

Biddenham New Build Primary Care Facility

Engagement Report

Key findings from patient / local resident engagement activity

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Background

From 8 February to 31 March 2019, Bedfordshire CCG and partners from The De Parys Group and Linden Road Surgery undertook an engagement activity to hear patients and local residents' views on a proposal to build a new surgery on the boundary between Bromham and Biddenham.

Adjacent to a new housing development underway in Biddenham is a proposed 'Local Development Centre'. This development is subject to a planning condition, which requires provision of a new GP surgery facility.

Both The De Parys Group and Linden Road Surgeries currently have branch surgeries in Bromham as well as their main surgeries in Bedford, they would like to re-locate their Bromham branch surgeries into this new purpose-built facility.

Bedfordshire Clinical Commissioning Group (BCCG) and the partners from The De Parys Group (TDPG) and Linden Road Surgery (LRS) would like to understand any potential impact on patients who currently access services from the Bromham branch surgeries and other local residents, and to also further develop ideas for what health services residents would like to see delivered from the primary care facility.

This report outlines the findings from the engagement activity.

How we engaged with patients

We undertook broad engagement with patients registered at the practices and with local residents. In addition, targeted engagement was undertaken with patients who access services at the two branch surgeries.

See **Appendix A** for activity log.

Patient / local resident survey

We produced a booklet outlining the case for change and a questionnaire so patients could feedback their views. The documents were available both on-line and in paper format, enabling those without access to a computer to take part in the survey.

The survey was promoted using a variety of channels including:

- Letters sent to the 720 TDPG patients who had either accessed GP services at the Bromham branch surgery within the past 12 months or who were registered as living in Bromham village
- Letters sent to the 354 LRS patients who had accessed GP services at the Bromham branch surgery within the past 10 months

A copy of the patient letters issued by TDPG and LRS can be found in **Appendix B**

- SMS texts with links to the survey to 3,600 TDPG patients who had not used the Bromham branch surgery within the past 12 months and were registered as living in a neighbouring village (see **Appendix C** for list of neighbouring villages)

- SMS texts with links to the survey to 4,682 patients registered at Linden Road Surgery who had not used the Bromham branch surgery within the past 10 months
- Online on the websites of both GP practices, Bromham Parish Council, Biddenham Parish Council and Bedfordshire CCG
- Posters and flyers at the GP practices in both TDPG and LRS main and branch surgeries and on Biddenham and Bromham Parish Council notice boards
- Social media via Facebook and Twitter with the handle #BiddenhamGP.

Drop-in sessions

Both practices hosted drop-in sessions in the afternoon and early evening. All four sessions were supported by representatives from Bedfordshire CCG.

Stakeholder Briefing

A briefing notification providing an overview of the engagement was issued to the following stakeholders:

- Bedford Locality Board
- Healthwatch Bedford Borough
- Members of Bedford Borough Council's Overview and Scrutiny Committee
- Local MPs
- Bromham Parish Council
- Biddenham Parish Council
- Elected members

The stakeholder briefing can be found in **Appendix D**.

What we heard

In total 616 responses were received to the survey, these can be broken down into the following groups;

Online version: 531 (main website URL used to access the online survey)

Online via Social Media: 17 (URL link promoted via social media)

Printed Copies returned: 68

Patient drop-in sessions

The De Parys Group hosted drop in sessions on 27 February and 5 March 2019 and Linden Road Surgery on 19 February and 5 March 2019.

Approximately 90 patients attended TDPG drop-in sessions and 25 patients attended the LRS drop-in sessions. The drop-in sessions were hosted by the practices and supported by Bedfordshire CCG representatives.

Feedback from sessions

Patients attending the sessions were encouraged to complete a questionnaire, the other feedback received can be broadly summarised as follows:

- i. Current situation – Some patients attending the drop-ins said they thought that the branch surgeries were located in a convenient location in Bromham village and if the branch surgeries were relocated it would increase pollution by people travelling further
- ii. Transport – Patients were concerned that they would not be able to get to the new facility, due to the lack of public transport. They stressed that there would need to be regular bus service to enable patients to travel both to and from the new build. Patients were also concerned about pedestrian access from the village to the new location, especially over Bromham Bridge
- iii. Parking – patients wanted to understand what parking would be available, whether they would be charged to park and whether the parking bays would be ‘policed’ so only patients could use them
- iv. Current building – patients wanted to know what would happen to the buildings currently occupied by the branch surgeries and whether the branch surgeries could move into one property within Bromham village
- v. Provision at proposed new build – patients wanted to know whether the two practices would remain independent and whether there would be more doctors and appointments available.

Elected Councillors and Parish Councils

The elected councillors for Bromham and Biddenham submitted a letter to register their concerns regarding the proposals requesting that new build be delivered alongside the retention of the branch surgeries in Bromham.

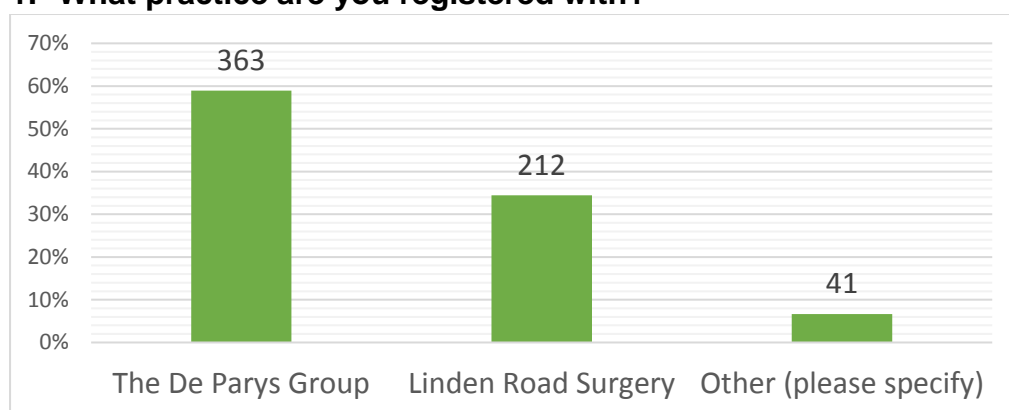
Bromham Parish Council also submitted a letter to register concerns about the proposals on behalf of Bromham residents and also wrote to Bedford Borough Council with concerns regarding planning issues.

The three letters can be found in **Appendix E**

Survey Analysis

Respondents

1. What practice are you registered with?



Others include: 8 from the Bromham branches, 3 from Clapham, 4 from Kempston, 11 from Town Centre surgeries, 13 from The Village Medical Centre and 2 from Biddenham (there are no practices in Biddenham)

Of the 616 respondents 59% were from patients registered with TDPG, 34.5% from patients registered with LRS and 6.5% from other practices.

4 responses indicated that they were a joint responses (completed by a male and female).

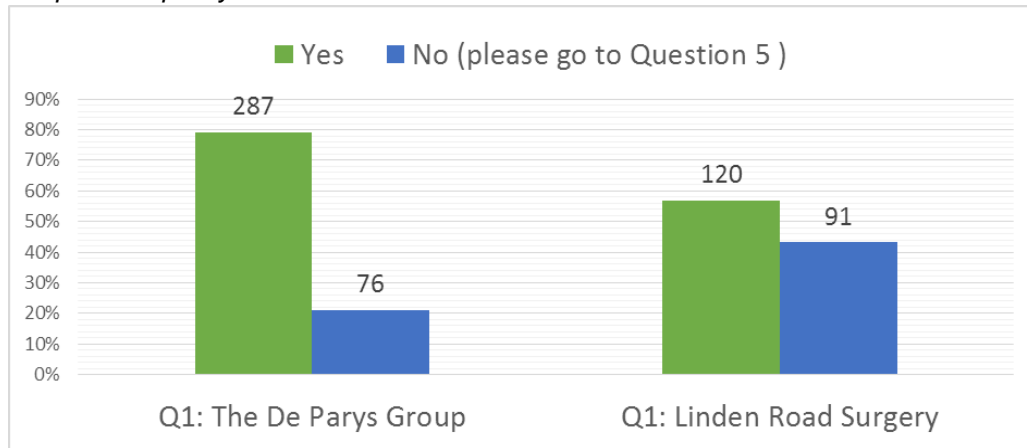
Use of the Bromham Branch surgeries

2. Have you seen a GP, Practice Nurse or other clinician at the Bromham branch in the past year?

Answer Choices	Total responses	
Yes	67.64%	416
No (please go to Question 5)	32.36%	199
	Answered	615
	Skipped	1

Total responses split by respondent's practice	
<i>The De Parys Group (TDPG)</i>	363
<i>Linden Road Surgery (LRS)</i>	211
<i>Skipped from DPG and LRS</i>	1
<i>Other practices</i>	4
<i>Skipped from other practices</i>	27

Responses split by TDPG and LRS

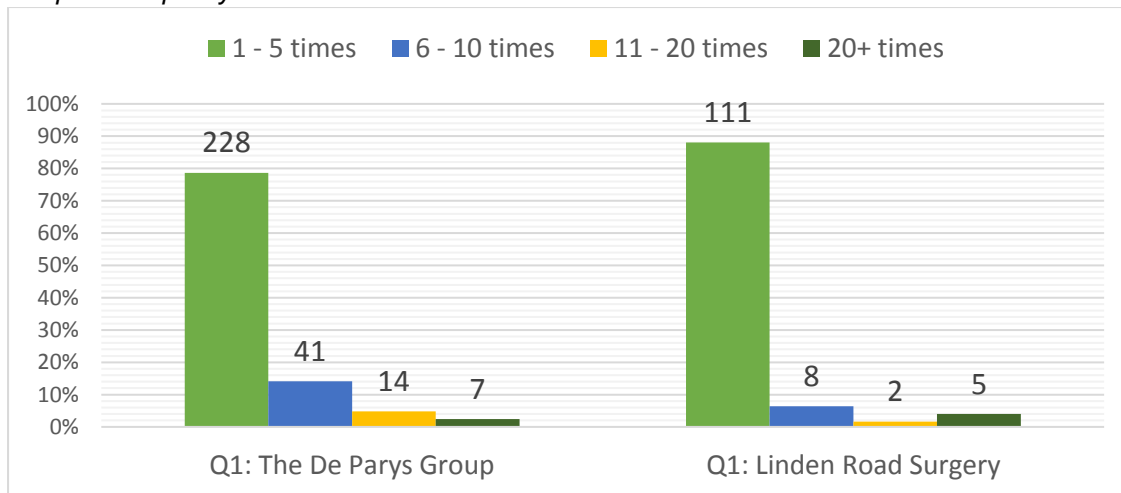


3. If you have seen a GP, Practice Nurse or other clinician at the Bromham branch in the past year, approximately how many times?

Answer Choices	Total Responses	
1 - 5 times	81.50%	348
6 - 10 times	11.71%	50
11 - 20 times	3.98%	17
20+ times	2.81%	12
	Answered	427
	Skipped	189

Total responses split by respondent's practice	
<i>The De Parys Group (DPG)</i>	290
<i>Linden Road Surgery (LRS)</i>	126
<i>Skipped from DPG and LRS</i>	159
<i>Other practices</i>	11
<i>Skipped from other practices</i>	30

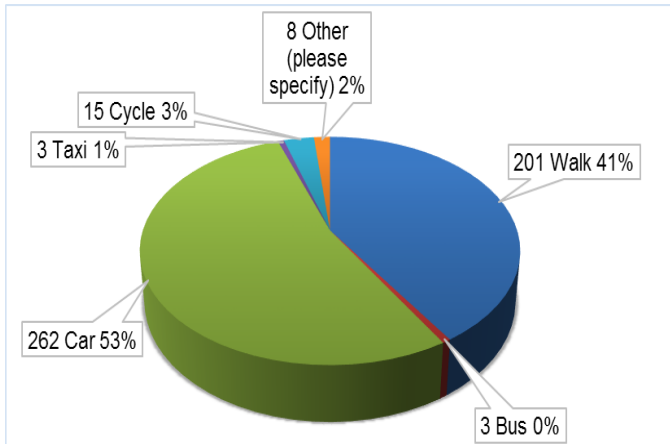
Responses split by TDPG and LRS



Of the 575 respondents registered with TDPG and LRS practices, 407 (71%) had seen a GP, nurse or other clinician at the Bromham branch in the past year. Of these 81.5% had been seen 1 to 5 times and 12% had been seen 6 to 10 times.

Getting to the Bromham branch surgeries

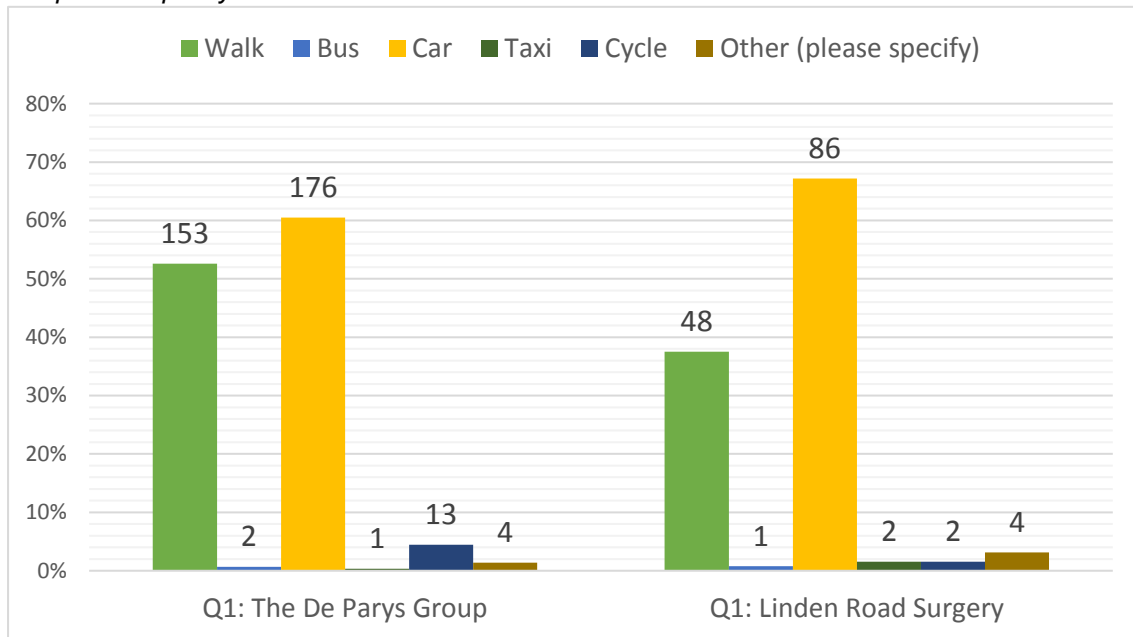
4. If you have seen a GP, Practice Nurse or other clinician at the Bromham branch in the past year, how do you normally travel to your appointment at the Bromham branch (please tick all that apply)?



Answer Choices	All respondents responses	
Walk	47.67%	205
Bus	0.93%	4
Car	62.33%	268
Taxi	0.93%	4
Cycle	3.49%	15
Other (please specify)	2.09%	9
	Answered	430
	Skipped	186

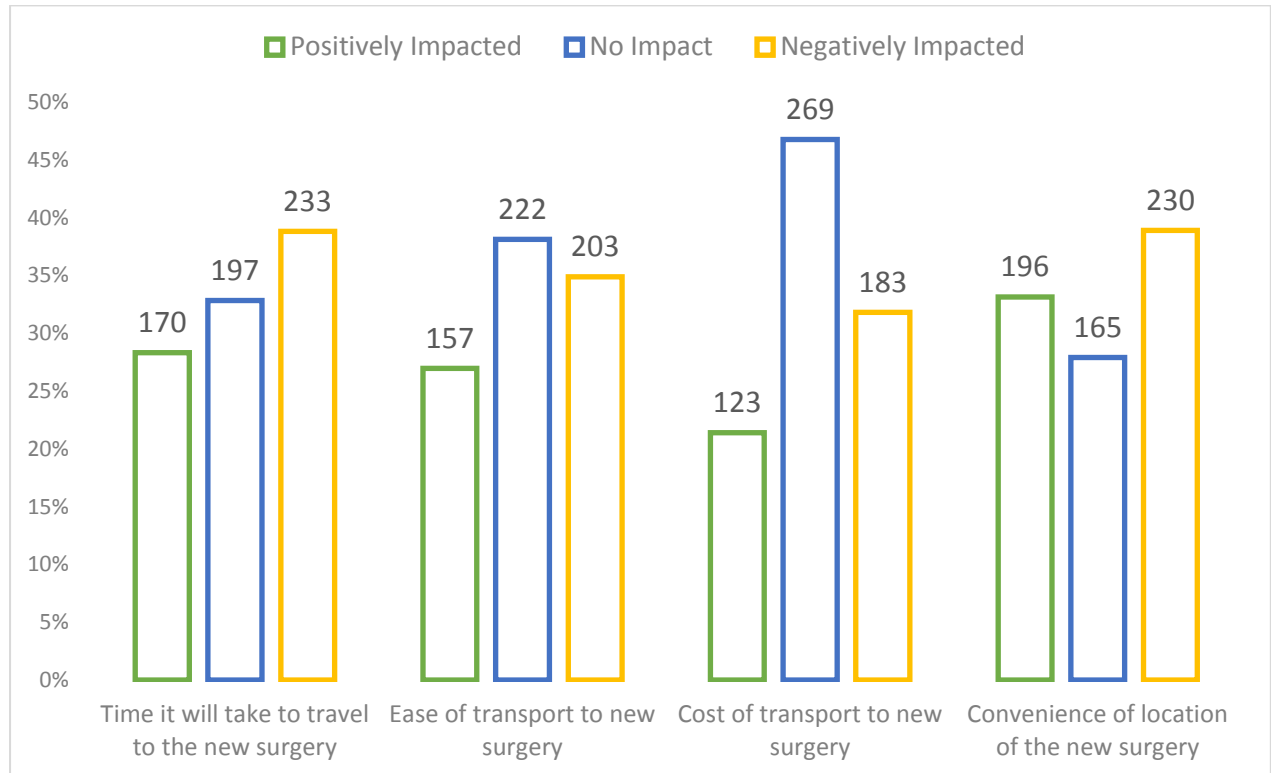
The majority of respondents usually travelled by car or walked to the Bromham branch surgeries

Responses split by TDPG and LRS



Impact following re-location of the branch surgeries

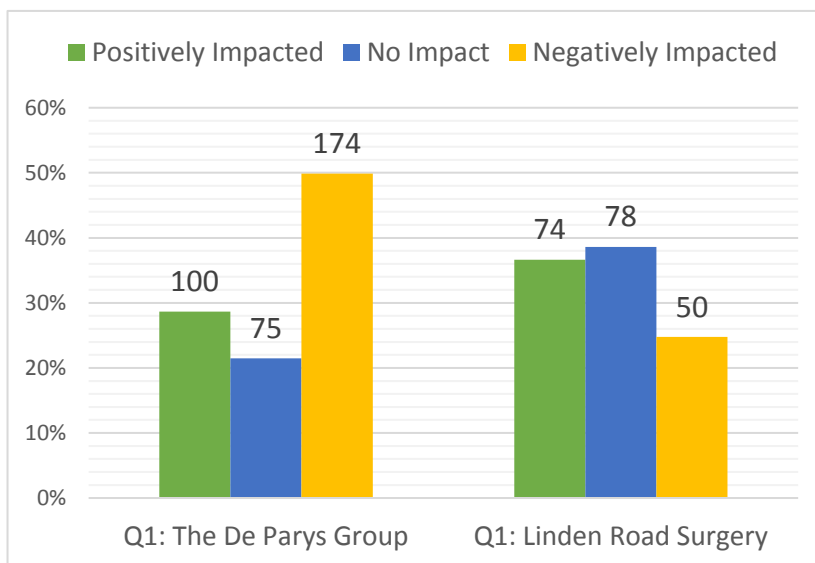
5. Do you consider that you will be impacted following the re-location of the branch surgeries in Bromham to the new build facility in Biddenham and in what way?



5a. Convenience of location of the new surgery

As a whole, the largest proportion of respondents (39%) considered they would be negatively impacted by the relocation, this was followed by 33% saying they would be positively impacted and 28% that they would not impacted by a change in location.

However, when broken down by practice, the results reflect the following:
Responses split by TDPG and LRS



LRS – the largest proportion of responses indicated that patients were either positively impacted (37%) or not impacted (39%), compared to 24% who considered themselves to be negatively impacted by the relocation

TDPG – 50% considered themselves to be negatively impacted, 29% positively impacted and 21% not impacted by the relocation

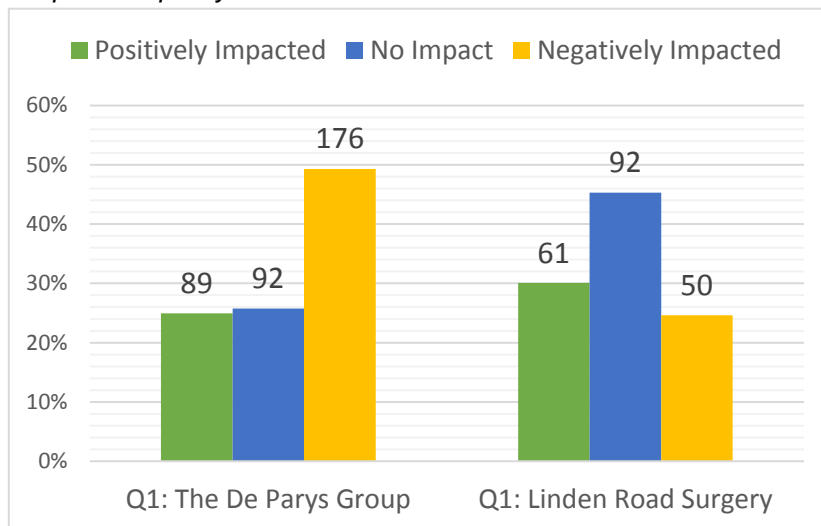
Respondents cited that having the branch surgery within walking distance from their homes, with easy access to the village pharmacy to collect their prescriptions was convenient for them.

5b. Time it will take to travel to the new surgery

As a whole, the largest percentage of respondents (39%) considered themselves to be negatively impacted by travelling times, 33% said they would not be impacted and 28% saying the relocation would have a positive impact on their travelling times.

When the results were broken down by practice, the results were as follows:

Responses split by TDPG and LRS



LRS - the largest proportion (45%) considered themselves not impacted, 30% positively impacted and 25% negatively impacted on travelling times

TDPG - the largest proportion (49%) considered themselves negatively impacted, 26% no impact and 25% positively impacted on travelling times.

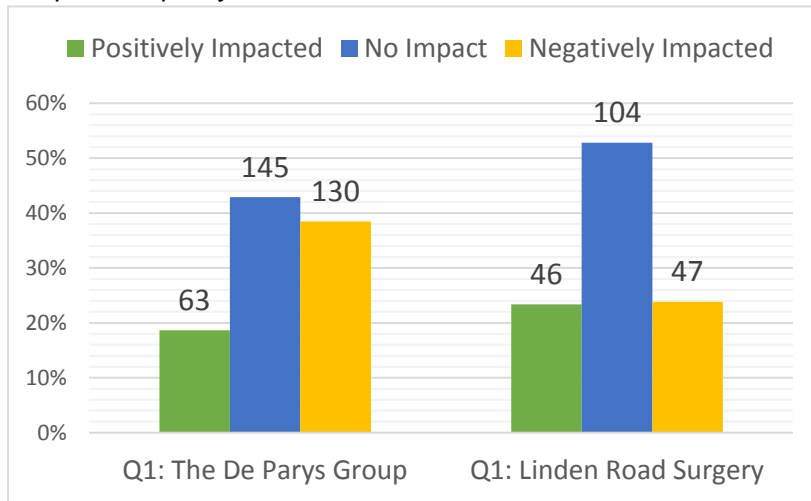
Having to travel further on congested roads, catch a bus or walk were some of the reasons cited by those who said they would be negatively impacted by the time it would take to travel to the practice.

5c. Cost of transport to new surgery

As a whole, the largest percentage of respondents (47%) considered themselves not to be impacted by the cost of transport to the new build, this was followed by 32% saying they would be impacted negatively and 21% advising that they would be positively impacted.

When the results were compared by practice the overall ranking remained similar, with a greater percentage of TDPG considering themselves to be negatively impacted:

Responses split by TDPG and LRS



LRS – 23% impacted positively, 53% no impact, 24% negatively impacted

TDPG – 19% impacted positively, 53% no impact, 38% negatively impacted.

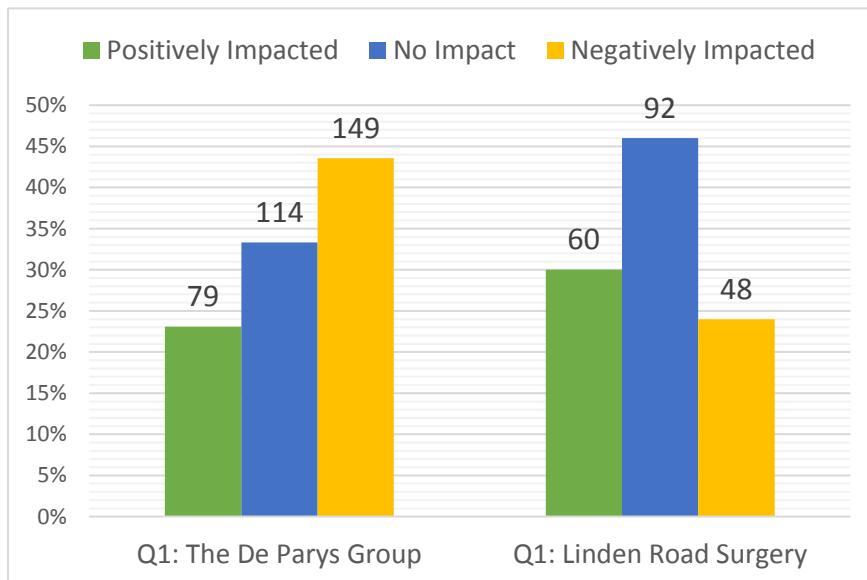
Respondents suggested that parking should be free (as they do not currently have to pay to park at the branch surgeries). Some respondents were concerned that they would have to travel by taxi due to the lack of public transport and positioning of bus stops and were concerned by cost.

5d. Ease of transport to the new surgery

As a whole, the largest percentage of respondents (38%) considered that the ease of transport to the new build would not have an impact on them, this was followed by 35% saying they would be negatively impacted and 27% advising they would be positively impacted.

When the results were broken down by practice, the results were as follows:

Responses split by TDPG and LRS



LRS - nearly half (46%) of respondents considered themselves not to be impacted, 30% positively impacted and 24% negatively impacted with the ease of transport to the new build

TDPG – 44% of respondents considered that they would be negatively impacted, 33% not impacted and 23% positively impacted with the ease of transport to the new build.

Summary of results from respondents registered at **other** practices

	Positively impacted	No impact	Negatively Impacted
<i>Time it will take to travel</i>	20	13	7
<i>Ease of transport</i>	18	16	6
<i>Cost of transport</i>	14	20	6
<i>Convenience of location</i>	22	12	6

Impact following re-location of the branch surgeries

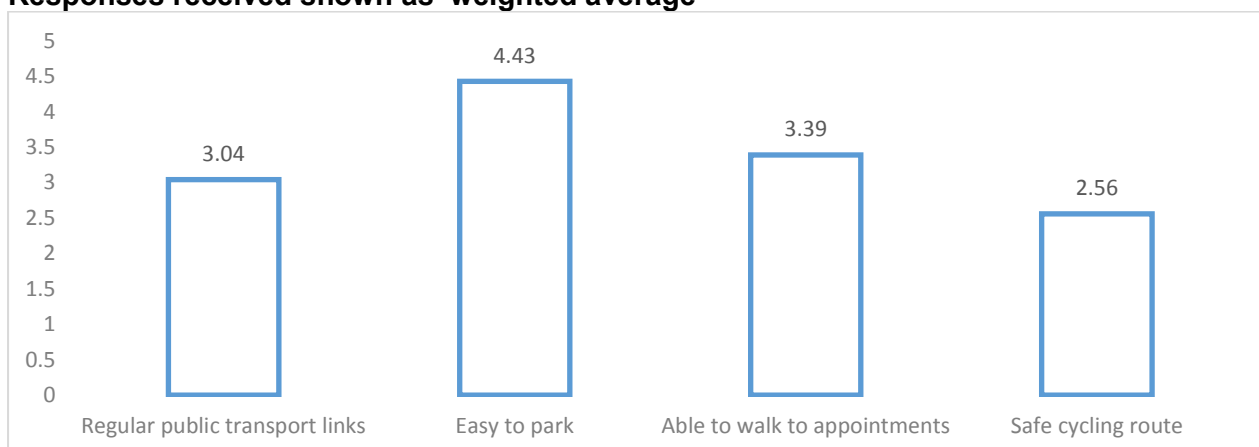
6. Accessing your GP practice. How important are the following things to you when thinking about accessing your surgery? (On a scale of 1 - 5, where 1 is not important and 5 is very important).

All responses	1 Not at all important	2	3	4	5 Very important	Answered
Regular public transport links	187	50	79	66	191	573
Easy to park	39	8	32	84	417	580
Able to walk to appointments	133	41	120	55	241	590
Safe cycling route	248	38	93	51	121	551
					Answered	609
					Skipped	7

Split by practice	1 - Not at all important	2	3	4	5 - Very important	Weighted Average
Regular public transport links						
The De Parys Group	99	37	41	40	116	3.11
Linden Road Surgery	74	11	32	23	63	2.95
<i>Total for the 2 practices</i>	<i>173</i>	<i>48</i>	<i>73</i>	<i>63</i>	<i>179</i>	
<i>Other patients</i>	14	2	6	3	12	
Easy to park						
The De Parys Group	14	4	17	50	252	4.55
Linden Road Surgery	24	4	9	29	138	4.24
<i>Total for the 2 practices</i>	<i>38</i>	<i>8</i>	<i>26</i>	<i>79</i>	<i>390</i>	
<i>Other patients</i>	1	0	6	5	27	
Able to walk to appointments						
The De Parys Group	71	24	80	28	142	3.42
Linden Road Surgery	55	14	35	18	83	3.29
<i>Total for the 2 practices</i>	<i>126</i>	<i>38</i>	<i>115</i>	<i>46</i>	<i>225</i>	
<i>Other patients</i>	7	3	5	9	16	

Safe cycling route							
The De Parys Group		143	19	56	29	69	2.56
Linden Road Surgery		95	16	27	16	44	2.48
<i>Total for the 2 practices</i>		238	35	83	45	113	
<i>Other patients</i>		10	3	10	6	8	

Responses received shown as 'weighted average'



There was a contrast of views from respondents when asked how important various issues were to them when accessing their surgeries.

Public transport - 33% of respondents thought it was not at all important (providing a score of 1) and 33% thought it was very important (providing a score of 5) for the availability of a regular public transport service

Parking - 72% of respondents (score of 5) considered the ease of parking to be very important and 15% important fairly important (score of 4) whilst just 8% provided a score of 1 or 2 indicating that they didn't think it was important for parking to be easily available.

Walking - 41% of respondents (score of 5) considered it to be very important to be able to walk to appointments whilst 23% (score of 1) thought it was not at all important.

Cycling routes - 22% of respondents (score of 5) considered having a safe cycling route as very important compared with 45% thinking it was not at all important (score of 1).

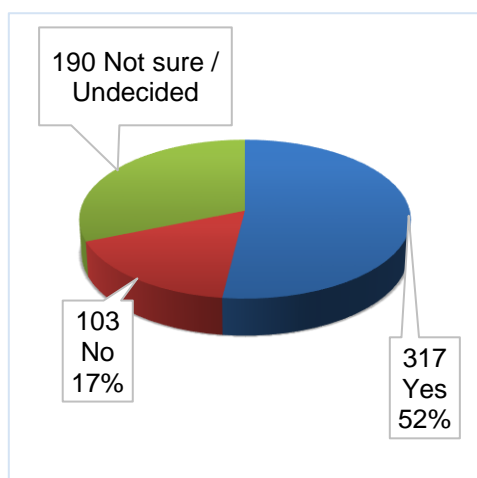
Respondents cited that it was difficult to cross Bromham Bridge as a pedestrian or cyclist and that bus routes and time-table schedules would need to be reviewed to enable people to travel to and from appointments. Some respondents were concerned that the relocation of the branch surgeries would add to traffic congestion. A few said that they would not be able to travel to the branch surgery if it was relocated and would need to start having home visits.

Would patients use the new facility?

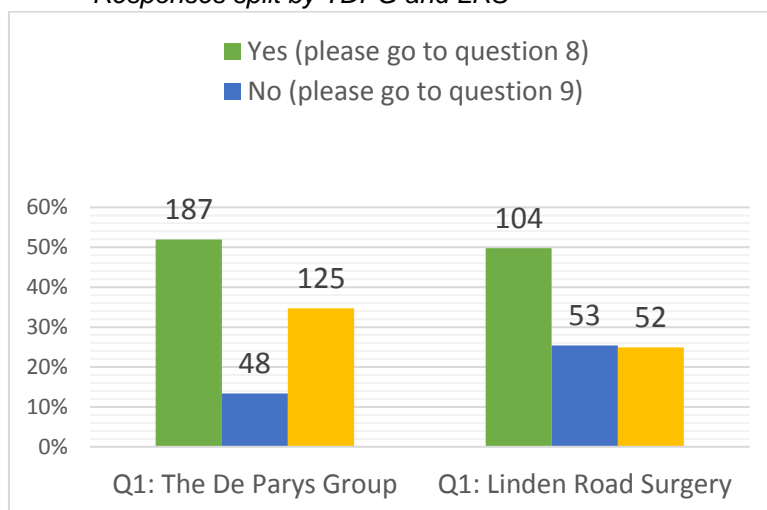
7. Will you choose to use the new facility in Biddenham?

Answer Choices	All responses	
Yes (please go to question 8)	51.97%	317
No (please go to question 9)	16.89%	103
Not sure / Undecided	31.15%	190
	Answered	610
	Skipped	6

Responses received split by respondent's practice	
<i>The De Parys Group (DPG)</i>	360
<i>Linden Road Surgery (LRS)</i>	209
<i>Skipped from DPG and LRS</i>	6
<i>Other practices</i>	41
<i>Skipped from other practices</i>	0



Responses split by TDPG and LRS



More than half of the respondents (52%) said they would use the new facility, 31% said they were undecided whilst 17% said they would not use it.

When the results are viewed by respondents current mode of transport:

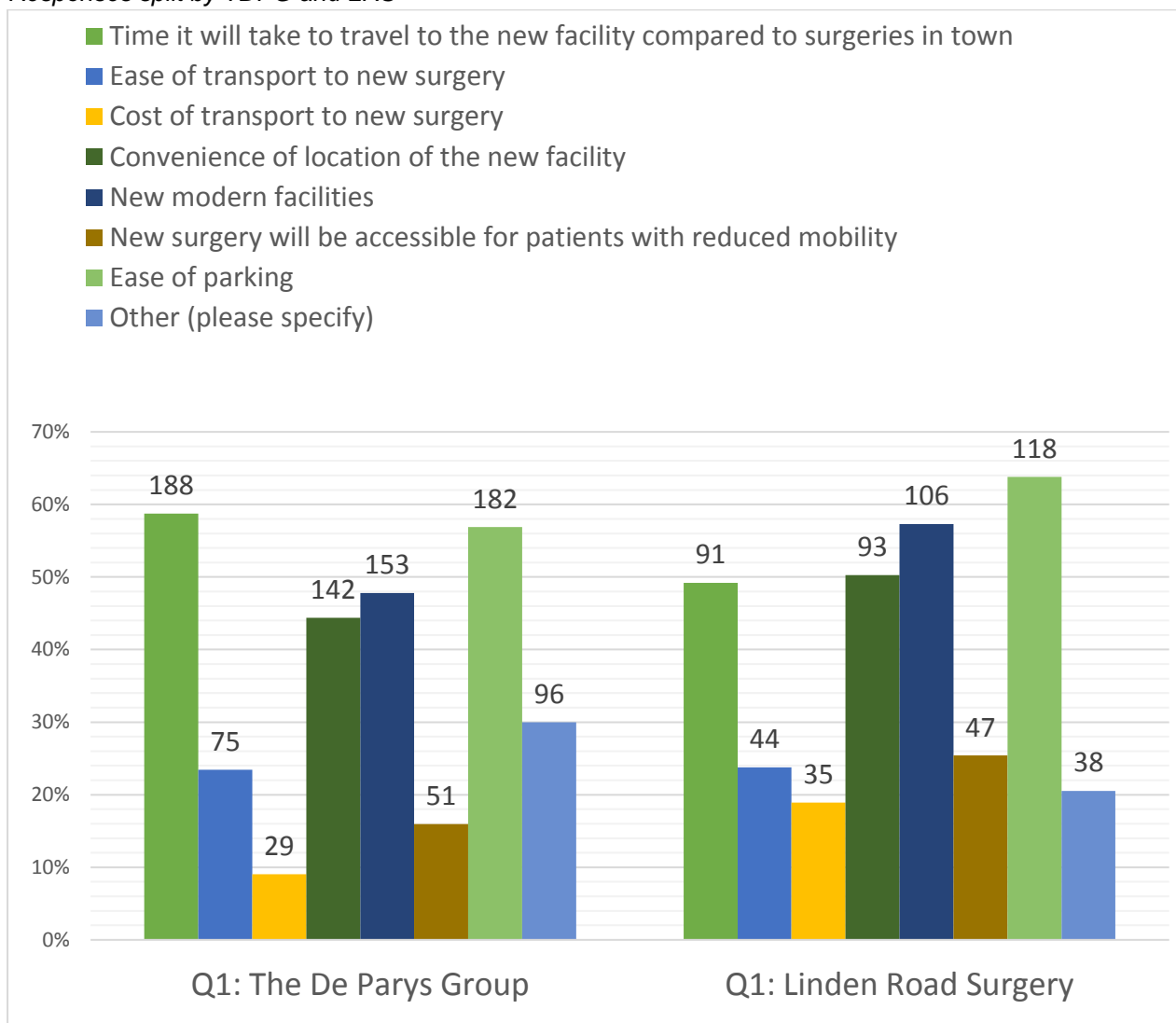
- Of the 262 respondents who usually travel by car, 62% said they would choose to use the new facility, 26% were undecided and 12% said they would not.
- Of the 201 who currently walk, 39% said they would choose the new facility, 40% were undecided and 21% would not.

Reasons for choosing the new facility in Biddenham

8. For what reasons might you choose to use the new facility in Biddenham? Please tick all that apply.

Answer Choices	All Responses	
Time it will take to travel to the new facility compared to surgeries in town	55.51%	302
Ease of transport to new surgery	24.45%	133
Cost of transport to new surgery	12.68%	69
Convenience of location of the new facility	47.79%	260
New modern facilities	52.02%	283
New surgery will be accessible for patients with reduced mobility	19.67%	107
Ease of parking	59.56%	324
Other (please specify)	26.84%	146
	Answered	544
	Skipped	72

Responses split by TDPG and LRS



Of the 544 respondents who answered this question, over 50% who said that they would use the new facility, would do so because of the time it would take to travel, the new modern facilities and if it was easy to park. 48% would choose to use it due to the convenience of its location.

Others said they would use it if there were more appointments and services made available.

Of the 544 people who responded to this question, 146 people gave a response of 'other'.

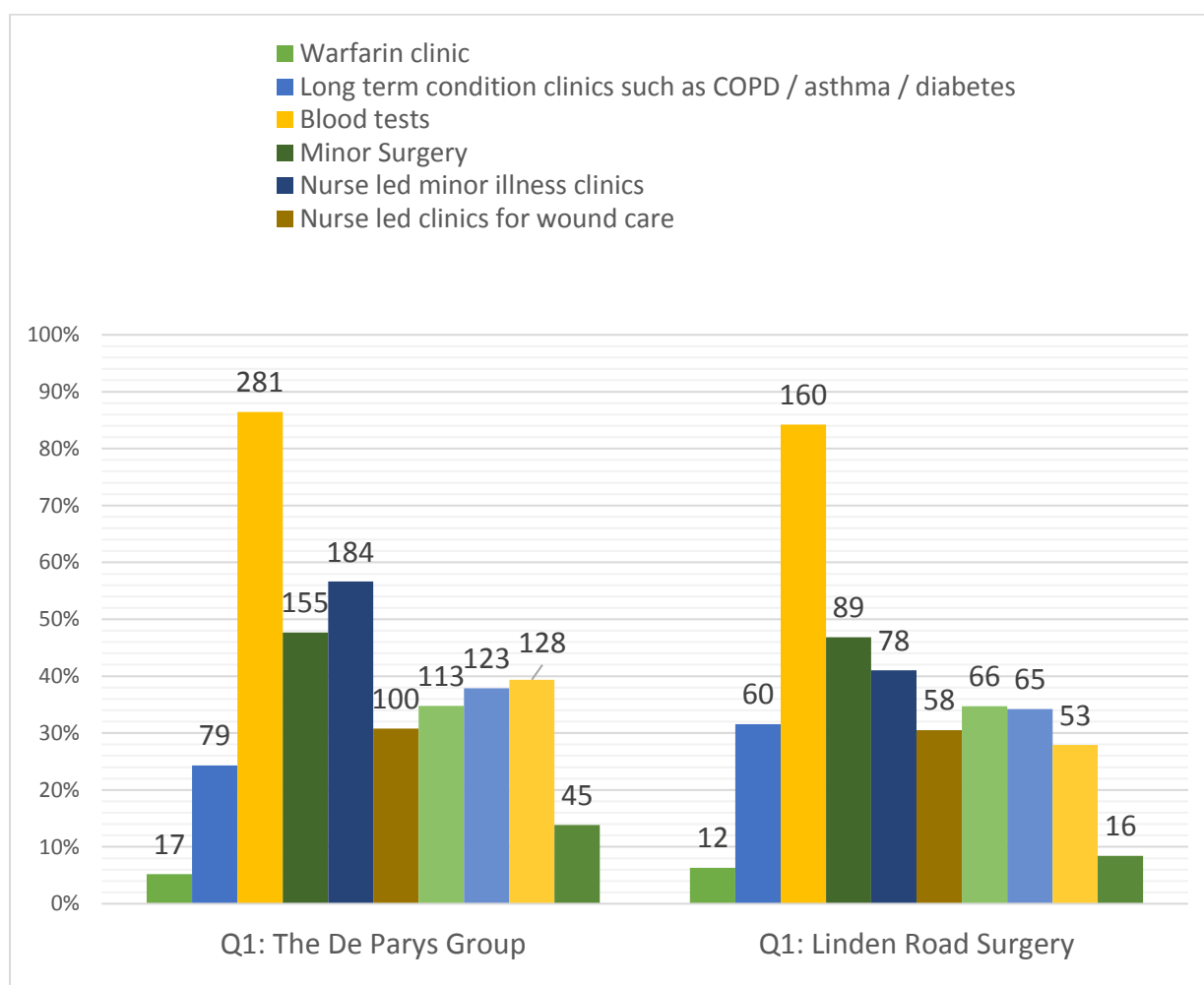
These 146 responses have been broadly classified into 13 emerging themes, with some responses covering more than one theme. The responses can be found in **Appendix F**.

Appointment availability	28	N/A	9
Choice of services	17	New modern facilities	2
Convenience	4	Parking	9
Customer service	13	Public transport	4
Ease of transport	9	Will not use	7
Lack of choice	27		

Services available

9. What services would you like to use that are not currently available at the branch surgeries in Bromham? Please tick all that apply.

Answer Choices	All Responses	
Warfarin clinic	6.39%	35
Long term condition clinics such as COPD / asthma / diabetes	27.19%	149
Blood tests	84.67%	464
Minor Surgery	47.81%	262
Nurse led minor illness clinics	51.64%	283
Nurse led clinics for wound care	31.39%	172
Nurse led clinics for smear tests	35.77%	196
Nurse led clinics for immunisations	37.23%	204
Nurse led clinics for travel vaccinations	35.40%	194
Other (please specify)	11.68%	64
Total responses received to question		548
Skipped		68



The majority of respondents (85%) said they would like the new facility to provide blood tests, this was followed by minor illness clinics and minor surgery. Around one-third of respondents indicated that they would like to use various nurse led clinics and 6% would like to see warfarin clinics.

Other services respondents suggested included were blood pressure monitoring, blood tests, podiatry services, maternity services and a dispensing pharmacy.

Of the 548 people who responded to this question, 64 people gave a response of 'other'. These 64 responses have been broadly classified into 21 emerging themes, with some responses covering more than one theme. The responses can be found in **Appendix G**.

Audiology	1	Minor surgery	1
Blood pressure monitoring	5	Misc	29
Blood tests	1	N/A	6
Chronic pain	1	Nurse lead clinic	6
Clinical pharmacist	1	Pharmacy	3
Dermatology/cryotherapy	2	Podiatry	4
Ear wax removal	3	Self help	1
Female GP	1	Walk-in service	1
LTC	4	Warfarin clinic	1
Mental health	2	Wellbeing clinic	2

Any other comments

10. Is there anything else you think we should consider for patients that currently use the branch surgeries in Bromham?

Answered	284
Skipped	332

284 people responded to this question and 332 skipped this question. Of the 284 responses 67 gave a response of N/A or similar.

By far the largest number of comments (approximately 30% of comments made) were regarding accessibility and transport, with concerns regarding availability of public transport, the location of bus stops and shelters, pedestrian access and increased congestion.

There was a general feeling that at least one branch surgery should remain in Bromham, as respondents thought the branch surgeries were integral to the village and that moving the branch surgeries would have a detrimental effect on the pharmacy and village life.

Some respondents commented that they liked the services and staff that provided them, hoping that if the branch surgeries were relocated, that the current workforce would move with them.

Many respondents commented that they hoped that more appointments would be available, and therefore the appointment booking system would need to be improved (both telephone and on-line).

Patients were not asked specifically whether they favoured the proposal, some patients stipulated strongly that were against the proposal, whilst others said they strongly favoured it, and cited reasons such as ease of getting to the new build as opposed to driving and parking in the town centre (at the main surgeries), availability of appointments, the increased variety of services available and hopefully an increase in operating hours.

The 284 responses have been broadly classified into 11 emerging themes, with some responses covering more than one of the themes. A selection of the responses are shown below, the full responses can be found in **Appendix H**.

- i. **Access / transport** (85 comments) – many respondents commented that they would have difficulty accessing the practices if the branch surgeries were relocated to Biddenham.

Some were concerned that they would not be able to access the new facility, concerned that their only mode of transport would be taxi which they would struggle to pay for.

Many were able to walk to the Bromham branch surgeries, but would not be able to walk the longer distance to Biddenham. Some commented that the main roads would be dangerous to cross and highlighted problems crossing over Bromham Bridge as a pedestrian or by bicycle, mobility scooter or with a push-chair. Suggestions were given to build an underpass and provide safe pedestrian crossings and cycle routes.

Some respondents felt that local public transport would need to be improved, introducing a regular bus route to the new practice, and providing new bus stops and shelters.

Respondents suggested that the practice have copies of bus timetables and that a shuttle-bus be provided.

Respondents were also concerned about the level of congestion, commenting that vehicles were caught up in queues and that this would lead to increased traffic in the area.

- ii. **Booking system** (25 comments) – Many respondents commented that the appointment system needed to be improved, so they did not have to wait weeks to be seen and that more appointments were made available in the morning, evening and weekends and to also have walk-in appointments.

A number of respondents suggested that the process be improved, so more appointments were available to book on-line, appointments could be made in advance. One person suggested that priority appointments were given to Bromham residents, another suggested that patients should not be allowed to block-book appointments.

- iii. **Convenience** (9 comments) – respondents advised that having the branch surgery in the village within walking distance of their homes was very convenient, they also found the pharmacy to be well-located for collecting their prescriptions.

- iv. **Effect on Bromham** (50 comments) – Respondents felt that that the village needed to have branch surgery, saying that an additional 4000 houses were being built and that the branch surgeries should remain and that relocating them would have a negative impact on residents. Some thought that a larger practice could be built on other land (site 43 in the Bromham Neighbourhood Plan) and others concerned with what would happen to the buildings should the practices move.

Some respondents were concerned with the impact the relocation might have on the pharmacy, advising that having a pharmacy was integral to village life.

- v. **Floor layout** (3 comments) – A few respondents suggested that services needed to be one level with quiet areas for patients who were agoraphobic or did not like noise.

- vi. **Misc (29 comments)** – there was mix of responses with some respondents totally favouring the relocation, whilst others thought it was positive idea but not at the expense of losing the surgery in Bromham.

A few respondents commented that the staff at the branch surgeries were helpful and polite and that they would like to see them stay with the practices.

- vii. **Operating hours (11 comments)** – the majority of respondents suggested that the practice have longer opening hours
- viii. **Oppose proposal (21 comments)** – these respondents stipulated when answering the question that the surgery should not be relocated and should remain in Bromham
- ix. **Parking (6 comments)** – respondents suggested that there should be sufficient parking space available, that it should be free with adequate disabled parking provision
- x. **Services available (51 comments)** – A large number of comments made were regarding services that they would like to see at a new centre, these include, but are not limited; to a dispensing pharmacy, chiropody clinic, mental health services, maternity provision, blood tests, drug services and information that would support social prescribing. A few respondents included suggestions of having walk-in sessions.

Questions 12 to 21 – Equality Monitoring Questions

We would be grateful if you could please tell us a little more about yourself to help us understand whether we have heard from a mix of people and to help us consider any consistent feelings that may be expressed by different groups. This section is not compulsory and your views will still be taken into account should you choose not to fill it in. All information will be kept strictly confidential and in accordance with the Data Protection Act and GDPR guidance.

Question 12 - What is your age?

Under 18 years	0
18 to 24	12
25 to 34	58
35 to 44	55
45 to 54	108

Skipped 27

55 to 64	123
65 to 74	149
75 to 84	64
85 or older	12
Prefer not to say	8

Question 13 - Do you consider yourself to have a disability?

Yes	97
No	475
Rather not say	17

Skipped 27

Question 14 - If you answered yes, please specify nature of disability (if you answered no, please leave this question blank)

learning disability	4
long term mental health condition	24
physical impairment	49
blind/sight impairment	7
Deaf or hearing impairment	20
other long term condition, please specify	70

Skipped 488

Other long term conditions are listed in **Appendix I**

Question 15 - What is your gender?

Female	364
Male	207
Rather not say	12
Other (please specify)	4

Skipped 29

All 'others' were completed by a male and female

Question 16 - Are you currently pregnant, have given birth within the last two weeks, or on maternity leave?

Yes	11
No	504
Rather not say / Not applicable	46

Skipped 55

Question 17 - Have you been through the process, or are considering, gender reassignment?

Yes	1
No	556
Rather not say	14

Skipped 45

Question 18 - What is your sexual orientation?

Bisexual	7	Heterosexual/straight	498
Gay woman	5	Rather not say	45
Gay man	5	Other (please specify)	8

Skipped 48

Other responses include - 'normal', 'I find this offensive', 'why do you need to know this'?

Question 19 - Are you?

Co-habiting	45
In a civil partnership	5
Married	373

Skipped 32

Single	88
Widowed	41
Rather not say/not applicable	32

Question 20 - What is your ethnic group?

White	
English/Welsh/Scottish/Northern Irish/British	454
Irish	6
Gypsy or Irish Traveler	0
Any other White background*	34
Mixed / multiple ethnic groups	
White and Black Caribbean	1
White and Black African	1
White and Asian	6
Any other Mixed/multiple ethnic background	5
Asian / Asian British	
Indian	8
Pakistani	3
Bangladeshi	1
Chinese	1
Any other Asian background	0

Skipped 89

Black/African Caribbean/Black British	
African	3
Caribbean	2
Any other Black African/ Caribbean background	1
Other ethnic	
Arab	0
Any other ethnic group	6

Question 21 - What is your religion?

No religion	191
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	339
Buddhist	2
Hindu	10
Jewish	2
Muslim	9
Sikh	2
Any other religion, please specify	13

Skipped 48

Other religions include: Asatru, Pagan, Greek Orthodox, Humanist, Jehovah witness and Jain

Key findings

The aim of the engagement was to understand any potential impact that the relocation of the branch surgeries would have on patients, and to further develop ideas for what health services residents would like to see delivered from the primary care facility.

Respondents liked having the branch surgery within walking distance from their homes and were concerned that a relocation may have a negative impact on the pharmacy and the village as a whole. Many liked the idea of having the new build in Biddenham, but thought that the branch surgeries should remain.

There was a stark contrast of views from respondents when asked how important various issues were to them when accessing their surgeries. Respondents commented that designated free parking bays should be made available to patients accessing the practice, that it was difficult to cross Bromham Bridge as a pedestrian or cyclist, that public transport would need to be improved, and bus routes and timetable schedules reviewed to enable people to travel to and from appointments. Some respondents were concerned that the relocation of the branch surgeries would add to traffic congestion.

Over 50% of respondents said that they would use the new facilities due to time it would take to travel, the new modern facilities and if it was easy to park. 48% would choose to use it due to the convenience of its location.

When asked what services they would like to see delivered, the services that ranked the highest amongst all respondents were;

- Blood tests (85%)
- Nurse led clinics for minor illnesses (52%)
- Minor Surgery (48%)
- Nurse led clinics for immunisations

Next steps

The feedback will be considered by Bedfordshire CCG, The De Parys Group and Linden Road Surgery, and a decision made whether to relocate the branch surgeries from Bromham to Biddenham and if so the services available.

If the decision is made to relocate the practices, the feedback will be used to inform the development of the new build in Biddenham.

Bedfordshire CCG, The De Parys Group and Linden Road Surgery will work with the developers and Bedford Borough Council to address concerns raised by respondents regarding location, transport links and availability of public transport.

END