Q: Which practices does this involve?
A: There are five practices in total; Ludlow Hill Surgery, Compton Acres Medical Centre, Southview Surgery and Trent Bridge Medical Practice all plan to merge and work together as one larger practice with Musters Medical Practice also re-locating alongside the new practice but continuing to work separately.

Q: Why did the PCT send me a letter?
A: NHS Nottinghamshire County Primary Care Trust (PCT) has a statutory responsibility to engage with all patients when there is proposed change in the way that healthcare is provided. All patients affected by the proposed changes have been sent a standard letter.

Q: Do the practices want this to happen?
A: The practices have worked alongside the PCT for over 3 years in developing this proposal. The practices feel that this is a unique opportunity to ensure the long term continuity of General Practice within West Bridgford.

Q: Will I be able to still see the GP of my choice?
A: Yes, all of the GPs from the five practices are relocating to the new building. The merged practice will offer a wider choice of GPs; however you can chose which GP you would prefer to see. Musters Medical Practice will offer access to their GPs in the same way that they currently operate.

Q: Will I be able to see the Nurse of my choice?
A: Yes, all of the nursing staff will re-locate to the new building. There will be access to specialist nurses and nurse practitioners within the merged practice. Musters Medical Practice will continue to operate in a similar way as they do at the moment.

Q: Were other land and buildings considered?
A: In total the practices have looked at 59 sites, which included land and buildings within the West Bridgford area. Many of these were ruled out on size, location, availability, cost etc. We have looked at 23 sites in detail which will form part of our planning application. This site was evaluated as the most appropriate in our review. Other sites considered include Centenary House (corner of Wilford Lane and Loughborough Road, Old Becket School site, South Notts Hussars Public House site, Bridgford Lodge Nursing Home, Bridgford Road, Sharp Hill Woods development, Chateau site, County Council land on Loughborough Road etc. A map annotating all 23 sites that were reviewed is available to view in all 5 Practices and at the public engagement events.

Q: Where is the proposed site on Wilford lane?
A: Travelling out of West Bridgford up Wilford Lane, the site is just past the Beeches Hotel, on the opposite side (right hand side), immediately after the houses finish.
Q: How far away from each of the Practices is the proposed Wilford Lane site?
A: We have checked the mileage on two route planner websites. Although there is some slight variation, the new site is 1 mile or less by road from all of the existing surgeries.

<table>
<thead>
<tr>
<th>Practice</th>
<th>Google Maps</th>
<th>RAC Route Planner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ludlow Hill</td>
<td>1 mile</td>
<td>1 mile</td>
</tr>
<tr>
<td>Compton Acres</td>
<td>1 mile</td>
<td>1 mile</td>
</tr>
<tr>
<td>Trent Bridge</td>
<td>0.9 mile</td>
<td>0.84 mile</td>
</tr>
<tr>
<td>Southview</td>
<td>0.8 mile</td>
<td>0.79 mile</td>
</tr>
<tr>
<td>Musters Medical</td>
<td>1 mile</td>
<td>1 mile</td>
</tr>
</tbody>
</table>

Q: Has any mapping taken place to plot where patients currently live?
A: Yes, Nottinghamshire County PCT has developed scatter diagrams of each of the Practices’ patient distribution. This information will form part of the scoping work on transport so that any gaps can be identified. They show the distribution of patients’ residences in the context of the practice boundaries.

Q: How do most patients get to the practices?
A: All of the practices conducted a travel survey of how patients reached the current premises during October. The results of the survey are detailed below:

<table>
<thead>
<tr>
<th>Mode</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car</td>
<td>68%</td>
</tr>
<tr>
<td>Taxi</td>
<td>3%</td>
</tr>
<tr>
<td>Walk</td>
<td>19%</td>
</tr>
<tr>
<td>Cycle</td>
<td>4%</td>
</tr>
<tr>
<td>Bus</td>
<td>5%</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>1%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

The outcome of the survey shows that the majority of patients drive at 68%.

It is intended that the practices repeat this exercise over a longer period asking more detailed questions about patients’ mode of transport to expand upon this initial work.

Q: Has there been any calculation or estimate of the number of additional annual journeys by car entailed to and from the proposed Wilford Lane site by staff and patients? If not can this be undertaken?
A: The Practices are working with Nottinghamshire County Council’s Highways Department on the impact of additional traffic on Wilford lane generated by the proposal.
For some patients this proposal will enable fewer journeys to be made, due to extra services being available from the new building, which otherwise would need separate extra journeys.

**Q: Has there been any investigation of the number and proportion of patients who currently walk/cycle to their GP practice and who will no longer do so following the proposed move to Wilford Road. If not can this be undertaken?**

**A:** As above, this information is available from the practices’ travel survey conducted in October for the current sites. However, the practices will incorporate a question in the repeat of the travel survey asking patients if they would still be able to walk/cycle to the proposed site.

There will be some patients for whom the proposed site is closer and who therefore may choose to walk/cycle to the new location which they do not do to the existing sites. Unfortunately it may not be possible to capture this information.

**Q: Which part of the site would be used to accommodate the new building?**

**A:** This is still being investigated and will be influenced by a number of factors including access onto the site, impact on the local area and other planning considerations.

**Q: The building will be big; will it loose that personal feeling?**

**A:** The practices are conscious that they will be moving from converted houses to a purpose built surgery, and this has been factored into the design of the building. The practices will each have a dedicated area of the building so that you will still feel like you are going to your own practice. The merged practice intends to operate clinics throughout the day, phasing the amount of patients that will be in the building at one time to help maintain our personal approach.

**Q: Will the building have dedicated parking spaces?**

**A:** Yes, the practices have consulted with the local planning officers and the highways agency and have factored a significant number of parking spaces into the development.

**Q: Why can’t we improve the existing buildings?**

**A:** Many improvements have been made to the existing buildings over the years. However, a recent audit of the conditions of the buildings and the way in which they function has indicated that even with significant investment, they could not be brought up to adequate standard. They cannot be made more suitable for disabled access in line with current legislation and there are other statutory regulations which we are unable to satisfy.

**Q: Why can’t we build a new facility on one of the existing sites?**

**A:** None of the sites are big enough. The building requires a site of approximately 2 acres.

**Q: Has there been any consideration of a merger between fewer practices thus requiring a smaller site, preferably closer to West Bridgford centre?**

**A:** There are clinical and business reasons why the merger of four practices is proposed. The economies of scale of such a merger make the overall scheme financially viable – providing a larger number of smaller sites would not achieve this. It would also not allow the practices to develop their staff complement and the range of clinical services which they believe West Bridgford patients need. Having undertaken an extensive search of
the area, the practices believe that there are no potential sites close to the centre of West Bridgford on which a facility could be built which would fulfil all the criteria for modern clinical service provision, provide adequate parking (as the majority of patients now drive to the existing sites) and which would still be financially viable – even on a smaller scale.

Q: What will happen to the old sites once the practices have moved out?
A: Four of the sites are owned by the doctors; the sites will either be sold or leased for other purposes. One of the sites is leased by the PCT.

Q: Rushcliffe Borough Council have outlined plans for more new housing in the West Bridgford area, has this been considered as part of the plans?
A: The practices are working closely with Rushcliffe Borough Council to understand the impact of any new housing in the area.

Q: Are there any plans to improve public transport to the proposed site?
A: Contact has been made with the County Council department responsible for public transport regarding improving the access for patients to the site. Discussions will continue about bus routes and alternative means of transport such as the voluntary car scheme.

Q: What would be done to improve the road access to the new healthcare facility?
A: The practices will work closely with the Highways Department of the County Council to provide a safe access to the site.

Q: Why can’t other public services co-locate to the site?
A: The PCT and practices have explored opportunities with other parties for working in partnership. However, the individual plans and strategies of the different bodies involved do not share the same priorities or timescales.

Q: How will two practices work in one building?
A: The two practices (merged practice and Musters Medical Practice) will function autonomously within the building, in that they will have separate patient lists. However, they will work together and share functions, such as phlebotomy (blood taking), physiotherapy, minor surgery and other services.

Q: Why is Musters Medical Practice remaining independent even though the Doctors there are so enthusiastic about the move?
A: Musters Medical Practice has a proven track record of delivering high quality services and has a patient list of 9,000 patients already. This makes the practice large enough now to function within the changing NHS. Practices with less than 5,000 patients on their list will find this more difficult because they will not be able to realise the economies of scale the larger practices can.

Q: Why have the other practices in West Bridgford been excluded?
A: There are three other practices in the area – St. George’s, West Bridgford Health and Gamston Medical Centres. The doctors have been fully informed of the proposal and have been asked if they wish to be part of it. They have indicated that they wish to remain as independent practices but that they fully support the project.
Q: What impact will the proposals have for the continued provision at the Musters Road Health Centre and local pharmacies within West Bridgford?
A: There will be no direct impact on West Bridgford Health Centre services. No services are being moved from this location to the new building. It will be a commercial decision for local pharmacies. They will be able to apply to the PCT to be part of the proposal to provide pharmacy services in the new building.

Q: What provision is possible for those patients who, in the event of the merger/relocation, wish to move to one of the remaining practices in West Bridgford? If no provision is planned, can this issue be investigated?
A: Under patient choice, patients will be free to register with any other practice as they are now. All GP practices in Rushcliffe have open lists therefore there would be no barrier to patients moving to any practice of their choice.

Q: Does this merger mean job security for other medical and non-medical staff?
A: The practices hope that all staff will make the transition to the new building.

Q: Does the addition of services such as physiotherapy or minor surgeries mean that it would be possible to avoid attending QMC or other hospitals for minor medical treatment?
A: The introduction of new services into the new building will offer patients additional choice. Patients will be offered the choice of receiving available treatment within the new surgery building or travelling elsewhere to other providers, such as QMC.

Q: How will the merger with other practices affect the doctor-patient ratio?
A: The merged Practices are planning to increase the range of clinicians available. Overall the doctor patient ratio for the merged practice will improve slightly and for Musters Medical Practice it will stay the same as it is now. Having the facilities to train more doctors to be GPs will further improve access and the availability of appointments in both practices.

Q: What does the cost-benefit analysis for this project look like? The capital spending looks as though it might be considerable.
A: The cost-benefit analysis for this project will be conducted by Nottinghamshire County PCT as part of the full business case approval process.

Q: What is to happen to the proceeds of the sales of the present buildings? Will they go fully to the cost of the building of the new practice?
A: The current surgery buildings are owned either by all or some of the GPs in each Practice or rented by the PCT from a private landlord. It is the responsibility of each of the owners of the various properties to decide if they wish to sell them. The GPs will be borrowing money to finance this proposal.

Q: Where will ownership of the new building lie?
A: The building will be owned by the GP partners, who work in the five current practices.

Q: Will the final say on the relocation be made only by the partners involved?
A: No, the Practices are in the process of putting a proposal together for consideration by Nottinghamshire County PCT. The PCT Board will have the final say on the proposed relocation plans and will consider the feedback from this engagement exercise as part of this process.
Q: How will the responses to the engagement exercise be evaluated?
A: The responses will be collated and then analysed. The outcome of the engagement exercise will be fed into the overall evaluation process which will in turn become part of the business case considered by the Board of the PCT. Feedback on the outcome of the engagement exercise is of paramount importance and this will be done through a variety of methods such as the local paper, PCT’s website and posters in local buildings.

We will provide details of the proportion of respondents who agreed/disagreed for the merging practices and for Musters Medical Practice separately. We will also detail the proportion of respondents in the context of the total number of patients who were written to.

Other factors which will also be considered as part of the business case are:

- Cost of acquiring the site
- Planning considerations
- Accessibility – how easy it is to get onto the site
- Impact a new building would have on the local environment
- Technical considerations – mains services, ground conditions
- Overall affordability of the project

Q: Will you respond to all patients who have contacted you about this proposal?
A: We will reply to all patients who have responded after the 6 January 2012, at the end of the engagement exercise. We regret that we are not able to respond to all individual correspondence before that date due to the high number of letters sent out (30,000) and the high volume of feedback forms we are now receiving back.

Q: Is this a consultation or is it going to happen anyway?
A: The PCT has a legal responsibility to engage with patients affected by changes to services. Each response received either by feedback form, telephone call, email or conversation with staff at the surgeries or at the open events will be reviewed and incorporated into a report for the PCT Board. The Board will consider if the engagement exercise has given patients sufficient opportunity to comment and, having considered the responses, will decide if the proposal can go ahead.