Space within the building to accommodate an extra practice.	0	0	0	0	0	0	0	0	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	1	0	1	1
Total		0	0	0	0	0	0	0	1	0	1	1
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0	0	0	0	0	0
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0	1	1	0	0	1
	Offering the choice of male/female GPs to see	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	1	1	0	0	1
What impact would Option 2 have on you?	No impact	0	0	0	0	0	0	0	0	0	0	0
	Positive impact	0	1	1	0	0	0	1	11	0	1	11
	Negative impact	0	0	0	0	0	0	1	1	0	0	1
	Prefer not to say	0	0	0	0	0	0	0	0	0	0	0
Total		0	1	1	0	0	0	2	12	0	1	12

If the impact is negative, in what area have you concerns (select all that apply)?	Parking	0	0	0	0	0	0	0	0	0	0	0
	Getting to the practice	0	0	0	0	0	0	0	0	0	0	0
	Languages spoken by staff	0	0	0	0	0	0	0	0	0	0	0
	Physical access in and around the building	0	0	0	0	0	0	0	0	0	0	0
	Space within the building to accommodate an extra practice	0	0	0	0	0	0	0	0	0	0	0
	Seeing doctor of choice	0	0	0	0	0	0	0	0	0	0	0
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0	0	0	0
If the impact is positive, why do you say this?	Offering a range of services within the practice	0	0	0	0	0	0	0	1	0	1	1
	Offering a large selection of GPs and nurses to see	0	0	0	0	0	0	0	1	0	1	1
	Offering the choice of male/female GPs to see	0	0	0	0	0	0	0	1	0	1	1
	Other, please specify	0	0	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	1	0	1	1