

## Dunstable Integrated Health and Care Hub - Consultation Report

---

**Jackie Bowry**

Communications and Engagement Manager

April 2019

<b>Table of Contents</b>	<b>Page Number</b>
Background	4-5
Summary of Engagement Activity	6-7
Patient and Resident Events and drop-in sessions	7
Full Survey Feedback Analysis	8-20
Survey Feedback - Breakdown of responses by Practice	
Kirby Road Surgery	21 – 28
Priory Gardens Surgery	28 – 35
West Street Surgery	36 - 43
Demographic Questions	44 - 50
Key Findings/Summary	51-53
Next steps	53

## Appendices

Appendix A	Consultation Survey
Appendix B	Consultation Document
Appendix C	Patient Letter
Appendix D	Social Media Log
Appendix E	Engagement Activity Log
Appendix F	Full responses to Q4 (All respondents)
Appendix G	Full responses to Q7(All respondents)
Appendix H	Full responses to Q8(All respondents)
Appendix I	Full responses to Q9 (All respondents)
Appendix J	Full responses to Q8 (Kirby Rd Patients)
Appendix K	Full responses to Q9 (Kirby Rd Patients)
Appendix L	Full responses to Q8 (Priory Gardens Patients)

Appendix M	Full responses to Q9 (Priory Gardens Patients)
Appendix N	Full responses to Q8 (West Street Patients)
Appendix O	Full responses to Q9 (West Street Patients)
Appendix P	Comparison Tables for Kirby Road, West Street and Priory Gardens

## **Background**

Bedfordshire Clinical Commissioning Group is working in partnership with Central Bedfordshire Council and local GP practices on proposals for an integrated health and care Hub in Dunstable.

The proposed Hub is part of an overall approach to deliver better care for local people through more joined-up working. The range of services expected to be delivered from the Hub would provide more integrated care across primary care (GP practices), mental health, community health and social care, for all ages. In addition, with an increased focus on improving wider health and wellbeing, it is likely that some Council, voluntary and charitable services would operate from within the Hub.

The aim of the integrated health and care Hub is to:

- improve patient access, providing space for GP services to grow and take on new patients and extend opening times;
- extend the services available to patients by providing minor surgery, and treatment for minor illnesses and injuries from the Hub and a range of therapy services;
- bring community, mental health and social care closer together to improve the range of services available to older people and those with disabilities and long-term conditions;
- help to improve the wider health and wellbeing of local people, through more joined-up working across a wide range of services.
- providing more services, particularly those currently available in hospital settings, in more local facilities to deliver more convenient access for patients and help to enable hospitals to focus on more complex care.

The proposal is that the new Hub would include three of the current town centre practices, the following three GP practices have shown interest in moving into a new Hub.

- Dr Hassan and Partners, Priory Gardens
- Dr Quartly and Partners, West Street Surgery
- Dr O'Toole and Partners, Kirby Road

Patients would continue to see their usual team of GPs and practice staff within the integrated facility.

Bedfordshire Clinical Commissioning Group (BCCG) has conducted a Public Consultation to understand patients' views ahead of the plans for the Integrated health and care Hub being developed. The aim of the consultation was to understand patient and residents views on the proposal to relocate three town centre surgeries to the new facility and also to understand what services patients would like to see delivered from the new facility, so this can be incorporated into the project.

The results of the consultation will form part of the full business case to inform the decisions regarding the proposed Hub and how it can best serve the local population.

## **Summary of Engagement Activity**

### **Survey**

BCCG ran a survey from 8 February 2019 until 7 April 2019, the survey ran for an eight week period ahead of the pre-election period for local council elections. The survey was available online and in print format from GP surgeries and community locations, as well as on request from the BCCG Communications Team. A large print version was also made available and printed on yellow paper for visually impaired respondents.

In total 1,045 responses were received to the survey, these can be broken down into the following groups;

Online version: 722 (main website URL used to access the online survey)

Online via Social Media: 83 (URL link promoted via social media)

Printed copies returned: 240

A copy of the survey can be found in appendix A

### **Consultation Document**

A consultation document was made available to accompany the survey to explain the proposals. The document was made available online, as a printed version, in large print format and on yellow paper for visually impaired respondents.

A copy of the consultation document can be found in appendix B

### **Patient letters**

A patient letter explaining the consultation and providing a link to the online information and survey was sent to households registered at the three practices named in the consultation, namely Dr Hassan and Partners, Priory Gardens, Dr Quartly and Partners, West Street Surgery and Dr O'Toole and Partners, Kirby Road.

See appendix C

### **Printed materials to community locations**

Printed consultation documents, surveys and posters advertising the consultation were shared with partner organisations including;

- GP practices
- Community pharmacies
- Dunstable Citizens Advice
- Central Bedfordshire Council – Dunstable Customer Services Office, Watling House
- Houghton Regis Library (nb Dunstable library was closed during the consultation period)
- Local Children's Centres
- Leisure and Community Centres (nb Dunstable Leisure Centre was closed during the consultation period)
- Local care homes

## Stakeholders

Communications were sent to key local stakeholders, providing them with details of the consultation and links to the consultation materials.

- Mr Andrew Selous MP for South West Bedfordshire
- Dunstable Town Councillors
- Dunstable Parish Councillors
- Central Bedfordshire Overview and Scrutiny Committee
- Healthwatch Central Bedfordshire

## Social Media

The consultation and the patient drop-in events were advertised widely on social media.

Social Media Platform	Impressions / Views / Reach	Engagements
Twitter	10,044	41
Facebook	8,053	544

See appendix D for social media log

## Patient and Resident Events and drop-in sessions

During the consultation period Bedfordshire Clinical Commissioning Group attended a number of local groups, held drop-in events at local supermarkets and held two patient events. In total 12 events were held, with approximately 665 members of the public directly engaged with through these events.

See appendix E for the full engagement log

## Responses to the Consultation by letter and email

In addition to residents completing the survey, BCCG received correspondence relating to the consultation by letter and email.

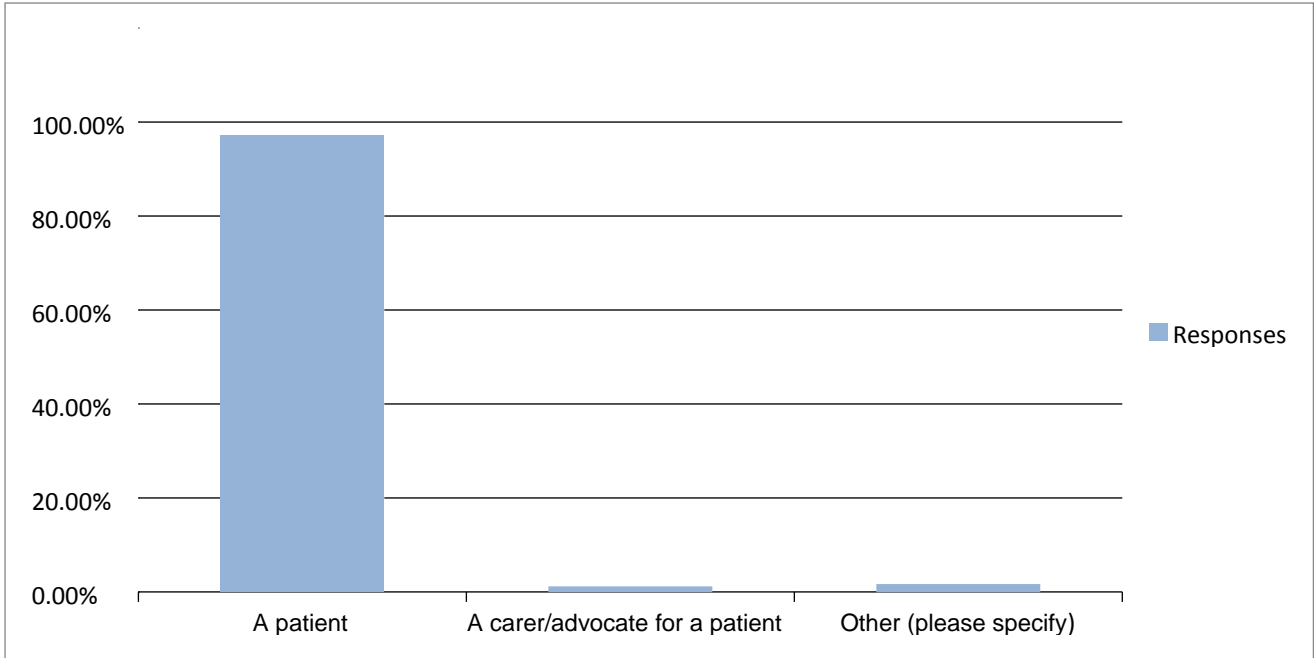
5 letters were received directly, each of these letters received an individual response.

12 emails were received directly, each of these emails received an individual email response.

Full Survey Feedback Analysis

The following results include all respondents to the survey.

Question 1  
Are you responding to this survey as?



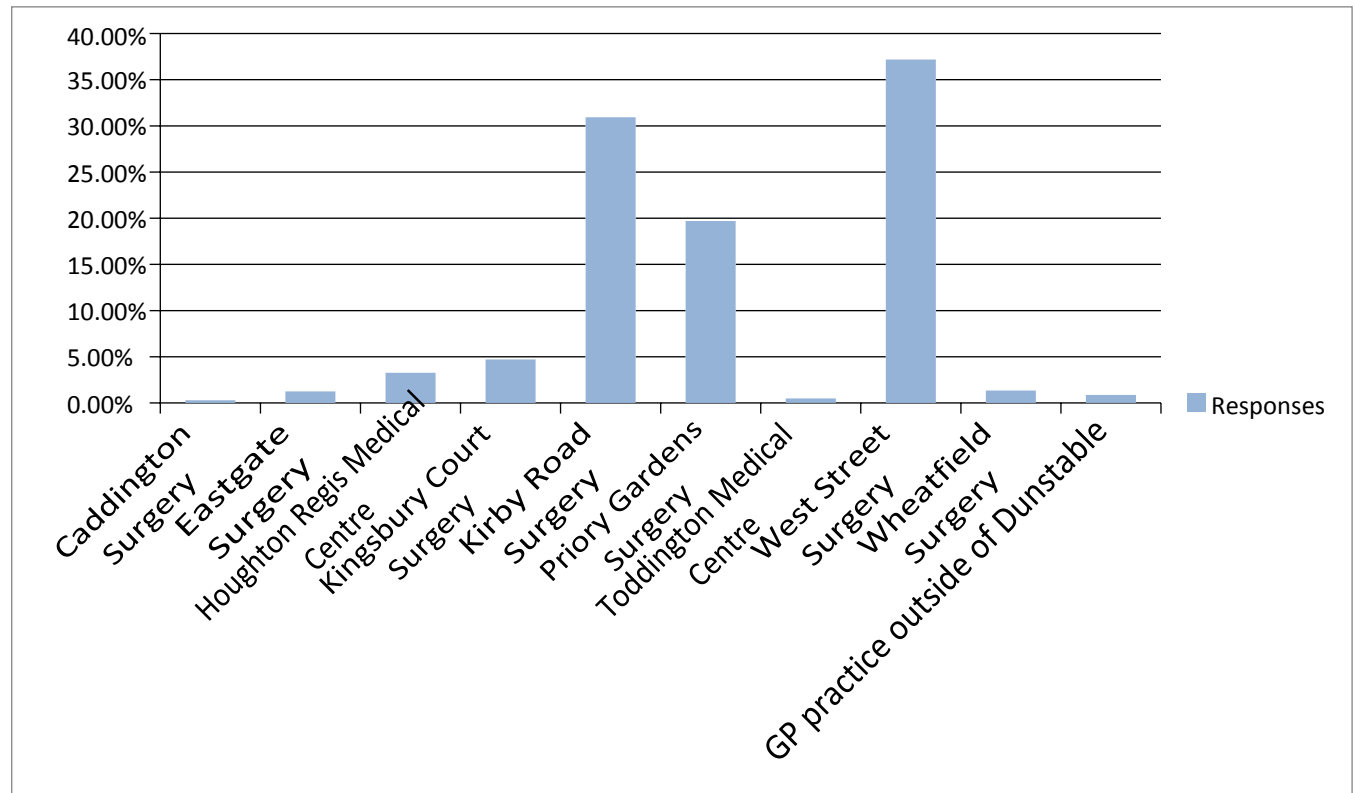
Answer Choices	Responses	
A patient	97.21%	1009
A carer/advocate for a patient	1.16%	12
Other (please specify)	1.64%	17
	Answered	1038

7 people skipped this question



## Question 2

Which GP surgery are you registered with?



Answer Choices	Responses	
Caddington Surgery	0.29%	3
Eastgate Surgery	1.25%	13
Houghton Regis Medical Centre	3.27%	34
Kingsbury Court Surgery	4.71%	49
Kirby Road Surgery	30.93%	322
Priory Gardens Surgery	19.69%	205
Toddington Medical Centre	0.48%	5
West Street Surgery	37.18%	387
Wheatfield Surgery	1.34%	14
I am registered with a GP practice outside of Dunstable.	0.86%	9
	<b>Answered</b>	<b>1041</b>

4 people skipped this question

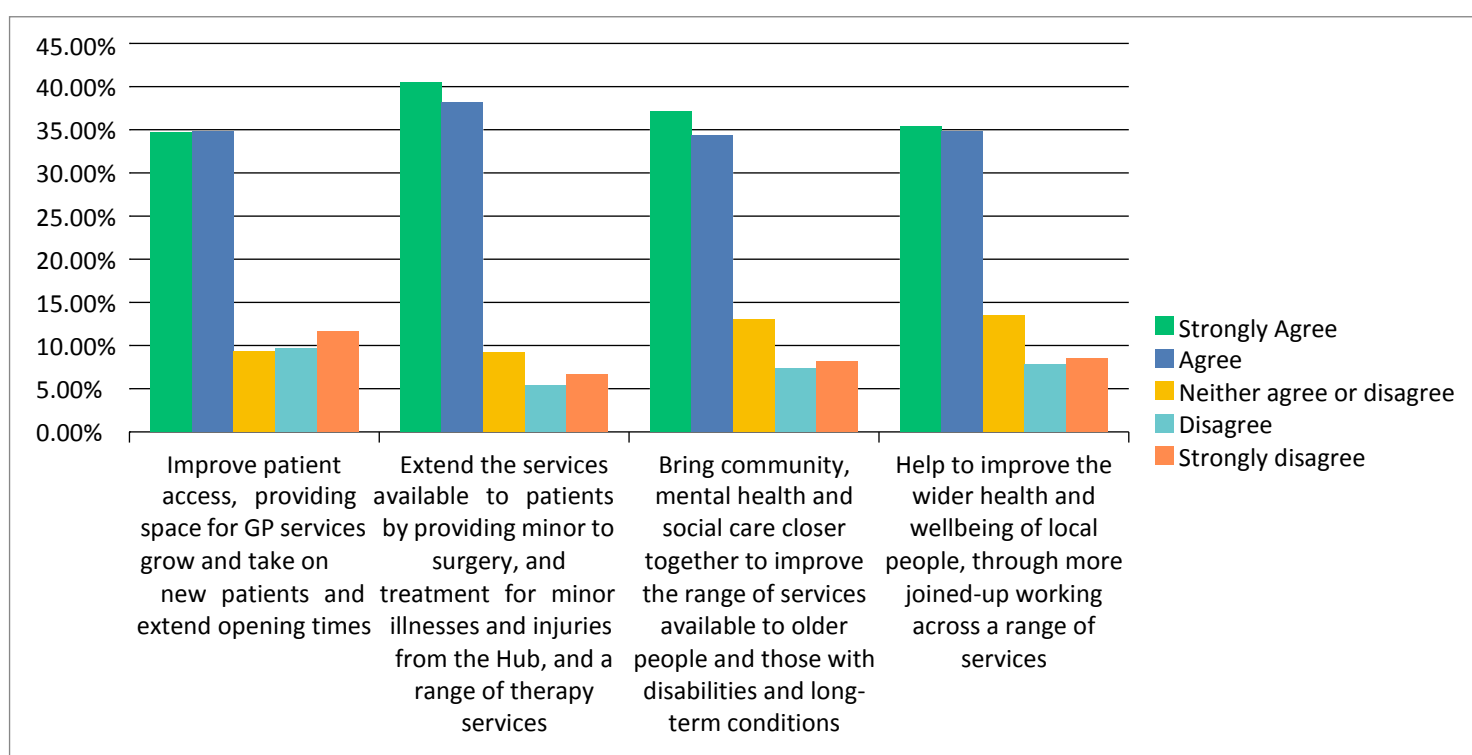
The highest percentage of responses were received from patients registered with the three practices named in the consultation. Of the three practices the responses received were Kirby Road Surgery 322 responses (30.93%), Priory Gardens Surgery 205 responses (19.69%) and West Street Surgery 387 responses (37.18%). The lowest responses were from patients registered at the practices located the furthest distance from Dunstable town centre, with three respondents from Caddington Surgery and five respondents from Toddington Medical Centre.

The respondents who indicated they were registered with a practice outside of Dunstable are registered at the following practices;

GP Practice	No.
Edlesborough Surgery	1
Harrold Surgery	1
Salisbury House, Leighton Buzzard	1
Markyate Surgery	1
Wheatfield Rd Surgery	1
Leagrave Surgery	1
Hockwell Surgery	1
Flitwick Surgery	1
Watford	1
Total	9

### Question 3

How far do you agree or disagree with the aims of the integrated health and care Hub?



10 people skipped this question

	Strongly Agree		Agree		Neither agree or disagree		Disagree		Strongly disagree		Total
Improve patient access, providing space for GP services to grow and take on new patients and extend opening times	34.67%	355	34.77%	356	9.28%	95	9.67%	99	11.62%	119	1024
Extend the services available to patients by providing minor surgery, and treatment for minor illnesses and injuries from the Hub, and a range of therapy services	40.45%	417	38.22%	394	9.21%	95	5.43%	56	6.69%	69	1031
Bring community, mental health and social care closer together to improve the range of services available to older people and those with disabilities and long-term conditions	37.08%	379	34.34%	351	13.01%	133	7.34%	75	8.22%	84	1022
Help to improve the wider health and wellbeing of local people, through more joined-up working across a range of services	35.36%	361	34.77%	355	13.52%	138	7.84%	80	8.52%	87	1021
										<b>Answered</b>	<b>1035</b>

### **Aim 1 – Improve patient access**

711 (69.44%) respondents either strongly agree or agree with the aim to improve patient access. 218 (21.29%) respondents disagree or strongly disagree with the aim.

### **Aim 2 - Extend the services available to patients**

811 (78.67%) respondents either strongly agree or agree with the aim to extend the services available to patients. 125 (12.12%) respondents disagree or strongly disagree with the aim.

### **Aim 3 – Bring community, mental health and social care closer together**

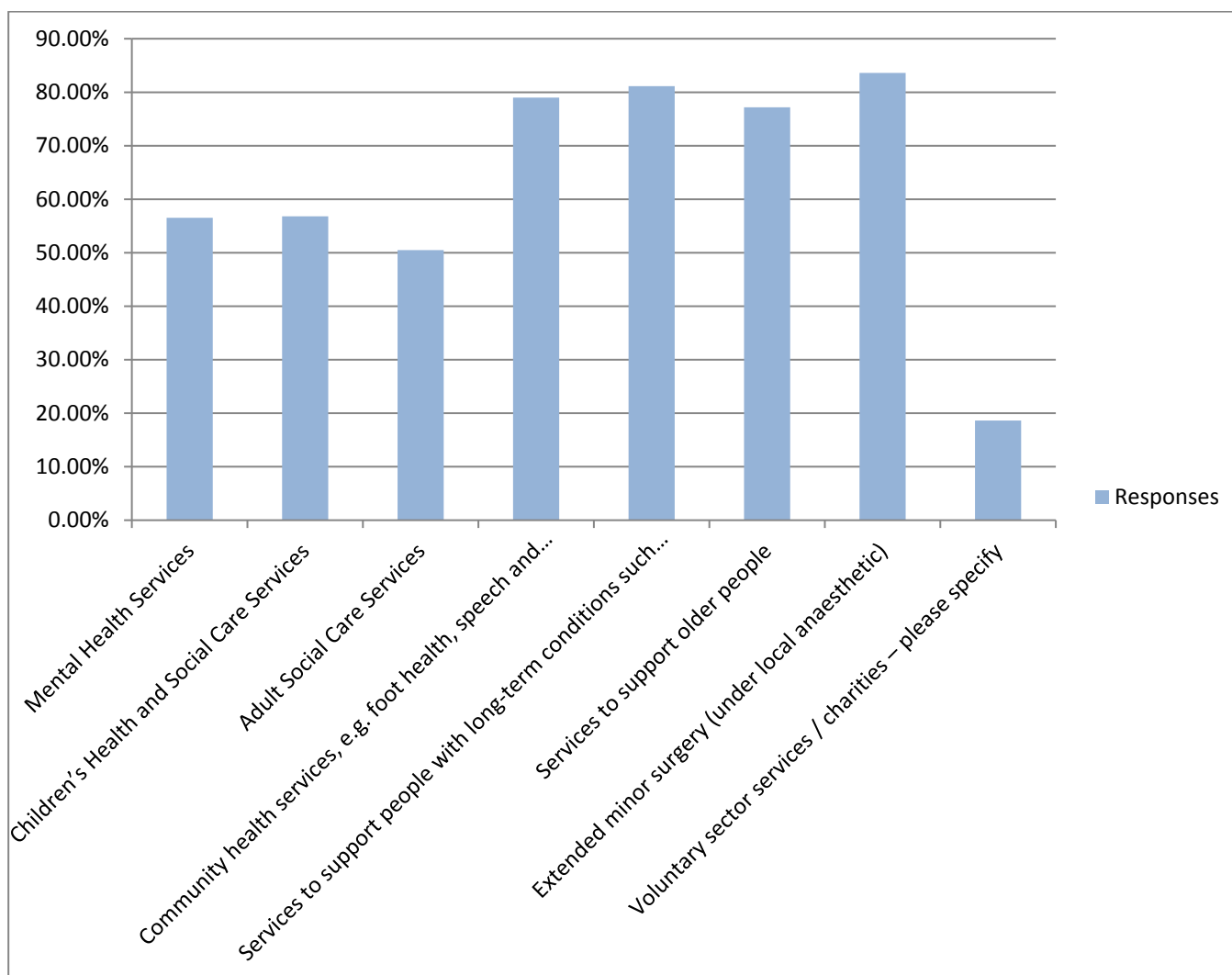
730 (71.42%) respondents either strongly agree or agree with the aim to bring community, mental health and social care closer together. 159 (15.56%) respondents disagree or strongly disagree with the aim.

### **Aim 4 – Help to improve the wider health and wellbeing of local people**

716 (70.13%) respondents either strongly agree or agree with the aim to improve the wider health and wellbeing of local people. 167 (16.36%) respondents disagree or strongly disagree with the aim.

#### Question 4

When considering the new integrated health and care Hub, which services do you think would be suitable to be delivered from the same location as GP services? (Please tick all that apply).



Answer Choices	Responses	
Mental Health Services	56.52%	555
Children's Health and Social Care Services	56.82%	558
Adult Social Care Services	50.51%	496
Community health services, e.g. foot health, speech and language therapy, physiotherapy and occupational therapy	79.02%	776
Services to support people with long-term conditions such as diabetes and chronic obstructive pulmonary disease (COPD)	81.16%	797
Services to support older people	77.19%	758
Extended minor surgery (under local anesthetic)	83.60%	821
Voluntary sector services / charities – please specify	18.64%	183
	Answered	982

63 people skipped this question

The services that received the highest number of responses for being delivered in the same location as GP services were, extended minor surgery (821 respondents, 83.60%), services to support people with long-term conditions (797 respondents, 81.16%) and community health services (776 respondents, 79.02%). Please note multiple options could be ticked for this question.

### **Voluntary sector services / charities – please specify**

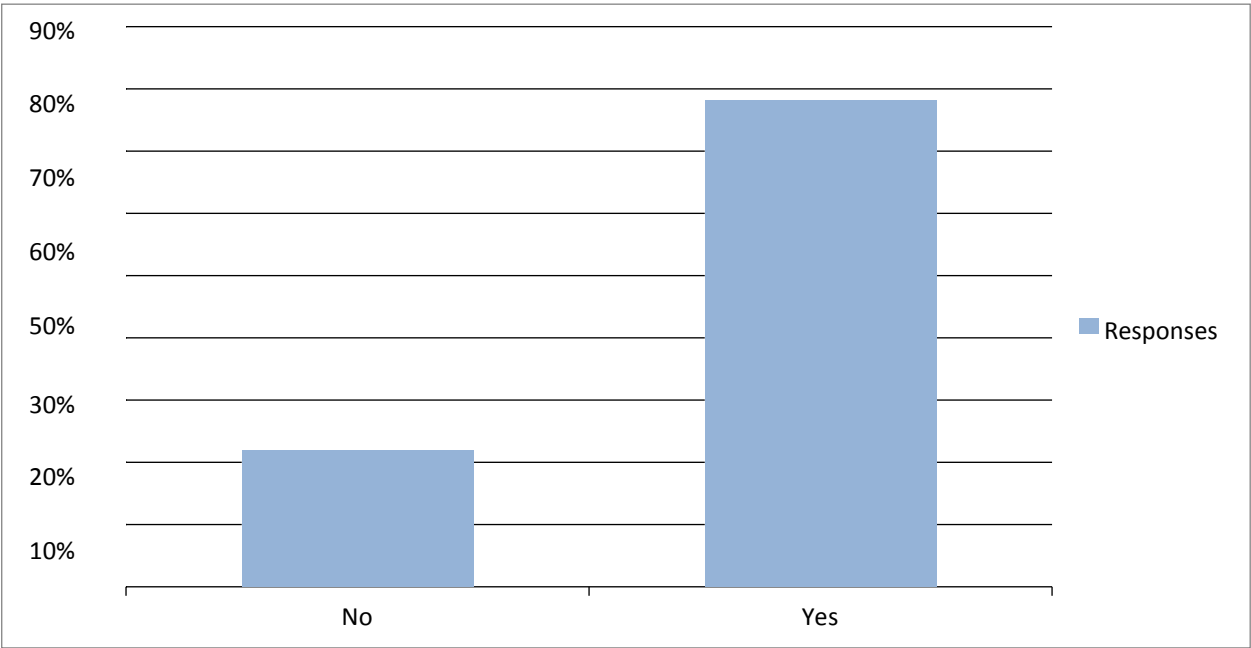
183 responses were received to this option in the question, the responses have been grouped into the following areas;

<ul style="list-style-type: none"><li>• Addiction Services</li></ul>	<ul style="list-style-type: none"><li>• Not required / should be offered at GP</li></ul>
<ul style="list-style-type: none"><li>• Blood Tests</li></ul>	<ul style="list-style-type: none"><li>• Sexual Health Services</li></ul>
<ul style="list-style-type: none"><li>• Cancer Support</li></ul>	<ul style="list-style-type: none"><li>• Sight Loss Support</li></ul>
<ul style="list-style-type: none"><li>• Citizens Advice</li></ul>	<ul style="list-style-type: none"><li>• Support for Carers</li></ul>
<ul style="list-style-type: none"><li>• Community/Charity</li></ul>	<ul style="list-style-type: none"><li>• Support for Older People</li></ul>
<ul style="list-style-type: none"><li>• Dementia Services</li></ul>	<ul style="list-style-type: none"><li>• Miscellaneous</li></ul>
<ul style="list-style-type: none"><li>• Hearing Clinics</li></ul>	<ul style="list-style-type: none"><li>• Miscellaneous Positive</li></ul>
<ul style="list-style-type: none"><li>• Mental Health and Learning and Disability</li></ul>	<ul style="list-style-type: none"><li>• Miscellaneous Negative</li></ul>

The full responses to this question are in appendix G.

Question 5

Do you agree that there will be benefits of having a range of health and social care services in the same facility?



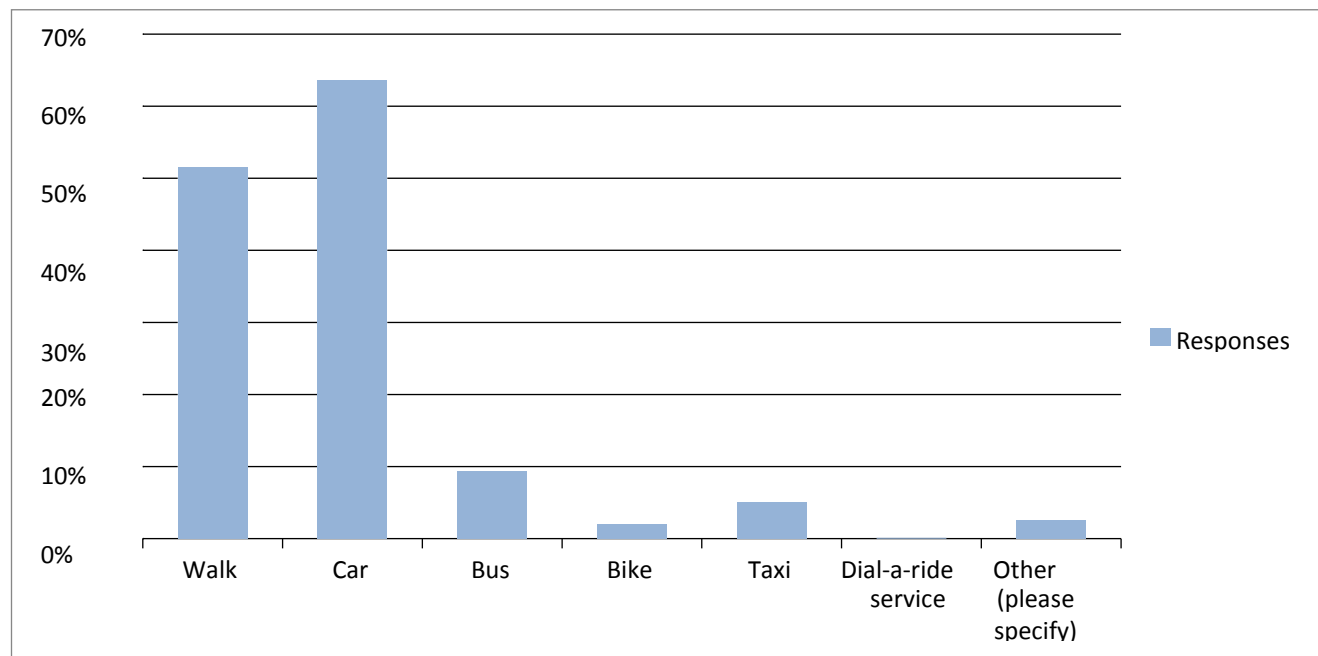
Answer Choices	Responses	
No	21.86%	221
Yes	78.14%	790
	Answered	1011

34 people skipped this question

790 (78.14%) of respondents answered 'yes' to the question, 221 (21.86%) of respondents answered 'no' to this question.

## Question 6

**If you are a patient of Kirby Road Surgery, Priory Gardens Surgery or West Street Surgery. How do you usually travel to the surgery? (Please tick all that apply).** If you are not registered at one of these practices, please go to Question 7.



Answer Choices	Responses	
Walk	51.62%	478
Car	63.61%	589
Bus	9.40%	87
Bike	1.94%	18
Taxi	5.08%	47
Dial-a-ride service	0.11%	1
Other (please specify)	2.59%	24
	<b>Answered</b>	<b>926</b>

119 people skipped this question

Patients currently registered with the three practices named in the survey, in the main either access their surgery by car (63.61% 589 respondents) or walk to the surgery (51.62% 478 respondents), 9.40% of patients currently use the bus and 5.08% travel to the surgery by taxi.

Please note respondents could tick multiple options in this question as some patients may use a variety of modes of transport, which results in the percentage column totaling more than 100%.

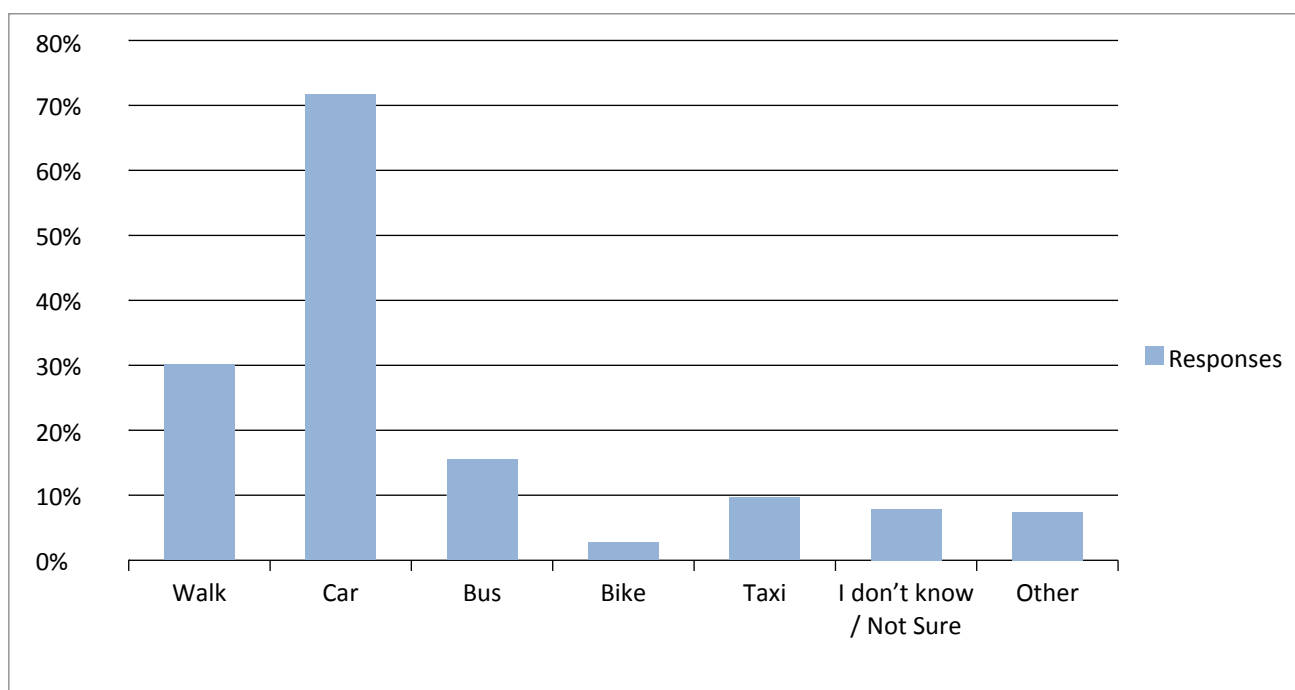
It should also be noted that in Question 2, Which GP surgery are you registered with? only 914 respondents indicated they were registered with one of the three named practices, however 926 respondents have answered Question 6.

The 'other' forms of transport can be broken down into the following categories;

- A lift or other vehicle
- Housebound
- Mobility Scooter
- Wheelchair
- Miscellaneous

### Question 7

**How would you travel to the new integrated health and care Hub in the proposed location?  
(please tick all that apply)**



Answer Choices	Responses	
Walk	30.14%	312
Car	71.69%	742
Bus	15.46%	160
Bike	2.71%	28
Taxi	9.66%	100
I don't know / Not Sure	7.92%	82
Other (please specify)	7.44%	77
	Answered	1035

10 people skipped this question

In the main respondents said they would either access the new Hub by car (71.69% 742 respondents) or walk to the Hub (30.14% 312 respondents). 15.46% (160) of respondents would use the bus to access the Hub location and 9.66% (100) would travel by taxi.

There is a 21.48% decrease of respondents who said they would walk to the Hub location in comparison to the current surgery location. There is a 8.08% increase in the number of respondents who say they would travel by car and a 6.06% increase in those saying they would travel by bus and a 4.58% increase in taxi use to the Hub in comparison to their current surgery.

Please note respondents could tick multiple options in this question as some patients may use a variety of modes of transport, which results in the percentage totaling more than 100%.

The 'other' forms of transport can be broken down into the following categories;

- A lift or other vehicle
- Housebound
- Mobility Scooter
- Location is not accessible

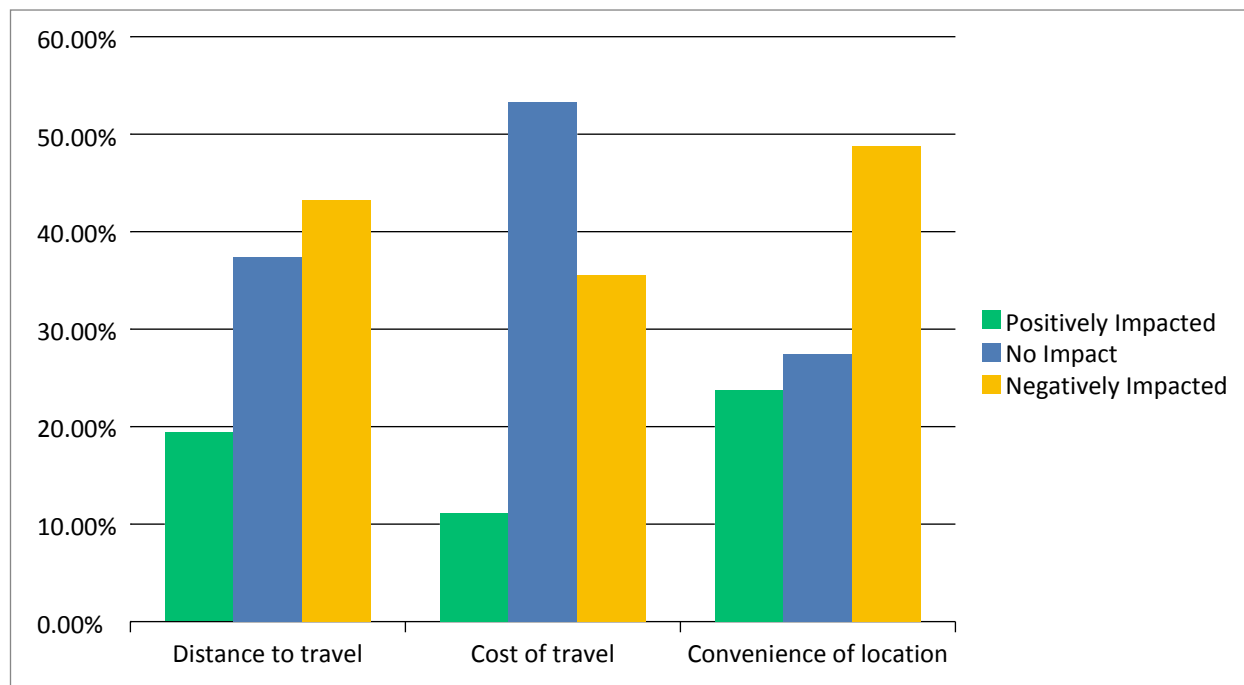


- Parking Concerns
- Public Transport required
- Too far to walk
- Would not use
- Miscellaneous

The full responses to this question are in appendix H.

#### Question 8

Thinking about the proposed new location for an integrated health and care Hub, do you consider you will be impacted, if so please indicate how below?



	Positively Impacted		No Impact		Negatively Impacted		Total
Distance to travel	19.39%	190	37.35%	366	43.27 %	424	980
Cost of travel	11.17%	101	53.32%	482	35.51 %	321	904
Convenience of location	23.74%	230	27.45%	266	48.81 %	473	969
Are there any other impacts we need to consider?							555
						Answered	1012

33 people skipped this question

#### Distance to Travel

556 (56.74%) respondents felt they would be positively impacted or that there would be no impact from the distance to travel.

424 (43.27%) respondents felt they would be negatively impacted with regards to distance to travel.

### **Cost of Travel**

583 (64.49%) respondents felt they would be positively impacted or that there would be no impact from the cost of travel to the new Hub.

321 (35.51%) respondents felt they would be negatively impacted with regards to cost of travel to the new Hub.

### **Convenience of Location**

496 (51.19%) respondents felt they would be positively impacted or that there would be no impact regarding the convenience of the proposed location.

473 (48.81%) respondents felt they would be negatively impacted regarding the convenience of the proposed location.

### **Are there any other impacts we need to consider?**

555 comments were provided to this part of Question 8, the responses have been grouped into the following themes, some comments have been marked as including more than one theme;

#### **Access/Parking (428)**

The availability of sufficient parking for patients and staff were a key theme in this category along with the requirement for public transport to the proposed location.

#### **Appointments (36)**

Waiting times and availability of appointments were a key theme, with respondents commenting that they would like to see a reduction in waiting times for appointments and see an increase in same day appointments and an extension to the hours that GP appointments are available. Some patients highlighted concerns around not seeing the same GP in a Hub setting.

#### **Building Design (7)**

Respondents highlighted amongst other issues the need for facilities to be large enough to accommodate patients, in particular the waiting room size and capacity.

#### **Congestion (118)**

Comments in this category centered around the traffic congestion in Dunstable and in the proposed location. A number of respondents gave the view that the area would be negatively affected by the increase in traffic the proposed Hub would create.

#### **Football Pitches (10)**

A number of respondents were concerned at the potential loss of the astroturf pitches.

#### **Hub Positive (5)**

Some respondents were in favour of the ideas and principles behind bringing services together in the Hub.

#### **Hub Negative (30)**

A number of respondents felt negatively towards the ideas of the Hub and felt that bringing services together would not necessarily lead to improvements in service. Some respondents felt that investment should instead be made into the current GP practices and at the local hospital.

#### **Increased costs (5)**

Some respondents highlighted that they would incur increased costs to access the Hub when taking into consideration travel options to the Hub.

## **Location negative (91)**

A number of respondents had the view that the proposed location is not suitable for the proposed Hub citing the mixture of businesses and facilities that are already in the area and issues with transport and traffic in the proposed location.

## **Staffing (21)**

Respondents raised the point that there should be adequate staffing of the Hub to increase access to appointments, a number of respondents also expressed a wish to remain seeing staff from their current practice if they were to re-locate to the proposed Hub.

The full responses to this question are in appendix H.

## **Question 9**

### **Is there anything else we should take into consideration?**

602 responses were received to this question, the responses have been grouped into the following themes;

#### **Appointment Management / Hours (76 comments)**

Respondents commented they would like there to be improvements to appointment systems, many respondents had difficulty making appointments and would like easier access to a more flexible appointment system.

#### **Building Design (19 comments)**

The comments included the requirement for the building to be large enough to comfortably accommodate all services. Concerns were raised about having more people in one waiting room, these concerns centered on the increased exposure to germs and a busy waiting area. The need for a smaller quieter room for anxious patients was raised. It was also suggested that the building be carbon neutral and that safety features for the building are considered if extended hours services are to be delivered from the Hub. Tea and coffee facilities or a café were requested by some respondents.

#### **Congestion (41 comments)**

Comments were made about congestion in the area of the proposed location, highlighting the number of facilities and businesses in the same area and high levels of traffic.

#### **Disabled Access (7 comments)**

Respondents highlighted the need for the building to be fully accessible and for all staff to receive deaf awareness training.

#### **Hub Positive (24 comments)**

A number of respondents agreed with the principles of the Hub to bring together services, helping to prevent visits to the hospital.

#### **Hub Negative (32 comments)**

Some respondents did not feel that services should be bought together and felt that this would reduce the levels of service they receive from their current GP practice. Respondents also felt they would lose the relationship they have with staff in a larger facility. A few respondents considered investment in the Hub and the consultation to be a waste of money.

### **Location (91 comments)**

A number of respondents felt the proposed location is not suitable and is not central enough. Difficulty accessing the location was raised together with limited access roads. Concerns over the loss of green space and the astro turf sports facility were also raised. A number of respondents suggested the Hub should be located in one of the empty buildings in Dunstable.

### **Parking (145 comments)**

A number of respondents said there should be sufficient free parking for staff and patients at the Hub so there was not a reliance on the parking already in the area for the existing facilities. Requests for cycle parking and electric charging points for cars were also made.

### **Public Transport (43 comments)**

A number of respondents highlighted the requirement for frequent public transport access to the proposed location which many felt was currently inadequate from the South and West of Dunstable and the Downside area. A number of respondents said that the current bus stops in the area were some distance from the proposed Hub and would not be sufficient for elderly or frail patients using public transport to access the Hub.

### **Range of Services (62 comments)**

A number of respondents said they would like to see phlebotomy services at the proposed Hub, other suggestions for increasing the range of services available included, x-ray facilities, diabetic eye clinics, physiotherapy and a pharmacy on site. Extended opening hours in the evenings and at weekends were suggested by a number of respondents.

### **Separate GP Services (44 comments)**

A number of respondents felt that new services should be in addition to the GP practices, which they felt should stay in their current location.

### **Staffing (51 comments)**

Respondents said that more doctors and other clinical staff would be needed at the Hub to manage the demand for appointments. Concerns were raised by a number of respondents that current staff at the practices would be made redundant if the 3 surgeries moved into the Hub. Some respondents said they wanted to maintain their relationship with their current doctor.

443 people skipped this question

The full responses to this question are in appendix I.

## Breakdown of respondents by GP Practice named in the consultation

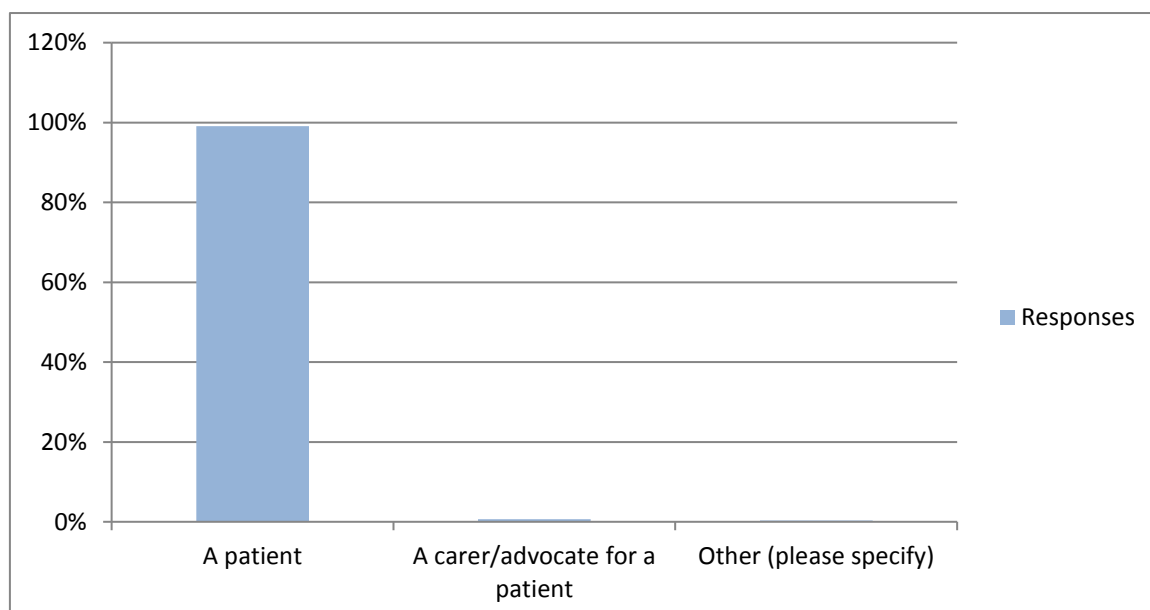
The following tables and charts show the responses for each of the three practices named in the consultation, Kirby Road Surgery, Priory Gardens Surgery and West Street Surgery.

### Respondents registered at Kirby Road Surgery

#### Question 1

Are you responding to this survey as?

Answer Choices	Responses	
A patient	99.07%	318
A carer/advocate for a patient	0.62%	2
Other (please specify)	0.31%	1
	Answered	321



1 person skipped this question

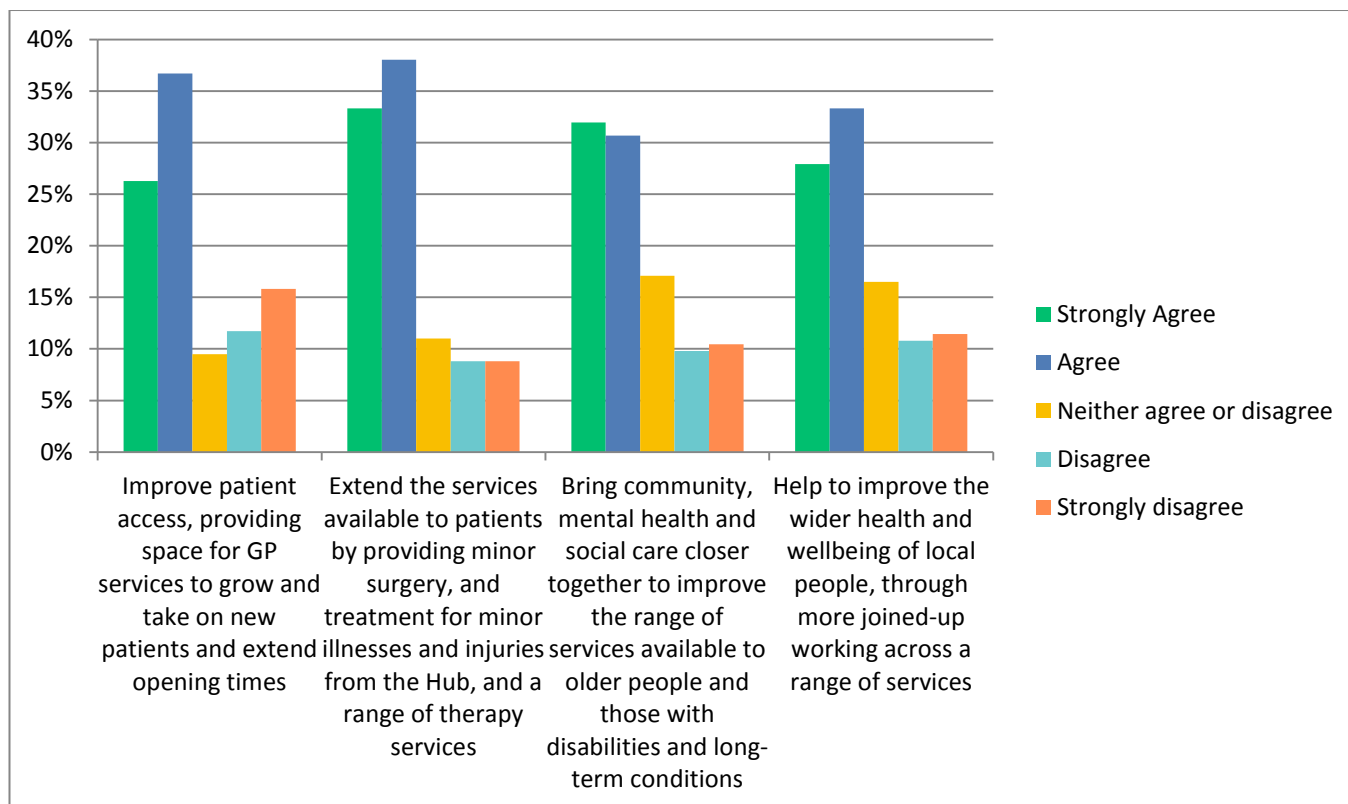
#### Question 2

Which GP surgery are you registered with?

322 respondents said they were registered with Kirby Road Surgery.

### Question 3

How far do you agree or disagree with the aims of the integrated health and care Hub?



3 people skipped this question

#### Aim 1 – Improve patient access

199 (62.98%) of respondents either strongly agree or agree with the aim to improve patient access. 87 (27.53%) of respondents disagree or strongly disagree with the aim.

#### Aim 2 - Extend the services available to patients

227 (71.38%) of respondents either strongly agree or agree with the aim to extend the services available to patients. 56 (17.62%) of respondents disagree or strongly disagree with the aim.

#### Aim 3 – Bring community, mental health and social care closer together

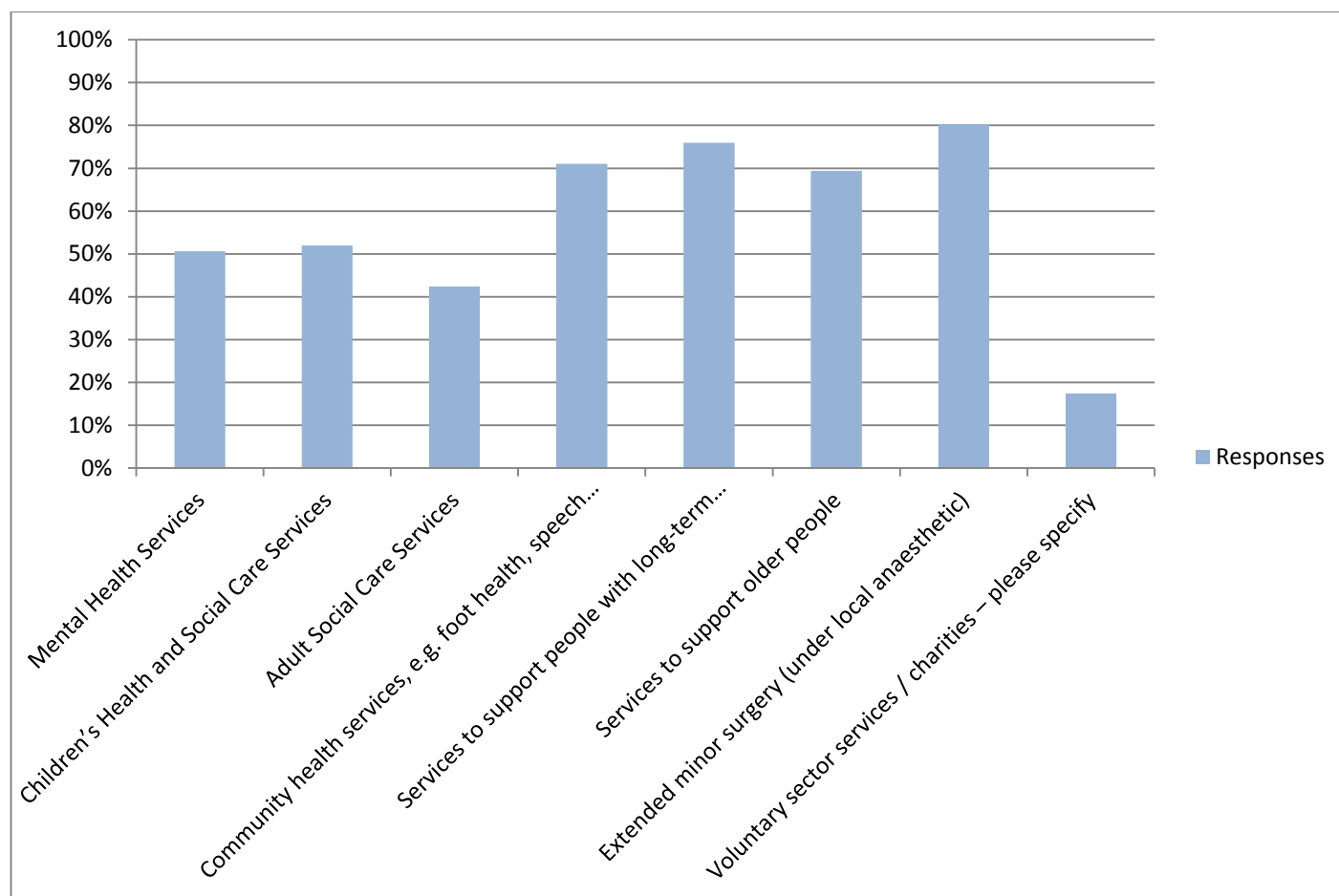
198 (62.66%) of respondents either strongly agree or agree with the aim to bring community, mental health and social care closer together. 64 (20.25%) of respondents disagree or strongly disagree with the aim.

#### Aim 4 – Help to improve the wider health and wellbeing of local people

193 (61.27%) of respondents either strongly agree, agree or neither agree or disagree with the aim to improve the wider health and wellbeing of local people. 70 (22.22%) of respondents disagree or strongly disagree with the aim.

#### Question 4

When considering the new integrated health and care Hub, which services do you think would be suitable to be delivered from the same location as GP services? Please tick all that apply.



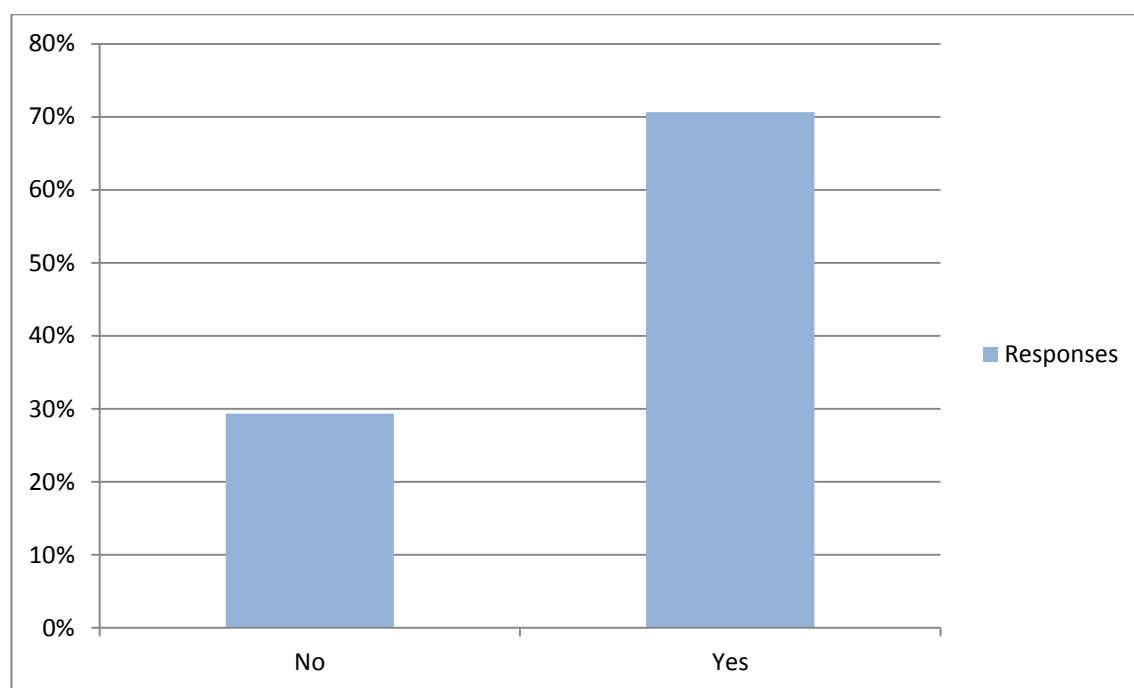
Answer Choices	Responses	
Mental Health Services	50.66%	154
Children's Health and Social Care Services	51.97%	158
Adult Social Care Services	42.43%	129
Community health services, e.g. foot health, speech and language therapy, physiotherapy and occupational therapy	71.05%	216
Services to support people with long-term conditions such as diabetes and chronic obstructive pulmonary disease (COPD)	75.99%	231
Services to support older people	69.41%	211
Extended minor surgery (under local anesthetic)	80.26%	244
Voluntary sector services / charities – please specify	17.43%	53
	Answered	304

18 people skipped this question

The services that received the highest number of responses for being delivered in the same location as GP services were, extended minor surgery (244 respondents, 80.26%), services to support people with long-term conditions (231 respondents, 75.99%) Community Health Services (216 respondents, 71.05%) and services to support older people (211 respondents, 69.41%).

### Question 5

**Do you agree that there will be benefits of having a range of health and social care services in the same facility?**



Answer Choices	Responses	
No	29.35%	91
Yes	70.65%	219
	Answered	310

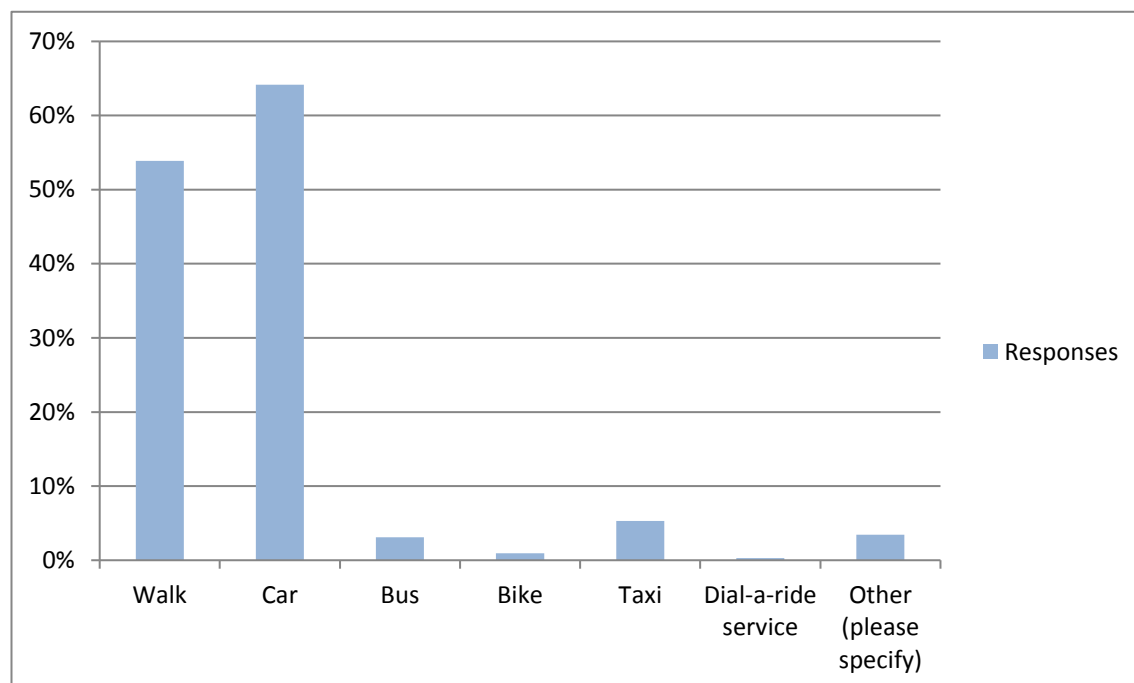
12 people skipped this question

219 (70.65%) of respondents answered 'yes' to the question do you agree that there will be benefits of having a range of health and social care services in the same facility, 91 (29.35%) of respondents answered 'no' to this question.



### Question 6

**If you are a patient of Kirby Road Surgery, Priory Gardens Surgery or West Street Surgery. How do you usually travel to your GP surgery? Please tick all that apply.** If you are not registered at one of these 3 practices please go to Question 7.



Answer Choices	Responses	
Walk	53.89%	173
Car	64.17%	206
Bus	3.12%	10
Bike	0.93%	3
Taxi	5.30%	17
Dial-a-ride service	0.31%	1
Other (please specify)	3.43%	11
	Answered	321

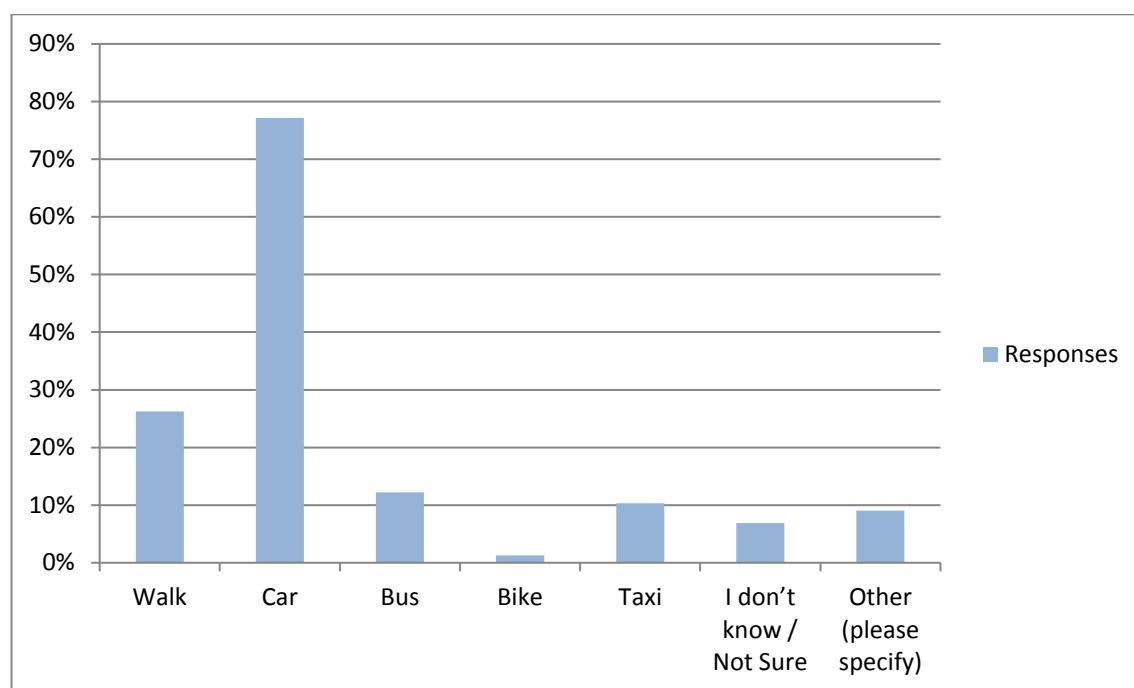
1 person skipped this question

Patients currently registered with Kirby Road Surgery, in the main either access their surgery by car (64.17% 206 respondents) or walk to the surgery (53.89% 173 respondents). Just over 5% of patients currently travel to the surgery by taxi and 3% by bus.

Please note respondents could tick multiple options in this question as some patients may use a variety of modes of transport, which results in the percentage totaling more than 100%.

### Question 7

How would you travel to the new integrated health and care Hub in the proposed location? Please tick all that apply.



Answer Choices	Responses	
Walk	26.25%	84
Car	77.19%	247
Bus	12.19%	39
Bike	1.25%	4
Taxi	10.31%	33
I don't know / Not Sure	6.88%	22
Other (please specify)	9.06%	29
	Answered	320

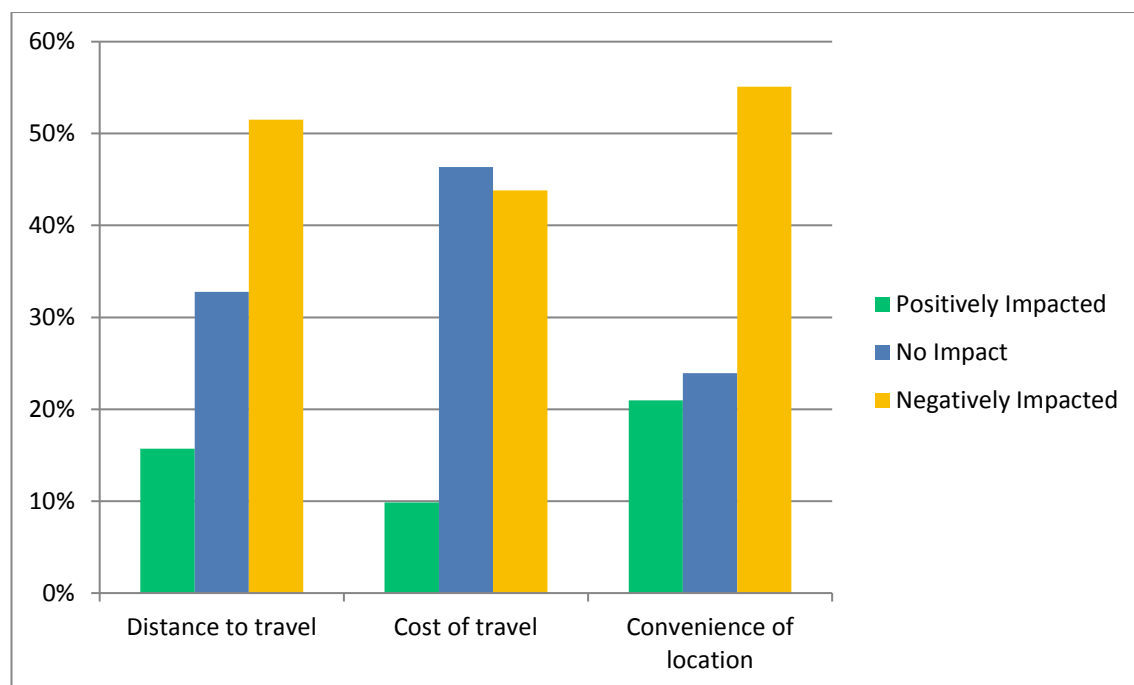
2 people skipped this question

In the main respondents said they would either access the new Hub by car (77.19% 247 respondents) or walk to the Hub (26.25% 84 respondents). 12.19% (39) of respondents would use the bus to access the Hub location and 10.31% (33) of respondents would travel by taxi.

There is a 27.64% decrease of respondents who said they would walk to the Hub location in comparison to the current surgery location. There is a 13.02% increase in the number of respondents who say they would travel by car and a 9.07% increase in those saying they would travel by bus to the Hub in comparison to Kirby Road Surgery.

### Question 8

Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted, if so please indicate how below.



	Positively Impacted		No Impact		Negatively Impacted		Total
Distance to travel	15.72%	47	32.78%	98	51.51%	154	299
Cost of travel	9.85%	27	46.35%	127	43.80%	120	274
Convenience of location	20.98%	64	23.93%	73	55.08%	168	305
Are there any other impacts we need to consider?							190
						Answered	316

6 people skipped this question

#### Distance to Travel

145 (48.5%) of respondents felt they would be positively impacted or that there would be no impact from the distance to travel.

154 (51.51%) of respondents felt they would be negatively impacted with regards to distance to travel.

#### Cost of Travel

154 (56.20%) respondents felt they would be positively impacted or that there would be no impact from the cost of travel to the new Hub.

120 (43.80%) respondents felt they would be negatively impacted with regards to cost of travel to the new Hub.

#### Convenience of Location

137 (44.91%) respondents felt they would be positively impacted or that there would be no impact regarding the convenience of the proposed location.

168 (55.08%) respondents felt they would be negatively impacted regarding the convenience of the proposed location.

#### Are there any other impacts we need to consider?

190 comments were provided to this part of Question 8, see full comments in appendix J

### Question 9

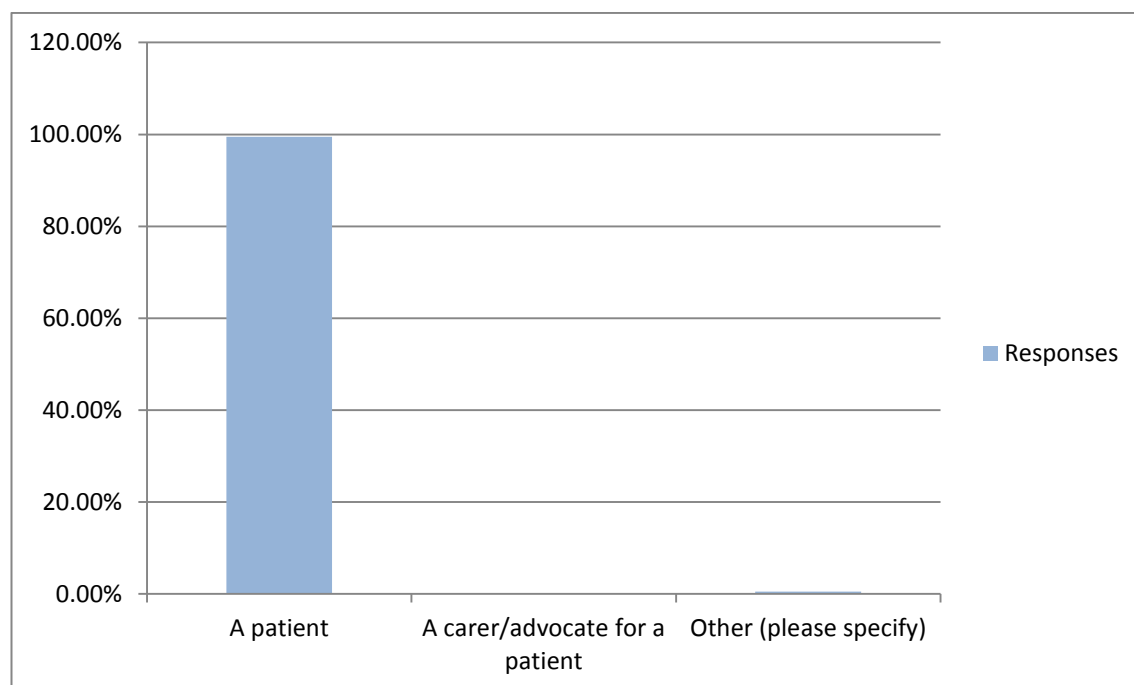
#### Is there anything else we should take into consideration?

199 responses were received to this question, the full responses are in appendix K.  
123 people skipped this question

#### Responses from those registered at Priory Gardens Surgery

### Question 1

#### Are you responding to this survey as?



Answer Choices	Responses	
A patient	99.51%	203
A carer/advocate for a patient	0.00%	0
Other (please specify)	0.49%	1
	Answered	204

1 person skipped this question

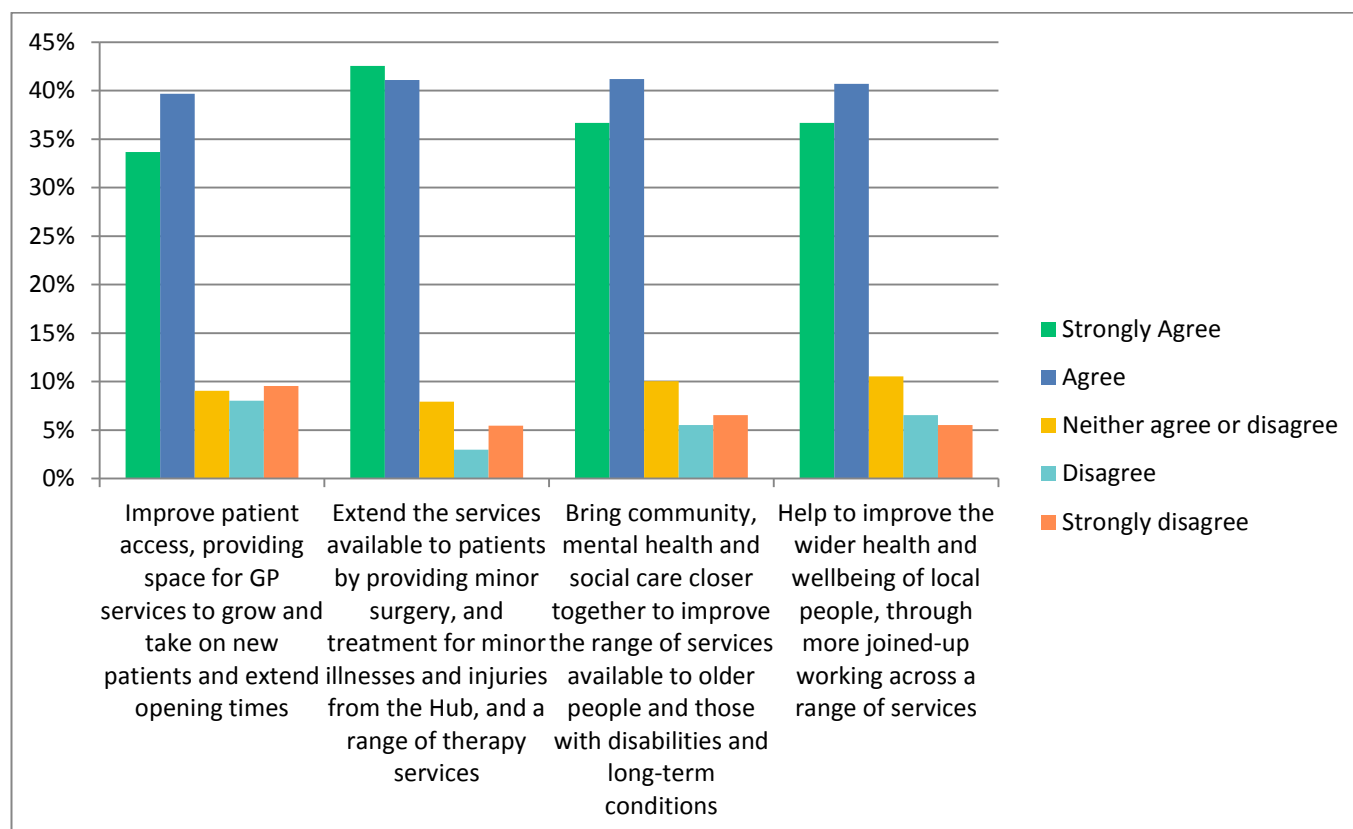
### Question 2

#### Which GP surgery are you registered with?

205 respondents said they were registered with Priory Gardens Surgery.

### Question 3

How far do you agree or disagree with the aims of the integrated health and care Hub?



2 people skipped this question

#### Aim 1 – Improve patient access

146 (73.37%) of respondents either strongly agree or agree with the aim to improve patient access. 35 (17.59%) of respondents disagree or strongly disagree with the aim.

#### Aim 2 - Extend the services available to patients

169 (83.66%) respondents either strongly agree or agree with the aim to extend the services available to patients. 17 (8.42%) of respondents disagree or strongly disagree with the aim.

#### Aim 3 – Bring community, mental health and social care closer together

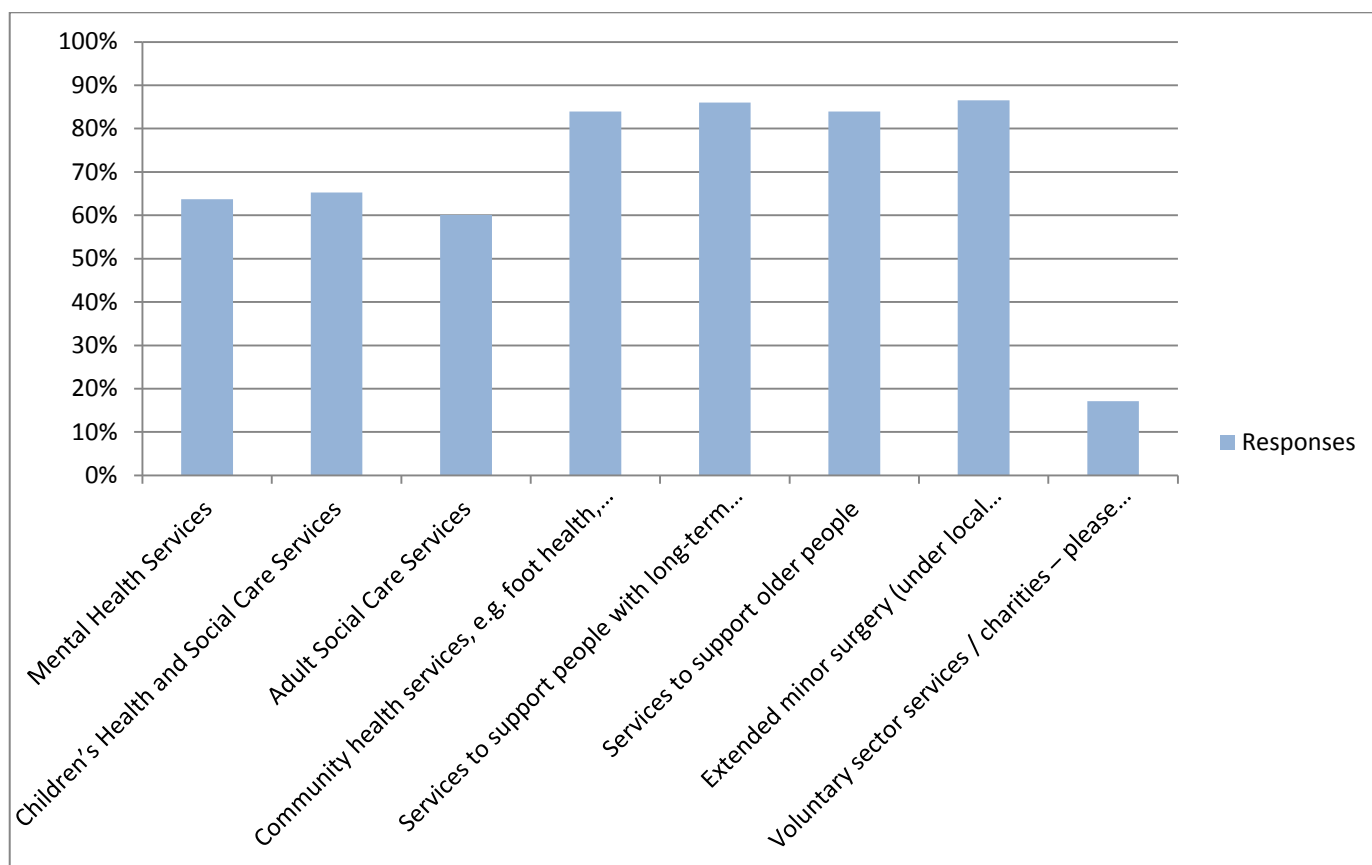
155 (77.89%) of respondents either strongly agree or agree with the aim to bring community, mental health and social care closer together. 24 (12.06%) of respondents disagree or strongly disagree with the aim.

#### Aim 4 – Help to improve the wider health and wellbeing of local people

154 (77.38%) of respondents either strongly agree or agree with the aim to improve the wider health and wellbeing of local people. 24 (12.06%) of respondents disagree or strongly disagree with the aim.

#### Question 4

When considering the new integrated health and care Hub, which services do you think would be suitable to be delivered from the same location as GP services? Please tick all that apply.



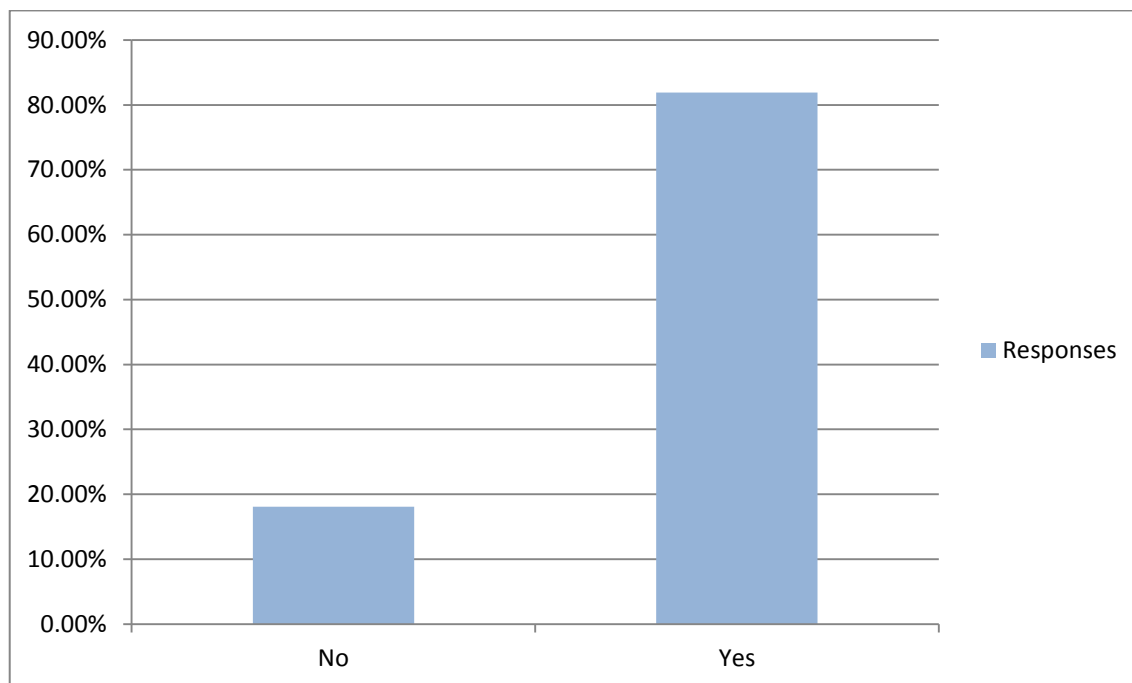
Answer Choices	Responses	
Mental Health Services	63.73%	123
Children's Health and Social Care Services	65.28%	126
Adult Social Care Services	60.10%	116
Community health services, e.g. foot health, speech and language therapy, physiotherapy and occupational therapy	83.94%	162
Services to support people with long-term conditions such as diabetes and chronic obstructive pulmonary disease (COPD)	86.01%	166
Services to support older people	83.94%	162
Extended minor surgery (under local anesthetic)	86.53%	167
Voluntary sector services / charities – please specify	17.10%	33
	Answered	193

12 people skipped this question

The services that received the highest number of responses for being delivered in the same location as GP services were, extended minor surgery (167 respondents, 86.53%), services to support people with long-term conditions (166 respondents, 86.01%), Community Health Services (162 respondents, 83.94%) and services to support older people (162 respondents, 83.94%).

### Question 5

Do you agree that there will be benefits of having a range of health and social care services in the same facility?



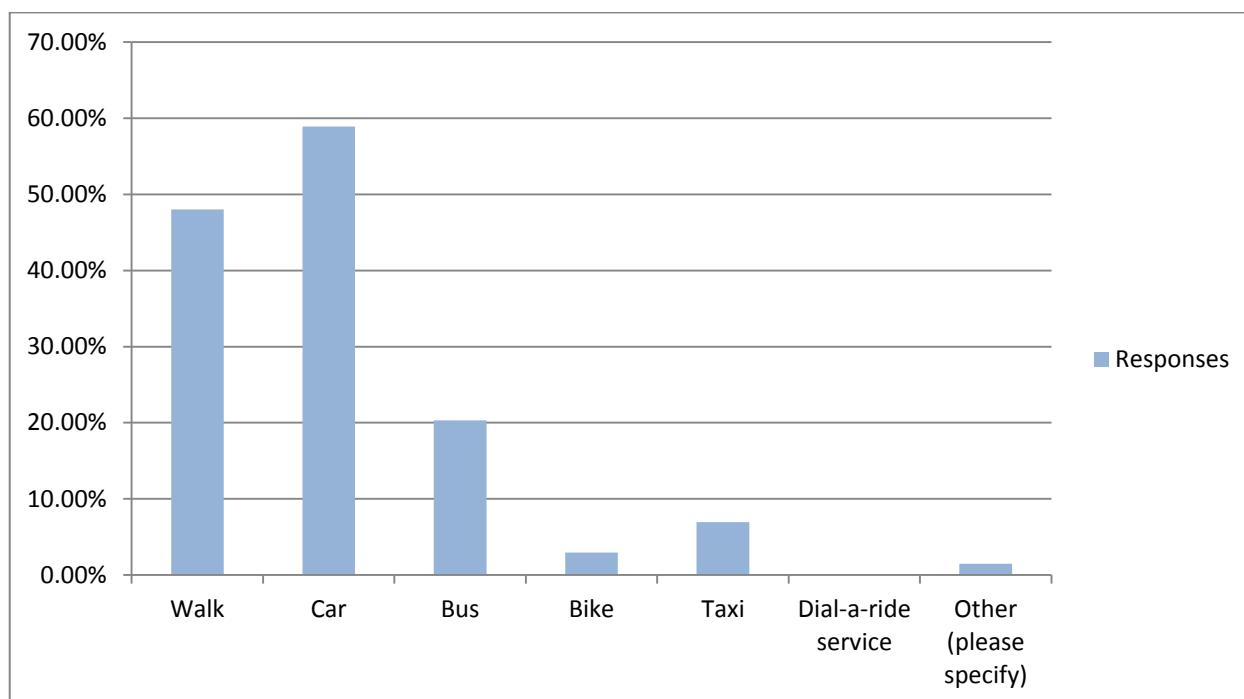
Answer Choices	Responses	
No	18.09%	36
Yes	81.91%	163
	Answered	199

6 people skipped this question

163 (81.91%) of respondents answered 'yes' to the question, Do you agree that there will be benefits of having a range of health and social care services in the same facility? 36 (18.09%) of respondents answered 'no' to this question.

### Question 6

**If you are a patient of Kirby Road Surgery, Priory Gardens Surgery or West Street Surgery. How do you usually travel to your GP surgery? Please tick all that apply.** If you are not registered at one of these 3 practices please go to Question 7.



Answer Choices	Responses	
Walk	48.02%	97
Car	58.91%	119
Bus	20.30%	41
Bike	2.97%	6
Taxi	6.93%	14
Dial-a-ride service	0.00%	0
Other (please specify)	1.49%	3
	<b>Answered</b>	<b>202</b>

3 people skipped this question

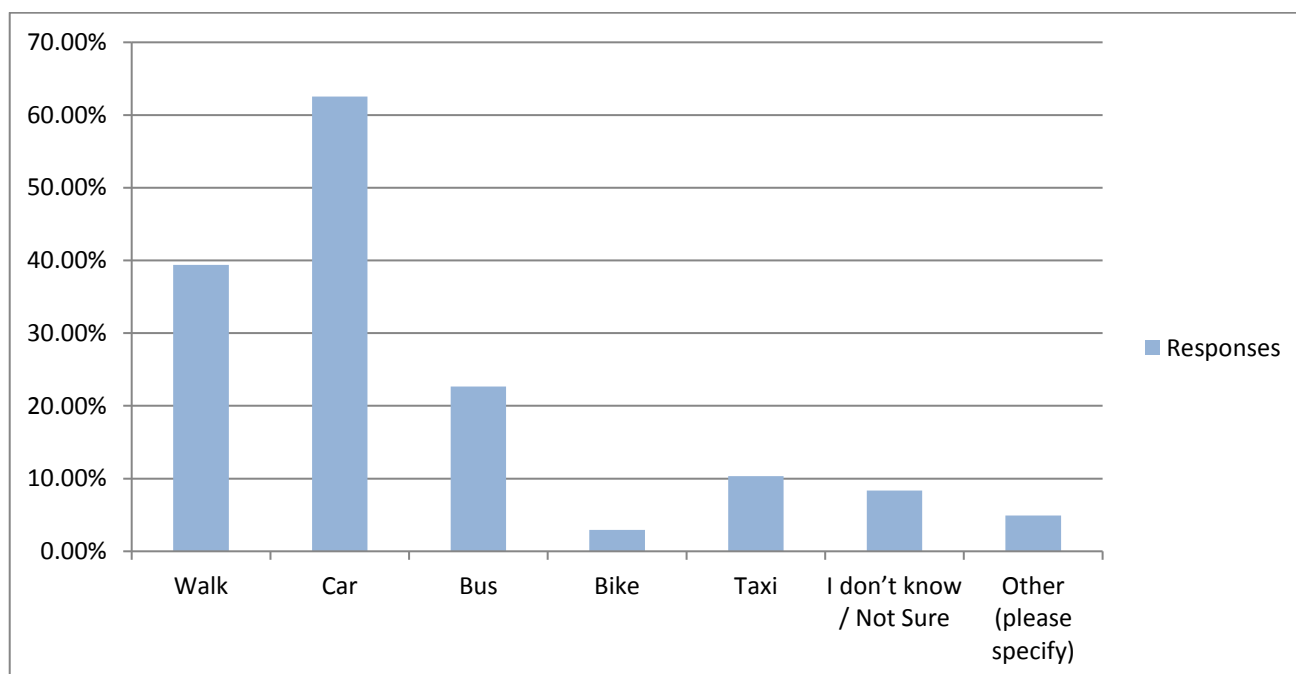
Patients currently registered with Priory Gardens Surgery, in the main either access their surgery by car (58.91% 119 respondents) or walk to the surgery (48.02% 97 respondents). Just over 20% of patients currently use the bus and 6.93% travel to the surgery by taxi.

Please note respondents could tick multiple options in this question as some patients may use a variety of modes of transport, which results in the percentage totaling more than 100%.



### Question 7

How would you travel to the new integrated health and care Hub in the proposed location? Please tick all that apply.



Answer Choices	Responses	
Walk	39.41%	80
Car	62.56%	127
Bus	22.66%	46
Bike	2.96%	6
Taxi	10.34%	21
I don't know / Not Sure	8.37%	17
Other (please specify)	4.93%	10
	Answered	203

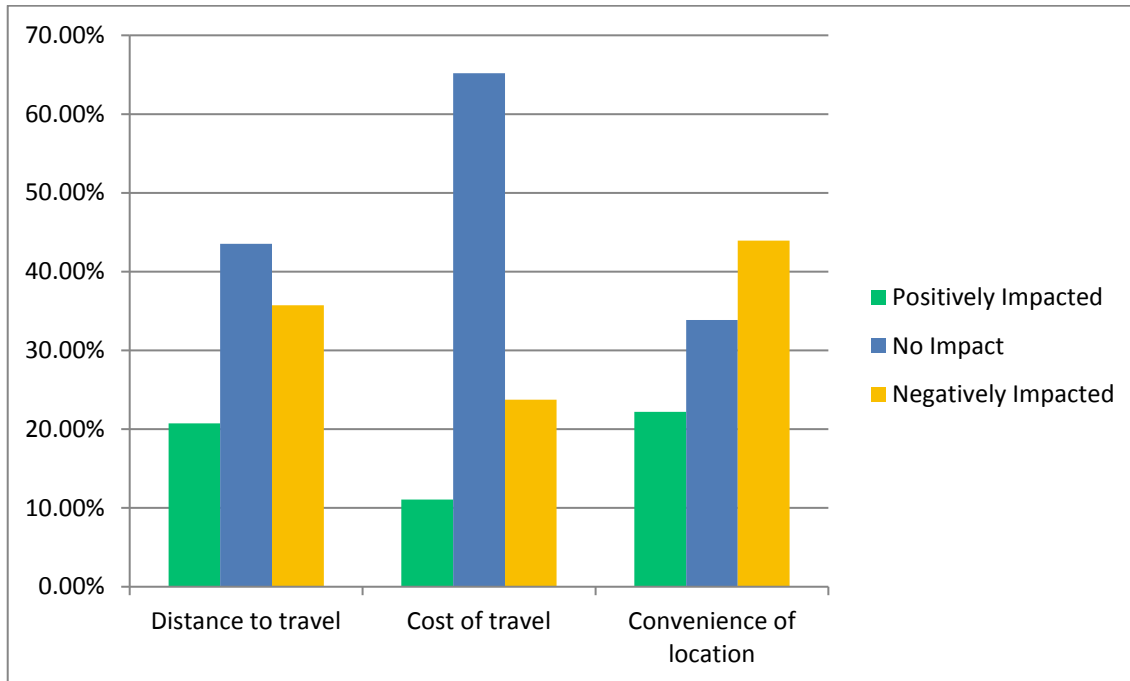
2 people skipped this question

In the main respondents said they would either access the new Hub by car (62.56% 127 respondents) or walk to the Hub (39.41% 80 respondents). 22.66% (46) of respondents would use the bus to access the Hub location and 10.34% (21) would travel by taxi.

There is a 8.61% decrease of respondents who said they would walk to the Hub location in comparison to the current surgery location. There is a 3.65% decrease in the number of respondents who say they would travel by car, a 3.41% increase in taxi use and a 2.36% increase in those saying they would travel by bus to the Hub in comparison to Priory Gardens Surgery.

### Question 8

Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted, if so please indicate how below.



	Positively Impacted		No Impact		Negatively Impacted		Total
Distance to travel	20.73%	40	43.52%	84	35.75%	69	193
Cost of travel	11.05%	20	65.19%	118	23.76%	43	181
Convenience of location	22.22%	42	33.86%	64	43.92%	83	189
Are there any other impacts we need to consider?							91
						Answered	198

7 people skipped this question

#### Distance to Travel

124 (64.25%) of respondents felt they would be positively impacted or that there would be no impact from the distance to travel.

69 (35.75%) of respondents felt they would be negatively impacted with regards to distance to travel.

#### Cost of Travel

138 (76.24%) of respondents felt they would be positively impacted or that there would be no impact from the cost of travel to the new Hub.

43 (23.76%) of respondents felt they would be negatively impacted with regards to cost of travel to the new Hub.

#### Convenience of Location

106 (56.08%) respondents felt they would be positively impacted or that there would be no impact regarding the convenience of the proposed location.

83 (43.92%) of respondents felt they would be negatively impacted regarding the convenience of the proposed location.

**Are there any other impacts we need to consider?**

91 comments were provided to this part of Question 8, see full comments in appendix L

**Question 9**

**Is there anything else we should take into consideration?**

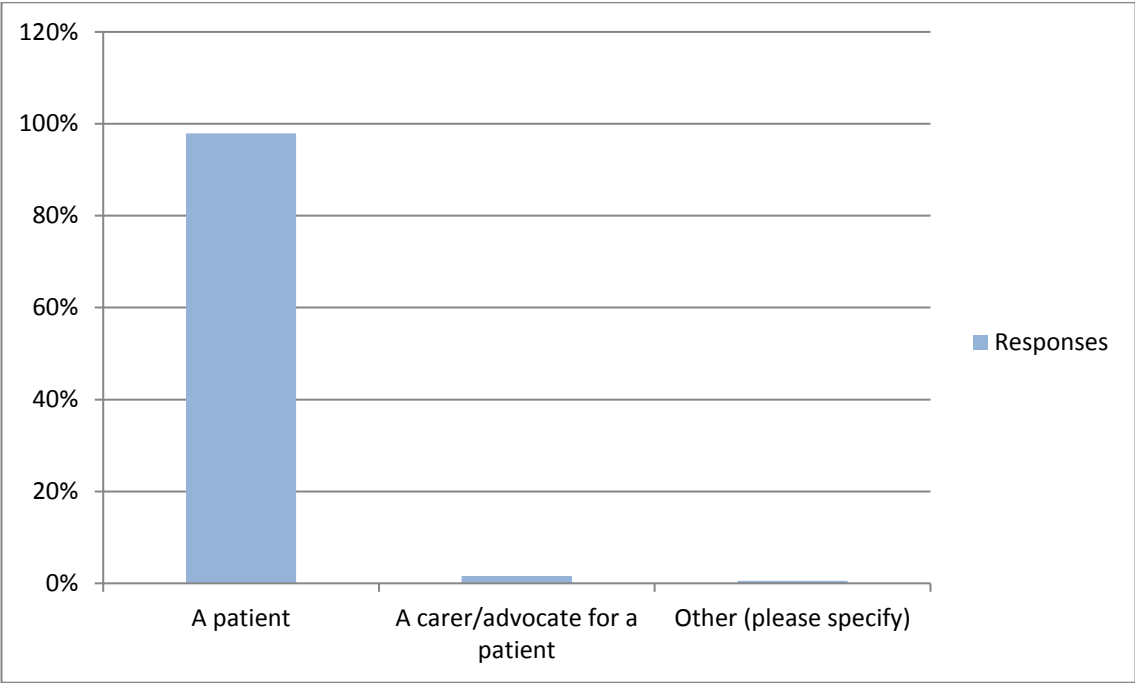
104 responses were received to this question, the full responses are in appendix M.

101 people skipped this question

Responses from those registered at West Street Surgery

Question 1

Are you responding to this survey as?



Answer Choices	Responses	
A patient	97.92%	377
A carer/advocate for a patient	1.56%	6
Other (please specify)	0.52%	2
	Answered	385

2 people skipped this question

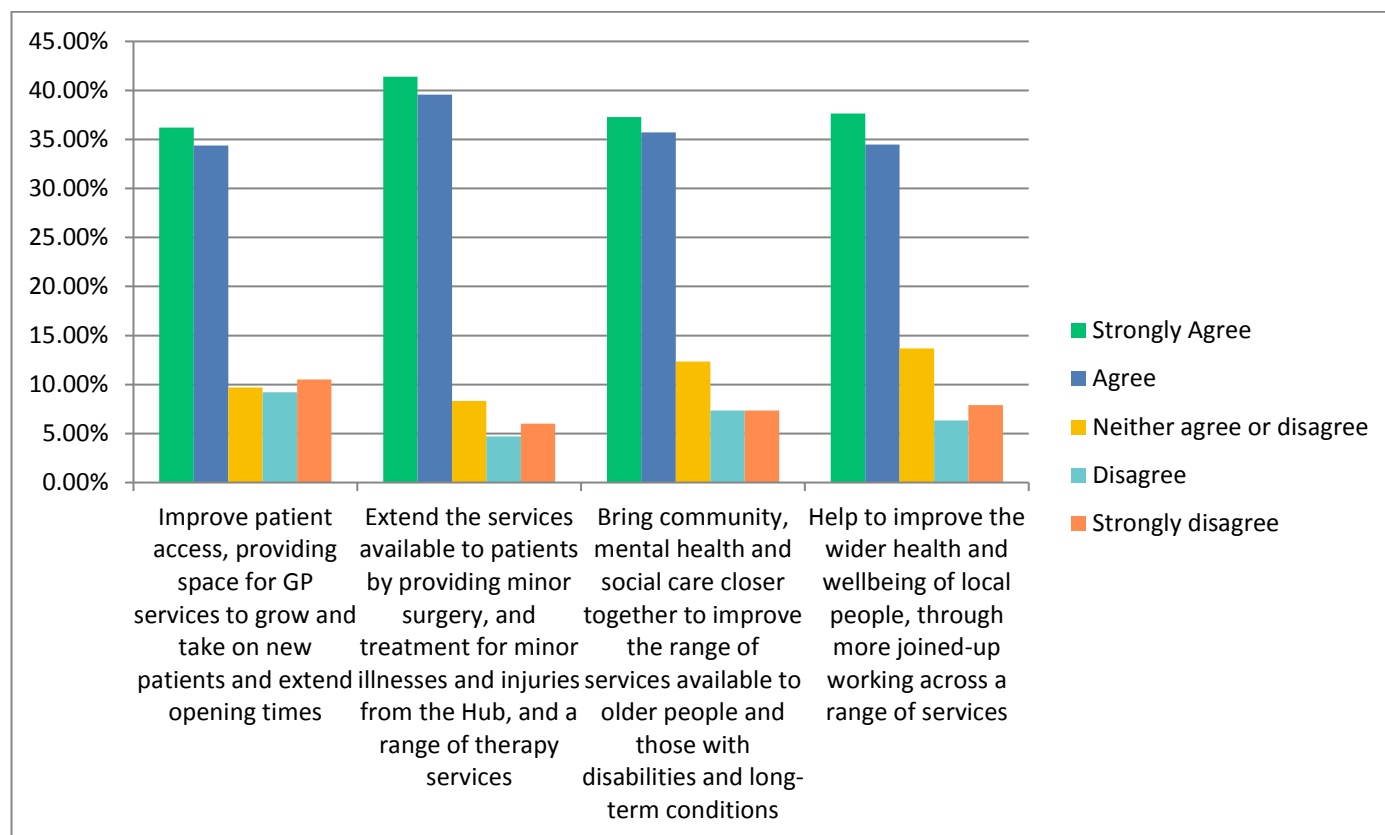
Question 2

Which GP surgery are you registered with?

387 respondents stated they were registered with West Street Surgery

### Question 3

How far do you agree or disagree with the aims of the integrated health and care Hub?



2 people skipped this question

#### Aim 1 – Improve patient access

269 (70.60%) of respondents either strongly agree or agree with the aim to improve patient access. 75 (19.69%) respondents disagree or strongly disagree with the aim.

#### Aim 2 - Extend the services available to patients

311 (80.99%) respondents either strongly agree or agree with the aim to extend the services available to patients. 41(10.68%) respondents disagree or strongly disagree with the aim.

#### Aim 3 – Bring community, mental health and social care closer together

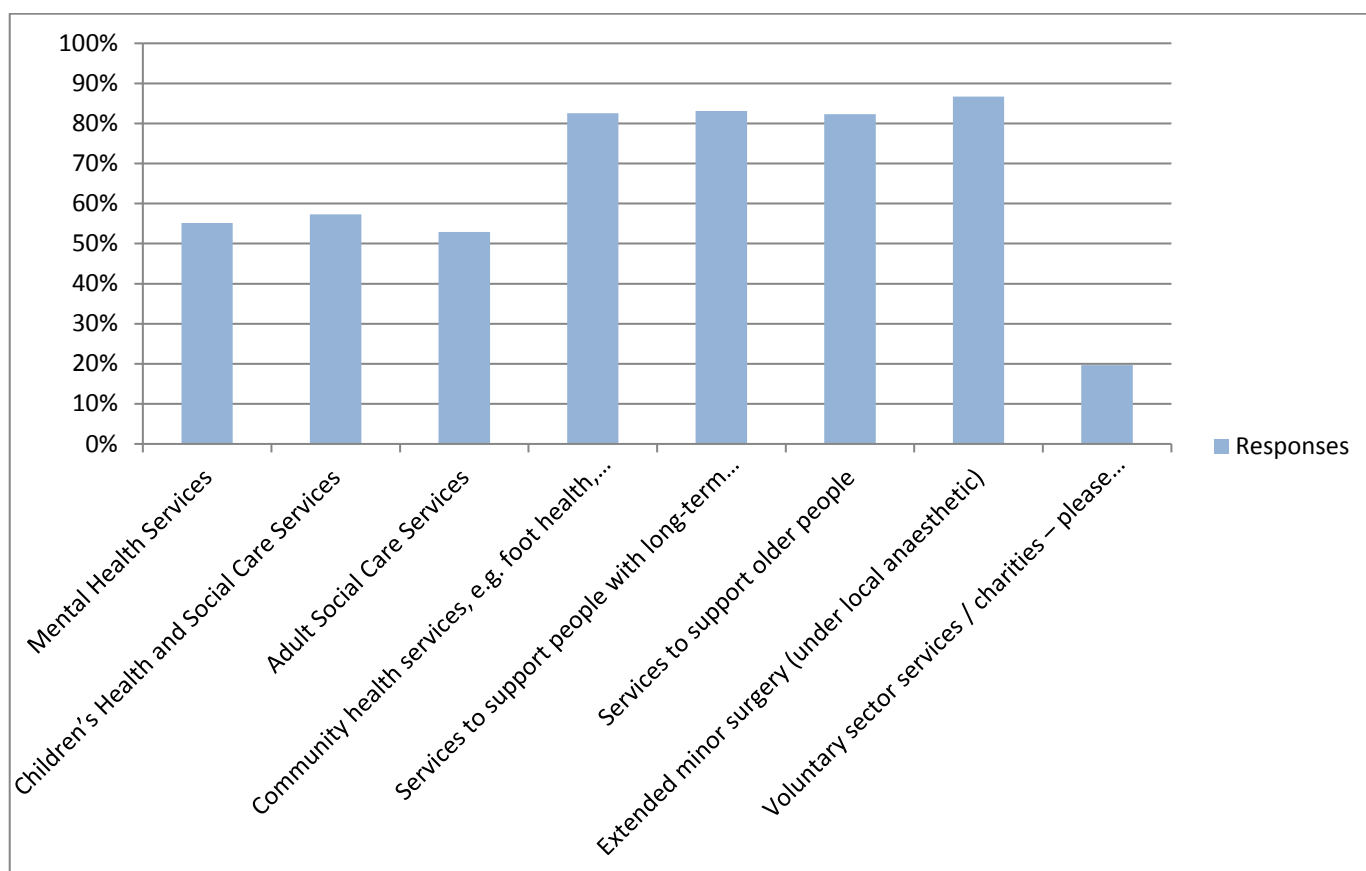
278 (72.97%) respondents either strongly agree or agree with the aim to bring community, mental health and social care closer together. 56 (14.70%) respondents disagree or strongly disagree with the aim.

#### Aim 4 – Help to improve the wider health and wellbeing of local people

274 (72.10%) respondents either strongly agree or agree with the aim to improve the wider health and wellbeing of local people. 54 (14.21%) respondents disagree or strongly disagree with the aim.

#### Question 4

When considering the new integrated health and care Hub, which services do you think would be suitable to be delivered from the same location as GP services? Please tick all that apply.



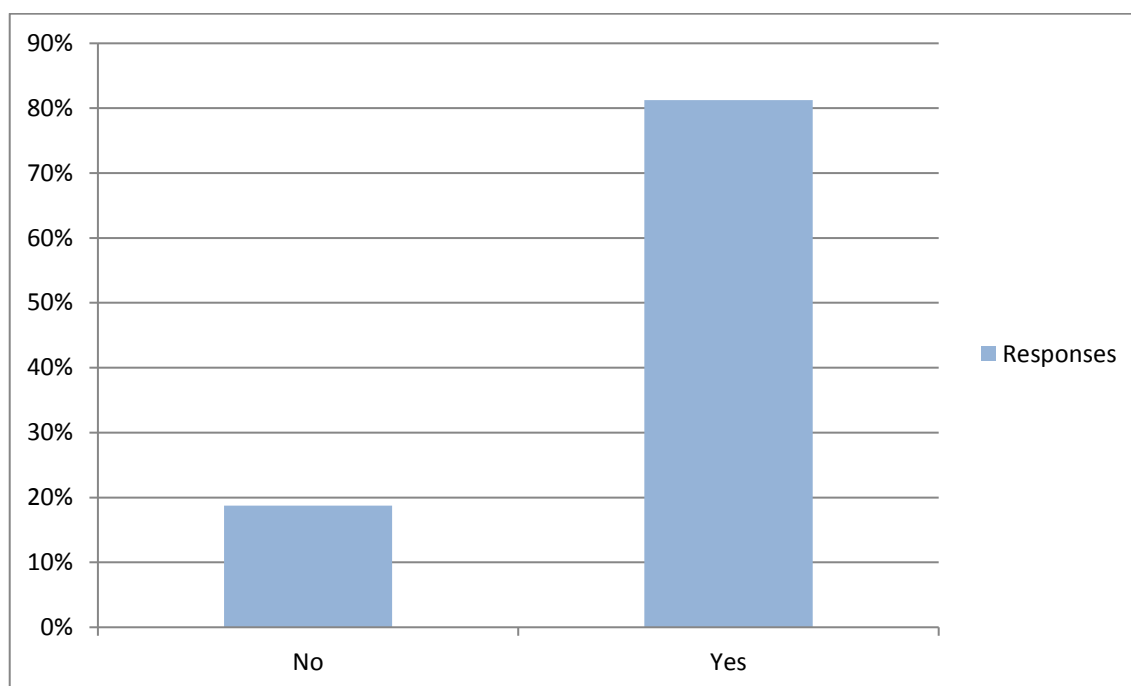
Answer Choices	Responses	
Mental Health Services	55.12%	199
Children's Health and Social Care Services	57.34%	207
Adult Social Care Services	52.91%	191
Community health services, e.g. foot health, speech and language therapy, physiotherapy and occupational therapy	82.55%	298
Services to support people with long-term conditions such as diabetes and chronic obstructive pulmonary disease (COPD)	83.10%	300
Services to support older people	82.27%	297
Extended minor surgery (under local anesthetic)	86.70%	313
Voluntary sector services / charities – please specify	19.67%	71
	<b>Answered</b>	<b>361</b>

26 people skipped this question

The services that received the highest number of responses for being delivered in the same location as GP services were, extended minor surgery (313 respondents, 86.70%), services to support people with long-term conditions (300 respondents, 83.10%), Community Health Services (298 respondents, 82.55%) and services for older people (297 respondents, 82.27%).

### Question 5

Do you agree that there will be benefits of having a range of health and social care services in the same facility?



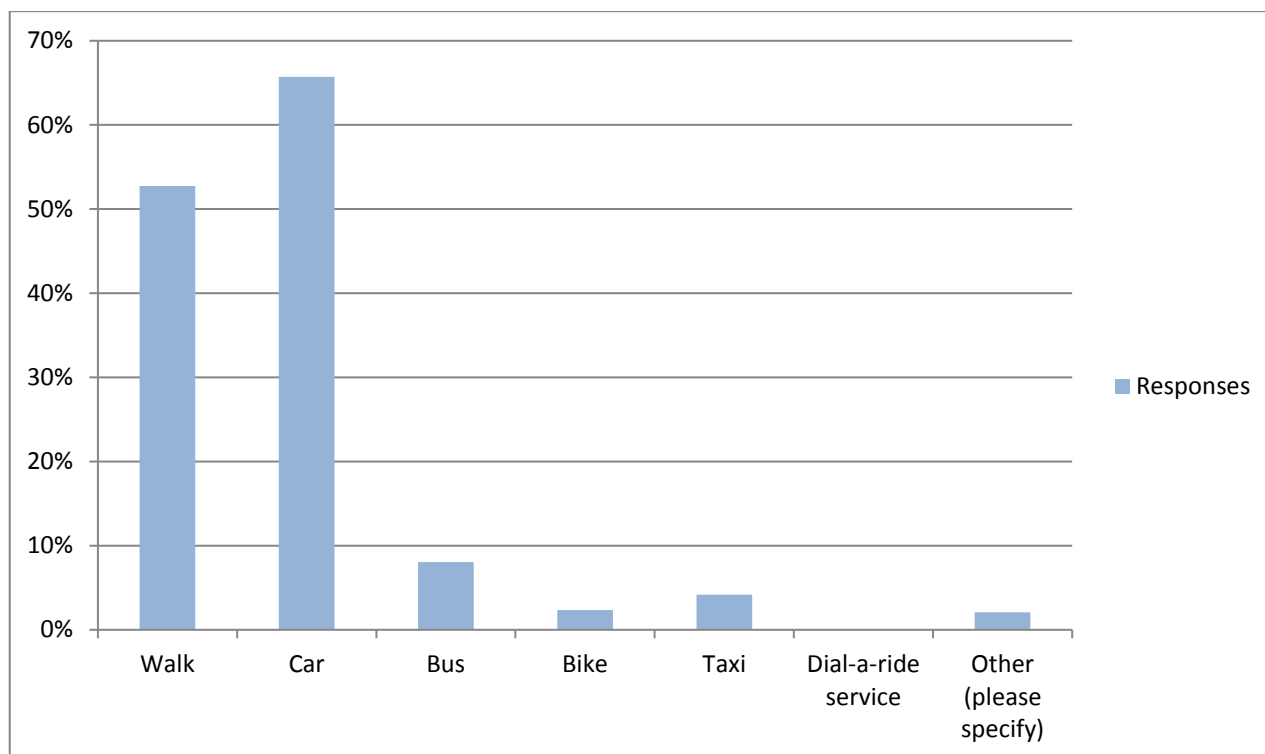
Answer Choices	Responses	
No	18.77%	70
Yes	81.23%	303
	<b>Answered</b>	<b>373</b>

14 people skipped this question

303 (81.23%) of respondents answered 'yes' to the question, Do you agree that there will be benefits of having a range of health and social care services in the same facility? 70 (18.77%) of respondents answered 'no' to this question.

### Question 6

If you are a patient of Kirby Road Surgery, Priory Gardens Surgery or West Street Surgery. How do you usually travel to your GP surgery? Please tick all that apply. If you are not registered at one of these 3 practices please go to Question 7.



Answer Choices	Responses	
Walk	52.73%	203
Car	65.71%	253
Bus	8.05%	31
Bike	2.34%	9
Taxi	4.16%	16
Dial-a-ride service	0.00%	0
Other (please specify)	2.08%	8
	Answered	385

2 people skipped this question

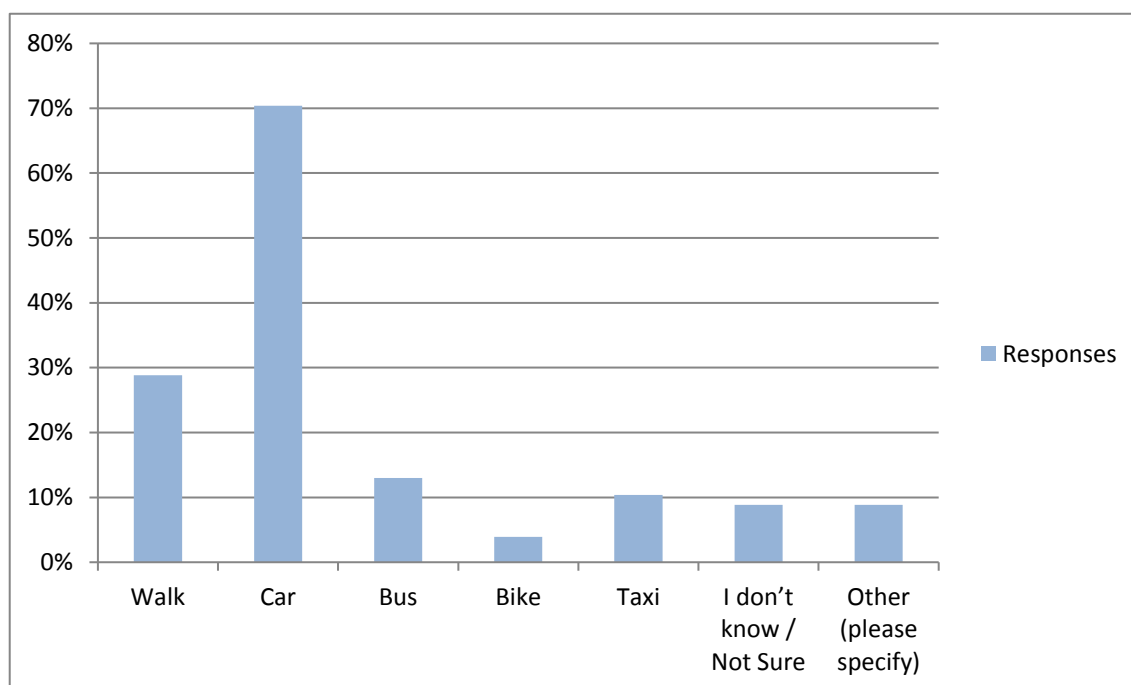
Patients currently registered with West Street Surgery, in the main either access their surgery by car (65.71% 253 respondents) or walk to the surgery (52.73% 203 respondents). Just over 8.05% of patients currently use the bus and 4.16% travel to the surgery by taxi.

Please note respondents could tick multiple options in this question as some patients may use a variety of modes of transport, which results in the percentage totaling more than 100%.



### Question 7

How would you travel to the new integrated health and care Hub in the proposed location?  
Please tick all that apply.



Answer Choices	Responses	
Walk	28.83%	111
Car	70.39%	271
Bus	12.99%	50
Bike	3.90%	15
Taxi	10.39%	40
I don't know / Not Sure	8.83%	34
Other (please specify)	8.83%	34
	<b>Answered</b>	<b>385</b>

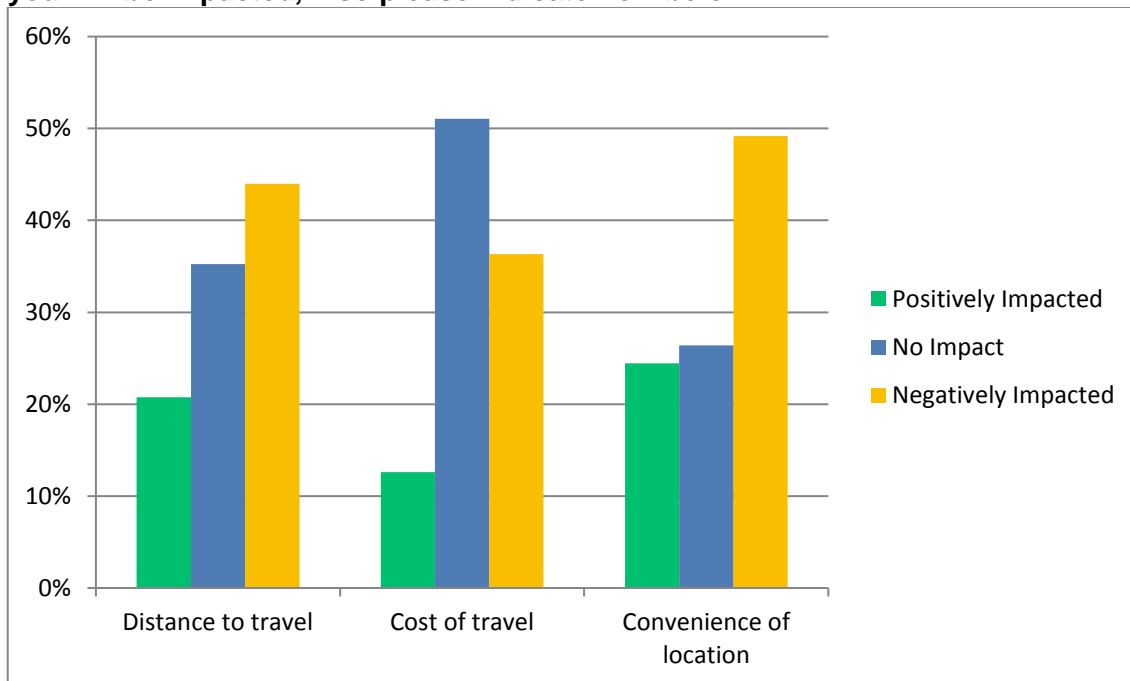
2 people skipped this question

In the main respondents said they would either access the new Hub by car (70.39% 271 respondents) or walk to the Hub (28.83% 111 respondents). 12.99% (50) of respondents would use the bus to access the Hub location and 10.39% (40) would travel by taxi.

There is a 23.90% decrease of respondents who said they would walk to the Hub location in comparison to the current surgery location. There is a 4.68% increase in the number of respondents who say they would travel by car, a 4.94% increase in those saying they would travel by bus and a 6.23% increase in the use of taxis to the Hub in comparison to West Street Surgery.

### Question 8

Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted, if so please indicate how below.



	Positively Impacted		No Impact		Negatively Impacted		Total
Distance to travel	20.77%	76	35.25%	129	43.99%	161	366
Cost of travel	12.61%	42	51.05%	170	36.34%	121	333
Convenience of location	24.44%	87	26.40%	94	49.16%	175	356
Are there any other impacts we need to consider?							229
						<b>Answered</b>	<b>374</b>

13 people skipped this question

#### Distance to Travel

205 (56.02%) of respondents felt they would be positively impacted or that there would be no impact from the distance to travel.

161 (43.99%) of respondents felt they would be negatively impacted with regards to distance to travel.

#### Cost of Travel

212 (63.66%) of respondents felt they would be positively impacted or that there would be no impact from the cost of travel to the new Hub.

121 (36.34%) of respondents felt they would be negatively impacted with regards to cost of travel to the new Hub.

#### Convenience of Location

181 (50.84%) of respondents felt they would be positively impacted or that there would be no impact regarding the convenience of the proposed location.

175 (49.16%) of respondents felt they would be negatively impacted regarding the convenience of the proposed location.

**Are there any other impacts we need to consider?**

229 comments were provided to this part of Question 8, see full comments in appendix N

**Question 9**

**Is there anything else we should take into consideration?**

238 responses were received to this question, the full responses are in appendix O.

149 people skipped this question

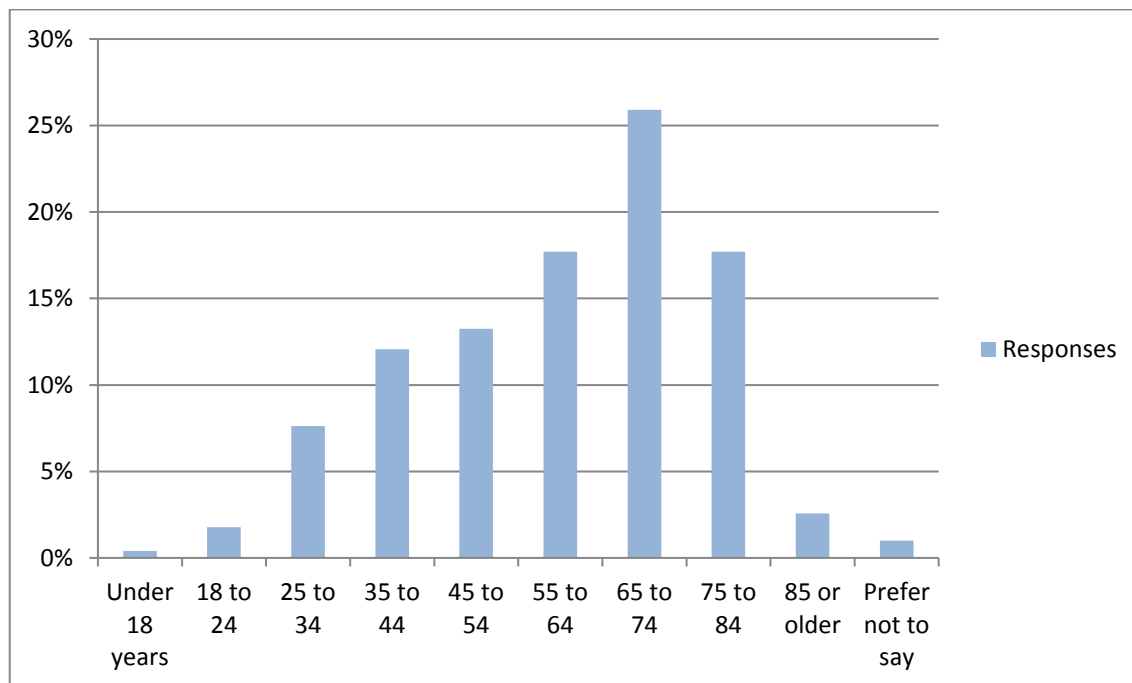
## Demographic Questions

### Question 11

What is your age?

Answer Choices	Responses	
Under 18 years	0.40%	4
18 to 24	1.78%	18
25 to 34	7.62%	77
35 to 44	12.07%	122
45 to 54	13.25%	134
55 to 64	17.71%	179
65 to 74	25.91%	262
75 to 84	17.71%	179
85 or older	2.57%	26
Prefer not to say	0.99%	10
	Answered	1011

34 people skipped this question

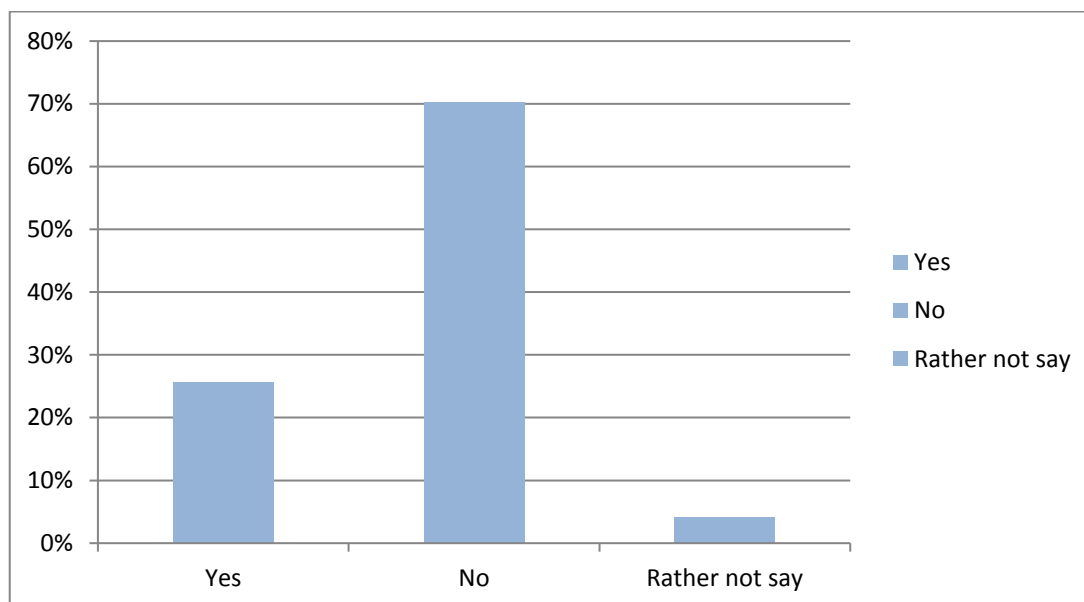


### Question 12

**Do you consider yourself to have a disability?**

Answer Choices	Responses	
Yes	25.67%	258
No	70.25%	706
Rather not say	4.08%	41
	<b>Answered</b>	<b>1005</b>

40 people skipped this question

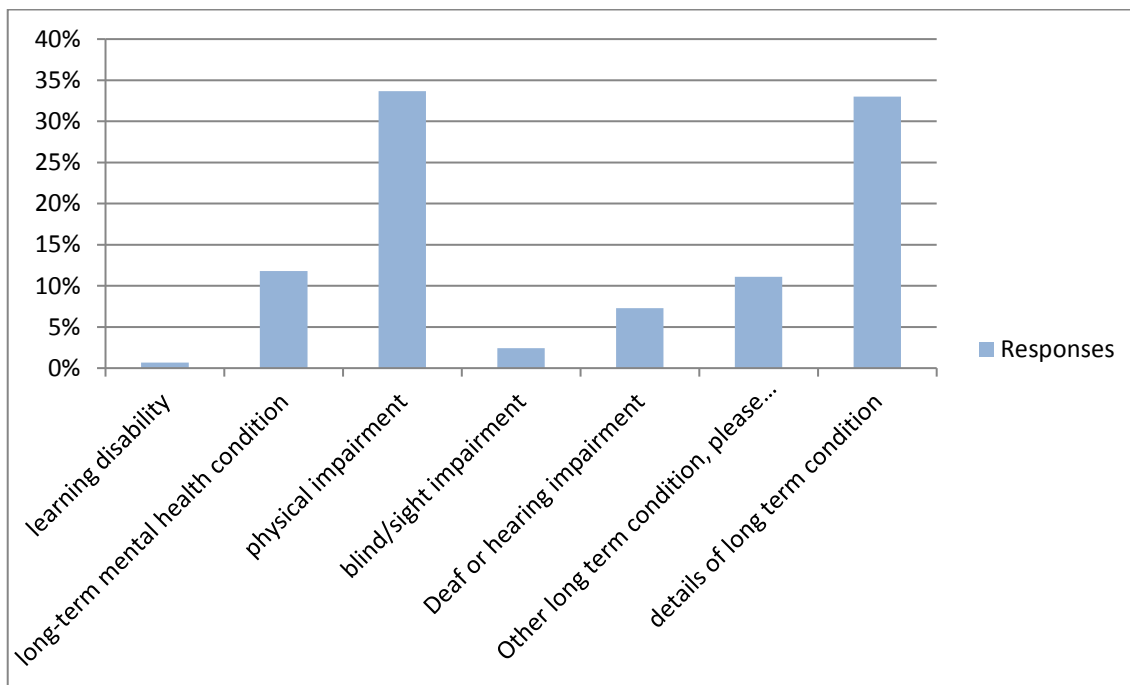


### Question 13

**If you answered yes to Question 12, please specify the nature of the disability (if you answered no, please leave this question blank).**

Answer Choices	Responses	
learning disability	0.69%	2
long-term mental health condition	11.81%	34
physical impairment	33.68%	97
blind/sight impairment	2.43%	7
Deaf or hearing impairment	7.29%	21
Other long term condition, please specify below	11.11%	32
details of long term condition	32.99%	95
	<b>Answered</b>	<b>288</b>

757 people skipped this question

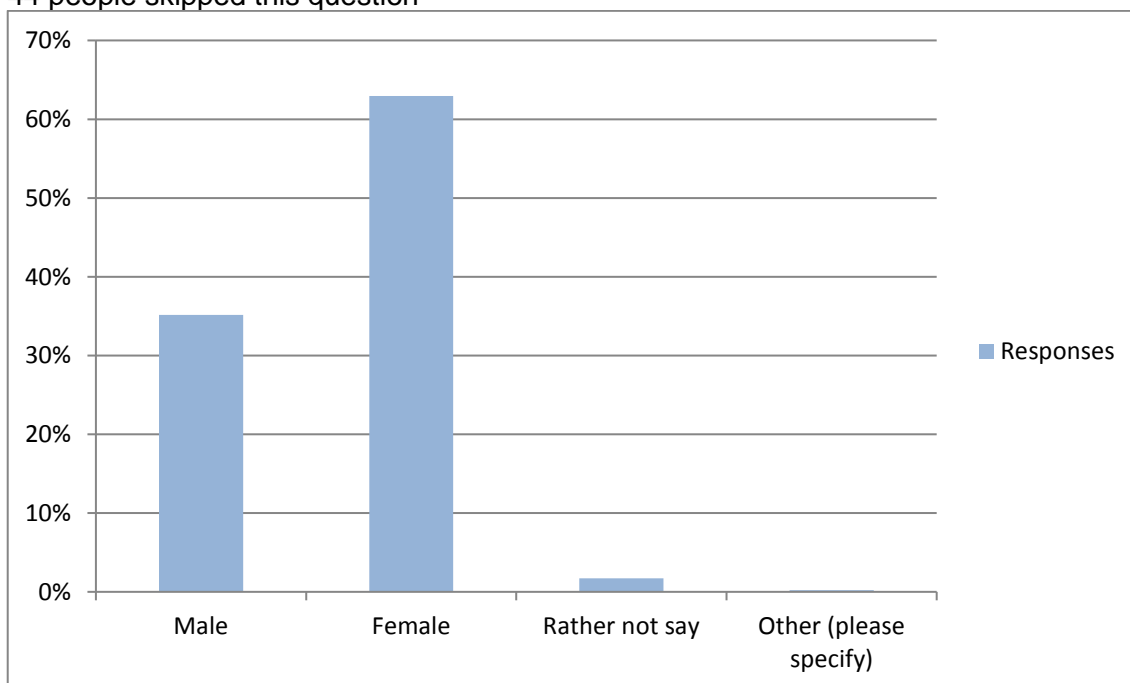


#### Question 14

##### What is your gender?

Answer Choices	Responses	
Male	35.16%	352
Female	62.94%	630
Rather not say	1.70%	17
Other (please specify)	0.20%	2
	<b>Answered</b>	<b>1001</b>

44 people skipped this question

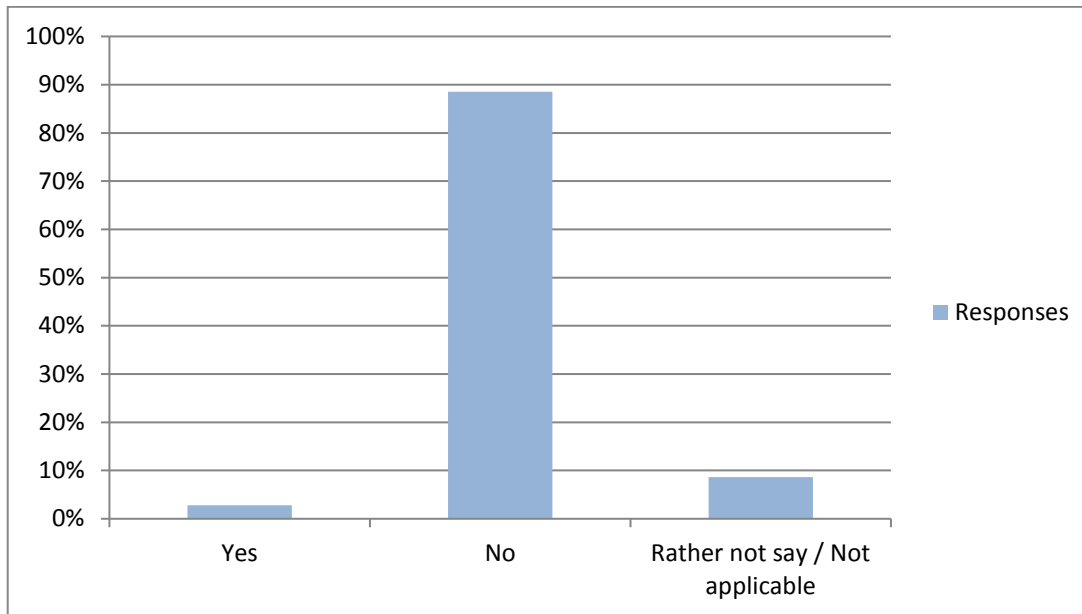


### Question 15

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

Answer Choices	Responses	
Yes	2.81%	27
No	88.55%	851
Rather not say / Not applicable	8.64%	83
	Answered	961

84 people skipped this question

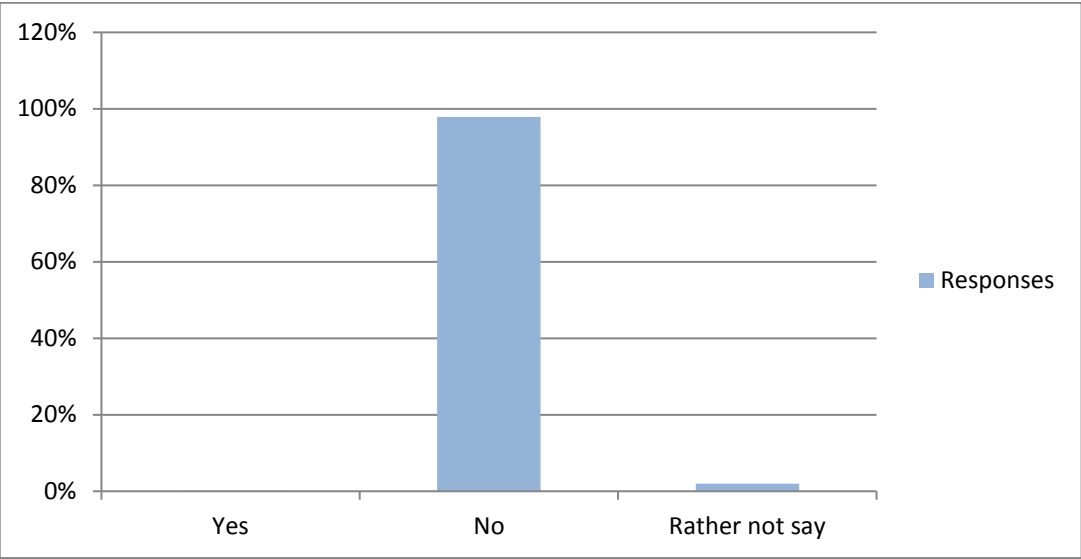


### Question 16

**Have you been through the process, or are considering, gender reassignment?**

Answer Choices	Responses	
Yes	0.10%	1
No	97.93%	946
Rather not say	1.97%	19
	Answered	966

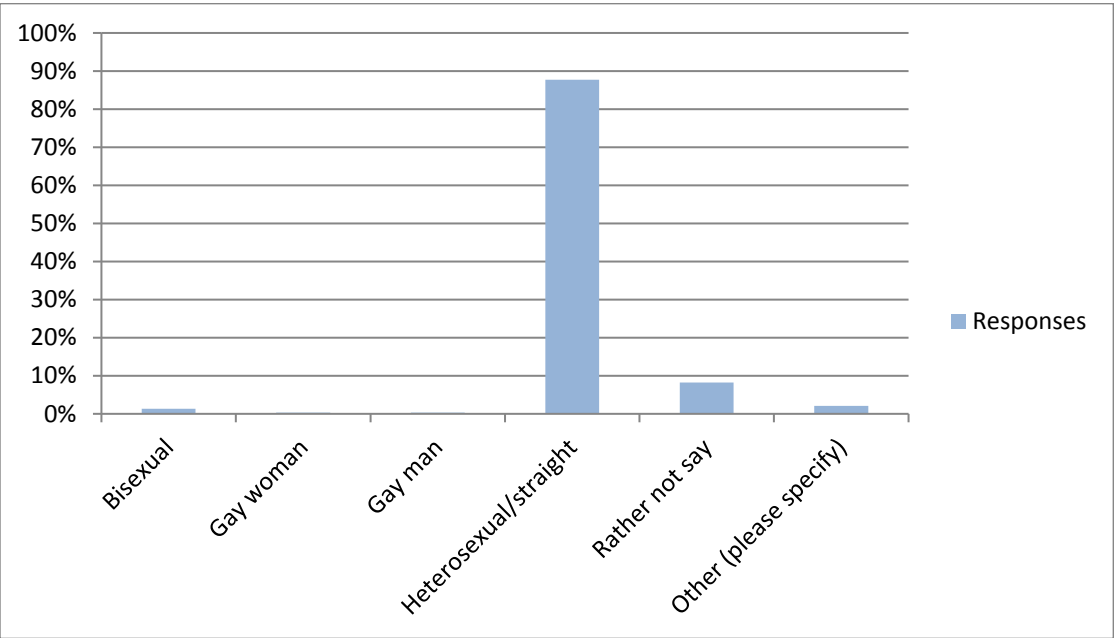
79 people skipped this question



**Question 17**  
**What is your sexual orientation?**

Answer Choices	Responses	
Bisexual	1.34%	13
Gay woman	0.31%	3
Gay man	0.31%	3
Heterosexual/straight	87.72%	850
Rather not say	8.26%	80
Other (please specify)	2.06%	20
Answered		969

76 people skipped this question



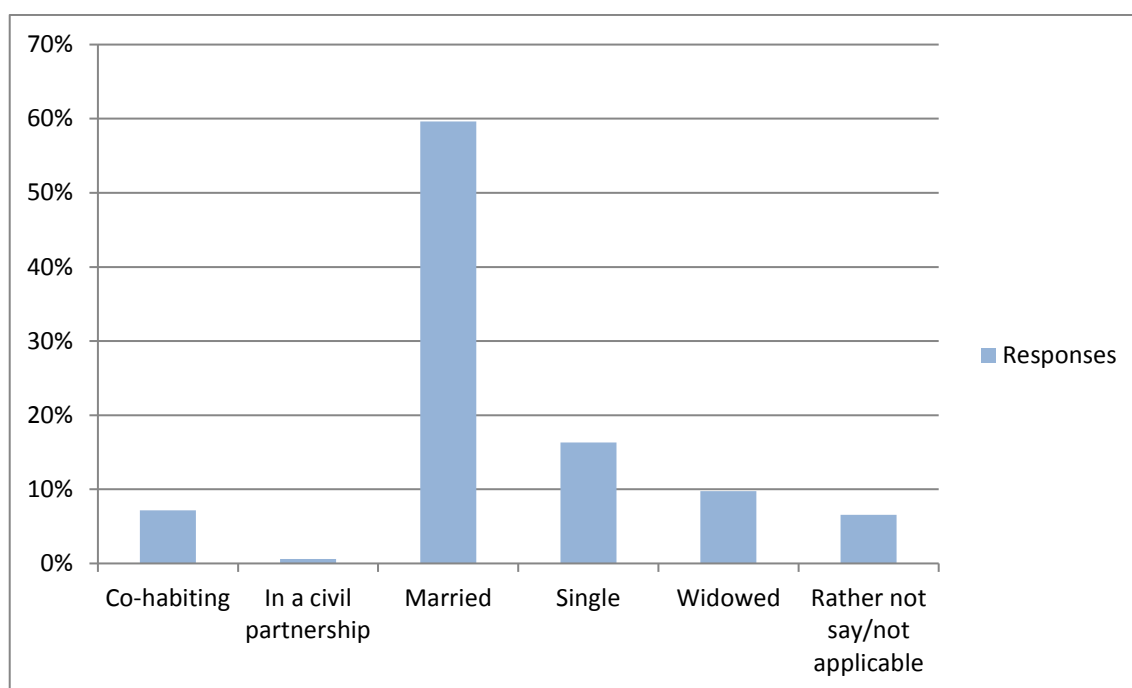


### Question 18

Are you?

Answer Choices	Responses	
Co-habiting	7.15%	71
In a civil partnership	0.60%	6
Married	59.62%	592
Single	16.31%	162
Widowed	9.77%	97
Rather not say/not applicable	6.55%	65
	Answered	993

52 people skipped this question



### Question 19

What is your ethnic group?

Ethnicity	Responses
English/Welsh/Scottish/Northern Irish/British	908
Irish	10
Gypsy or Irish Traveller	1
Any other White background	28
White and Black Caribbean	0
White and Black African	0
White and Asian	1
Any other Mixed/multiple ethnic background	5
Indian	1
Pakistani	0
Bangladeshi	0
Chinese	0
Any other Asian background	0
African	1

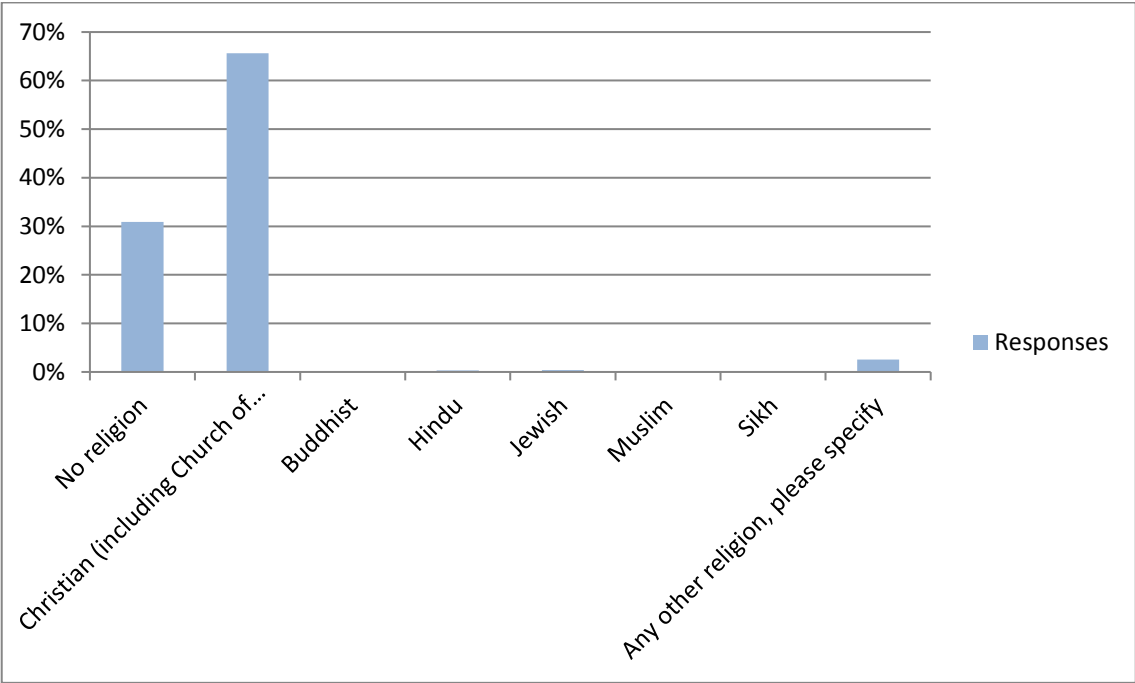
Caribbean	2
Any other Black/African/Caribbean background	0
Arab	0
Any other ethnic group	0
Answered	957

91 people skipped this question

**Question 20**  
**What is your religion?**

Answer Choices	Responses	
No religion	30.91%	302
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	65.61%	641
Buddhist	0.10%	1
Hindu	0.31%	3
Jewish	0.41%	4
Muslim	0.10%	1
Sikh	0.00%	0
Any other religion, please specify	2.56%	25
	Answered	977

68 people skipped this question



## Key Findings

### Aims of the integrated health and care Hub

A high number of respondents strongly agreed or agreed with the aims of the Hub proposal, 78.67% of all respondents with the aim to extend the services available to patients, 71.42% with bringing community, mental health and social care closer together, 70.13% with the aim to improve health and wellbeing by joined up working across services. The aim to provide space for GP services to grow, take on more patients and extend opening times received lower levels of approval with 69.44% strongly agreeing or agreeing with this aim, 21.29% strongly disagreed or disagreed and 9.28% neither agreed or disagreed.

When looking at the three practices named in the proposals patients registered with Kirby Road surgery were the least positive about the four aims set out in the Hub proposal, 62.98% strongly agreeing or agreeing with the aim to provide GP services to grow and take on more patients, 62.66% strongly agreeing or agreeing with the aim to bring community, mental health and social care closer together, 61.27% strongly agreeing or agreeing with the aim to improve access by more joined up working and 71.38% strongly agreeing or agreeing with the aim to extend the services available.

### Services to be delivered

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

- Extended minor surgery (821 respondents, 83.60%)
- Services to support people with long-term conditions (797 respondents, 81.16%)
- Community health services (776 respondents, 79.02%)
- Services to support older people (758 respondents, 77.19%)

These services were consistently ranked as the top 4 services when looking at the responses for the three individual practices named in the consultation.

When asked if there would be benefits of having health and social care services in the same facility 78.14% (790) of all respondents said 'Yes', 21.86% (221) of all respondents answered 'No'.

When looking at the three named practices of the respondents registered at Kirby Road surgery 70.65% (219) answered 'Yes' 29.35% (91) 'No'. A higher number of respondents registered at Priory Gardens Surgery felt there would be benefits with 81.91% (163) answering 'Yes' and 18.09% (36) answering 'No'. West Street Surgery respondents had a similar percentage of respondents who felt there would be benefits with 81.23% (303) answering 'Yes' and 18.77% (70) answering 'No'.

### Current and future modes of transport

Currently respondents from the three named practices access their surgery by car (63.61%) and on foot (51.62%), with 9.40% travelling by bus and 5.08% by taxi.

When all respondents were asked how they would access the new hub location the highest responses were;

- By car (71.69%)
- On foot (30.14%)
- By bus (15.46%)
- Taxi (9.66%).

When looking at all respondents there is an increase in the number travelling by car (+8.08%), a decrease of those travelling on foot (-21.48%), and an increase in bus (+6.06%) and taxi (+4.58%) use.

When broken down into the three named surgeries there is a significant shift in mode of transport, the decrease of those walking to the Hub who currently walk to Kirby Road surgery is marked at 27.64%. There is a 23.90% decrease in those who currently walk to West Street Surgery when considering how they would access the proposed Hub location, in contrast to this there is an 8.61% decrease in Priory Gardens respondents who said they would walk to the new Hub location compared to the current surgery location.

### **Proposed location and the potential impact of the location / other impacts that need to be considered**

Respondents were asked to consider the impacts to them of the proposed location based on distance to travel, cost of travel and convenience of the proposed location. When looking at all responses 56.74% said they would be positively impacted or not impacted by the distance to the proposed location 43.27% said they would be negatively impacted. A higher percentage of 64.49% felt that they would be positively impacted or not impacted by the cost of travelling to the new Hub location, 35.51% felt they would be negatively impacted. When considering the convenience of the location 51.19% of all respondents felt they would be positively impacted or there would be no impact, 48.81% felt they would be negatively impacted.

When looking at the three named practices respondents from Kirby Road Surgery and West Street Surgery felt more negatively impacted when compared to the overall results. The results from Kirby Road Surgery respondents show 51.51% feeling negatively impacted by distance to travel, 43.80% feeling negatively impacted by cost of travel and 55.08% feeling negatively impacted by the convenience of location. The results from West Street Surgery respondents show 43.99% feeling negatively impacted by distance to travel, 36.34% feeling negatively impacted by cost of travel and 49.16% feeling negatively impacted by the convenience of location.

Respondents were asked to provide details of other impacts they felt should be considered, key themes that arose in this question were;

- Access to the proposed location
- Concerns around congestion in the area
- Availability of parking for staff and patients
- Improving access to appointments
- Building design and staffing of the new facility

Full comments are provided in the appendices.

In a separate question respondents were asked if there was anything else that should be considered, suggestions were wide ranging, however key themes emerged including;

- Availability of parking
- Accessibility of the proposed location by public transport
- Congestion in the area near to the proposed location
- The range of services available, including extended access services
- Staffing levels and continuity of staff
- Availability of appointments

## **Next steps**

The results of this consultation will now be considered by Bedfordshire Clinical Commissioning Group, Central Bedfordshire Council, GP practices and other Healthcare providers, to ensure that patient and resident feedback is fully considered before the proposals for Dunstable are developed further.

