

**Meeting of the PUBLIC Primary Care Commissioning Committee
Tuesday 5th November 2019 – 2:00pm**

**Christ Church,
Church Road, Tettenhall Wood, Wolverhampton WV6 8NQ**

A G E N D A

1.	<i>Welcome and Introductions</i>	Chair	<i>Verbal</i>
2.	<i>Apologies</i>	Chair	<i>Verbal</i>
3.	<i>Declarations of Interest</i>	Chair	<i>Verbal</i>
4.	<i>Minutes of previous meeting – 1st October 2019</i>	All	<i>Enc 4</i>
5.	<i>Wood Road Surgery: Proposal for Change</i>		<i>Enc 5</i>
6.	Any Other Business		
<p>Date of Next Meeting: Tuesday 3rd December 2019 at 2.00pm</p> <p>PC108, 1st Floor, Creative Industries Centre, Wolverhampton Science Park WV10 9RU</p>			

Public Participation

The Primary Care Commissioning Committee is held in public but is **not** a public meeting. The Chair has allowed for participation by members of the public during the meeting for a maximum of 30 minutes. It you wish to participate please email wolccg.primarycarewolverhampton@nhs.net by Friday 1 November. Further details on the operation of the public participation will be given by the Chair at the meeting.

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WOLVERHAMPTON CLINICAL COMMISSIONING GROUP

PRIMARY CARE COMMISSIONING COMMITTEE (PUBLIC)

**Tuesday 1st October 2019 at 2pm
PA025 Marston Room, Technology Centre,
Wolverhampton Science Park WV10 9RU**

MEMBERS ~

Wolverhampton CCG ~

Name	Position	Present
Sue McKie	Chair (voting)	Yes
Les Trigg	Lay Member (Vice Chair) (voting)	Yes
Steven Marshall	Director of Strategy & Transformation (voting)	Yes
Sally Roberts	Chief Nurse & Director of Quality (voting)	Yes
Dr Salma Reehana	Clinical Chair of the Governing Body (non-voting)	Yes
Dr David Bush	Locality Chair / GP (non-voting)	No
Dr Manjit Kainth	Locality Chair / GP (non-voting)	No

NHS England ~

Bal Dhami	Senior Contracts Manager – Primary Care, NHSE	No
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Non-Voting Observers ~

Tracy Cresswell	Wolverhampton Healthwatch Representative	No
Dr Ankush Mittal	Consultant in Public Health	No
Dr B Mehta	Wolverhampton LMC	No
Jeff Blankley	Chair of Wolverhampton LPC	No

In attendance ~

Helen Hibbs	Chief Officer (WCCG)	Yes
Liz Corrigan	Primary Care Quality Assurance Co-ordinator	Yes
Peter McKenzie	Corporate Operations Manager (WCCG)	Yes
Sarah Southall	Head of Primary Care (WCCG)	Yes
Gill Shelley	Primary Care Contracts Manager (WCCG)	Yes
Mike Hastings	Director of Operations (WCCG)	No
Diane North	Primary Care Commissioning Committee Admin	Yes

Welcome and Introductions

WPCC599 The Chair welcomed attendees to the meeting. No formal introductions were necessary.

Apologies

WPCC600 Apologies were received from the following members:-

Dr David Bush – Locality Chair/GP
Dr Manjit Kainth – Locality Chair/GP
Dr Ankush Mittal – Consultant in Public Health
Jeff Blankley – Wolverhampton LPC
Tracy Cresswell – Wolverhampton Healthwatch Representative

Declarations of Interest

WPCC601 There were no declarations of interest.

Minutes of the Meeting held 3rd September 2019

WPCC602 One amendment was requested to the previous minutes on page 9 paragraph 4 which was adjusted. Otherwise the minutes were agreed as an accurate record.

RESOLVED: That the above was noted.

Matters Arising from Previous Minutes

WPCC603 There were no matters arising.

RESOLVED: That the above was noted.

Committee Action Points

WPCC604 **Action 39 (Minute No: WPCC481) – Tettenhall Medical Practice – Wood Road Branch Closure**
The public consultation had now closed (ended 15/09/19). The Consultation report & Equality Impact Assessment (EIA) to be presented to committee's extra-ordinary meeting in November.

Action 40 (Minute No: WPCC540) – Quality Assured Spirometry
A two month extension had been requested with the update to the Spirometry service implementation to be presented in December 2019. Ms

Southall confirmed that implementation had taken place in September with a follow up session planned for Dec 2019.

Action 42 (Minute No: WPCC554) – Social Prescribing – further level of data/detail

The further level of detail in relation to data provided to be presented at the December 2019 meeting.

Action 43 (Minute No: WPCC554) – Social Prescribing

An update on Social Prescribing including the progress of Primary Care Network (PCN) embedded staff to be provided in December 19.

Action 44 (Minute No: WPCC554) – Digital First Primary Care

A verbal update was provided by Ms Southall at today's meeting and future updates would be presented as part of the Milestone Review Board Quarterly update. Action closed.

Action 45 (Minute No: WPCC556) – STP GP Forward View Programme Board

An overview of discussion from the 6th September 2019 Programme Board to be circulated via email for discussion at December 2019 meeting.

RESOLVED: That the above was noted.

Primary Care Update Reports:

Primary Care Quality Report

WPCC605 Mrs Corrigan provided a summary of her report.

There was one incident for reporting to this Thursday's NHSE Practice and Performers Information Gathering Group (PPIG).

Some issues reported through Quality Matters had either been routinely dealt with or would go to PPIG. GPs had put in measures to tighten up processes and protocols as a result of feedback from PPIG.

Infection prevention. Five practices were audited in September. There was improvement on last year with a percentage increase from 94% to 97%. Actions included changing blinds, replacing bins and hand-wash basins.

The Flu vaccine programme was underway with most practices having received their over 65 vaccine. There continued to be some delay in receipt of the under 65s vaccine. Practices were informed last week to expect a further slight delay. Most Practices had some stock and should be inviting their eligible cohorts to attend. The specific read codes for recording of the under and over 65s vaccines had been implemented. Work with Public Health

had begun to develop a rolling Flu plan. The flu-fighters children's booklet had been circulated to schools and children had been invited to take up the vaccine.

Friends & Family Test (FFT). A report submitted to Quality & Safety committee with regard to activity over the preceding 12 months was due to be circulated to members. **Action 46 LC**

The FFT was a contractual obligation. Some Practices had issues submitting their data and were advised to contact CQRS (the people that managed the system). Others had sent evidence of reporting that had not appeared on outputs and Mrs Corrigan was investigating this. Practices with low uptake were being supported. It had been highlighted that where the GP survey indicated low satisfaction there was correlation with low numbers of FFT completion. A management plan will be in place with collaborative contracting reviews.

A question was raised in regard to the FFT calculation figures. Mrs Corrigan to review the data and recirculate. **Action 46 LC**

The Practice Nurse Strategy launch is this Thursday 3rd October at Himley Hall and would be looking at nurse retention and encouraging nurses back into post. Representatives from NHS England and Health Education England would be in attendance and the event had attracted much attention from other STPs and training hubs across the country. Wolverhampton to present at the Best Practice conference in October and Quality team members had been invited to a workforce event on 12th November in London.

The next Complaints report was confirmed as due in October. Complaints regarding staff attitudes had significantly reduced which, it was felt, was a result of Conflict of Resolution training. Ms Southall stated that the GP Survey report this year had advocated some definite improvements in responses from patients in regards to the friendliness and helpfulness of reception staff.

It was confirmed that the workforce numbers reported were for the STP and that there had been changes recently to the data collection which meant figures were only available at this level. Ms Southall highlighted that the work to develop Primary Care workforce was beginning to have an impact reducing the level of risk associated with being an under-doctored area to amber

RESOLVED: That the report and highlights above were noted.

Primary Care Operational Management Group Update

WPCC606 Mr McKenzie presented on behalf of Mr Hastings giving a summary of key items from the Primary Care Operational Management Group meeting of 11th September 2019.

There had been continuation of support for the consultation process in relation to the proposed closure of the Wood Road branch site.

There was discussion around the development of the contracting review programme and assurance arrangements for primary care networks.

Wolverhampton Healthwatch had shared, for the first time, patient feedback collected from GP Practices. Discussion to be had as to how best to format, incorporate and use this soft intelligence. Healthwatch to present quarterly with next update due at the January 2020 Operational Management Group meeting.

RESOLVED: That the update was noted.

New Draft Communications & Engagement Strategy

WPC607 Mr McKenzie presented on behalf of Mr Hastings a draft of the new Communications & Engagement Strategy for information.

The report provided a high-level overview of the communications and engagement work to be undertaken and how it contributes to the commissioning cycle. In conjunction, a separate piece of work was being undertaken around direct engagement to develop a more detailed delivery programme to be written up and available in the next couple of weeks.

Comments on the Strategy can still be submitted as the report was not quite the final draft. The Strategy has been previously shared across the Senior Management Team and Wolverhampton Clinical Commissioning Group.

It was hoped that the Strategy would go to the Governing body in November 2019. An update on implementation and progress to be presented to this committee in March 2020. **Action 47 MH**

RESOLVED: That the update was noted

Digital First Primary Care Update

WPC608 Ms Southall provided a verbal update further to submission of the Digital First report last month. Since the meeting the consultation had since closed. Wolverhampton CCG had made a submission to the National Team in response to the consultation.

A publication had been made by NHS England on 25th September 2019 in response to the consultation confirming a number of intentions in particular around the numbers of out of area registrations. If there were more than 1000 patients currently registered with Wolverhampton GPs who registered with an out of area provider then NHS England would issue an APMS contract to the provider. A dynamic framework is currently being built for practices and providers which will be implemented from 1st April led by NHS England.

Representatives from Wolverhampton will be attending a meeting on 28th October and findings will be provided next month to committee.

A piece of work was also being undertaken across the STP associated with the intended digital offer for Primary Care Networks for the CCG and wider STP. Conversations with Clinical Directors had revealed some frustration on the interoperability of the offer. A way forward had since been identified which would be shared with Clinical Directors in order to bridge the gaps and a further report would be provided to committee in December 2019. It will also be considered at October Milestone Review Board due to it being timely.

Ms Roberts joined the meeting

A question was asked if an APMS contract would be financially viable for 1000 patients. This had been highlighted to NHS England and the response was that it wouldn't necessarily be patients who were registered with one single provider but could be scattered across a number of providers. Wolverhampton CCG's response was that we should be engaged in any such conversations at the earliest opportunity, as the CCG would be able to offer alternative approaches to establishing a new practice. The NHS England view may however be different if we are still viewed as an under doctored area. There were plans in place to mitigate the situation now in readiness for 1st April by offering an equivalent service to patients and the promotion of its availability.

It was confirmed that the Global sum would continue to be paid annually but with changes to the calculations and different rates for out of area patients.

It was confirmed that Digital First would feature as part of the next Milestone Review report to committee in December **Action 44 SS**

RESOLVED: That the update was noted this item was for decision so it was approved as per the recommendations.

Wolverhampton Primary Care Strategy 2019-2021

WPCC609 Mrs Southall advised that further to submission of the early draft and final draft to committee in September there had been some minor changes to the Strategy such as an updated Primary Care Networks map and the inclusion of an implementation plan that would be overseen by the Milestone Review Board. Updates would be provided to this committee as part of the quarterly Milestone Review updates. A suggestion was made to include a glossary defining the abbreviations but otherwise committee were happy to approve the Strategy to go forward.

RESOLVED: The committee approved the Strategy for recommendation to the Governing Body.

Primary Care Contracting Update

WPCC610 Ms Shelley stated she had nothing further to add that hadn't already been discussed.

RESOLVED: That the update was noted.

Any other Business

WPCC611 There was no further business.

Ms McKie reported that she had contacted the Local Medical Committee (LMC) who has assured that they will notify us of their attendance or send apologies for future meetings.

Date of Next Meeting

WPCC612 Tuesday 5th November 2019 – Extraordinary Meeting – Venue TBC

Tuesday 3rd December 2019 at 2pm – PC108, Creative Industries Centre, Wolverhampton Science Park WV10 9RU

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WOLVERHAMPTON CCG Primary Care Commissioning Committee

TITLE OF REPORT:	Tettenhall Medical Centre: Branch Closure
AUTHOR(S) OF REPORT:	Gill Shelley
MANAGEMENT LEAD:	Sarah Southall
PURPOSE OF REPORT:	To provide the committee with information relating to a request for a change to current sessions offered at Wood Road Branch Surgery
ACTION REQUIRED:	<input checked="" type="checkbox"/> For Decision
PUBLIC OR PRIVATE:	To be discussed in Public Committee
KEY POINTS:	<ul style="list-style-type: none"> Originally Tettenhall Medical Practice put in an application to the CCG to close the branch surgery: Wood Road Surgery Following the outcome of the consultation and further consideration the practice have withdrawn the application to close the branch site but now wish to reduce the number of clinical sessions offered at Wood Road Surgery from 7 to 4.
RECOMMENDATION:	That the committee note the information provided and approve the reduction in the number of clinical sessions offered at Wood Road Surgery
LINK TO BOARD ASSURANCE FRAMEWORK AIMS & OBJECTIVES:	
1. Improving the quality and safety of the services we commission	Maintenance of quality of services for patients by continuing to offer appropriate access to primary care medical services and in offering a full range of enhanced services delivered by an appropriately skilled workforce and improving patient choice of GP
2. Reducing Health Inequalities in Wolverhampton	The CCG Primary Care Strategy is supported in transforming how local health care is delivered
3. System effectiveness delivered within our financial envelope	Collaborative working and working at scale allows for delivery of primary medical services at scale effectively reducing organisation workload and increasing clinical input at no extra cost

1. TETTENHALL MEDICAL PRACTICE: BACKGROUND

- 1.1 Tettenhall Medical Practice holds a General Medical Services (GMS) contract with c12,220 patients .

The practice provides primary medical services from:

- Lower Green Medical Centre, Lower Street Tettenhall Wolverhampton
- Wood Road Surgery, Wood Road, Tettenhall, Wolverhampton. (Branch Site)

- 1.2 March 2019 Tettenhall Medical Practice wrote to the CCG on 25th February 2019 informing the CCG of their intention to close their branch surgery at Wood Road, Tettenhall. The main site is Lower Green Medical Centre, Lower Street, Tettenhall and is 1.3 miles away from Wood Road Surgery. The practice has c12,220 patients with approx. 4000 patients covered by Wood Road Surgery.

Patients are registered at Tettenhall Medical Practice but until recently have been informally allocated to one surgery or the other. More recently patients can be seen at either site.

- 1.3 The practice submitted a formal application to close the branch surgery but have now retracted that application and have applied to reduce the number of clinical sessions offered at Wood Road Surgery from the current 7 to 4 session per week (**appendix 1**) following consideration and reflection of the outcome of the patient and public consultation (**appendix 2**)

- 1.4 There are 2 main reasons the practice wish reduce the sessions :

- The practice is finding it difficult to recruit GP's. The practice has traditionally has 5 partners all working 9 sessions per week. Following the retirement of the senior partner 12 months ago the practice is having difficulty in recruiting GP's. They have recruited a GP who now works 6 sessions per week but this leaves the practice 3 sessions per short. Locum cover is used but is not always available. One of the senior partner has recently reduced his commitment to 7 sessions per week with two other partners wishing to also reduce their hours.
- The financial implications of the payment of service charges to NHS PS for the 2 sites following a rise of over 400% in these charges over the past 4 years along with a lack of information of what the charges are for.



- 1.5 The practice feel that by reducing services at Wood Road they will be able continue to provide what they consider to be high quality primary medical services to their patient population without compromising services offered to patients local to Wood Road who have difficulties in accessing Lower Green. The service charges will also be reduced as the practice will only be charged pro rata for what they use.
- 1.6 The premises at Wood Road are suitable for the provision of primary medical services, however due to issues of confidentiality two consulting rooms cannot be used for consultation as they are too near the waiting area and conversations can be heard.
- 1.7 The premises at Lower Green have the capacity to manage the additional patients with more than adequate consultation and treatment rooms. Some services can only be offered at Lower Green due to the equipment required.
- 1.8 Car parking at Wood Road can be very limited at times due to it being a local authority car park which provides car parking for local businesses schools, church etc.
- 1.9 Although clinical sessions are reduced this decision will allow for a primary medical service to remain in an area where there are no other GP Practices within a mile and a half of Wood Road Surgery.
- 1.10 The clinical sessions lost at Wood Road will be offered at Lower Green Medical Centre. Overall no clinical sessions and number of appointments will be lost by this change (see appendix 2 – Application from Practice)
- 1.11 the practice has discussed their plans with the PPG who support this proposal.

2. FOR INFORMATION:

2.1 The table below shows the distances between Wood Rood Surgery and other local practices

Lower Green Medical Centre*	1.3 miles
Castlecroft Medical Practice	1.2 miles
Newbridge Medical Practice	1.5 miles
Tettenhall Road Practice	1.7 miles



Lake Side Medical Centre, Perton (South Staffs)	3.4 miles
Tamar Medical Centre, Perton (South Staffs)	3.5 miles

2.3 The attached map (**appendix 3**) shows the practice areas and the location and distance of the practices from Wood Road Surgery

3. NEXT STEPS

The committee is requested to consider the following options for the ongoing future of this branch site

Options		Risks
1.	Do nothing. - the practice continues to deliver services to patients with the current number of 7 sessions per week.	<ul style="list-style-type: none"> ○ Possibility the GPs will reduce hours or leave the practice leading to reduced clinical input and destabilising the practice ○ Financial instability due the increasing service charges costs ○ Continued inability to recruit GPs ○ Reduction in the quality of service
2.	The practice to reduce the current 7 sessions to 4 This will allow the practice to provide access for those patients local to Wood Road Surgery who have difficulty in accessing Lower Green, will cut the premises service charges substantially, and will support the practice in effective management of the clinical sessions using a skill mix of health care professionals in suitable accommodation with appropriate equipment	<ul style="list-style-type: none"> ○ If the GPs consider reducing sessions then this model will be easier or the practice to manage ○ Less risk of financial instability as service charges will decrease. ○ The risk of inability to recruit will remain the same but this model will allow for more effective working using an



		alternative skill mix of health care professionals.
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4 GENERAL PRACTICE RESILIENCE PROGRAMME

- 4.1 The practice will need to continue to pursue the recruitment process for GP's and review their model of service delivery to include other clinical professionals i.e. ANP's , Clinical Pharmacists, Physicians Assistants, paramedics etc, .
- 4.2 The General Practice Resilience Programme is financed through the funding available within the General Practice Forward View (GPFV). The purpose of the fund is to deliver support that will help practices to become more sustainable and robust and to be better placed to tackle challenges that they face both now and in the future, with a focus on continuing high quality care for patients..
- 4.4 Tettenhall Medical Practice has been put forward and approved to receive this funding which they will receive regardless of the decision regarding the branch site as they will require ongoing support in reviewing their operational model to include other clinical professionals i.e ANP's , Clinical Pharmacists, Physicians Assistants, paramedics etc,

5. CLINICAL VIEW

Not applicable

6. PATIENT AND PUBLIC VIEW (including Health Overview and Scrutiny Panel)

See attached report from Arden and GEM CSU. This report is from the patient and public engagement/consultation to close Wood Road Surgery.

The practice have discussed the current proposal with the PPG who have given their agreement to this way forward.

7. KEY RISKS AND MITIGATIONS

See body of report

8. IMPACT ASSESSMENT



Financial and Resource Implications

N/A

Quality and Safety Implications

There is a possibility of service quality being compromised if Wood Road remains open for 7 sessions per week

Equality Implications

See attached EIA (appendix 4)

Legal and Policy Implications

N/A

8. RECOMMENDATIONS

It is recommended that the committee note the contents of this report and appended documents and make a decision on the reduction of sessions at Wood Road Surgery

Name Gill Shelley
Job Title Primary Care Contracts Manager
Date: November 5th 2019

Attachments

Appendix 1 Application for variation to contract (practice application to reduce clinical sessions at Wood Road Surgery)

Appendix 2 Report of the Patient and Public Consultation on the intention to close Wood Road Surgery

Appendix 3 Map showing practice areas and the location and distance of other local practices from Wood Road Surgery

Appendix 4 Equality Impact Assessment on the the intention to close Wood Road Surgery



REPORT SIGN-OFF CHECKLIST

This section must be completed before the report is submitted to the Admin team. If any of these steps are not applicable please indicate, do not leave blank.

	Details/ Name	Date
Clinical View	N/A	5/11/19
Public/ Patient View	See report from CSU	5/11/19
Finance Implications discussed with Finance Team	N/A	5/11/19
Quality Implications discussed with Quality and Risk Team	N/A	5/11/19
Equality Implications discussed with CSU Equality and Inclusion Service	EA provided by EA lead at CSU	5/11/19
Information Governance implications discussed with IG Support Officer	N/A	5/11/19
Legal/ Policy implications discussed with Corporate Operations Manager	discussed with execs	5/11/19
Other Implications (Medicines management, estates, HR, IM&T etc.)	N/A	5/11/19
Any relevant data requirements discussed with CSU Business Intelligence	N/A	5/11/19
Signed off by Report Owner (Must be completed)	G Shelley	5/11/19



BOARD ASSURANCE FRAMEWORK NOTES

(Please **DELETE** before submission)

Following a review of the BAF, it will now be based on the risks associated with the CCG achieving its strategic aims and objectives as follows:-

Strategic Aims	Strategic Objectives
1. Improving the quality and safety of the services we commission	a. <u>Ensure on-going safety and performance in the system</u> Continually check, monitor and encourage providers to improve the quality and safety of patient services ensuring that patients are always at the centre of all our commissioning decisions
2. Reducing health inequalities in Wolverhampton	a. <u>Improve and develop primary care in Wolverhampton</u> – Deliver our Primary Care Strategy to innovate, lead and transform the way local health care is delivered, supporting emerging clinical groupings and fostering strong local partnerships to achieve this b. <u>Deliver new models of care that support care closer to home and improve management of Long Term Conditions</u> Supporting the development of Multi-Speciality Community Provider and Primary and Acute Care Systems to deliver more integrated services in Primary Care and Community settings
3. System effectiveness delivered within our financial envelope	a. <u>Proactively drive our contribution to the Black Country STP</u> Play a leading role in the development and delivery of the Black Country STP to support material improvement in health and wellbeing for both Wolverhampton residents and the wider Black Country footprint. b. <u>Greater integration of health and social care services across Wolverhampton</u> Work with partners across the City to support the development and delivery of the emerging vision for transformation; including exploring the potential for an ‘Accountable Care System.’ c. <u>Continue to meet our Statutory Duties and responsibilities</u> Providing assurance that we are delivering our core purpose of commissioning high quality health and care for our patients that meet the duties of the NHS Constitution, the Mandate to the NHS and the CCG Improvement and Assessment Framework d. <u>Deliver improvements in the infrastructure for health and care across Wolverhampton</u> The CCG will work with our members and other key partners to encourage innovation in the use of technology, effective utilisation of the estate across the public sector and the development of a modern up skilled workforce across Wolverhampton.



Application for consideration of a contractual change (for example sub-contracting arrangements, change to services, change to agreed opening hours, change in level of commitment for Doctors, practice boundary changes, etc)

(Please add additional pages if you have insufficient room to complete fully and depending upon the nature of change requested, not all sections of this form will need to be completed)

Practice stamp

Tettenhall Medical Practice
Lower Street
Tettenhall
Wolverhampton
WV6 9LL

Proposed Change To reduce clinical sessions at the branch site known as
Wood Road Surgery

Proposed Date of Change 2nd January 2020

Practice M/Y Codes M92010

Provide the Practice rationale for the proposed change:

Over the last one year, our practice has faced many difficulties. We have an extremely dedicated and loyal team that works very hard to ensure excellent patient care. Until around one year ago, all our partners were doing nine sessions each, which is already above the normal full time equivalent of eight sessions in most other practices. One full time partner retired in August 2018, and three other partners wished to reduce their sessions in order to maintain a better work-life balance and avoid burn out. It is important to remember that two of these GPs are over the retirement age already. We have endeavoured to the best of our ability to find GPs to cover for these required sessions but have failed to do so. So far we have found only one GP to commit to six sessions. As a result, the remaining GPs are working even harder than before. There are also problems with non – clinical staff cover and therefore, it is becoming increasingly harder to run two sites with the current staff limitations.

During the patient and public consultation it was noted that the proposal was strongly opposed to by the patients and public. Following consideration of the consultation a new proposal is now been made by the practice to no longer close the branch surgery but to provide a reduced clinical service of four sessions per week instead of the current seven .The other three sessions will be provided at Lower Green and made available to **all** patients.

What options have you considered, rejected or implemented to relieve the difficulties you have encountered about your issues/open hours/practice list and, if any were implemented, what was your success in reducing or erasing such difficulties?

- Advertised extensively for another GP would consider Salaried GP, Partner, full or part time.
- The practice has already employed an Advanced Nurse Practitioner and is reviewing different models of skill mix which could include additional Advanced Nurse Practitioners and Clinical Pharmacists.
- The practice has been successful in acquiring some resilience funding to allow an external facilitator to support the practice in reviewing our current operational model.

Of which CCG are you a member?

Wolverhampton CCG
Unity Primary Care Network

If applicable, has the CCG approved your proposal? (Please provide evidence of approval/comments from your local CCG)

Our local CCG were informed of our intention to close Wood Road Branch Surgery. Prior to the practice starting this process, we met with the CCG to discuss the proposal. They provided CSU support who guided us through each process.

Full details of the benefits you feel your registered patients will receive as a result of this proposed change.

- Access to a high quality, safe and effective service.
- Will allow those patients local to Wood Road Surgery who cannot access Lower Green to access and receive Primary Medical Services.
- Lower Green site is larger with sufficient consulting and treatment rooms to accommodate all patients.
- A full range of services will be offered at Lower Green as some equipment and supporting staff are not available at Wood Road.

- Access to the following service offered at Lower Green:- minor surgery, coils and implants; travel vaccinations ECGs; 24 hour BP monitors and child health surveillance along with appropriate skilled staff.
- Access to full range of health care professionals giving a choice of both female and male clinicians
- Will allow clinical staff to work in a supportive and learning environment.
- Access to consultation and treatment rooms which respect confidentiality
- Enhanced services provided will be offered to patients across both sites.
- Phlebotomy services will be offered to patients across both sites.
- Midwife and childhood immunisations will be offered to patients across both sites.

Please provide as much detail as possible as to how the current registered patients will continue to access services, including consistent provision across:

Patients can access both sites on dedicated phone lines. When Wood Road is not in operation calls will be transferred to Lower Green Surgery.

Up to four weeks pre bookable appointments will be available at both sites with a number of appointments allocated specifically for patents living local to Wood Road who are unable to easily access Lower Green.

A number of on the day/urgent appointments will be ring fenced for patients local to Wood Road from 8am to 9am.

Practice List Size: 12200

Current number of appointments per week GPs/ANP 740

Proposed number of appointments per week GPs/ANP 740

Additional appointments are offered via the access schemes with Unity Hub at Penn Fields Health Centre and Ashmore Park Health Centre.

What arrangements are to be made in the event of there being a reduction in appointments availability/services (please list)

There will be no overall reduction in the number of appointments or the availability of services across the two sites.

Current opening hours Lower Green

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
8am	8am	8am	8am	8am	Closed	Closed
6.30pm	6.30pm	6.30pm	6.30pm	6.30pm		

Current opening hours Wood Road

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
8am	8am	8am	8am	Closed	Closed	Closed
6.30pm	6.30pm	1pm	6.30pm	Closed	Closed	Closed

Unity Hub opening hours

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
6.30pm	6.30pm	6.30pm	6.30pm	6.30pm	8am	8am
8pm	8pm	8pm	8pm	8pm	2pm	2pm

Proposed opening hours Lower Green

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
8am	8am	8am	8am	8am	Closed	Closed
6.30pm	6.30pm	6.30pm	6.30pm	6.30pm		

Proposed opening hours at Wood Road

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
2pm	8.am	Closed	8am	Closed	Closed	Closed
5pm	6.30pm		12.30pm			

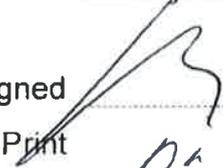
Outcome of the Consultation Process

As the original application was to close Wood Road Surgery a 90 day patient and public consultation process took place from beginning of May to the end of July then was extended to 15th September to allow for further consultation. Following this consultation the practice has considered and reflected on the findings and has retracted the application to close Wood Road Surgery and is submitting this application to reduce the clinical sessions at Wood Road Branch Surgery.

The practice has consulted on this revised proposal with the PPG on 22nd October 2019 of which they have given their support.

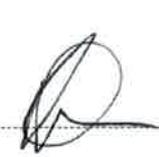
To be signed by all parties to the current contract

Signed 
Print Dr MARTIN ASHFOR
Date 24/10/19

Signed 
Print Dr R. J. MISKERN
Date 24/10/19

Signed 
Print Dr Samiya Shafi
Date 24/10/19

Signed 
Print DR SANTIT SANKU
Date 25/10/19

Signed 
Print DR KIRANDEEP CHAUR
Date 23/10/19

Please continue on a separate sheet if necessary

Note: this application does not impose any obligation on the NHS CB to agree to this request.

For those CCGs that are operating at Greater Collaboration or Joint Working, Please return this completed and signed form to:

By Email:

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Arden and Greater East Midlands
Commissioning Support Unit

Report on the consultation for the proposed closure of Wood Road Branch Surgery

Tuesday 7 May - Tuesday 15 September 2019

Date of report October 2019

1. Introduction

Tettenhall Medical Practice comprises of the main surgery at Lower Green and a branch surgery at Wood Road. The GP Practice wrote to Wolverhampton Clinical Commissioning Group (WCCG) stating their intentions to close the branch surgery. The reasons given for the intention to close included difficulty in managing and sustaining the branch surgery due to the national shortage of GPs which had led to difficulty in recruiting permanent doctors and in addition finding it increasingly difficult to provide modern primary healthcare on two sites. The GPs explained their prime concern was the well-being of their patients, and their belief that centralising services on a single site at Lower Green Surgery would lead to a more flexible, efficient GP service with better access for patients.

<https://www.england.nhs.uk/wp-content/uploads/2013/07/brnch-close-pms.pdf>

This guidance document includes advice on undertaking public consultation to inform the decision on the future of the branch surgery. The GP Practice began their public consultation on the proposed closure of the branch surgery on Tuesday 7 May. WCCG have been supporting the GP Practice with the consultation process.

2. Executive Summary

2.1 Introduction

The GP Practice wrote to WCCG stating their intentions to close the branch surgery. The reasons given for the intention to close included difficulty in managing and sustaining the branch surgery due to the national shortage of GPs which had led to difficulty in recruiting permanent doctors and in addition finding it increasingly difficult to provide modern primary healthcare on two sites.

2.2 Consultation activity

A total of 1,312 questionnaire responses were received. Seven consultation events took place with a total of 327 attendees.

2.3 Key themes from the consultation events

Key themes from the consultation events included:

- Difficulty getting to Lower Green Surgery for the elderly, disabled and mother's with young children
- Transport- infrequent buses, increased traffic and cost of travel to Lower Green Surgery
- Car parking – not enough spaces at Lower Green Surgery

- Appointments – concerns over the increased patient list at Lower Green Surgery resulting in long waiting times
- The need to understand the reasons for the proposed closure – GP recruitment and finances
- Concerns over the Wood Road Surgery building and what this would be used for if the surgery closed

2.4 Email responses to the consultation

Many emails were received from local residents raising concerns around the proposed closure of Wood Road Branch Surgery. Regular emails were also received by the Save Wood Road campaign group. The correspondence received demonstrates the high value residents place on the service provided at the branch surgery and a collective strong opinion that the branch surgery needs to remain open. The following details the main concerns expressed should the branch surgery close:

Difficulty in access at Lower Green surgery

- Particularly for older patients, parents with young children and the disabled.
- Inadequate public transport
- Taxi fares are expensive
- Insufficient parking at Lower Green
- Increased traffic congestion in an already busy area leading to a potential increase in road traffic accidents

2.5 Letter from MP Eleanor Smith

The CCG also received a letter from MP Eleanor Smith expressing concerns raised by local residents on the proposed closure of Wood Road Branch Surgery. These concerns correspond with those raised at the consultation events in other correspondence received and in questionnaire feedback.

2.6 Wolverhampton City Council Health Overview and Scrutiny Committee (HOSC) Thursday 12 September 2019

No formal written response has been received from HOSC to the consultation. The minutes of the meeting will be approved at the next HOSC meeting in November and then made available. However, a verbal request was made by HOSC at the meeting that every attempt be made to find a solution for a continued GP service at Wood Road branch surgery.

2.7 Parliament Hub request

The CCG received a Parliament Hub request on 16 August 2019 to inform a question to be raised in Parliament. The CCG responded as requested.

2.8 Petition

A petition by the Save Wood Road Surgery Group and was distributed around Tettenhall Wood and online for patients to sign. The petition was signed by 1,070 people. The petition has not been presented to the CCG.

2.9 Listening and responding throughout the consultation

For example:

- Following feedback from the Save Wood Road campaign group the consultation was extended from closing on July 28 2019 to September 15 2019
- Following a request from the Save Wood Road campaign group an additional consultation community drop in event was organised to cater for up to 200 people. Over 150 people attended the event.

2.91 Questionnaire responses

- The majority of respondents to the questionnaire (74.24%) **do not agree** with closure of the Wood Road Branch Surgery in order for services to be centralised at Lower Green Health Centre. This question was answered by 1,312 respondents
- The majority of respondents (84.84%) felt the proposed closure would have a negative impact

Reasons included:

Difficulty with transport:

- It was felt that the transport links between Wood Road Surgery and Lower Green were limited, long and inconvenient.
- Inaccessible for the elderly, those patients less mobile and those that do not have their own transport.
- Concerns for disabled patients and housebound patients.

Pressure on Lower Green Surgery:

- It was felt that patients would find it very difficult to get appointments at Lower Green Surgery due to the large patient list.
- Long hold times when calling the surgery for general enquires.
- Long waits at the pharmacy as prescriptions will not be readily available.
- The surgery would not be big enough to handle the extra number of patients.
- Provides less patient choice.
- Will cause more traffic in the Lower Green Surgery area.
- More pressure on staff to handle the large number of patients.

Parking:

- Lack of parking at Lower Green Surgery and the surrounding area.
- Potential conflicts with local residents: patients blocking driveways.

Costs:

- It would become very expensive for elderly patients to pay for public transport and taxis if Wood Road Surgery closed.

When asked to express concerns about the proposed closure, the collective comments when themed include: Access; Appointments; Parking; Other concerns for patients.

2.92 Key points for consideration

Local concern and anxiety expressed should the proposed closure of the branch surgery go ahead is apparent in the following:

- The high number of responses to the consultation via questionnaire feedback (A total of 1,312 questionnaire responses) where **the majority of respondents (74.24%) do not agree with closure of the Wood Road Branch Surgery**
- The high number of attendances at consultation meetings where residents expressed strong concerns for the proposed closure
- The high number of concerned patients who attended a meeting called by Eleanor Smith MP (over 200 local people in attendance) on the proposed closure of the branch surgery
- Consistency of concern expressed should the proposed closure go ahead across all channels of feedback into the consultation and consistency of themes.
- Feedback from HOSC

2.93 Recommendations

Feedback into the consultation demonstrates the high value residents place on the service provided at the branch surgery and a collective strong opinion that the branch surgery needs to remain open. A high level of concern is expressed in consistent themes via all feedback channels into the consultation. It is therefore recommended that all findings of the report are taken into consideration and all possible solutions explored to address the difficulties experienced by the GPs running the service in order to retain a GP Practice at Wood Road Branch surgery.

3. The Consultation Process

To inform patients of the proposed closure of the branch surgery at Wood Road and to let them know how to feedback their views a letter was sent to each household for all patients over the age of 12yrs (See Appendix A). This included patients who attend both Wood Road and Lower Green surgeries (9,414 letters). A consultation questionnaire was available both on line and in hard copy at both Practices (the letter included the website link and information that hard copies were available at both surgeries- See Appendix B). Posters were also displayed to let people know about the consultation and how to get

involved (See Appendix C). Along with the questionnaire, consultation events were organised.

Lower Green Street Surgery	Monday 13 May	2.30pm to 4.30pm	5.30pm to 7.30pm
Wood Road Surgery	Wednesday 15 May	1.00pm to 3.00pm	4.30pm to 6.30pm

An invitation to attend the events was included in the patient letter. A consultation questionnaire was available both online and in hardcopy. Information on how to feedback views on the proposed closure of the branch surgery at Wood Road was also circulated via the press and social media. Further consultation meetings were added in response to feedback received during the consultation resulting in the following consultation activity.

4. Consultation Activity



7
Consultation
events

277
attendees

Consultation events at:
Lower Green Street x2
Wood Road x 4
Community drop-in event, Linden
House x1



1,312
questionnaire
responses



Media Coverage
36 media articles including local
broadcast, web articles and printed
articles.
Total reach **1,964,907 people**
Total coverage value **£62,743.82.**



The **three** articles / press releases were published on the
Wolverhampton CCG website

- Have your say on proposed closure of GP branch surgery –
Wood Road, Tettenhall Wood – **532 views**
- Tettenhall Medical Practice to extent branch surgery closure
consultation – **472 views**
- Tettenhall Medical Practice consultation drop in event for
proposed closure of Wood Road Branch surgery – **147 views**

Total website views: 1,151



Social media:

A total of **nine** tweets which saw **10** retweets, **10** likes, **11** link
clicks and **3,068** impressions

5. Feedback

This section details the feedback received from public drop-in events, email correspondence, listening and responding throughout the consultation and questionnaire responses.

5.1 Public drop-in events

Details of the seven public drop-in events are listed below. The attendance at each drop-in event varied from 7 patients to 150, attendees included patients, members of the public, staff, and interested groups, newspaper journalists also attended some of the events. All those who attended had the opportunity to fill out a questionnaire and ask questions.

Event	Dates and Times of drop-in events	Location	Number of attendees
1	Monday 13 May, 2:30pm - 4:30pm	Lower Green Surgery	12
2	Monday 13 May, 5:30pm - 7:30pm		9
3	Wednesday 15 May, 1:00pm - 2:10pm	Wood Road Surgery	45
	Wednesday 15 May, 2:10pm - 2:40pm		21
4	Wednesday 15 May, 2:40pm - 3:10pm		13
	Wednesday 15 May, 4:00pm - 6:30pm		57
5	Wednesday 3 July, 1:30pm - 3:30pm	Wood Road Surgery	13
6	Wednesday 3 July, 4:30pm - 6:30pm		7
7	Wednesday 11 September, 4:00pm - 8:00pm	Linden House	Approximately 150
Total			327

Key themes identified from the public drop-in events:

Difficulty getting to Lower Green Surgery for the elderly, disabled and mother's with young children

Transport- infrequent buses, increased traffic and cost of travel to Lower Green Surgery

Car parking - not enough spaces at Lower Green Surgery

Appointments - concerns over the increased patient list at Lower Green Surgery resulting in long waiting times

The need to understand the reasons for the proposed closure - GP recruitment and finances

Concerns over the Wood Road Surgery building and what this would be used for if the surgery closed

The feedback recorded from the above events include:

- The elderly and patients with mobility issues cannot travel down to this surgery.
- Patients need to know the benefits of this proposed closure.
- Car parking will be an issue as there are not enough spaces and the car park is used by local residents.
- Appointments and services should not only be run online as not everyone has access to computers.
- The inconvenience of getting to the Lower Green practice.
- There are not enough travel routes between Wood Road Surgery and Lower Green if you don't drive.
- Traffic is increasing on the main road between the two surgeries and is very hard to cross.
- The pharmacy will become even busier than it is now.
- It would still be easier to travel to Lower Green than Cast lecroft.
- Private parking at Lower Green needs to stop.
- There will never be enough parking at Lower Green surgery.
- As elderly patients (90 years old) it would be impossible to travel to Lower Green surgery.

- The inconvenience caused outweighs the cost of keeping the surgery running at Wood Road.
- This is classed as a prime area of Wolverhampton and many elderly patients living here will be affected.
- Patients need to stop being selfish and think what would be the best way of GP's to work together in one place.
- The current website is horrendous.
- It is ridiculous to close Wood Road surgery and make patients start catching buses and walking to Lower Green surgery.
- It is not fair to close a service that many people have used for years.
- This seems to be all about finances.
- Although it can be suggested to put on more buses they would have to be used!
- This is a growing area and needs a surgery.
- I originally moved from Lower Green to Wood Road as could never park there.
- The move would affect young mums that cannot drive.
- Older people would be reluctant to see a GP if they can't get an appointment at their choice of surgery.
- We do not want to lose our pharmacy as they are very good.
- Its feels like this is only a financial decision but you are not considering patients in this.
- The physical and psychological impacts on patients should be considered.
- Could you consider the Institute next door as an alternative place for the surgery to be located.
- Patients really appreciate that they get to see their own GP each time as this is not the case everywhere.
- A reduced service at Wood Road would be welcomed rather than closing it altogether.
- There needs to be better use of technology to speak to GP's i.e. Skype calls and video links.

5.2 Email correspondence

Many emails were received from local residents raising concerns around the proposed closure of Wood Road Branch Surgery. Regular emails were also received by the Save Wood Road campaign group.

Correspondence received demonstrates the high value residents place on the service provided at the branch surgery and a collective strong opinion that the branch surgery needs to remain open:

'a vital primary health care facility in the local area'

'a highly valued service'

The following details the main concerns expressed should the branch surgery close:

Difficulty in access at Lower Green surgery

- Particularly for older patients, parents with young children and the disabled.
- Inadequate public transport
- Taxi fares are expensive
- Insufficient parking at Lower Green
- Increased traffic congestion in an already busy area leading to a potential increase in road traffic accidents

Other concerns expressed

- Deterioration of patient's health as due to the difficulties in accessing Lower Green Surgery patient's will put off seeking early medical intervention resulting in preventative measures not being implemented, illness's getting worse, more home visits, more frequent home visits and more patients going to A and E.
- Concern about the increase in charges for running the Practice
- Concern about increased waiting for appointments due to the extra demand at Lower Green should Wood Road close.
- Concern about the adequacy of the building and facilities at Lower Green to cope with the extra demand should Wood Road close.
- Concern about nearby Chemists being affected if the branch surgery closes and the potential loss of this valued service.
- The effect on the environment as more people use their car to access GP services at Lower Green rather than walking to their local branch surgery at Wood Road

Letter from MP Eleanor Smith received by the CCG

MP Eleanor Smith wrote to the CCG on behalf of constituents to share their concerns on the proposed closure of the Wood Road Branch Surgery. Those concerns have been included in the list of concerns detailed above.

5.3 Wolverhampton City Council Health Overview and Scrutiny Meeting

Wolverhampton CCG presented details on the consultation to the Health Overview and Scrutiny Committee on Thursday 12 September. No formal written response has been received from HOSC to the consultation. The minutes of the meeting will be approved at the next HOSC meeting in November and then made available. However, a verbal request was made by HOSC at the meeting that every attempt be made to find a solution for a continued GP service at Wood Road branch surgery. HOSC asked to be formally notified by the CCG of the final decision on the future of Wood Road surgery following the Primary Care Commissioning Committee scheduled for November. The Chair also committed to write to relevant Council Officers to see what could be done to improve current car parking arrangements at the branch surgery.

5.4 Parly Hub Request

The CCG received a Parly Hub request on August 16 2019 to inform a question to be raised in Parliament. Please see below the answered provided by the CCG.

To confirm, the Tettenhall Medical Practice has requested to close the branch surgery because it has been struggling to recruit permanent doctors to the practice. This is consistent with the national shortage of GPs.

The CCG has insisted the practice seek patient and public feedback via a formal consultation, before it would make a decision on whether the branch practice can close. It is supporting the practice with this consultation.

The practice did not cite cost pressures as a reason for closing the surgery. However, it has been asked about cost pressures during the consultation as the FAQs on its website demonstrate.

The CCG does not have access to detailed practice accounts, but the attached table shows the premises costs incurred by the practice between 2014/15 and 2019/20 and how much has be reimbursed by the CCG. Figures for 2019/20 are indicative.

Reimbursable costs include, for example, rent, rates and water costs.

Premises costs have risen over the past few years due to revaluation of the practice estate by the landlord, NHS Property Services. Other GP practices will have experienced similar rises in premises costs. As the practice's FAQs state, the CCG is working with NHS Property Services to resolve specific issues for Wood Road and Lower Green – but this is unrelated to the practice's request to close the branch surgery and the consultation currently taking place.

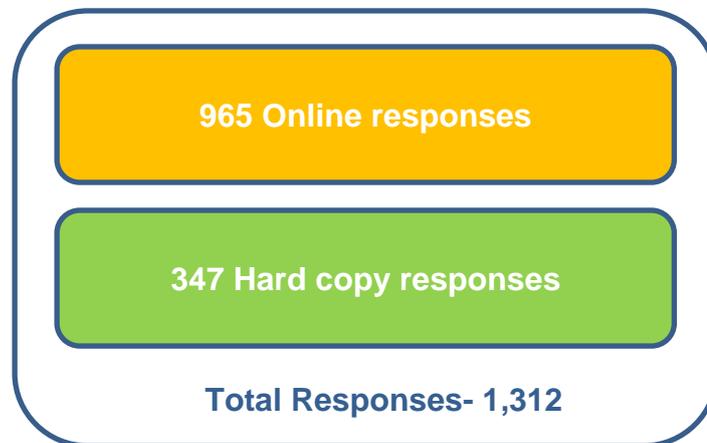
5.5 Petition

A petition was started by the Save Wood Road Surgery Group and was distributed around Tettenhall Wood and online for patients to sign. The petition was signed by 1,070 people. The petition has not been presented to the CCG.

5.6 Listening and responding throughout the consultation

	<p>A meeting with local councillors, local MP and SWR campaign group representatives</p>
	<p>The CCG accepted an invitation to attend a question and answer panel at a public meeting organised by MP Eleanor Smith. The meeting was attended by circa 150 people</p>
	<p>Following feedback from the Save Wood Road campaign group the consultation was extended from closing on July 28 2019 to September 15 2019</p>
	<p>Following a request from the Save Wood Road campaign group an additional consultation community drop in event was organised to cater for up to 200 people. Over 150 people attended the event.</p>

5.7 Feedback via the consultation questionnaire



The majority of respondents (92%) confirmed that they were patients completing the survey followed by (1.14%) a carer of a patient, (2.61%) a relative of patient, (1.06%) a friend of a patient. The survey was also completed by 27 respondents (2.05%) with an interest in the Wood Road surgery.

Answer Choices	Responses	
A patient	92.00%	1207
A carer of a patient	1.14%	15
A relative of a patient	2.61%	34
A friend of a patient	1.06%	14
I am interested in the service	2.05%	27
Other	1.14%	15
	Answered	1312
	Skipped	0

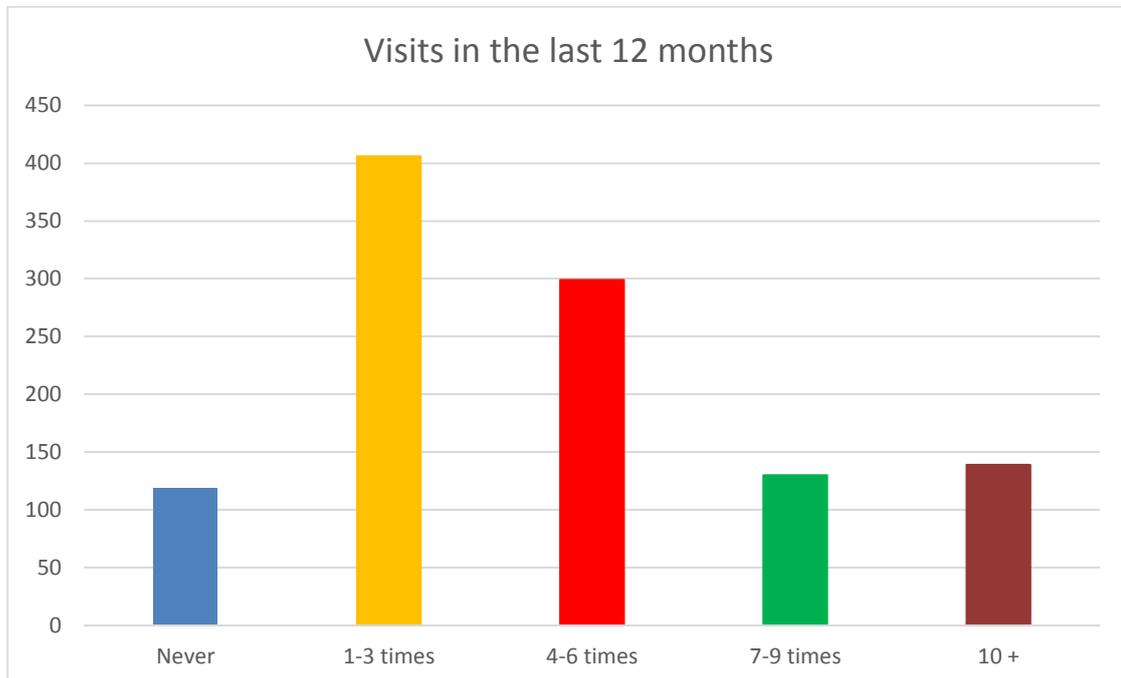
Of the respondents specifying 'other', the following description was provided:

Other (please specify)
Hearing aid service
Patient at Lower Green
I will be moving to Tettenhall in the next month or so and my husband to be has a chronic illness. So access to health services in the area is extremely important.
Moving into the area and will become a local patient.
Local resident
Closure will impact on adjacent GP practices
Former patient. Not currently due to HM forces posting. Will return.
A patient and a carer of a patient.

In the last 12 months how often have you visited Wood Road Branch Surgery?

The majority of respondents (38.57%) stated that they had visited Wood Road Branch Surgery 1-3 times in the last 12 months. In total 1,141 respondents had visited the surgery at some point in the last 12 months of the 1,141, (10.74%) of respondents had accessed the service 10 or more times (the lowest number of visits).

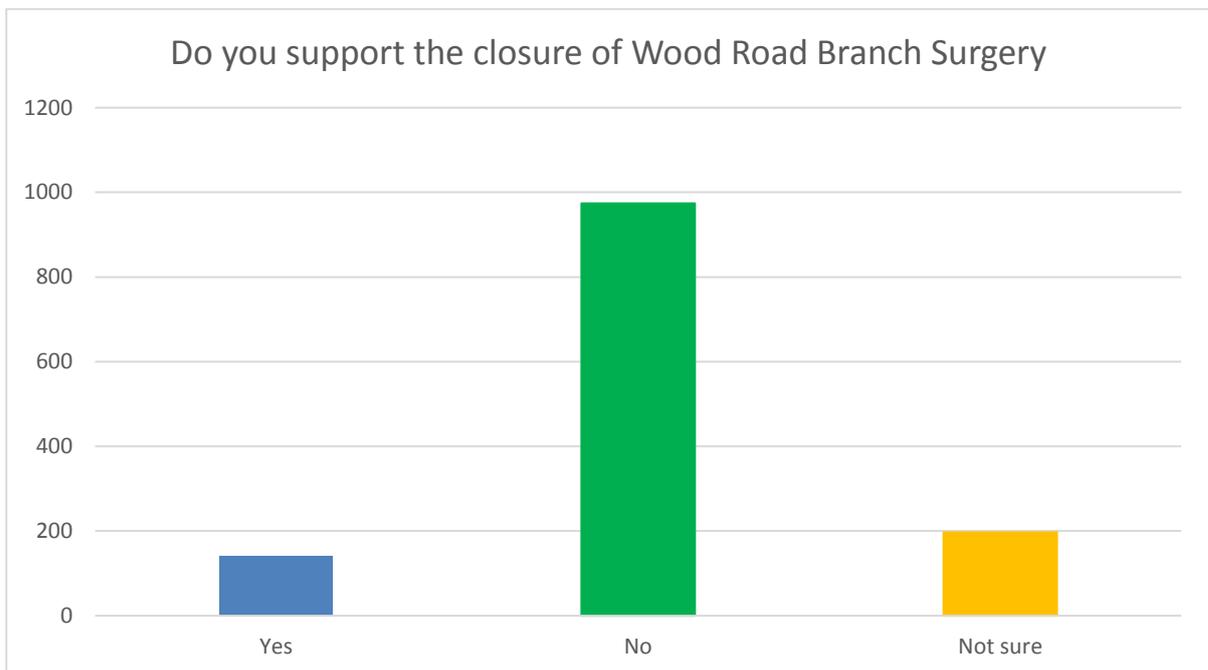
Answer Choices	Responses	
Never	13.03%	171
1-3 times	38.57%	506
4-6 times	26.37%	346
7-9 times	11.29%	148
10 +	10.74%	141
	Answered	1312
	Skipped	0



Do you support the closure of Wood Road Branch Surgery so that all services can be centralised at Lower Green Health Centre?

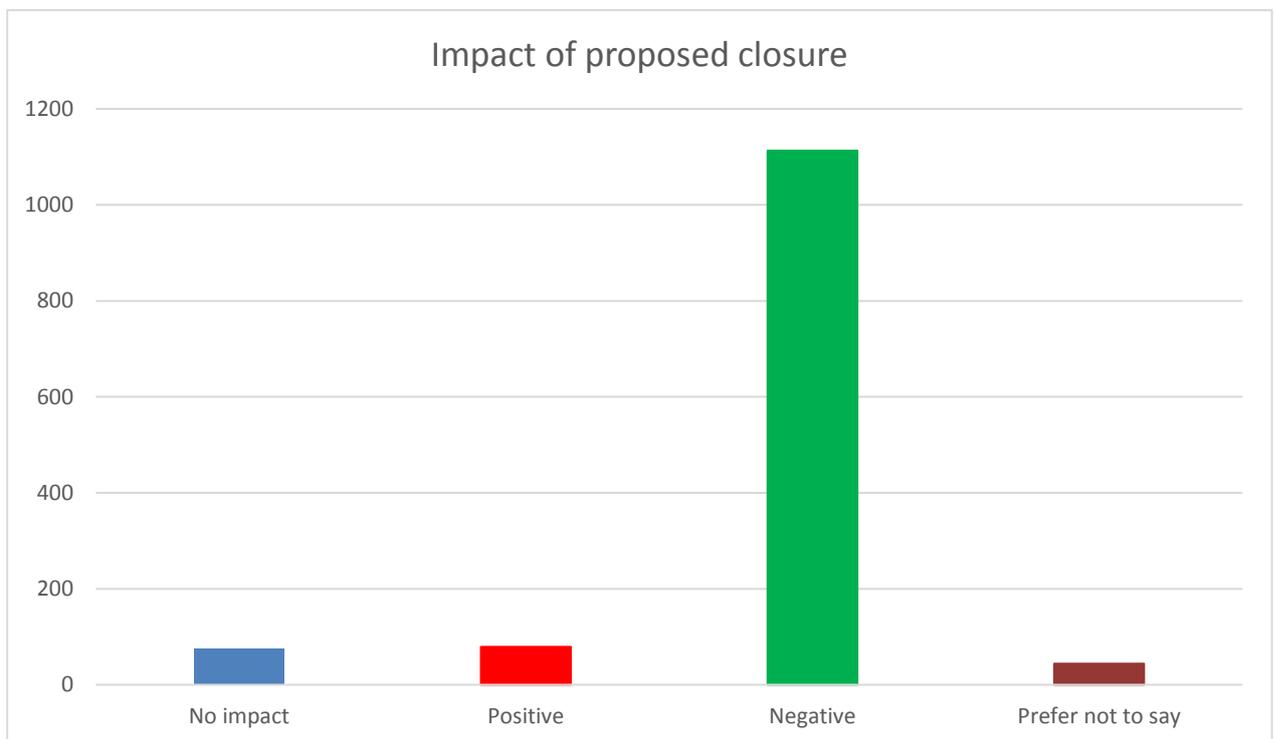
The majority of respondents (74.24%) do not agree with closure of the Wood Road Branch Surgery in order for services to be centralised at Lower Green Health Centre. This question was answered by 1,312 respondents of which 15.01% were not sure on their decision and 10.75% agreed with the proposal.

Answer Choices	Responses	
Yes	10.75%	141
No	74.24%	974
Not sure	15.01%	197
	Answered	1312
	Skipped	0



Thinking about the proposed closure of Wood Road Branch Surgery, what impact do you consider this will have?

The majority of respondents (84.84%) felt the proposed closure would have a negative impact compared to (5.79%) that felt it would have no impact. A further (6.02%) felt it would have a positive impact and (3.35%) preferred not to say.



Thinking about the proposed closure of Wood Road Branch Surgery, Respondents were asked to provide reasons as to the impact they believe this would have.

Many respondents 1,274 answered this question and provided reasons for their answers. Significant numbers highlighted the negative impact this would have on patients and families of which have been detailed below. A small number of patients (47) did not provide a reason.

Transport:

- It was felt that the transport links between Wood Road Surgery and Lower Green were limited, long and inconvenient.
- Inaccessible for the elderly, those patients less mobile and those that do not have their own transport.
- Concerns for disabled patients and housebound patients.

Pressure on Lower Green Surgery:

- It was felt that patients would find it very difficult to get appointments at Lower Green Surgery due to the large patient list.
- Long hold times when calling the surgery for general enquires.
- Long waits at the pharmacy as prescriptions will not be readily available.
- The surgery would not be big enough to handle the extra number of patients.
- Provides less patient choice.
- Will cause more traffic in the Lower Green Surgery area.
- More pressure on staff to handle the large number of patients.

Parking:

- Lack of parking at Lower Green Surgery and the surrounding area.
- Potential conflicts with local residents: patients blocking driveways.

Costs:

- It would become very expensive for elderly patients to pay for public transport and taxis if the Wood Road Surgery closed.

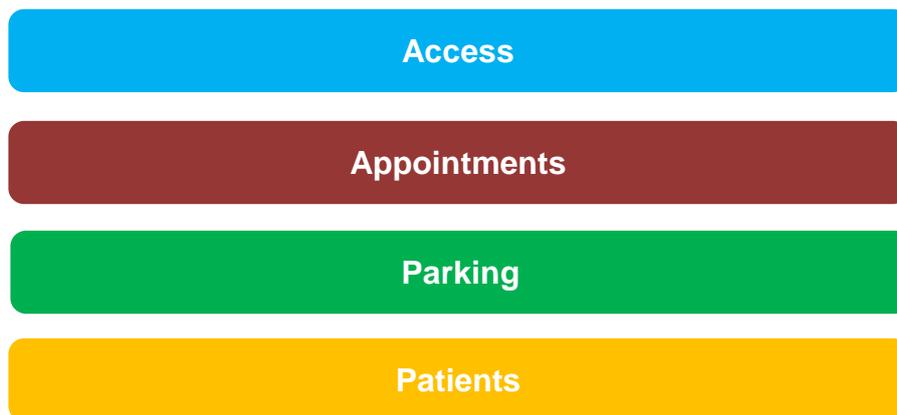
To view all comments see appendix D.

Key words used to describe what impact the proposed closure could have:



Please tell us what concerns, if any, you may have regarding the proposed closure of the Wood Road Branch Surgery?

A total of 918 respondents answered this question and highlighted their key concerns, of which the top four areas (in no particular order) included:



Other concerns included:

- Less availability of doctors leading to longer waiting times
- Lack of alternative options if appointments are not available at Lower Green Surgery
- Would the current outstanding service offered at Lower Green Surgery be compromised due to the large intake of new patients
- Expected distance to travel
- Parking at Lower Green Surgery
- Relocation of staff from Wood Road to Lower Green Surgery
- Inadequate public transport links between both sites
- Increasing traffic conditions in the Lower Green area
- Concerns over the Wood Road Surgery building; what would happen to this
- Delay on getting prescriptions from the chemist
- The need for a GP surgery in the Tetterhall area due to the growing population
- Lack of amenities, access for the elderly.

To view all comments see appendix E.

Key Points for consideration

- Local concern and anxiety expressed should the proposed closure of the branch surgery go ahead apparent in the high number of responses to the consultation via questionnaire feedback (A total of 1,312 questionnaire responses):

The majority of respondents to the questionnaire (74.24%) do not agree with closure of the Wood Road Branch Surgery

- The high number of attendances at consultation meetings where residents expressed concerns should the proposed closure go ahead
- High number of attendances of concerned patients at a meeting called by Eleanor Smith MP (over 200 local people in attendance)
- Consistency of concern expressed should the proposed closure go ahead across all channels of feedback into the consultation and consistency of themes.
- Feedback from HOSC

Recommendations

Feedback into the consultations demonstrates the high value residents place on the service provided at the branch surgery and a collective strong opinion that the branch surgery needs to remain open. A high level of concern is expressed in consistent themes via all feedback channels into the consultation. It is therefore recommended that all findings of the report are taken into consideration and all possible solutions explored to address the difficulties experienced by the GPs running the service in order to retain a GP Practice at Wood Road Branch Surgery.

Further questionnaire feedback

How did you find out about this public consultation?

A total of 1,287 responses were received of which the majority of respondents (60.21%) heard about the consultation by a hand delivered letter from the practice followed by the channels listed below.

Answer Choices	Responses	
Poster	5.72%	75
In a voluntary/community organisation	1.38%	18
At a learning disability day service	0.15%	2
Newspaper	5.19%	68
Social media (Facebook/Twitter)	9.68%	127
Drop in event	2.83%	37
Someone stopped you in the street (NHS Outreach Engagement Team)	0.45%	6
Radio	0.15%	2
NHS or Council website	1.21%	16
A friend or family member told me	11.12%	146
Hand delivered letter from practice	60.21%	790
Answered	98.09%	1287
Skipped	1.91%	25

Equality data

As part of this consultation equality data was collected to ensure patient views from all areas and communities were recorded. These details are documented below.

Gender:

Answer Choices	Responses	
Male	35.59%	467
Female	59.52%	781
Transgender	1.29%	17
Prefer not to say	1.90%	25
Answered	98.32%	1290
Skipped	1.67%	22

If female, are you currently pregnant or have you given birth within the last 12 months?

Answer Choices	Responses	
Yes	4.48%	35
No	89.38%	698
Prefer not to say	6.14%	48

Age:

Answer Choices	Responses	
Under 16	0.83%	11
16-24	4.64%	61
25-34	9.68%	127
35-59	28.36%	372
60-74	30.19%	396
75+	18.68%	245
Prefer not to say	4.35%	57
Answered	96.72%	1269
Skipped	3.27%	43

What is your ethnic group?

Answer Choices	Responses	
Arab	0.22%	3
Asian or Asian British	10.44%	137
Black or Black British	1.82%	24
Chinese	0.00%	0
Gypsy/Romany/Irish traveller	0.07%	1
Mixed dual heritage	2.21%	29
White or White British	76.68%	1006
Prefer not to say	4.80%	63
Other (please specify)	2.21%	29
Answered	98.48%	1292
Skipped	1.52%	20

Do you look after, or give any help or support to family members, friends, neighbours or others. Please note this is not referring to the person you care for if you have specified carer or if you are completing this survey on behalf of someone else?

Answer Choices	Responses	
Long-term physical or mental-ill-health/disability	11.03%	115
Problems related to old age	14.57%	152
No	63.76%	665
Prefer not to say	6.04%	63
Other (please specify)	4.60%	48
	Answered	1043
	Skipped	269

Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)

Answer Choices	Responses	
Vision (such as due to blindness or partial sight)	1.54%	16
Hearing (such as due to deafness or partial hearing)	2.31%	24
Mobility (such as difficulty walking short distances, climbing stairs)	13.02%	135
Dexterity (such as lifting and carrying objects, using a keyboard)	0.48%	5
Ability to concentrate, learn or understand (Learning Disability/Difficulty)	0.29%	3
Memory	0.68%	7
Mental ill-health	2.51%	26
Stamina or breathing difficulty or fatigue	4.53%	47
Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Aspergers' Syndrome)	0.19%	2
No	60.95%	632
Prefer not to say	7.71%	80
Other (please specify)	5.79%	60
	Answered	1037
	Skipped	275

What is your sexual orientation?

Answer Choices	Responses	
Bisexual	1.26%	13
Heterosexual/straight	86.75%	897
Gay	0.77%	8
Lesbian	0.68%	7
Prefer not to say	9.09%	94
Other (please specify)	1.45%	15
	Answered	1034
	Skipped	278

Are you:

Answer Choices	Responses	
Single	12.10%	128
Never married or partnered	0.95%	10
Living in a couple	6.81%	72
Married/civil partnership Co-habiting	60.11%	636
Not living in a couple	0.66%	7
Married (but not living with husband/wife/civil partner)	0.85%	9
Separated (still married or in a civil partnership, Divorced/dissolved civil partnership)	2.84%	30
Widowed/surviving partner/civil partner	9.64%	102
Prefer not to say	5.01%	53
Other (please specify)	1.04%	11
	Answered	1058
	Skipped	254

What is your religion and belief?

Answer Choices	Responses	
No religion	18.20%	192
Baha'i	0.00%	0
Buddhist	0.19%	2
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	62.75%	662
Hindu	1.42%	15
Jain	0.00%	0
Jewish	0.09%	1
Muslim	2.18%	23
Sikh	5.21%	55
Prefer not to say	8.34%	88
Other (please specify)	1.61%	17
	Answered	1055
	Skipped	257

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THE TETTENHALL MEDICAL PRACTICE

Dr. M.C.E. Ashton, Dr. R.B. Smissaert, Dr. S.F. Shafi, Dr. S. Sandu, Dr. K. Clair

TETTENHALL MEDICAL PRACTICE
LOWER STREET
TETTENHALL
WOLVERHAMPTON
WV6 9LL

TETTENHALL MEDICAL PRACTICE
WOOD ROAD
TETTENHALL WOOD
WOLVERHAMPTON
WV6 8NF

Telephones: 01902 444550/444551

Telephones: 01902 444560/444561

Patient Address

Dear

Consultation on proposed closure of GP Branch Surgery Wood Road Tettenhall Wood

We are writing to you as a patient of Tettenhall Medical Practice to inform you of a public consultation on the proposed closure of Wood Road Branch Surgery.

For some time, the practice has been experiencing difficulty in managing and sustaining the branch surgery in Wood Road, Tettenhall Wood. All our patients deserve a high-quality healthcare service but for a number of reasons we feel unable to deliver the services we would like to from this branch. Therefore, we have made a request to NHS Wolverhampton Clinical Commissioning Group (WCCG) to close the Wood Road Branch Surgery.

For the Partners of Tettenhall Medical Practice the decision to request the closure of the branch surgery has not been taken lightly. Over the past twelve months, we have tried various solutions to keep the branch surgery open. However, the national shortage of GPs has led to difficulty in recruiting permanent doctors. In addition, provision of modern primary healthcare is becoming increasingly difficult and delivery on two sites is no longer sustainable. As GPs we are primarily concerned with the well-being of our patients. We believe that by centralising services on a single site at Lower Green Surgery, we will be able to offer a more flexible, efficient GP service with better access for our patients. We welcome your views.

A consultation will begin on Tuesday 7 May 2019 on the proposed closure of Wood Road Branch Surgery. The consultation will take place over 90 days and will end on Sunday 28 July 2019. You can take part by completing a short questionnaire to let us know your views.

The survey is available online at <http://www.tettenhallmedicalpractice.nhs.uk>. Please contact the surgery if you require a hardcopy, need the information in another format or language, or need assistance completing the survey. Copies of the survey will also be available from the reception at Lower Green and Wood Road surgery.

We will be holding drop-in sessions to answer any questions that people may have. The drop-in sessions will be held on:

Date	Time	Venue
Monday 13th May 2019	2.30pm – 4.30pm 5.30pm – 7.30pm	Lower Green Surgery
Wednesday 15th May 2019	1.00pm – 3.00pm 4.30pm – 6.30pm	Wood Road Surgery

Wood Road Branch Surgery will continue to operate as normal until a decision has been made following the consultation.

Yours sincerely,

Usual GP

Consultation on proposed closure of GP Branch Surgery Wood Road Tettenhall

Introduction

For some time Tettenhall Medical Practice has been experiencing difficulty in managing and sustaining the branch surgery in Wood Road, Tettenhall. All our patients deserve a high quality healthcare service but for a number of reasons we feel unable to deliver the services we would like to from this branch. Therefore, we have made a request to NHS Wolverhampton Clinical Commissioning Group (WCCG) to close the Wood Road Branch Surgery.

For the Partners of Tettenhall Medical Practice the decision to request the closure of the branch surgery has not been taken lightly. Over the past months we have tried various solutions to keep the branch surgery open. However, the national shortage of GPs has led to difficulty in recruitment of permanent doctors, and due to increasing financial costs we are now at the point where we feel the branch surgery is no longer sustainable. As GPs we are primarily concerned with the well-being of our patients. We believe that by centralising services to a single site at Lower Green Health Centre we will be able to offer a more flexible, efficient GP service with better access for our patients.

A consultation started on Tuesday 7th May on the proposed closure of Wood Road Branch Surgery and ends on Sunday 15th September 2019. If you need this information in another format or language or if you need assistance completing the survey please call 01902 444571.

Your views are important to us. Please take a few minutes to complete the questionnaire overleaf.

Questionnaire

Q1. Please tick one of the boxes below:

I am:

- A patient
- A carer of a patient
- A relative of a patient
- A friend of a patient
- I am interested in the service
- Other.....

Q2. In the last 12 months how often have you visited Wood Road Branch Surgery?

- Never
- 1-3 times
- 4-6 times
- 7-9 times
- 10+

Q3. Do you support the closure of Wood Road Branch Surgery so that all services can be centralised into Lower Green Health Centre?

- Yes
- No
- Not sure

Q4. Thinking about the proposed closure of Wood Road Branch Surgery, what impact do you consider this will have?

- No impact
- Positive
- Negative
- Prefer not to say

Please tell us the reason for your answer: **(Please continue on a separate sheet if required).**

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Q5. Please tell us what concerns, if any, you may have regarding the proposed closure of the Wood Road Branch Surgery? (Please continue on a separate sheet if required).

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Q6. How did you find out about this public consultation?

- A poster
- In a voluntary/community organisation
- At a learning disability day service
- Newspaper
- Social media (Facebook/Twitter)
- Drop in event
- Someone stopped you in the street (NHS Outreach Engagement Team)
- Radio
- NHS or council website
- A friend or family member
- If other please specify.....

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Equalities monitoring

We recognise and actively promote the benefits of diversity and we are committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation. To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

Q7. Which area do you live in?

.....

Q8. What are the first four characters of your postcode?

.....

Q9. What is your gender?

Male Female Transgender Prefer not to say

Q10. If female, are you currently pregnant or have you given birth within the last 12 months?

Yes No Prefer not to say

Q11. What is your age?

Under 16 16-24 25-34 35-59 60-74 75+ Prefer not to say

Q12. What is your ethnic group?

- Asian or Asian British
- Black or Black British
- Chinese
- Mixed dual heritage
- White or White British
- Gypsy/Romany/Irish traveller
- Arab
- Prefer not to say
- If other, please specify here.....

Q13. Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- Long-term physical or mental-ill-health/disability
- Problems related to old age
- No
- I'd prefer not to say
- If other, please describe.....

Q14. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)

- Vision (such as due to blindness or partial sight)
- Hearing (such as due to deafness or partial hearing)
- Mobility (such as difficulty walking short distances, climbing stairs)
- Dexterity (such as lifting and carrying objects, using a keyboard)
- Ability to concentrate, learn or understand (Learning Disability/Difficulty)
- Memory
- Mental ill-health
- Stamina or breathing difficulty or fatigue
- Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Aspergers' Syndrome)
- No
- Prefer not to say
- Any other condition or illness, please describe:

.....
.....

Q15. What is your sexual orientation?

- Bisexual
- Heterosexual/straight
- Gay
- Lesbian
- Prefer not to say
- Other (please state).....

Q16. Are you:

- Single – never married or partnered
- Married/civil partnership
- Co-habiting
- Not living in a couple
- Married (but not living with husband/wife/civil partner)
- Separated (still married or in a civil partnership)
- Divorced/dissolved civil partnership
- Widowed/surviving partner/civil partner
- Prefer not to say
- Other relationship.....

Q17. What is your religion and belief?

- No religion
- Baha'i
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- Other (please specify).....
- Prefer not to say

The survey is also available online at www.surveymonkey.com/r/Woodroad

Thank you.

THE TETTENHALL MEDICAL PRACTICE

Consultation on proposed closure of GP Branch Surgery Wood Road, Tettenhall Wood

A consultation began on Tuesday 7 May 2019 on the proposed closure of Wood Road Branch Surgery. The consultation has been extended and will close on Sunday 15 September 2019.

You can take part by completing a short survey to let us know your views. The survey is available online at: www.tettenhallmedicalpractice.nhs.uk or you can collect a copy from reception.

Please contact the surgery if you need the survey in another format or language, or need assistance completing the survey.

We will also be holding a community drop-in event to answer any questions that patients or local residents may have. The community drop-in event will be held on:

**Wednesday 11 September 2019 from 4:00pm - 8:00pm at:
Linden House, 211 Tettenhall Road, Wolverhampton. WV6 0DD**

Your views are important to us.

No decision about the future of Wood Road Branch Surgery will be made until the consultation has closed and the Practice and health commissioners have had time to consider your feedback.

Until then, the surgery will continue to operate as normal.



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Appendix D- Further comments to Q5

Responses
There is still a definite need for it
This surgery is closer to my house
Lower Green Health Centre will become more busy and it will be harder to get an appointment
I think it will impact on the vulnerable & elderly
Too many patients for 1 surgery.
Longer distance for me to travel. Possible longer waiting times.
All records are kept centrally and a more personal service can be provided.
Will affect older people and staff
It will overload Lower Green & it's more travelling for patients
Parking. Getting to the surgery without a car.
Too far to travel to lower
Travel to the surgery. I don't drive.
Closure of Wood Road Brand Surgery means being transferred to another surgery which may be further away or have lots of patients which means patient - doctor time will be limited to cater for the volume of patients
Difficult to get appointments
As long as service remains as good I see no issue, I understand the constraints + pressure the surgery is under + if they believe they can make efficiencies + still deliver an excellent service I see no issue.
Will make lower green far too busy how will you effectively fit two surgeries into 1 without large waiting times
The practice is loyal to Tettenhall Wood + Surrounding areas
More choice when needed
Increased pressure on lower green surgery longer waiting times
Distance increase, Difficult to attend
Increased travelling time lower green parking very limited no access to Lower Green by bus
Too far to travel to Lower Green, traffic problems, not accessible for elderly people, may affect availability of doctors
It is already difficult to get an appt. I fear it will be near impossible after Wood Road is gone
Think it will cause lots of problems with seeing Drs and will be difficult for a lot of patients to get in Lower Green
It's always busy at Wood Road with long waits and I feel it will add to the waiting times and appointment availability
More patients at other surgery lower street
Lower Green will be much busier
Convenience of surgery for young families + older persons
This will affect Lower St it will be busy more than it is now. People from Wood Rd who have no cars will find it very difficult to get to Lower St especially if they are not very mobile. + Also parking at Lower St will be bad as it is now.
Further to travel to nearest surgery
Patients find it convenient
People who can't travel far may not be able to attend appointment not everyone can drive

Extra patients attending Lower Green
Negative impact on older people who cannot easily get to Lower Green.
Car parking. Distance to walk not possible.
Lower Green is better for me as i live closer.
Services will be the same
I am able to get to Lower Green at the moment, Wood Road is closer, but my Doctor is mainly at Lower Green.
Will make it harder for patients at T/Wood to get to here but also more pressure on Lower Street so less appointments
There are a growing number of patients that are aging access to a local surgery is vital.
Wood Road is my local GP. Less than 10 minutes walk from my house.
I think there is lots of elderly people who use this place and would cause inconvenience
Limiting appointments to one location will increase waiting times for patients.
Accessibility for people from that area without cars without money for taxis. Will stop people seeing their GP for non-urgent and/or prevention.
We go Lower Green.
Parking - Extra traffic
Huge part of community. Location is very convenient for locals who don't drive, ie. senior citizens
Booth surgery's are close to where i live, so wouldnt create any problem for me!
It's going to be very busy in Green Lane surgery.
It will be very busy in Green Lane surgery.
More pressure on other surgeries and doctors who in my opinion are already under pressure
If this happens alot of patients will have to travel further
Potential for slower service/longer wait for appointments especially on the day appointments. Less specialised doctors.
Lower Green will become busier.
It is closer to us. Close to school. Easy to park. Fast service. Can always get an appointment.
It is a local surgery, that should be kept open for local people.
May have trouble getting through on the phone - I do not have internet access to contact in another way
Short term but people will get used to it or move. Personally i think there should be a weekly shuttle for the regulars to help with the transition for a settling period.
i have recently joined Lower Green surgery and think centralised services are more efficient.
As long as Lower Green can cope with the amount of patients as the parking is already fairly difficult
local people that don't drive will have to travel.
It is convenient for us
INSUFFICIENT PARKING FACILITIES AT LOWER GREEN EXTRA WAITING TIME TO SEE A DOCTOR
I live near to Lower Green Health Practice so Wood Road closure would not affect me.
DISTANCE + PARKING
Will leave people in Tettenhall Wood with no reasonable accessible access to GP surgeries
Busier surgery where i go. Less availability for appointments.
Availability of appointments, car parking issues at Lower Green, Wood RD, closer to

home
FURTHER TO TRAVEL TIME TAKEN
More centralised services
The Lower Green Surgery is closer to my home so doesnt cause any inconvenience to me or my family. I am concerned that the Lower Green Surgery is large enough to accommodate more patients, and will have an impact on waiting times and service.
Lower green is more convenient for me
Depending if all doctors will relocate down to lower green
- It provides a localized service for people of tettenhall/tettenhall wood. - This area demographically has an older population - So important to them as they maybe less able to travel.
I've only said negative as i find it very difficult to get through to the surgery early mornings. If there were going to be more phone lines, more staff it could work well. As a mom with young children calling at 8am is difficult enough.
less doctors Appointment available at lower green
I have mobility problems and prefer a near surgery
Because i am a Lower green patient
It will be hard for some patients to travel to lower green.
An extra 4000+ patients at Lower Green is only going to lead to one result - mayhem. Some unidentified number- crunchers have decided buses are the answer(although my guess would be none of them has ever used public transport.
already difficult to get through on the phone at both surgeries. cark parking already at capacity at both surgeries. Buses are infrequent from Tettenhall wood - very difficult to get to lower green without a car, particularly if unwell or mobility difficulties. both pharmacies already have long queues (Tettenhall Wood & LLoyds)
a lot of patients especially elderly or less mobile patients have to travel further and may have to rely on taxi or family which takes peoples independence
it is within walking distance from my home
wood road is an integral part of the local community
If Wood Road closes I will have to drive to my nearest doctor instead of a 1 minute walk.
The only Doctors within walking distance for me
Too many pateints for Lower Green doctors unable to cope
NHS and doctors already overworked
it won't have an inpact on me but i beleive it will on the patients that live closer to Wood Road Surgery and that attend there especially the elderly or very young
TOO FAR TO WALK, NEED TRANSPORT, NO BUS SERVICE, I AM 80 YRS OLD WITH OSTEOARTHRITIS AND FEEL I MAY BE NEEDING TO VISIT MORE IN THE FUTURE
ALD AGE
NEEDED IN THIS AREA
THIS SURGERY IS NEEDED FOR THIS AREA
traveling to surgery and more people to make appoitments
Harder for elder patients for travel
Loss of a good local service that has been convenient for many years with helpful and efficient reception and ease to see Doctors and Nurses.
Loss of a good local service that has been convenient for many years with helpful and efficient reception and ease to see Doctors and Nurses.
Inaccessibility

unable to drive through loss of periferal sight. Would need to have taxis if husband a cannot drive. Not possible to walk to lower street or practical to use motorised scooter
Additional expense £6 visit for taxi as much as £1000 annually
Clargate
Over loaded at Lower Green distance to far for local residents-- parking problems would be created
Difficult to get to.
i live nearby if you dont drive its an akward location to get to the other surgery
appointments may not be available.
for convenience. people have used it for years
More patients at Lower Green will struggle to get appointments
distance
Obvioulsy will get more patients at Lower Green, but will still be same appointments available
increased service demands at main surgery
There will be a lack of appointments
Convenient live quite close, getting there and back
wood road surgery is local to me
To crowded
can be both positive and negative
I do not visit that surgery
the branch practice is convenient
less chance of getting appointments at lower green surgery
closer to where i live
Travel time to surgery
I live local to Lower Green
I am local to lower green
Wood Road Surgery is based around a lot of schools so parent swill drop kids off and come straight here which is what I have done today.
Old single, infirm people having to get transport. Can be 40mins from my home to lower street rush hour
elderly or disabled patients in close proximity to the surgery will sufferr. Having grandparents who regular visit their local surgery, i know how a closure would severly affect them. So im against the closure
over 85 no transport. heart problems
Putting more pressery on Lower Green professionals
The closure of the practice impacts patients to regularly see a doctor
I think for alot of people wood road is near their homes
as its closer, it harder to get to
I suffer epilepsy and this is my local surgery so would have large impact on myself an anyone in similar condition
I can walk to wood road, parking at lower green is awful & stress inducing
are the consulting rooms and waiting room and parking sufficient to cope with the extra patients
fewer available appointments
Travel reasons
To many patients at lower green. To long waiting time

Patients would have to come to lower green which would make this surgery even busier
patients can not park at lower green struggle to get appointments to see a doctor at lower green
This may limit my chance of getting an appointment to see my doctor early or urgently. In the past if an appointment was not available pm/am? I would be offered Wood Road/Lower Green as an alternative.
should be obvious that 2 surgeries are needed to cover WV6 area
Wood Road serves a large number of elderly and infirm people who would probably find it difficult to access Lower Green HC. Also be difficult for those small children/disabilities
Lower green surgery is already stretched as it is and the closure of wood road will put far too much pressure on the surgery. it is already hard to get an appointment with the two surgeries available. Patients will struggle especially the elderly who live in the area of wood road. people will be forced to travel further struggle for parking and struggle to get access to the vital care they need
I can walk to the Wood Road Surgery. I would have to drive to the Lower Green Surgery and its very difficult to park around there
Very convenient location, within walking distance for older people it will have a more detrimental impact
i believe the impact would be difficult to get appointments due to increase in patients
The difficulty in getting to Lower Green. I don't drive, don't qualify for a bus pass and can't afford taxis. Although it could be deemed as walking distance it is approx 3 miles from my home
i am 90 yrs old my wife is 87 yrs old the wood road surgery is convenient and safe to get to
No impact on myself, but other surgery may become very busy
Lower Green already busy
Puts increasing pressure on Lower Green Services
inconvenience of not getting to surgery if no car
No provision for healthcare in local area
I am concerned for elderly and disabled residents of the area, there is one bus that comes once an hour to take patients from the Tettenhall Wood area to Lower Green and this is inconvenient and makes access to healthcare more difficult for residents with no other access to transport. Taxis are expensive, and not everyone can afford that luxury.
waiting for appointments
Older generation won't be able to get to the Lower Green surgery
larger surgery and car park
lower st clinic is too busy without any more patients
It is close for local residents and it creates customer flow without the local area.
Parking at lower green is limited now, will be made worse
I have 2 young children who also attend and I do not drive .
More patients trying to access appointments
Longer distance for patients to travel, inadequate patient care
Very close to home to walk to with children
Access and poor transport links
Easier access to travel to. Lower Green already overcrowded
Not a car owner - difficult to visit Lower green surgery. Dangerous roads to navigate and cross
Just more stress , getting appointment, and have to travel, road terrible lower green

best of times.
If will have a huge impact on the elderly patients especially those that don't drive
Can not see how closing surgery will help sti same amount of doctors.
Increase above capacity and the lower green surgery
Ability to book appointments will be significantly decreased.
Car park is nowhere near big enough in lower street at present- increased patients and cars will severely add to the problem!
Wood Road Surgery is close to several schools and a large housing estate. There is nowhere more convenient to serve all these residents and children. I have been attending this Branch since it opened along with my parents and other relatives and we know how difficult it is to get to Lower Green Branch when we have had to. The inconvenience of travelling elsewhere would cause many to neglect their ailments and any treatment.
Elderly People need a local surgery
It is a 48 minute walk to Lower Green from my home and a 35 minute walk if I use public transport
There are a high volume of patients who are reliant on local accessible services. This is due to age, mobility restrictions, family life situations etc. Centralising services to Lower Green will be a barrier to those who need healthcare and cannot get there easily. Also it will increase the demand on Lower Green and the capacity to treat patients will be decreased. It will be harder to get appointments and quality healthcare needed.
Too hard to get to lower green, no direct bus links, roads too busy not enough parking, overcrowding at lower green
Loss of local practice will be increased travelling in the opposite direction to my business and my daughters school lower street is already congested with lack of parking and waiting times .
inconvenience
There are many elderly patients who will suffer if this closure goes ahead. I don't drive so trying to get to lower Green before starting work will be nearly impossible. I also suffer with mental health and I can manage the short walk to wood road but the thought of getting a bus in times of crisis will mean it's harder for me to access vital support and in all seriousness could me harming myself
It is only a quarter of a mile from my mothers home. It will make it harder to travel
I am concerned patients with mobility problems will find the travel and issue.
Lack of flexibility in appointments. Harder to get appointment at Lower Green, travel problems for elderly & disabled patients from Tettenhall, overcrowding of car park at Lower Green.
Wood Road much nearer, traffic in mornings in Tettenhall
Harder to get to the lower green surgery with mobility issues and no transport
Loss of service for local people, especially those without their own transport. I think it will be difficult to park there and cause problems for the local community with increased traffic and parking issues
Less ease of access to NHS services for elderly and informed patients in the area.
Because it has been assisting people, so it's still needed
Having to travel further to see GP, no direct bus route. Removing the heart of tettenhall wood, knock on effect to the pharmacy.
Poor access / distance to lower green surgery
My elderly mother who has mobility problems relies on a the surgery in Wood Road as she doesn't drive or catch buses. The surgery had been in Tettenhall Wood for at least 100 years well before Tettenhall was built.
Locally available user friendly services from this location. Parking is better, building

access easier.
Patients will struggle to get appointments, which could impact on their health.
Further to commute to doctors, issues with parking and traffic if I am able to drive, or cost of a taxi
Health services are being centralised across the city of Wolverhampton - this is to increase the range of services, maintain quality and manage workload with a national recruitment crisis. Current hysteria will die down when patients realise they will receive equivalent or better service 1 mile away at the home surgery.
This surgery is vital to the residents of Tettenhall Wood. Why would you even think it would be anything but a negative impact on your patients and the community. The locality for one is ideal for everyone local especially if you do not drive or the surgery in a short walking distance if you are able.
Poor direct access to lower street surgery... ie no direct bus route ... disabled and elderly with have major problems getting to surgery and from the car park how are the going to access the surgery as it is up an incline !!!
Difficult access to lower green clinic
Increased wait times for appointments at Lower Green Health Centre. Also there may be patients who are unable to get to Lower Green Health Centre very easily. They are going to find it a struggle
4,000 patients added to an already over stretched lower green?! Jesus we will all be dead before we can be seen my a doctor. It's a dangerous surgery on a main road with very little parking.
Less likely to get an appointment
Restrict services.
I am concerned that I only just live in the catchment area - will I still be able to see the doctors at the surgery?
I live in Codsall and am conscious I am very near the border of the surgery catchment area - will I and my family be kept on?
You are expecting patients, some who are old, disabled, have young kids and/or don't have access to a vehicle, to travel to a surgery that is not easy to access by public transport and already has issues with parking purely due to recruitment issues and costs. The important thing that seems to be amiss from the practices' consideration is the detrimental impact this will have on their patients mental and physical health.
Far too many patients trying to use Lower Green
Distance and lack of transport to lower green, especially during the mornings. Loss of facility will have knock on effect on local business particularly the chemist. No other nearer facility or walk in centre in the immediate area.
I've had to drop a relative off at lower green and the parking is atrocious. Once you centralise all the patients it'll be even worse. Patient who catch the bus also no longer have a bus stop right outside the door.
Elderly and people who have mobility problems won't be able to access lower green surgery without a struggle
Many people will not be able to travel to Lower Green surgery . Parking is already difficult around Lower Green Surgery and having thos efrom Wood Road try to park will have a great detrimental impact on local residents.
Locality , other surgery is too busy will impact on waiting times for appointments and also waiting to actually go into your appointment staff will be put under pressure including GP's, personally lower green is not easy to get to , currently wood road is near to home ,school & on route to work . Will have to find alternative GP which do not want to do as I've been with surgery for 52 years !
No local drs it's unfair
Further to travel. Limited parking at Lower Green.

A GPs surgery is needed in the area
Patient will struggle to get to lower green esp if they have long term conditions. Patients will loose faith in the surgery as can't get there, won't be able to get through on the phone line. Therefore won't see their go and health could deteriorate and then need an ambulance and a hospital visit!! This will put major strain on the ambulance service and new cross hospital. The cost to the trust will be phenomenal and the health and stress on the patient will be extreme. This is being proposed to save money the the surgery at the detriment to patient care.
I don't drive and can walk to wood road, it would be very difficult or expensive for me to get to Lower Green
Well I do not drive so closing the surgery will have a significant affect on me. I would need to catch two buses to get to the lower green surgery which can take up to 1.5hrs depending on traffic. If I am ill this journey would make it even more difficult. So in theory it would take 2hrs plus
People will have to travel much further to a not very easily accessible place using public transport. Lower Green is not on their bus route and the walk from and to the bus stop is hilly and dangerous in some points as the path stops which means they will have to walk further to cross the road or get their buses. For elderly people especially this could be impossible!
Patients are elderly.
We need this practice where it is.
Elderly patients would find it difficult to get to the other branch site
This is the residents of Tettenhall Woods Surgery and we all need it's services.
Too far to travel for older people
Parking issues at lower green, the car park is full before surgery is open due to residents and staff parking. No direct bus service from wood rd to lower green. Elderly are not able to attend lower green.
The docs are spilt over the 2 sites and can only book appt the registered one. Hopefully will mean can access more options.
There are a lot of old people in this area and it is a very easy doctors to get to. Unlike the one over at Lower Green which is a nightmare to get to if you need an appointment before work and the car park is way to small if they think they can centralise everyones appointments
How are the elderly and those without transport able to access service at lower green
More Harder to get appointments
Older people and those without their own transport will not easily be able to get to the surgery on Lower Green.
Patients within the Wood Road area may not be able to travel to Lower Green. Parking at Lower Green is already extremely difficult.
Appointments less available when only one surgery at lower street.
No bus service from Wightwick home address
Will leave people in Tettenhall Wood with no resonable accessible access to GP surgeries
The amount of Elders and people with accessibility needs who use that surgery is massive. The other surgery is not as easy to get to with poor public transport to it.
It is difficult to find a parking space at Lower Green and my sister needs to travel by car as she is not fit enough to walk.
Patients need surgeries that are close to them and GPS that they know.
People need a local GO
Less convenient to go to lower green. I think it will be more congested at lower green for appointments and parking.

The doctors and staff are always helpful and friendly.
The lower green surgery is not at all easy to reach, there is no public transport and the roads are very busy to allow walking.
Difficulty for patients who do not drive.
Although my journey time would increase it would still be closer than my previous GP (before i moved)
No personal impact to my relative as they use Lower Green more. Positive impact on the practice as this will free up staff and finances, enabling them to try and recruit more medical staff.
I regularly travel to lower green as the appointments and availability suit
At first i was dubious but on speaking to staff at lower green they explained the reasoning and reassured me.
After discussions with staff i see that services will be improved even if a little further away than present so it seems a rather balanced impact.
Will have to travel but believe it is worth while.
Affect on our customers.
The wood road branch is very good as it is.
This is worrying there will be no local doctor which i can get to easily.
It will cause great inconvenience to the majority of the 4k patients currently using the facility.
I will definitely need to have home visits
Not so convenient to keep mu doctors local.
People without transport, with children, old infirm will find it very hard up and down the hill or impossible.
Loss of a local surgery the main reason for which seems to be financial rather than logistical.
Elderly will have problems getting to lower green.
The closure of wood Road would severely affect existing patients , especially t6he elderly. infirm who may not have their own means of transport between Tettenhall Wood and lower green
Quality and better opening hours at lower green.
No way other than car to get there. My wife doesn't drive. Patients will struggle to get there.
I feel it will take to get an appointment at lower green.
Entire Tettenhall wood community will lose their GP's
There are many elderly patients who may find it difficult to get to lower green surgery.
As an older lady it is within walking distance, buses are only one per hour.
I will bring my elderly relatives to the other surgery if they can not get there.
Will have to wait longer to see a GP, will have a problem getting down to lower green for elderly appointments if they are the only ones on offer.
patients will have further to travel and have to get used to seeing a variety of gp's in a larger practice
Longer distance from wood road to lower green.
My husband is 86 has dementia, very poor balance needs support to walk.
Parking at lower green is a problem.
Very close to my house.
Alot of people depend on the close location of the surgery.
Many elderly people would struggle to get to lower green.
It is already difficult to get an appointment, more surgeries should be opened rather

than closing down.
Further to travel- congestion at lower green. Less appointments in one branch.
The surgery provides vital healthcare for around 4000 patients. Lower green surgery will not be able to cope with the demand.
My parents 94 and 95 use Tettenhall wood surgery and find it very difficult to get to lower street as they can hardly walk.
Too far away to get to new surgery- no direct bus route. Reducing the service to me not making it any better, can't afford a taxi. Would need a home visit.
Difficulty of travelling and the extra time especially for older patients and parents with children.
Lower green is not easily accessible by public transport and involves a certain amount of walking, too much for older people and disabled patients.
Hard for patients to attend.
Residents from the area need this practice to stay open.
car parking
Travel.
Very local everything convenient. All member of staff helpfull.
Parking at lower green may be an issue. Appointment times for us may become a problem.
Local and friendly and we can normally get same day appointments.
Over crowding at other GP's, less accessibility, possibly more expensive.
Many old people live near wood road surgery so it is very handy for them.
Local community populate an elderly demographic, travel would be difficult.
I like the other surgery because it is closer and I like the staff.
It is closer to my house and I like the staff not that I don't like the other surgery.
I live very local and my children go the school nearby. I a cannot always get appointments and t lower green when I call up.
I do not use the service very often and do not mind going to either surgery.
Wood Road is more convenient as could use public transport if necessary. Parking very limited at Lower Green.
Older people may not be able to travel so far and for an emergency appointment it's quite a distance from the tettenhall wood based patients
I can not make it to lower green due to the distance and the cost, due to my condition I would have get a taxi each time.
There will be vulnerable patients unable to travel to Lower Green
no easy access to other surgery
Lower Street car park is inadequate now. This will only get worse
I have long term conditions to do with my breathing and travelling to lower green would be very hard. I also have young children so it would be hard.
Possibly longer appointment waiting times
Possibly a worse service for the patients.
Visit by car rather than on foot
Tettenhall Wood is convenient, within walking distance, personal and efficient receptionists, appointments usually available without waiting,
Lack of covenience
Unable to travel to alternative site
unless the resources from wood road are transferred and more appointments and surgery space are available I think it will negatively impact service offered to all pts

For old and distance people the access at lower green is not so accessible as wood road.
Distance to travel
Distance away.
Death!! People will put off trying to get a docrs appointment because of all the effort they have to get to the practice.
Residents of entire Tettenhall area who do not/not able to drive, elderly, infirm, young families cannot access lower green.
surgery closer to me.
Wood road surgery is closer to me so I can walk.
closer to me.
For the majority of elderly people just being able to get there and on time due to traffic in the area.
Mainly due to distance and traffic conditions early mornings and night hold ups. Could lead to missed times for appointments.
I don't drive and it wouldn't be as easy to reach another surgery.
1. will be over crowd lower green. 2. would prefer to expand wood road surgery. 3. will be costly long term moving.
I can walk to the surgery, bus service is poor. The parking at lower green is poor.
Access to lower green by bus or car is more difficult and stressful for older people and parents with younger children who live in the larger catchment area westerly from lower green.
I don't drive so it would be extremely difficult to go to another surgery
The surgery is local walking distance for many, Lower green is a long walk from public transport, limited parking.
Many elderly people with no car could have difficulty in going to lower green.
Getting there could be more difficult.
Distance to alternative surgery and lack of appointment flexibility.
Centralisation is not the answer.
More difficult car journey
More traffic congestion as people try to drive to lower green.
Inconvenient for many patients as no direct bus route/ further to walk/ busy main road if driving/ more expensive if using taxi's. Small car park more congestion at lower street/ henwood road traffic lights. Busy (as at Tettenhall wood) when school start ends at st michael's.
Over crowding car parking (lack of space) personally i never have to wait for an appointment. Girls and my doctor are great.
Distance to travel for doctor and prescriptions.
Always treated very well at wood road surgery.
Will not get appointments, bad parking.
Too many patients using an overcrowded facility, difficult parking.
Parking problems at lower green. No bus service to lower green and too far to walk.
Too far to walk from home. No direct bus service to lower green. For car owners- limited parking area at lower green.
Need surgery closer to me.
Easy to get to the surgery, walking distance.
Difficult to get to, poor access for cars if I got a lift to it. Non existent bus service a nightmares
I am patient at Lower Green and 4,000 Wood Red patients being moved there will

massively affect my ability to access my GP
The impact on the elderly would be enormous. Far too many patients for one surgery, no parking facility for such a large number. Impact on house prices and local businesses.
Lack of transport plus walking down steep hill in all winds and weathers with walking sticks, walking aids, wheel chairs- not feasible. Not everyone drives a car.
Cannot get there independently. Not easy to get there without taxi as I am in a wheelchair.
To far to walk.
Cannot get to the surgery on her own.
Inconvenience especially for the elderly.
A vehicle is necessary to travel to lower street when unable to walk far.
Cannot get to surgery on my own.
Difficult getting to lower street especially in cold weather.
I am 94 years old and have to be brought in, too far away at lower green.
Bad for the elderly, lower street overcrowded, car park problems.
Further to travel from home address.
Increased demand on services and staff at lower green traffic congestion due to limited parking at lower green.
Much further to travel
Very close to my house, my age and mobility will cause me problems, receptionists know me.
1 hour bus service from compton to lower green- service finishes from town 2.20pm- miss bus 1 hour wait- unable to walk back.
This question doesn't make sense- closing the surgery will be very bad for everyone who lives close by particularly the elderly, disabled and parents with small children.
There is no single bus route to the Lower Green surgery making it difficult for vulnerable people and non-drivers to get to Lower Green
I am a patient at lower green and believe the closure will have no impact on the care received.
This is an ambiguous question eg. like have you stopped beating your wife answer yes or no
The Tettenhall surgery is not far away.
Old, disabled, no transport.
Negative for patients having further to go.
Transport problems
It would be most inconvenient as i do not drive and cannot walk far.
A local surgery should be local, its worked for the 53 years i've been a patient- need i say more.
A local community with no doctors surgery is nonsense, what about the elderly and people with young families.
Many of the local residents including me are elderly and will find it difficult getting to lower green. i.e. crossing the Tettenhall Road parking, having no car, getting back up old hill, no bus route, people who are housebound and have no carers- How will they get to lower green? This would also impact on house prices as residents would not have a local doctors surgery.
Lower green is more difficult to get to, no bus route or easy parking. Chemist in Tettenhall wood will not have the business and may have to close.
It's further for me to go- Traffic is a problem, A41 will take longer to get an appointment.

Impact on those who are unable to travel to the lower street surgery.
Loss of flat easy access to the lower green surgery from the car park. Busy road is not a safe option for disabled person.
The car parking at lower green is down a slope and about 75 yards from the surgery, no good for the aged or infirm patients.
Travel distance
as a pensioner the lower green surgery will be difficult to access ,the traffic being very busy and often at a stand still.
I don't drive, cannot afford taxis and cant walk far.
Extremely difficult journey to lower green, no public transport.
Very confident it is within walking distance of my home.
It is within walking distance of my home.
Parking at Lower green, insufficient local parking.
Difficult parking
There is no convenient bus service to lower street, particularly for disabled or seriously ill patients. Will be hard for the practice due to requests for home visits.
More patients at one surgery-less appointments. People having to travel further. Elderly and people who have no transport.
The amount of patients that go to lower green will have an impact on getting an appointment.
No way for the people without transport who are infirm or have several children can get down the bank and back up from Tettenhal lower green surgery.l
Old people getting to lower green (no bus route) cant see how another 4000 people can be amalgamated into lower green health centre, which covers another large area.
Problems at lower street and difficult to get to unless you have transport.
Within walking distance from home.
The lower green surgery is further away and rather busy.
I work right next to wood road it is also by my house and next to children's school.
It is opposite my children school and easy to park/get to for this side of Tettenhall.
Difficult for elderly patients to get down to lower street by bus so would have to book a taxi- very expensive around £6-£7
Because we get a 1st class friendly service from all the staff and doctors.
Do not drive, My age is 92 years old.
Parking will be a problem at lower green
Tettenhall wood will be ill-served for access to a surgery and this is a fairly large area.
I regularly see my GP at lower street even though i'm a wood road patient and I prefer lower green
I only visit GP when ill so having everyone at one place means more access when I need it and more options of appointment times.
Hardship to elderly patients and transport difficulties
Further to travel if an appointment is needed at the surgery and less chance of the GP wanting to make a home visit if required There will also be less chance of an appointment due to the numbers being looked after by one surgery. There is a big problem with parking at Lower Green surgery,people with mobility problems are not going to get out of their cars in a safe manner to access the surgery and how are the people who have no car going to get to Lower Green surgery,there is no direct bus route and this would mean at least two buses.Not a brilliant idea for an ill person
Not enough parking at lower green especially as people will need to use cars to get to lower green. The 62 bus stops running at 2:55pm only once an hour.

The wood road branch surgery is part of the local community and a very valuable resource here. It's closure would be a loss and could also affect the future of Tettenhall wood pharmacy another valuable resource.
The elderly, very young and disabled will require private transport to attend and the parking facilities is little better at lower green with many spaces being used as a public carpark.
Elderly and those who cannot drive.
Ability of lower green to cope with the numbers.
It will cause a lot of problems for people who do not have their own transport. You cannot rely on buses and Taxis aren't cheap.
My relative (a long term patient of yours) will not be able to attend lower green. Car parking at lower green is a nightmare, having been there by car on a number of occasions.
What about the patients who do drive and consequently will find it difficult to get to lower green surgery as public transport is very poor to get from Tettenhall wood to lower green especially when my travel by public transport would have to fit with any appointment times as there are often few and far between already. It will just make it even more difficult to get an appointment.
A long journey from home to lower green when ill.
Closure will remove the long standing local surgery and local repeat prescription services.
It will be harder to get an appointment.
Will put people going off to doctors because lower street to far.
I do not think lower green could cope with extra patients (3000?) parking will be very big problem for patients with mobility problems.
I do not think lower green could cope with extra patients (3000?) parking will be very big problem for patients with mobility problems.
The lower green surgery will have a massive increase of patients and if GP recruitment is a problem I don't see how this will improve the service. Wood Road appears to run efficiently and I think it will mean waiting longer to have an appointment with a GP.
Its only right to stay open.
I would hazard a guess the majority of patients in this area are elderly and travel will be a problem for many.
Travel to lower green is very inconvenient and parking is difficult.
The local pharmacy will close
getting to lower green surgery will make life difficult for the elderly, infirm and anybody without a car.
Parking availability (disabled)
Not very mobile. This practice closer.
At the age of 86 its not easy to get to lower green.
I cannot say what people will use.
I regularly choose to attend appointments at lower green as its more convenient.
Thinking about people with physical disability unable to walk far or difficult to get a bus.
Inconvenient
More queing, more parking difficulties, doctors more hassle.
Much greater inconvenience for everyone in local catchment area.
The population around wood road surgery is enormous, travelling to lower green too far. The surgery is 1st class and no we do not accept closure most upsetting.
To far to travel.
Don't want to go to Lower green.

Not a great distance between the surgeries. Doctors will not be 'shared' between 2 surgeries. Wood Road is closed 2 half days and 1 full day so more chance an appointment more quickly.
Services will continue to be delivered at lower street.
Getting to Tettenhall surgery will make life very difficult, may have to call doctor out.
Accessibility and availability.
Cross over crowding both patient wise and parking.
Walking to lower green would be impossible- 85 years old.
Getting to lower green- 86 years old. Up hill and down hill 1 and half miles.
Wood road is local and within walking distance is smaller and feels more personal which is important when elderly OAP's
More difficult to come to.
Wood road is within walking distance. Lower green has limited parking which will be a problem if wood road patients go there too.
People who dont drive will have problems getting to lower green even the bus service is very poor.
Difficult to attend
It would be a loss for the community asset
Too far away from my address
Lower Green difficult to get to
If patients do not have transport there is no way of them getting to Lower Green except by taxi. Particularly if living the the Wightwick area where there are no buses.g
I am a senior citizen and do not drive. Wood road surgery is in walking distance for me, I have been a patient at that surgery for 60 years.
Distance and location
It would be better to have all services in one place and not have to go to other surgeries to see your own doctor.
I am physically disabled and my wife has dementia so it will be difficult to get to lower green and if we could drive we probably would not be able to park
There is known to be a national shortage of GP's and closure of the branch will bring more patients to lower green surgery thus causing a shortage of appointments
Home visits are already greatly reduced. The elderly have problems if they are unable to drive. The local bus service is not a good idea if a patient is infectious. Parking is very limited at Lower green and not easy for those who are immobile from the carpark.
Difficult to get to lower green, especially for older patients or younger with young children. Parking limited at lower green.
Difficult access without own transport particularly for elderly
Difficult access without own transport
I can walk to wood road however lower green would probably kill me.
There is no other convenient surgery for elderly and disabled people or people with no car.
Travel could be an issue for other residents that live further out but it doesn't effect me.
Driving to new surgery and finding parking places
Distance to lower green. Effect on chemist
As an elderly patient the surgery is in the right area/position for my welfare.
It would have a terrible impact. How are vulnerable sick people meant to get to lower green its disgraceful. A surgery is needed in the area.
Waking distance, No buses.

Concentrate limited resources
I would find it impossible to walk the distance. How would the others from Tettenhall wood manage to get there. I would think twice before going to see a doctor.
I am 79 year old and suffer from arthritis
Not everyone has a car. How are elderly patients going to cope.
I have to rely on buses or walk which is getting more and more awkward
I take my prescription into Tenttenhall wood chemist, so close
It is local, it gives the option that if lower green are full and have no appointments there's always wood road as a second option.
Convenience and it has served the paying public a long time
The lower green surgery will be less accessible for the people in the Tettenhall wood/compton area without their own transport.
An even longer wait to see the doctor could mean the closure of our chemist shop.
A longer wait to get an appointment and a long walk from the Number 1 bus along lower street
Travelling much further and difficult due to heavy traffic. Very difficult for people with no car, no bus service.
There are no other practices nearby.lette4 from
Extra travelling for patients causing difficulties for those with mobility difficulties and those without personal transport
I am over 80 and not very strong and I'm not confident about getting about. I would find it a struggle to get to Lower Green and am frightened of crossing the Tettenhall Road.
I am a pensioner. Lower Green is not within walking distance. I do not drive. Even if I caught a bus, I would have to cross dangerous roads, particularly when returning. The hill from the surgery is very steep to climb, as is the walk from the car park were I fortunate enough to get a lift. It would also take a long time to get there through rush hour traffic which is when most appointments are. I am also responsible for taking my 88 year old mother to the surgery. She has a heart problem and would not manage the journey.
Cant walk there or easily get there by bus
Loss of vital village facility, poor transport links to Lower Green from Tettenhall Wood
Although I am registered at Lower Green Surgery, I am worried about the large number of people who live near Wood Road and who may find it difficult to access the other surgery.
In the long run more Dr home visits, more A&E and 999 call outs plus NHS beds been taken up future will be a reactive services costing 1,000's to a better preventative service if Wood Road stays open.
Access to the location and capacity of Lower Green surgery and car park to deal with substantial increase in numbers of patients.
I will bring my relatives to Lower Green this surgery provides a great service to all its patients what ever age and everyone needs to make sure it carries on. If the residents of Tettenhall Wood are so enthusiastic about this according to what you read on line then get together and fight for a better bus service to support the surgery and the local community
Seems counter-intuitive to close a surgery in a popular retirement location.
Parking situations. Delayed appointments
I believe we should have a surgery for all the residents of tettenhall wood
Local service lost
There is not enough information on the proposed operating model to know if you will offer an improved service through centralization

The proposed closure would affect the immediate needs of the local community, ie Tettenhall Wood which is a community in itself.
Further to travel to see the doctor. Will need to travel by public transport, 2 buses, rather than 1 bus at present.
1 - Travelling for those with mobility problem. 2 - The increased amount of patients in one place, possibly more difficult to get appointments.
On me personally no impact - on people who have routinely used Wood Road a negative impact
I think the situation is a complex one. I can understand the problem about the recruitment of GPs since it has not been possible to replace my previous GP Dr Bright with a full time replacement. Closing Wood Road is rather a drastic solution because of the large number of patients mainly elderly and those with young children who will be unable to access easily medical services. Will the surrounding practices be able to absorb such a number and also provide the excellent service which we now have.? Perhaps the recruitment of trainee GPs and a Nurse Practitioner would ease the load. Other practices have diversified in this way.
Difficulty for local patients
All local patients will have to travel so much further.
Detiorating service
Total Inconvenience and lack of Service
Its a long walk from Tettenhall Wood to Lower Green. Centralisation in Lower Green is not in the interests of patient care but is a consequence of government attacks on the NHS which should be opposed.
Travel for older patients who have no transport
Inconvenience for the reasons below
Because where lower green is located it is at the bottom of a steep hill which will be difficult for for people with mobility problems and I would have to catch a bus to get there
Lower Green Surgery creates its own problems without adding to them with parking!
There is a serious problem with access and parking at lower green surgery already without adding to it
5000 patients will have difficulty with rrelocation
First of all it is well used and part of the heart of the community. This will be a loss meaning more NHS beds been taken up a greater cost to the community and local business. More people will suffer because they can't get to Lower Street so putting off meaning late diagnosis more serious illness all putting more of a strain on the NHS. Saving now will only create greater costs for the future. t
Lower green surgery too far away.
Parking a nightmare around Lower Green Practice and appointments will be more difficult to make probably unless more doctors available for linger every day.
Convenient to home.Can walk there. Would need transport to Lower Green.
Difficulty for people to get to Lower Green from Tettenhall Wood, especially the elderly.
i often go to th eother surgery cos of the times they offer
am an currently pregant and often travel to the other surgery as the appointments fit with my busy shedule
i am currently a apatient at Wood Road and often sway towards appointments at Lower Green as they are more convient - i have spoke to staff at Lower Green who have taken the time to explain the reasons for the proposed closure and in all honesty - i can totally see the surgerys view and understand the proposed changes
No other gp surgery in area, no direct bus route to lower green, poor parking availability at lower green

Lower Green is a limited site with sloping access.
Wood Road Branch Surgery is convenient and has ample parking. Parking is big issue @ Lowergreen branch - un-acceptable
It may increase traffic and cause increase congestion at lower street
Influx of patients to the Lower Green surgery - will this hinder gaining a timely appointment. Is the Lower Green Surgery big enough to utilise all requirements of local population
More parking available around in Tettenhall Wood
Wood Road offers a really good service & Lower Green is very hard to access & park I do not drive, so if I need to visit the surgery in Lower Green I will have to take a bus and then walk for about ten minutes.
When we bought our home one of the major considerations was access to a gp practice within walking distance as a safeguard for a time when we can't drive. Clearly wood rd has offered this and has always offered us an appropriate and responsive service. Lower green is not accessible by foot or public transport
Difficulties travelling to the Lower Green site for our elderly community, losing part of the village community amenities
I can walk to the surgery, i would have to drive to Lower Green. i find the service at Wood Road excellent, both clinical and administrative staff
Loss of a local facility for many people who can not drive or find it difficult using public transport which still means a downhill and uphill walk from tettenhall road.
Harder for Patients in T.Wood area to get to Lower Street - particularly those who are Elderly/have poor Mobility
further to travel to see the doctor
For many elderly residents the trip to Lower Green is much too far, and there is no good public transport service. People with young children will also find it difficult. Traffic at A41 junction is awful and parking is awful at Lower Green.
Too much for one surgery to handle
potential for overcrowding in waiting area, queues at reception and at signing in machine. Parking is already difficult at Lower Green (my mother is a patient there & I take her.
Moving to the other surgery will impact on waiting times getting appointments and parking
Should be easier to manage the shortage of doctors
increased wait time for appointment
Increased numbers to other over subscribed doctors
Firstly, it'll be harder to get an appointment at my doctors(lower green). It'll also be difficult for patients of wood road to access a different surgery due to the proximity of it.
I do not know what the impact will be and the implications for patients, and for my I do not know what the impact will be for patients, doctors, other staff,chemists,parking, travelling.
Elderly people and members of the community will be inconvenienced by the closure.
Congestion in Lower green surgery
Accessibility
it will be detrimental to accessibility of health services in the local area
Fewer appointments available, too far to travel
The practice is a vital and much needed part of the community
Travel to lower street may be difficult for older patients and young families who have no transport, or those with mobility issues. Parking at Lower street is also restricted for those who would have to drive.

GPs will not be doing more sessions, so the same number of overall appointments will still be available. It just means they are available only at one site.
availability of access. Presently we can go to the Wood Road surgery and come by car if the need arises. When we have been directed to the Lower street practice we have found great difficulty in car parking and there is no accessible bus route. The surgery is over a mile distant should we have to walk. walk
All funding will go to one main surgery
Services will be less readily available and accessible because they will no longer be in the neighbourhood.
It's serving the local community well
The people who live close to the surgery and can't get there by private transport
It's a lovely surgery serving a lot of patients, very handy for all local patients; very disappointed to learn about this PROPOSED closure, would be a massive loss to the local community
Parking is easy at Wood Road
Too young to drive so need to walk to my GP surgery
I can walk to Wood Road and I don't drive
I cannot get to Lower Green easily
Travelling to Lower Green surgery is troublesome as I often visit my GP with severe back pain
Further to travel, lack of parking space and ramp difficult for wheelchair access
It is the only surgery serving a large number of residents
The surgery is a focal point for residents and will result in a significant drop in footfall for local businesses
Too many patients to see the already overworked doctors so less time with the doctor.
i live an equal distance from the two surgeries, but prefer to go to Wood Road
less convenient
inconvenient
More travel, more congestion at other practice
IT
Harder for people who don't drive to get to.
Further distance to travel
Distance to Aldersley more than twice as far
To many old people Will die , getting to lower green crossing of tettenhall road
Some patients might have difficulty travelling to Lwr Green
For regular users of Wood Road Surgery
It is very difficult to get into the doctor, the current telephone system is not sufficient and it is very frustrating when just trying to call
More patients at lower green
Feel it will have an impact to local residents who are unable to travel to another surgery.
Large increase in traffic and parked vehicles around Lower St & Aldersley Road
The reasons given out so far by the practice have been very vague e.g. "it is not sustainable" with little or no explanation. Closing a site will mean many patients have further to travel. On a local level it will add to traffic and journey times; on a macro level it will add to climate change which the BMA sees as the single largest health risk.
There are many older patients who would find it extremely difficult
patients will be disadvantaged re travelling/ parking - appts if other GP's are reducing hours

difficulty in travel to lower green
Access and parking are my only real concerns
Concerned about the impact of appointment availability
It will cause an increase in patients at the Lower Green Medical Practice and harder to get an appointment
It will have a terrible impact on the local community. How will local patients travel to Lower Green if they dont have a car? As it wasnt possible to book an appointment for my child recently, its not as if there isn't a demand for the surgery. Where will people park at Lower Green? There is already problems with parking and you will have increased traffic because of patients being forced to go to Lower Green. What about the residents close to Lower Green having to put up with this inconvenience?
There will be no doctors surgery to serve the immediate area. The trip to the lower green surgery is not served on a bus route. The parking at lower green is already abysmal before the introduction of more patients. I am a new mum and regularly visit the doctors at wood road with my boy and it is currently within walking distance.
It is hard enough to get an appointment as it is
more difficult to get to the main surgery by car, though easier to walk to.
The closure will disadvantage the elderly from that area.
added parking problems at lower street. it is almost impossible to park at the moment
Appointments are difficult to get with a doctor with 2 surgeries so trying to get an appointment with 1 surgery will be difficult. It is also more travelling for me to get to from where I live
Can't travel easily to lower street
No local surgery for the residents of Tettenhall and Compton.
One practice having to serve a major increase in patients
Further to travel for me and my family. The setting can be intimidating for small children.
A lack of an accessible doctors surgery on a public transport route for the residents of Tettenhall Wood.
Tettenhall Wood needs these services to cover this Regis area. The Green is not accessible by bus for young and elderly. Plus there is not sufficient parking. This idea is a complete joke and probably behind it is a concept to develop it into housing and make money for a developer and back handed to some councillor. Come on folks find the money and fix the problem. I pay nearly £1500 in council tax and I'm one house.
Wood Road is closer and I can get to it by scooter
Having visited Lower Green Surgery parking was very difficult and adding more patients to that surgery will make this issue much worse.
Can't get to Lower Green Surgery. Bus along Wood Rd drops me right outside
Accessibility will be reduced at that end of the practice area and overall there will be a reduction of surgery sessions available
I am concerned about the impact on all patients of the closure of Wood Road surgery.
difficulty in patients getting to Lower Green and no direct bus service. The atmosphere at Wood Rd surgery is really nice and very friendly.
Traffic, Car Parking
I feel the service will be greatly affected moving everyone to one sight, getting through to make an appointment.
As a mother of 2 young boys who doesn't drive it would make it extremely difficult to get my children to lower green wood road is close to the schools so makes appointments easy to attend around school times, I think Tettenhall Wood as a whole would be disadvantaged with care many elderly patients
It's too far to travel to lower street no local buses to get there

Less accessible service
I do not wish to have to travel all the way to lower green with sick children. I don't always have the car and getting to lower green surgery will be difficult with sick children. I like having it where it is
There will be too many patients crowded in one surgery at Lower Green.
Infrequent public transport
Elderly people will have trouble getting to the Lower Green area
Travel to another go, will I have to find another gp
Taking away a valuable local resource for all patients
I have always gone to lower green
No parking at Lower Green, harder to get to, can walk to Tett Wood
No other surgery in the area, others too far away. Disgraceful, vulnerable patients at risk.
wood road is an exemplar of health care i have received exceptional service from the staff there. parking is already an issue at Lower Street the increased patient load would make it impossible
increasing the footfall by 50% into the lower green clinic that is already at capacity.
Further to travel and less convenient.
Recently we have been able to book appointments at either surgery, which has been much better. I have used both surgeries over the years and feel it would be a great loss to the tettenhall wood community to lose its surgery. Not everyone has transport and there is currently no direct bus route from tettenhall wood to lower street.
I'm a mum of three kids and I can't drive this surgery is on same road I live in my dad is also a patient there so in the result of closer of this surgery will be a big disappointment for me
Wood road surgery provides a wonderful service and is conveniently located for not only myself but also for my son, who has cystic fibrosis. It's comforting to know that his surgery is so close to our home should we need to see the doctor urgently, which on occasion, we have.
Older patients, like me, who do not drive will not be able to get to Lower Green Surgery. The most accessible bus still means a long walk to the surgery. The suggestion that patients take taxis is unrealistic. Please do not just drive through Tettenhall looking at the large house. Most patients in this area live in terraced houses and not in a financial position to spend approximately £15.00 on a round trip to visit their doctor. I found this insulting.
Public transport doesn't serve it and there are too many patients
Can not walk very far
Very hard to get though on phone to make an appointment it will make it impossible. Hard to park Tettenhall wood even harder at Lower Green if merger how can any one park.
I do not drive I like the surgery here it's better for me to access
It is close to where I live.
With more patients asking for appointments in just one location surely it's going to be even harder to get an appointment. Also there surely isn't even car parking space. Some patients will struggle to get to lower green. On occasion travelling there from perton we have missed appointments due to being stuck in traffic - and yes we have allowed double the time to get there. Having to make and wait for another appointment was ridiculous. This will happen more often when wood road surgery closes.
Loss of local facility
Travel and parking

Location, people don't want to get buses, travel far.
Access to Lower Green will be difficult, Parking frequently unavailable, far too far to walk and not on public transport route from Tettenhall
The proposal to move all patients to Lower Green can only result in worse overall treatment and lack of care due to overloading of Lower Green, lack of car parking for 3,000 additional patients to say the least.
less appointments available for patients
Down grading the local community
Lower green is hard to get to if you don't drive. I have monthly scripts that cannot be sent electronically, moving would make collection and ordering plus appointments difficult.
I believe centralising will worsen the service and increase waiting times.
Parking will be an issue at lower green
Access
Local people will not be able to get to lower green ,can't afford taxi.cant get appointment now what will it be like if it moves not on bus route would have to consider joining Newbridge practice.
Easier to get there
I for one will find it very difficult due to mobility
longer waiting times to be seen and transport issues
I think it may affect appointments slots/availability; I imagine a lot of people will struggle to get to Lower Green; the pharmacy next door will be affected. Surely there must be other options eg bringing in services from elsewhere who don't have an ideal base etc. Eg. Counselling services?
Very difficult to park at lower green, the surgery is already very busy without adding patients from wood road. I feel it will be almost impossible to get an appointment if the surgery were to close. As a mom if a newborn it is also very convenient to get to wood road with the pushchair without having to drive which will be a huge concern for many of the elderly in the area as well as other moms
I walk to clinic would not be able to get to lower green especially for calling in a 8am to get appointment that morning I would never get seen!
Who are you putting first patients or doctors convenience.
My father doesn't drive. And feels confident about attending wood road
I wouldn't be able to easily get to another clinic due to physical disability.
How are people elderly, ill children, ill yourself expected too walk too lower Green with no transport or cost of taxis
Access for OAP's without transport
Access issues....lower green is a considerable distance away
Lower Green surgery will become over loaded
I would like to see your equalities impact assessment, as I think this will have a particularly negative impact on disabled, old people and women and your consultation information does not explain any mitigations.
For non drivers it isnt an easy place to get to.
I live near this surgery
The alternative is way out a disaster especially old folk and mothers. No bus route, car park at lower St. Will not cope with extra cars which happened to me now.
There's a shortage of GPS already
Not enough car parking space as it is. We need as many places to stay open now with all the pressures.
Longer wait times, further to travel

The surgery is used by a lot of local people and the service offered there by doctors and receptionists is second to none.
I use the surgery often and feel this would have a negative Impact on my life as I would find it extremely difficult to get to the other branch
its closer for me to get to and being closer means heart condition i can walk there
More patients trying to access appointments at Lower Green, with less appointments available.
lack of appointments, over stretched resources, access to lower street (public transport not good)
So many people like myself will no longer have a surgery within walking distance. I have two young children and often need access to my Doctors Surgery for various reasons and it is already extremely difficult to get through on the phone and get an available appointment. I have two small children and the last time my daughter had a bout of tonsillitis (which she frequently does) we ended up in the walk in centre for hours which is NOT GOOD with two toddlers. I fear if the surgery closes I will end up there every time I need an appointment! I had this problem with my previous Doctors and upon moving house I found Wood Road Surgery to provide a much better service. It is a very sorry state of affairs if this should change for the worse. Nothing positive will come of this.
Elderly will struggle to get there on foot.
Even fewer opportunities to get an appointment
Elderly and those without transport may find it difficult to get to Lower Green Surgery
Think it's easier to have GP located in one surgery as oppose to doing half surgeries at both as it currently is. The current set up means that sometimes you are travelling quite out of your way for a quick appointment.
I would have to get transport to lower green. Be more difficult to get there.
It's very local to me. During my pregnancy it was useful and now with small children it is in my doorstep to visit when needed. Lower green I struggle for parking especially with the children. The parking spaces are usually full so I have to park on a busy road which is unerving.
Lower green is difficult for us to get to as a whole family
I have to take my mom in the car as she can not go on the bus to Tettenhall as her walking is restricted it is very difficult for the elderly to get to the other surgery if they have no transport I can't always take my mom to her appointment all the time and she struggles to get to Tettenhall Wood surgery with out me let alone Tettenhall
Lower green much further away, lack of parking on site and surrounding area. Surely there are the same GP between the two sites regardless of where the GPs are located.
May limit access to doctors
I have a disabled son and it is nearer to get to
Difficult to get to and also park at lower green at certain times due to traffic.
It's a little village surgery and would be sad to see it close.
Negative impact due to longer distance to Green
There are too many people dependent on this surgery who have difficulty accessing other surgeries
just inconvenience
Its far to travel less appointments
There are a lot of elderly residents in Tettenhall Wood that the GP surgery offers easy access. Lower St is not easily accessible by public transport and the car park is small for the provision of services.
I truly do not want the wood that as surgery to close it's fantastic for me and my son .. such a lovely surgery .. always seems busy .. so convenient

Difficulties for the elderly and harder to get appointments
It's hard to get an appointment now so putting it to one surgery will make it it even harder.
Pressure on doctors to see all patients. Opening hours?
My parents are in 90's and will find it extremely difficult to get to lower street.
It was always possible to get an emergency appointment if Lower Green was full
Main impact will be on those without transport - so if the surgery closes this will make it difficult for them to reach Lower Street
Lower green harder to get to
I can walk to Wood Road surgery which makes this convenient.
Harder to get to lower green at busy times and having to collect some prescriptions will be very time consuming
I'm a lower street patient but it's hard enough getting an appointment now what's it going to be like with all the wood road patients going plus lower street are always sending us to wood road if they haven't an appointment and wood Rd have
I'm agoraphobic and have managed to get to wood road surgery on my own. If it closes and I will struggle massively to get to lower green! I have 2 children and one of them is a newborn. I am very concerned about how I will manage when me or my children need to see the GP
I suffer from non-epileptic seizures and I am suffering upto 50 a week. There's no way I would I be able to attend a surgery further away
Overcrowding and reduced quality of the service at the lower green surgery due to an high increase in patients.
People will struggle to get to another doctors
The lower green surgery does not seem well run at times so extra patients through its doors may mean more chaos. There will also be parking issues.
Lower green may not be as accessible for those living in Tettenhall Wood and surrounding areas. For example, I am aware of a number of elderly patients with mobility issues who simply will not be able to access the lower green surgery. As well as this, it will also place higher demand on lower green surgery, meaning there will be less availability of appointments.
I feel this practice is important for immediate surroundings including the livelihood of the chemist and elderly residents who may find it difficult to access lower green extra strain on pharmacy at lower green and also inadequate parking at lower green
Many will Struggle to get to Lower Green .
It's close by
It will increase the amount of patients who will require appointments at lower green thus making it much more difficult to get an appt when needed. This will cause longer waiting times to see a GP
Patients without their own transport would struggle to get to appointments, this would increase home visits and put strain on other services such as 999
Older people not being able to get to lower street due to hill after getting off bus and incline to catch bus after appointment discussing are these people going to to have house calls
Further for people to travel. Parking problems at lower green
Local surgery to me
I have walking difficulties and I don't drive so this makes the lower green surgery very difficult to get to. I'm really concerned to where I would be able to go if the Tettenhall wood surgery closed.
More spaces for school parents
Appointment, parking, actually getting there even if lucky enough to get a lift

Elderly residents will find it difficult to access care, also we regularly use the practice
This proposed closure will cause untold inconvenience to a lot of people. Lower Green doesn't have enough parking space as it is. There is no reliable bus service.
Will be impossible to get an appt at lower green
I've always been so impressed with how easy it is to get an appointment. That's really important to me as I have felt like a burden at my previous GO practice and this has put me off booking appointments, resulting in me remaining ill for long periods of time.
Local people who cannot drive, will not be able to access lower green due to distance.
Further for patients to travel
There will be less appointments at lower green making it harder to get one
Although Tettenhall Wood to Tettenhall isn't far it's a difficult couple of miles to navigate especially in the rush hour and having to negotiate those lights. Having everyone go to lower green will surely make it ten times harder to get an appointment. I've seen it happen in other villages which simply cant cope with the sheer amount of people and wait times can be two weeks!
Sometimes it is hard to get an appointment that is convenient, so I can only assume that it will be harder to get these appointments when there will be an additional number of other patients from the Lower Street surgery all vying to see the Dr.
It would mean people potentially have to travel further for medical appointments and there is also the fact that additional trips could have a negative impact on the local traffic, parking and pollution. Also concerns me with more people using the 'main' surgery that if you have a late afternoon appointment you potentially don't get a car parking space as you are fighting with the school run & parents using the car park, and then the locals who seem to consider it as their personal car park/drive
Another empty building and need to drive a car to get to the doctors
Poor transport options to Lower Green , loss of Dr's surgery to residents of Tettenhall Wood
My father is 86 and not very mobile. He has no relative within an hour and a half and is very upset by this.
Very limited transport links to lower street from this surgery.
Lower Green very inconvenient to get to without transport
Many people will lack local service. A lot of people in Tettenhall Wood are elderly and may struggle to travel to the village centre.
Lower green will not have the capacity
Considering the area is predominantly people that are retired and elder, transporting further to the alternative location causes a disturbance to the patient and can cause many risks.
Too many patients for Lower Green surgery to cope with!
Due to traffic around Lower Green Surgery I recently attended for a Blood Test - Aldersley Road was closed, I tried to park in the road off Lower Street only to find parked cars all the way up, so had to park in the main road. It was absolute chaos - an accident waiting to happen, plus it was Bin Day
Because my age is 79 and have extreme difficulty walking and don't always have access to a vehicle
It would be a negative thing to close
Tettenhall Wood needs a local in the village surgery, I do not drive and T Wood allows me to walk locally and keep my appointments. Even though the Drs is not open all week (half day Wednesday and closed Friday's) I feel the T Wood patients have been shown patience and acceptance that their local surgery has limited hours and we have been very accommodating with the changes and feel another big change is grossly unfair to the people of T Wood no matter what your age ability or disability

The surgery is close to me and all my family we do not drive and it would be more difficult for me / us to hAve to get to the surgery we would have to have extra time off school work which would n k
Too far away for those unable to drive or travel. Local to the community. Near schools for before during and after school therefore children missing less school.Access closer for appointments that can be accessed on foot. no need to use car(environmental issues) Bus route not on lower green bus road, difficult to get to for a lot of people.
A very negative impact on myself and my family local area needs this surgery to stay within the limits of a huge amount of its patients. The area needs a local GP surgery and to make us all move is not a good proposal to those who 1.Do not drive 2. Cannot access cars,buses or walk far. This will h ave a negative impact on the whole community.
Lower Green not readily accessible from Tettenhall Wood
Not within walking distance
Where will the extra car parking be situated at Lower Green? Have visited there before and been unable to park. Will/ has the car aprk a minimum stay time to stop local residents parking there? Will there be more disabled spaces? Whist is will relieve doctors from travelling between surgeries and so saving their time how will it make their hours more flexible?
I am elderly and housebound and my daughter cares for me. So a closure would affect her time and with difficulty parking at lower street.
I live closer to Lower Areer branch
The knock on effect at lower green will mean long waiting times on the phone and getting appointments
It is very convenient and easily accessible to go to wood road surgery.
Appears to be a contraction of services delivered. No data points have been provided but only conclusion I can reach is that the amount of doctor an nurse hours available will be reduced.
I have multiple sclerosis, don't drive and can't get to lower green!!
Not good for patients who cannot get to lower street, who don't drive, elderly patients and patients with small children
I am concerned elderly patients at wood road may find it difficult to attend lower green
If there are fewer GPs I don't understand how you will be able to provide a more flexible service at one location instead of two
Appointments are already difficult and centralising is likely to make this worse. It will also likely significantly impact on Tettenhall Wood patients (particularly elderly and low paid) who do not drive as they will be less likely to travel the 1.5 miles to Lower Green.
I am a carer for my elderly parents who live in the Tettenhall Wood area. The branch has a very elderly community who could struggle with the additional distance to lower green. In addition there are some vulnerable families living within the Tettenhall Wood area. Losing their local surgery will make some of these families more vulnerable.
Putting pressure on other centre and possibly longer to seek medical appointment
My 5 year old daughter, who is a patient relies on the Wood Lane surgery as it is close to her school, (Chris Church) and means qwe can walk to the surgery if she needs to see a doctor. The alternative means we have to drive
Will affect people unable to get to Lower Green independently e.g. local elderly people, and there will be increased parking problems there.
This surgery is very convenient for me and I'll have to travel to lower green surgery. It will make my life difficult with two young children.
Lower Green surgery more difficult to get to.
I drive and both surgeries are approximately the same distance from my home

It will impact the waiting time for an appointment if everyone has to go to Lower Green. Plus car parking at Lower Green is bad as it is without the influx of additional patients. Closure will also have an impact the chemist at Wood Road
Mainly distance from Home.
Will affect residents of Tettenhall Wood
More pressure on pharmacy at Lower Green.
Lower Green is some distance especially during rush hours
carparking---a very serious problem for older people
Negative for local community, especially elderly without transport.
Not quite so convenient to get to Lower green.
Lower Street is not very accessible by public transport and a long walk
More difficult to get an appointment
More patients going through Lower Green less chance of appointments and car parking will become busier.
I have always used Lower Green
It's so difficult to get an appointment now, how can that be managed when 3,000 patients are going to Lower Street!
Better to have all resources in one place
I am 90 years old and have no means of transport to get to the surgery in Tettenhall. It is not on a direct bus route, I do not drive. I recently fell and broke my hip and had a hip replacement, I would be unable to walk to the Tettenhall surgery and back.
Pressure on Lower Green, cannot cope with parking at present
too many patients at lower green surgery
It may mean harder to get appointments at Lower Green
Impact on available appointments at Lower Green
Since we have a car this will not impact us greatly
I am also a carer
The car park at Lower Green is inadequate for the extra patients, it is difficult to park there at the moment.
Increase in number of patients attending Lower Green
Increase in patients, so there may be difficulty obtaining an appointment when required
Pressure on services at Lower Green
It is likely to become more difficult to see our doctor within a reasonable timeframe
Lower green would have to many patients.
A lot of patients use this practice , some unable to get to lower green easily
For those elderly patients who cannot get to lower green as no direct bus route
Access to Lower Green by any other means than car is difficult for those who have no car. The elderly and those with small children will find this difficult.
I work some distace away and can only get there at specific times and Wood Road is near my home.
At present we are able to get an appointment relatively quickly(usually that day), would this change if all patients at Lower Green?
I moved to this surgery as nearer, also helps support me when I have to bring my children to the surgery during work time as they go to christ church so only across the road
this surgery suits my needs and the way I go and come from work I pass the surgery
Convinient as have children at christchurch so able to take out of school if emergency and return within a small period of time

Car parking issues also the availability of seeing your doctor with a larger patient base .
The number of elderly patients who live within one mile of the Wood Road surgery will have difficulty in travelling to Lower Green because of the increased distance. I find it difficult to understand how a more flexible and efficient service will be available to such patients who already experience delays in obtaining appointments at Wood Road will have a better service at a surgery that will have to cope with possibly twice as many patients as at present. The waiting room at Lower Green is already frequently crowded and there is limited parking facilities for those who can travel by car. The parking at the Lower Green surgery already has limited space with numerous vehicles parking on the adjacent roads with the probability of further on road parking leading to accidents and traffic problems which already occur at rush hour times. This is a serious matter which must be resolved with the City Council and other traffic authorities before any action is taken to close Wood Road with its parking facilities.
Even more pressure on inadequate car parking at Lower Green
This Surgery is closer to where I live and I've experienced a better service at this surgery more so than lower green surgery. I also feel that this will have a worse affect on the overall care that people get due to it causing over crowding environments in lower green and less time available to see doctors due to this changing.
i assume that closure is proposed because of not being able to recruit GPs or having 2 branches is not cost efficient, but even having wood road open just a few days of the week would be very useful. reasons: distance to other branch for people living closer to this one, the traffic issues between the 2 are horrendous, worse for very elderly or parents with very young children and parking better here. personally I live nearer other one but happy to go to either. Also- work as a pharmacist closer to wood road- we find it hard to go to Lower green to get paper scripts as the traffic is bad and worse 9-10am then 3-5pm. customers who live near us find it hard too.
Centralising services will make the service more efficient and a better use of resources
Efficiency and best use of resources
I use public transport so will be harder to get to Lower Green
I'm happy to attend either surgery.
I will struggle with transport to Lower Green
Suspect it will increase pressure on Lower Green Surgery
Covers huge area. No other drs in tettenhall wood area. Extra strain on lower green.
Patients who use Wood Rd may have difficulty in attending Lower Green.
In comparison to other practices in the area Wood Road Surgery currently provides a much higher standard of service. Appointments are always prompt and timely without any of the lengthy waiting times experienced elsewhere. At present the surgery is easily accessed by public transport and also has excellent parking facilities.
lack of convenience to visit surgery, poor parking at lower green, increased numbers at lower green, greater distance for sick people to travel
Have to travel much further for consultations
The wood road practice is easier for me to access
traffic is so busy at lower green to get to and poor parking
Difficulty for patients without cars. (That won't affect me)
Distance to the lower green surgery
Less choice and not as accessible
It is a longer distance from my home
Difficulty for large no of elderly patients to access lower street
Reli it patient choice and noevidencetosupportassertion that Lower Green could coffer better patient service as a stand alone surgery

Lack of accessibility for patients and subsequent impact on secondary & emergency NHS services
Concerns of possible longer waiting times at Lower Green surgery.
overcrowding of surgery due to influx of extra patients/visitors
There will be lots more patients trying to get appointments at the same practice. My son has special needs and I don't want to travel further and to a busier practice to see a doctor. My son has a heart condition and asthma.
car parking at Wood road is a nightmare - i think all services under one roof will benefit my family as more availability of staff
Easier to get into wood road surgery.
Wood road very convenient
Patients will have further to travel and the car park at Lower Green is situated down hill and about 70 yards from from the building which contains the doctors surgery's which for the elderly or infirm patients will require assistance
Wood Road is more convinient
If patients need to travel further they may stop attending when they need to, it may mean that the Perton GPs become Tettenhall Wood's closest to walk to, but Perton GPs don't accept Tettenhall residents
Elderly people will find it difficult to get to lower green from Tettenhall & Tettenhall Wood
difficult to get to lower Greenas its not on a bus route
Difficulty for Wood Road patients to get to LG as no direct bus route and car park too small for extra patients at LG. Very busy roads for elderly and those with young children to have to negotiate.
Accessibility of Lower Green for those patients who use Wood Rd
Much more pleasant experience to visit com[pared to Lower Green
more difficult to access
Lower Green is further to travel to. It is good to have a surgery which is in walking distance and convenient for busy family life with young children.
Patients who do not drive cannot easily get to Lwr Green. I also suspect that there will be a longer waiting list to see a GP if centralised and will be questioned more intently if I phone for an appointment.
Access to lower green surgery for people who live in Tettenhall wood if they don't drive or cant without support If services are centralised what will be the impact on the already inadequate parking arrangements at lower green.
If the surgery did relocate i would change my gp surgery as i feel it should remain where it is
Will be more difficult to get appointment with Doctor.
Negative for convenience of location and for those without transport but positive in terms of Lower Green being a better run branch.
Patients local to the current surgery will be disrupted
lots of the public depend it being there.
Lower Green harder to get to at peak traffic times. Insufficient parking facilities
The people with no transport will have to catch a bus to lower grean, then walk down the hill to the doctors on the Aldersly road then climb back up the hill cross the road to catch bus back to tettenhall Wood, the old people will not be able to do this, not every one has a car.
I am in the process of changing my GP surgery and was hoping to attend this one as it is local to me.
Lower green appears to have excellent facilities and it seems to be unecessary to have two centres
Very convenient location, helpful staff

It's an essential service within our local area. Plus our family have established trusted relationships with surgery staff who know us.
My mother is 76 & this surgery is close for all our family
Elderly members will not be able to use the facilities
It will be difficult for elderly patients in Tettenhall Wood to get to Lower Green
Patients from Tettenhall would find it difficult to travel to Lower green if they do not have vehicle.
I am currently 75 years of age and although I can now drive this may not always be the case. I can walk to Wood Road but Tettenhall would be too far.
I will have to travel on public transport to the nearest surgery which is lower green. Then I have to walk up a hill to get the bus back home and there are a lot of people living in tettenhall wood who are aged and have poor mobility
Wood Road is accessible on foot from my address. Lower green is much further away and difficult for me to reach by public transport.
The traffic is much heavier for us to get to the lower green branch and is also too far to walk.
if wood end surgery closed it would better if you just have lower green surgery
DIFFICULTY IN OBTAINING A SUITABLE APPOINTMENT AND HAVING TO WAIT EVEN LONGER TO GO IN TO SEE THE DOCTOR ON THE GIVEN APPOINTMENT. (I VISITED LOWER GREEN SURGERY BACK IN FEBRUARY 2019 - I HAD TO WAIT OVER AN HOUR OF MY GIVEN APPOINTMENT TIME BEFORE I WENT IN).
I am disabled and would find it hard to get to lower green
Getting to Lower Street will be a major problem for people who use public transport as there is no direct bus. Those who do have private transport will experience parking problems
Always had good service at wood road
Always receive excellent service from wood road surgery
It may mean it's more difficult to get appointments
I don't drive I'd need to take 2 busses and the walk down to lower street would not be easy as I am getting older
Parking and distance from home if moved to lower green
Wood Road is used by the people living in Tettenhall Wood, Lower Green is used by the people living in Tettenhall. When you live alone, don't have a car and no one to call on for a lift down to Lower Green it will not be at all easy to get to the clinic. Let's hope I stay healthy!
Unable to get an appointment quickly at Lower Green due to more patients. Lower Green is an extremely efficient surgery and it would be such a shame to see it become like other surgeries in Wolverhampton where you have to wait days or weeks to get an appointment.
Better conditions.
Inconvenience of travelling further and lack of parking/disabled parking
Inconvenience of travelling further and lack of parking/disabled parking
I can understand that this merger may be the best outcome for the practice but I can walk to Wood Road whereas I would probably have to drive to Lower Street
Inconvenience of travelling further and lack of parking/disabled parking.
It is a well established surgery
Too many patients for an already busy clinic.
The little independence i have is very important to my quality of life and although trivial to most people walking to the surgery is vitally important.
Less appointments

More patients in smaller space and trying to get appointments is difficult anyway. This will make it even more difficult.
I feel it will be detrimental to Tettenhall Wood. We are living longer and are urged due to environmental issues to use public transport or walk where possible but Tettenhall surgery is not unacceptable and not everyone will have the funds for a taxi.
Access and parking at Lower Green are inadequate
It can only be a negative impact if jobs are lost. If there will be no job losses, then I am in favour of the closure.
Less convenient. Will make it more difficult to make appointments.
Travel difficulties for patients in Tettenhall Wood without own transport - especially with disabilities & additional needs
I am severely disabled and having to use Lower Green surgery would be very difficult and expensive.
I think the service provided by the Wood Road Surgery is exemplary- very quick appointments, excellent facilities (including parking), friendly helpful efficient staff, very convenient
I am a cancer sufferer with impaired mobility making it difficult to go to the other branch. Suspect there are others in my position. Would also be difficult for parents of small children.
How will parking be affected at Lower street? Will it be more difficult to get to Doctor of your choice
Lower Green is further away, poses problems at rush hours when appts tend to be. Parking at Lower green is limited.
Extended appointments, no personal care.
Simple maths. Reducing the number of sites by 50% will mean longer waiting times both for an appointment and once you're in the surgery itself
The surgery is convenient to attend and is within walking distance.
more cost effective
Access to Lower Green Surgery for elderly and infirm patients.
Too concentrated if move to Lower Green
Difficult to get to Lower Green.
I am an elderly patient who has to attend the surgery regularly, I not drive and find walking difficult and so would be unable to get to Lower Street Surgery.
increased distance to the surgery
Extra distance,time, Parking space, and/or public transport
I can understand the cost savings for closing Wood Road, but I assume all patients will transfer to Lower Green, and waiting times at Lower green are long enough, it has not improve. When Dr Bright was there I never got seen at the appointment time and the average wait was 30mins plus.If Doctor & Nurse numbers are increased pro rota to the in take of new patients from Wood Road, and longer opening times this may be a positive. I would like to see a drop in clinic (no appointment)to resolve minor issues.
All services in one location
A surgery in walking distance is enabling easy access to medical care. Appointments were available when needed , telephone ques managable, Gp advice readily available, staff mostly friendly. All this is not happily given up
This will have a negative impact for patients with mobility issues, as the journey to Lower Green is further and will possibly make people think twice about attending the surgery which could have health implications
All under one roof should be a smoother and more efficient operation, staff not spread out and rotas more accommodating.
Its to far for the older peopleno to walk.to get tkntje surgery we need a surgery in the

wood
For all the elderly, disabled ,and I'll patients,
Lower St is further away from home. Service has always been good at Wood Road, I suspect it will get more difficult to get an appointment when all patients transfer.
I know elderly people who would struggle to get to lower green and if disabled getting into surgery from car park would be a struggle. And hardly any parking as it is.
Lower Green is further away and I have elderly parents. My dad is the driver but has had cancer this last year and I worry that it will be more difficult for them to get to lower green. They currently walk to Tettenhall Wood Surgery.
Elderly living close by
It will be overcrowded at lower green, and getting appointments will be harder.
For many local patients, especially those with children or the elderly, it will be more difficult to get to Lower Green Surgery. My elderly parents do not have a car & the walk from Tettenhall Wood to Lower Green is not an easy one (lots of hills).
Patients local to tettenhall wood who aren't very mobile will have problems getting to Lower Green
Not able to walk to Lower Green, limited parking
We only have one car and if I'm not at home my wife would be unable to get to lower green.
Difficulty in getting to Lower Green
Not sure if Lower Green will be able to accommodate the extra patients and will cause a problem for those infirm patients in Tettenhaal Wood
Easier to get to
I am registered to Wood Road but have attended Lower Green for services such as cervical screening, counselling
An aged population in Tettenhall would find difficulty getting to lower street
lower green not as easily accessible. I don't drive if my child is ill it will cost £6 by bus or more by taxis, which is a big cost for a low income family
having to travel much further!
centralises all GPs and other services
It is further to travel to lower green and harder to get there on a bus
not so easy to get an appointment
less chance of getting an appointment
The distance to travel to lower street.
Probably those with mobility issues, living nearby may be affected by the closure.
I live nearer to the Lower Green Health Centre
As I do not use the surgery it will have no impact on me.
I will have to travel further to see my GP.
I need to see a GP when I'm poorly
I think that the Tettenhall surgery is large enough to provide the same service. (I am local to Tettenhall branch)
Unable to access Lower street as easily as Wood road
Lower Green will be extremely busy, hard to get appointments.
I don't see how Lower Street is central !!! It's. It accessible to all patients
This service is required for elderly patients at this side of Tettenhall
Not feasible to access Lower Street
Not good losing a local service

Elderly patients without family transport are going to find this proposed move ridiculous. If they have no internet access how do they request a repeat prescription
I walk with a stick with great pain& this will greatly extend both my journey & many local people who are in a similar position
Increased distance for Patients to travel from Tettenhall Wood area. Increased demand at Lower Green which is a relatively small building.
Probable impact on pharmacy services which already appear to be over stretched.
Unsure of repercussions.
Dreadful traffic congestion between surgery location and junction with Tettenhall Road will cause further problems with all patients from Wood Road increasing number of cars - plus the fact that often we've found no parking space available on the Lower Green car park !
lots of elderly patients like me would struggle to get to the other branch
Older people need a surgery on their doorstep.not 2 miles away.please dont close our Wood road surgery.
Older people need a surgery on their doorstep.not 2 miles away.please dont close our Wood road surgery.
It's already a struggle to get appointments and to try and talk to someone on the phone. I feel like it's only going to get worse if it's all from one surgery.
Ease of access for local elderly patients
Probable increased waiting times for appointments
There is no problem with this practice.We have used this surgery for over 30 years,and it is very well run,with an excellent pharmacy just yards away.
Most conveniently situated surgery to meet my needs. Aged 75 I do not wish to travel to Lower Street to see my GP.
Lower street is not local enough for the people of Tettenhallwood
Wood Road more convenient, easier to park
Consolidating patients from two surgeries into one will no doubt impact on the availability of appointments, and greatly present issues for the elderly community who do not drive, have compromised mobility, and do not live on a bus route.
More pressure on one practice
Further to travel to Lower Green. I have relatives who are patients at Lower Green and they often experience difficulties getting appointments, they often do not go in to their appointment on time (sometimes waiting up to an hour after scheduled appointment time), parking is problematic too. I have not experienced this at Wood Road and worry that I will be getting a much poorer service at Lower Green.
more people especially the elderly patients are going to have to travel further and find it difficult to get appointments to see gp's
Accessibility to Lower Green - No direct bus service. Too far to walk
I understand why you are proposing to close the Wood Road surgery and so will support it although I can see that it may have a negative impact on those living in Tettenhall Wood with mobility problems
I have always been able to get a quick appointment and the doctor has received me within a maximum of 2 minutes from my appointment time. I am sure this will change if everyone moves to lower green. Also from previous experience parking is more difficult at Lower green
It will put more pressure on the Lower Green car park
I can currently reach the Wood Road Surgery on foot. Accessing the Lower Green Surgery would involve a journey by car or bus. Given the concerns over climate change & pollution shouldn't we be aiming to reduce the need to make additional car journeys? Walking also improves general health.

It will be very difficult for people to get to lower green when they are not well.
Can't get to another surgery without transport
A return trip to Lower Green is 3 miles. In retirement, I shall probably not have a care. So it is a long walk, especially the hills. There is no bus service to Lower Green from where I live.
Lower Green is almost a mile and a half away. As parking there is very difficult (the car park is always full, and sometime used for breast cancer scan buses) and, as I get older I will not have a car. As there are no regular buses, I would have to walk. This is a very long walk (almost three miles there and back), and involves a steep hill. As I am now over 60, this will become increasingly difficult with age.
Cause not easy to get to if don't drive
Further to travel for many patients, not convenient to get to lower green if you don't drive, longer wait for patients
Traffic and parking at Lower Green are both awful and it is further from home
Unsure as not my local branch but is for many others who may be elderly or issues getting to another practice
Distance to either surgery is similar
Lower Green is difficult for many patients from Upper Green to access.
More patients at lower green means an even longer appointment waiting times. The elderly and frail may not be able to travel to lower green.
This doctors is right on my door step
Large number of elderly people live local, and don't have their own transport, me included
Personally, no impact on myself but it may impact negatively on some older people and the less able.
Been using this service for years
Elderly people could have problems getting to lower green
To get to Lower Green surgery, both my wife and I will either have to catch a bus or drive there. This will surely apply to many older patients who have, up until now, had the luxury of a surgery on our doorstep.
Accessibility will be much more difficult for many people especially those without transport
The amount of people who have no transport... May have an illness /injury so they can't drive.. The amount of elderly patients in the tettenhall Wood area..
Having 2 choices of surgeries means I can get apointment much quicker
The distance travelling to LG for elderly patients
It depends on your address and situation. Fortunately I have transport and can easily get to Lower Green, but it will affect those who are without transport who depend on the surgery being close to home.
Further to travel to the doctors, will have to drive rather than walk (what's healthy about that)
I have been a patient here for years and feel really comfortable. It's easier for me and my family to get to, as sometimes if I have to go to Lower green it's much harder for me to get there so I have had to cancel my appointment sometimes which isn't good
I can walk to Wood Road, parking at Lower Street is difficult at times.
Woefully inadequate parking at lower street. Already busy and overcrowded.
As a 75 year old, this is the most convenient surgery for me and have never had a problem getting a doctors appointment.
Wood road is closer to my home, can walk there.
Unable to get to Lower Green without a car

further to travel and no direct bus if car not available.

Always managed to have appointment on the day I phoned and found appointments always seem to be on time . Speaking to other people who attend larger practices they often have to wait several days.

On the occasions I have visited the lower green surgery I have experienced the complete inability to find a place to park. The whole ambience of lower green surgery is shabby and dated totally the opposite to the wood Road surgery.

Parking

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Appendix E- Further comments to Q6

Responses
Too many to mention, elderly, transport to other sites, parking etc.
Less available doctors
More pressure on Lower Green more patients and less doctors
Too many patients for Lower Green. Hard to get appointments. New patient so can't give much info.
Convenience being nearer to home. Less distance to travel if given an emergency appointment. Possibility of waiting longer.
Not getting appointments
Local GP clinic for elderly easier to travel to
It will make life very difficult
As stated
If can't fit appointment at Lower Green then always accommodated by Wood Rd.
Convenience, when unable to obtain an appointment at Lower Green
Service is incredible at Lower Green currently. Concern would be this failing.
Longer delays, reduced efficiency, lack of quality service, overworked staff, lack of parking, long pharmacy waits
Longer waiting times to see doctors or nurses
Less surgery time
N/A
Same as reasons above
With more people at Lower Green it will be harder to get an appointment, further to travel less parking
Appointment times, further to travel, less parking
Just think its a really bad idea..dont think we..the patients..have been considered at all in this process. I work in Tettenhall wood so normally if i needed to see the Dr i would go to surgery in Tettenall Wood before work when able. Feel it will have a big impact on the chemist in Tettenhall Wood and Compton as well.
As above
Harder to get appointments at Lower Green
Further to travel to nearest surgery. Surgery is no longer in walking distance.
New branch too far as most of patients are elderly and have transport
Reduced service
1) Not enough parking spaces at Lower Green to accommodate Wood Road patients. 2) Patients vehicles are already blocking Lower Street without adding to the problem.
Maybe the possibility of not getting appointments as required, currently the service is fantastic, and if an appointment cannot be made at Wood Rd, then i attend Lower Green.
Logistics of location. In lower street.
None
Centralisation of services that loses contact with the people, that the services only exist for in the first place.
Extra pressure on appointments to get at Lower Green

The Lower Green surgery is bigger but the increase in patients will create a strain at Lower Green currently both surgeries compliment each other and patients can have access to both.
Everytime i use Wood Road surgery it is very busy and i am concerned that this would impact the availability for appointment at Lower Green. Its my local GP and would be a great shame to lose the facility.
Same as Q4
No concerns at this time.
As Q4
Transfer of date for patients, more dates
If this Lower Green is full.
Less chance of seeing a Dr in timely opportunity
See previous answer. Also people having to wait longer to see a GP if they have to go elsewhere - potentially.
Please see question 4.
N/A
No concerns at all.
Parking. Getting an appointment. Staff relocation.
None really i cant get to either surgery without a car
None
Lower Green may get to busy, difficult to park and get appointments
Its just easy to get to/parking is good, service is very good also
Patients will find it difficult to go to new branch
ANSWER AS ABOVE
Travel from tettenhall Wood to Lower Green Health Centre is far from easy, There is no direct - or indirect bus connection. Catching a NO 1 bus in tettenhall Wood means a long walk to the bus stop at The Crescent. Then the walk from The Rock involves a considerable incline - not easy when your well, impossible for elderley and those with yopung children.Car park at LG already inadequate. never any disabled or other spaces. people queing inside car park waiting for spaces all the time.When the screening X-RAY container arrives, it's worse
Not getting to see a doctor promptly. Over worked staff therefore impacting other surgery's. Patients not recieving high quality care.
as above
None
Please see previous answer
appointments - being able to get one
My only concern would be lack of appointments, and also the traffic and parking, this tends to be difficult already.
Less doctors appointments and nurses as it is hard enough to get an appointment at the moment!
I have never had a problem using wood rd but find it difficult to get to lower green
Over loading Lower greens list!
As stated in the previous box the answer to access to healthcare is not,nor ever will be public transport which is worsening by the week ,eg there are no buses to Telford on a Saturday

very difficult for the elderly, disabled & unwell people to get to lower green if they dont drive. already there is hardly any parking - roads near lower green as well as car park are full. car park is used by residents, shops, St Michaels school, not just GP surgery. very concerned that it will become even more difficult to get through on phone for appointments
i drive which doesnt bother me but as i said overleaf patients that have to travel or rely on others to take them
Alternative location is not very accessible
overloading of appointments meaning less access to GPs
Parking at Lower Green is not good now, if all the patients from Wood Road are forced to travel then it will be considerably worse. In a morning cars are parked on Lower Street and Grotto Lane as there no capacity on site. If I am unable to drive then I will have to call a doctor out or call an ambulance. If the Wood surgery does close I may move back to my old doctors at Newbridge as it will be easier to get to
The only Doctors within walking distance for me, no viable Public Transport to an alternative Doctors either
we will be having problems getting appointments
HENWOOD ROAD VERY BUSY FOR PARKING
AGAIN OLD AGE TO WALK AROUND LOWER GREEN
TRAFFIC CONDITIONS TO TRAVEL TO LOWER GREEN. INADEQUATE PARKING. WILL REDUCE APPOINTMENT AVAILABILITY. OVERCROWDING
IF TRANSFERED TO LOWER GREEN NO, PARKING AND THE DIFFICULTY WITH TRAFFIC GETTING THERE
Not easily accessible. Delays in getting early appointments. Longer waiting times for appointments. Parking issues.
Not easily accessible. Delays in getting early appointments. Longer waiting times for appointments. Parking issues.
as above plus visiting surgery due to above obsticals likely to be delayed use of 999 will be best option
it is a fifty minute walk form my home to lower green surgery and a 30 min walk using public transort plus i cannot walk up a hill i will need to change to another surgery if this goes ahead
as above
travel. not as nice as the branch
Emergency appointment ave to get to surgery in a rush and obly have one car
To crowded
Getting to lower green would be very difficult for me
worried about it taking longer to see a GP
would there be more patients at lower green
further to travel
main concern further to travel
As above
n/a
No concerns
As above, it is always busy (people in the waiting area) and will everyone who attends here be able to go to Lower Green. This surgery is a part of Compton and everyone knows it as a doctors office

people will not travel to lower street, not bother with minor problems that could escalate
as above
as above
as above
as above
After seizure I sometimes struggle with normal every day activities so by moving GP further away make a major impact to me
Longer waiting times for appointments, the effect closure will have on local businesses e.g. chemist, vandalism of empty building
see above
as above
See above
It is too far for wood road patients to come especially for the elderly
resources are already stretched at lower green closing wood road will just increase demand for services at lower green
As above
insufficient parking spaces unable to get appointments
because i can become a medical emergency very quickly lower green surgery will always get me in at wood road. will appointments be affected? will there be enough parking? must say that all staff at both surgeries are wonderful and go out of their way to help you. i understand the dilemma that tettenhall medical practice is facing though
the ability to get an appointment in a reasonable time. travel for the elderly to the surgery. Parking, strain on doctors
My elderly neighbours will struggle to get to the Lower Green Surgery
See above comments - local residents should be able to rely on a local surgery not one 2 miles away
i also add that perhaps the time consultation maybe have an impact due to workload
The extra patients at Lower Green impacting on appointment waiting times, and the difficulty in getting to the surgery
if we have to go to lower street we have to travel on the busy A41 & parking at lower green is poor. when we can't drive any more it will be very expensive to use taxis instead
quality of service will be reduce if amount of patients increase
As in previous answer
Parking
quality of care will go down- no appointments- will have to wait extra time to see GP
Frail, elderly or disabled patients will be most affected . Also those using public transport
Local residents of Tettenhall Wood and users of the surgery have told me of the negative impact the closure would have on them. Access to healthcare should be easy for disabled and elderly people!
waiting for appointments
Older people won't be able to get to another surgery

not being able to get an appointment with my regular doctor at lower st and having to wait a long time
Loss of footfall in the local area, could impact on businesses.
If children are sick and I need to get them down to the surgery our option is to walk not great when children or my self are unwell and this would mean taking more time out of work/school for an appointment. As a non driver it is difficult to get to the surgery with no direct public transport (which in it's self would involve cost of getting there) where as wood road is a simple walk to get to
I'm concerned for the elderly and disabled being able to attend appointments
Wood Road surgery covers too many people for it to close. Different Drs should take it over as patients at Lower Green already have a difficult time getting appointments as it is, then to add the majority of Wood Road surgery all fighting for appointments patients care is going to fall short. Merging the surgeries is no good for patients at either surgery.
Getting an appointment when required
Can't see what different it going to make by closing surgery, still same amount of doctors, transport,
The volume of patients adding to lower street surgery.if we can not get gp's at wood road how are we going to recruit new at lower green what will happen to the building at wood road extra volume of traffic especially at school times
The distance you have to travel if you do not have transport, only go to the surgery if you are ill ,
Appointment availability and car parking
Access for residents with limited access to transport. Over capacity and lower green surgery.
The parking at lower street is not enough!
To close Wood Road Surgery would demonstrate a total lack of thought and concern to all the patients who rely on this Branch. No consideration is being made to the inconvenience and extra cost and stress it will put upon the many people who rely on Wood Road Surgery. There is no alternative Surgery for me and my Family other than driving the distance to Lower Green and suffering the traffic problems and poor parking (from the extra patients that would be forced to use it).
Local people have been using this surgery for years, elderly people won't be able to travel to lower green
I currently have a car but parking is an issue right now and will only get worse when thousands more people use the surgery
As explained above it would have a negative impact for the access to healthcare for the Tettenhall residents who rely on the surgery and its location.
Loss of local practice will be increased travelling in the opposite direction to my business and my daughters school lower street is already congested with lack of parking and waiting times . Also elderly , disabled and those without own transport will not be able to get to lower street or another practice locally
refer to 5 above
Please see answers to above. Elderly patients, non car users struggling, my personal mental health and the upheaval and not bring able to walk with anxiety taking a bus is sometimes impossible.
Lower green is a large surgery, so it will be less personal . Continuing of care may be compromised.

I would be very concerned if the proposed closure leads to longer waiting times
I am 92 years old, getting to lower green would be impossible
I have mental health issues along with other medical conditions. Wood Road closing would be devastating for me, its already had an impact on my mental health, im so anxious about it.
As above
Patients may have difficulty in getting to Lower Green
Elderly people having to travel further with little or no Tran post options
Parking issues, congestion for local residents and possible more people parking on the roads. Difficult for people without transport and who have mobility issues. Possibly more difficult to get an appointment
THE ELDERLY WITH NO TRANSPORT
Patients deserve a GP practice within walking distance.
It will be difficult to get early appointments at Lower Green because of the large number of people
No local access to services. Insufficient capacity at lower green to deal with additional patients
Elderly access to a local doctors
Locally available user friendly services from this location. Parking is better, building access easier.
As above
Valuable public service
I am concerned that public misunderstanding and political point scoring will use the surgery to score points rather than consider the continued delivery of safe and effective services.
The distance to Lower Green is too far. The travelling to Lower G is not accessible with public transport-the bus that goes 'near' L G is not often and ends travelling mid afternoon. Cost- it will cost me and others bus fayre, taxi fayre, will be another extra cost from finances that I and many others cannot afford. The surgery has closed on a wednesday pm and all day friday and we as patients did not oppose this as we are considerate to the Drs and staff. Maybe we should've responded to these closure times negatively and the Drs may have been more considerate. We need a local Drs within walking distance many many people innT wood are elderly, infirm, mobility issues and do not drive. Parents at local schools can 'pop in' for an appointment without missing out on their childs education or time 'off' work is minimal due to the locality of the surgery. The care we have at T wood is good and will be not be improved at all just by changing the locality of our Drs.
I think that appointments have been deliberately fielded to lower street surgery so the figures show the Low attendance of patients using Tettenhall Wood surgery , my last 2 appointments have been at Lower Street and now choice given
Capacity to deliver on one site. Difficult to get to lower green unless able to go by foot. This okay if we'll but when your going to drs - you tend not to be well
My concerns are voiced in answer to question 5 above
I worry I'm a system where it's alrwyd nigh on impossible to get an appointment will mean none of us will ever actually be able to see a doctor when we need one. There will be no extra doctors on site (there are no rooms for them to work from) so essentially you're halving the service for anyone local. Disgusting

It can be difficult to get appointments with 2 surgeries as an option for appts so having only 1 surgery and all pts will make it even harder. Plus for older patients it will be difficult for them to travel
Car parking. Restricted services.
Increased car parking problems at lower street
Car parking at Lower street is already difficult this will get worse which is a concern for patients attending but also the local residents.
As outlined above I am seriously concerned about the impact the closure will have on the physical and mental health of the patients registered at Wood Road - the extra travel and stress of doing that journey, some who need treatment may chose not to due to the issues associated with travelling to the Lower Green surgery.
No public transport to Lower green
There has been a doctors surgery in Tettenhall wood since before I was a child 50 years ago. At what point did this become a "branch" surgery. Let's be honest, the real reason that the surgery is being closed is because the land will attract a significant price from developers who can build some more low rise flats or something equally over-priced. It's disgusting. If you were proposing replacing the surgery with a walk-in centre then I _might_ consider the proposal - however this is just cutting a vital local service in order to make a profit.
I've had to drop a relative off at lower green and the parking is atrocious. Once you centralise all the patients it'll be even worse.
I'm concerned about vulnerable patients being able to access other surgeries if this one is closed
Locality , other surgery is too busy will impact on waiting times for appointments and also waiting to actually go into your appointment staff will be put under pressure including GP's, personally lower green is not easy to get to , currently wood road is near to home ,school & on route to work . Will have to find alternative GP which do not want to do as I've been with surgery for 52 years !
To far to travel to lower green!! Lower green is already over run so it's going to be even harder to get an appointment
There are too many people in the area to not have a GP surgery
This is all about the god saving money. No consideration has been taken about patients being able to access the service when they are unwell. Stress of getting to the surgery will increase. Appointments will be missed if patient feel too unwell to travel on the bus the try to cross main roads and walk up a hill. Patients will end up attending A&E and putting more pressure on the trust!! Imagine every time you want to request a script you have to get the bus and walk up and down the hill and try to cross the roads, then do it all again to collect your medication!! Patients needs are not being put 1st!! I don't think that lower green can cope with the extra patients as it is poorly located, disabled access is very poor, no public transport to surgery and parking is extremely limited!!
As above
My family also use this surgery and have an elderly parent n child which mean it would have an affect or delay in illness
As above
Journey down to lower street
Everything
Travelling, parking
car parking @ lower green no bus conecions able 2 walk 2 wood rd

Accessibility, parking, locality.
In addition the lower street surgery will be over busy.
Our small community is already struggling with closures of facilities. Another empty building that could be used in the community.
Parking at lower green is terrible now so will only be worse once surgeries are merged.
Please see above
As answer to question 5
Parking at lower green. More difficult to get my children there. Traffic from tettenhall.
I have concerns that the surgery at Lower Green will become too busy, as there will be 4000 extra patients on the books. This will mean longer waiting times to see a GP or nurse.
Over crowded waiting room, busier switchboard, busier pharmacy which is already over stretched, arking issues.
Personally I find wood road surgery very convenient, I can get there easily with parking on site. I can always get an appointment and receptionists are very helpful. Parking is not so easy at lower green street.
I am concerned that I will have to travel further with inadequate car parking and a change in pharmacy.
My inability to walk from home to lower green due to my age and I have no other means of transport. I hope to continue to use Tettenhall village pharmacy.
Lack of public transport, so people who cannot drive themselves there are disadvantaged. Difficult to arrange appointments at Wood Road as it is, so sharing burden with Lower Green would lead to considerable problems.
Numerous. Difficulty in access to GPs as no easy transport to Lower Green other than car. Although it doesn't look far on a map, getting frpm tettenhall Wood to Lower Green surgery is very difficult. Car park at LG always full already. Traffic on Lower Srtreet already terrible with queued cars at all times of day. Recent massive influx of elderly people at new builds flats at Upper Green left with no easy access to GP surgery. Loss of access at Wood Road will just send people to A & E. I have many more concern too.
Limited access to the other surgery may stop people visiting the surgery and increase calls to emergency services.
The surgery is closer to my home and therefore more accessible for me.
GPs will be less accessible to patients
Obviously losing GPs but also the knock on effect with local businesses and services.
Would staff keep their jobs
Traffic and parking are very easy when you are elderly.
No public transport, parking, very busy road.
Concerned about parking space at Lower Green. Concerned about patients who do not have transport - no direct bus.
It was the uncertainty but as stated once I had time to talk to staff i was able to understand and see the benefits for me and my family.
My concerns are- for the older patients for whom distance/accessibility etc will be impossible and very stressful.

May have to close pharmacy which would seriously impact on the local residents as we in an elderly area.
A lot further to go, can lower green cope with double the patients.
It will not be at all easy to the lower street bus service, is only once an hour. I cant walk far, Taxi is difficult to arrange and i don't know how to arrange to come home as i don't own a mobile phone. Very stressful
Lower green is not local and has inadequate parking and poor bus service.
Further to travel, parking at lower green
4000 going on top of the 12000 will make it very hard to make appointments on the same day. Cannot see it working.
Accesability - too far to walk not on a regular bus service from wood road. Parking at lower green is limited.
There is the need to keep both wood road and lower green open.
The Lower Green surgery has only limited availability of parking aand the local traffic is vry heavy
Young mums accessing the surgery, elderly or disabled, people with no car, taxi fares.
Rush hour problems. Car park will not cope with extra patients. Bus routes incompatible for elderly.
Appointment waiting times will become unacceptable.
All the housing developments and estates of Tettenhall wood need a convenient doctors surgery. Not one that is so far away it needs a taxi to get to people there. People cant constantly afford taxis. Bus service is rubbish.
Buses infrequent, more difficult for older people to get to.
To travel is going to be difficult and car parking when I need an appointment.
Ability to get an appointment. Additional Travelling. Car parking facilities.
Parking.
see above q5
Longer waiting times for appointments, difficulty in parking at lower green.
what will be the affect on appointments
It is very hard to get to lower green especially if you do not have a car, wood road is essential for local people.
How elderly people will access care from a GP.
Other surgeries will not be able to manage. Surgery mostly used by the elderly and it would have a huge impact on them.
Having to find another surgery for a family of 5.
Parking at lower green surgery.
Many older people will find it hard to get to lower street. The parking is already horrendous.
New surgery may refuse to do home visit in a timely manner.
I will find it very inconvenient and difficult to keep all my appointments.
Limited parking
Very hard for walking trouble patients.
Added pressure to lower green. Patients having to travel further, longer waiting times for appointments.
car parking very difficult at lower green as often no space available. Concerned it will be impossible to park.

The distance of the surgery- I find it difficult to get any further than wood road.
This is not walking distance for me.
The other surgery would be busy not getting appointments when needed.
Cutting down services isn't ever good.
Lack of appointment availability. Further to travel.
Lot of traffic when we come to the other surgery.
Lack of appointments and long waiting times.
Reduced availability of appointments.
All of it
The branch on wood road serves all of upper Tettenhall, closing this forcing all patients to move to lower green would cause longer wait times than there currently is, also it is difficult for myself to get to the lower green surgery.
The concerns I have are with the ongoing viability of the whole practice. The decision being made is solely down to government cuts in NHS funding and the demand for health services, including general practice to be profitable. That, coupled with a toxic environment, leading to a lack of qualified doctors, means that practices cannot attract new partners. This is the problem that the practice are being forced to address.
difficulty getting to lower st
Car park overspill is dangerous
The elderly will not be able to travel down to lower green and people that have breathing problems like me.
As 5 above
More patients being fed through 1 practice which should lead to longer waiting times.
Extra travelling for local patients
Lower Green is impersonal and busy, parking is limited and use of the car has a negative effect on the environment.
Additional travelling to Lower Green
Unable to get to alternative site, aged 91 and suffer from macular. worried i may not get drs to call out to me in a timely manner
extra pts being seen at lower st with no extra drs or space to accomadate thes patients . Car parking is already limited and extra patients visiting practice will impact this more
Poor parking facilities I have difficulty to walk taxi/fares.
Very soon I will be unable to drive and will have to rely on taxi's or someone to help.
I have been using surgery 53 years my husband wont always drive that my concern.
Loss of services for local people. Insufficient public transport. Unacceptable poor/infrequent public transport.
Difficulty in getting to lower green surgery.
Difficulty in getting to lower green surgery.
Lower green to far to go.
Access to getting to lower green for the elderly. Parking.
I have made enquiries and castlecroft surgery will not be able to take me one as a patient if i was forced to leave wood road.

Wood road is a good positions for surgery. Moving to lower green 2/3000 patients will impact on lower green, parking, costs, waiting time, still think wood road should expand with more services for community making surgery cost effective.
Lower green will be oversubscribed, waiting for appointments will be even longer.
It will result in many more (time consuming) home visits being requested for GP's and nursing staff.
I think the loss of the surgery would be most detrimental to the community. I expect the chemist would have to close too causing major problems for people with restricted mobility.
Older people will struggle to get to lower green nearest bus stop over 10 min walk and up a hill on return. Without a car, taxi, bus and long walk lower green is a nightmare to get there.
Travel.
Travel distance to alternative surgery and lack of appointment flexibility.
Lower green is already busy, merging with wood road would make it even busier. Lower green car park would not be adequate , offsite parking would be difficult. If needed I can walk to wood road I would not consider walking to lower green. Closing wood road would penalise Tettenhall Regis residents.
Lower green does not appear to have the capacity to accommodate all of wood road patients, who are increasing ageing. Car parking and access will be a problem.
It will be more difficult to get an appointment, parking will be worse.
A longer journey for many people which will be difficult for elderly people without their own transport.
Also fear that waiting times to see a doctor will increase. They are exceptionally short at present. The local pharmacy may still be affected if patients decide to register elsewhere.
Pleasant atmosphere if left empty it will properly be vandalised by the jobs.
Pharmacy may close. More pressure at lower green.
Change of my doctor, I am very happy with my present doctor.
Too many patients in one surgery, difficult to park.
Extended appointments
Should not move facilities from T.wood area when there is increasing numbers of elderly residents locally, particularly with the new building.
Negative impact on increasing number of elderly patients moving into local area. Lower green surgery too small to cater for large numbers. Increase in patients attending and waiting.
Lower green difficult for me to get to.
Difficulty travelling to surgery.
I will be isolated and have to rely on calling Drs out
I am patient at Lower Green and 4,000 Wood Red patients being moved there will massively affect my ability to access my GP. I also think it will lead to the closure of the Wood Rd pharmacy near the surgery and I worry about the patients (like my friend Graham, aged 80)m who have no car and no means of getting from Wood Rd to Lower Green. The nearest bus only drops at the top of a steep hill. The pavement is unpassable in winter and for an 80 year old or someone disabled it will be inaccessible. The car park is often full and will be more congested.
How are old infirm patients supposed to get there, no direct bus route, not everyone has the luxury of lifts or family to help. Impact on local businesses and schools. It's ridiculous idea.

As above but also house values will drop too due to loss of a vital amenity . People may think twice before moving to this area with no GP service/surgery here. Also some residents may want to move out of hours area to be nearer access to GP surgery also those with complex health needs, especially elderly patients.
Cannot easily pick up supplies such as sharp boxes or to deliver samples etc.
I have to walk up hill to catch No 1 bus to lower street.
I feel that the family feel the current practice will be lost.
Inconvenience for older patients- loss of passive trade for local shops and chemist. Breaking up a community feeling. Increased pressure on staff and services at lower green.
I don't think there will be enough parking. Difficult for me to get to.
Parking problems, difficult to get to.
Problems with the service- maybe having to callout more.
As above - difficulty getting to alternative surgery (Lower Green)
The new location cannot be as efficient as wood road
No concerns
Old, disabled, no transport.
I don't drive. There is a half hourly bus but it ceases at 3pm.
Having mobility problems it will be difficult.
It would be most inconvenient as i do not drive and cannot walk far.
The loss of amenities impact on business parking on lack of at lower green of time to to see GP.
Many of the local residents including me are elderly and will find it difficult getting to lower green. i.e. crossing the Tettenhall Road parking, having no car, getting back up old hill, no bus route, people who are housebound and have no carers- How will they get to lower green? This would also impact on house prices as residents would not have a local doctors surgery.
More difficult to get doctors appointments. More difficult to get to lower green.
Whilst on paper it makes sense to save money:1. Will doctors work 8am-8pm each day and weekend times to see every one. 2. Where will the records go? 3. How will you physically fit in all patients into an area of waiting room? 4. For me personally its very difficult to cross A41, I am not a good time keeper will need a passport. 5. Its so much easier to get to wood road and all staff are very helpful and obliging. 6. I have been a patient since 1990- 30 years so I prefer to stay here, will see my time out (I'm nearly 80)
For those whose day to day activities are limited: 1. would not be able to drop off prescription request. 2. Difficulty in getting transport to lower street. 3. No easy access to advice or drop-in support.
I would not be able to get my husband to lower green surgery which would mean he would require home visits.
Transferring over 3000 patients would overwhelm the lower green surgery.
Elderly and disabled with no access to vehicles.
parking at lower green will be very difficult due to the extra patient visits.will there be any extra provision for parking or a free taxi service.
I can't walk to catch a bus, bus only runs infrequently, it isn't compatible with a Dr's appointment, either to get there or return.
How are people supposed to get to lower green? Bus service extremely limited.
The alternative surgery is difficult to get to if you don't have transport.

Alternatives are not within walking distance of my home.
The other surgery lower green is not suitable for 4,000 extra patients.
Elderly patients would find lower street too far. Mainly patients who drive in Tettenhall wood.
Lack of safe parking due to most patients from wood road will have to come by car adding to the hazardous parking on lower street and Aldersley road the existing 3 day surgery at wood road would alleviate the problem partially.
Keeping our local chemist open. No bus route for people with no transport to get to lower green. Not being able to get appointments easily.
Parking facilities, more people, less parking. Stretched facilities. Getting prescriptions on time.
The impact on local chemist, getting prescriptions on time.
It is sad we cannot get full time doctors so do you really think another 4,000 on top of the 12,000 is going to work? You bragged at the meeting you can get an appointment on the same day, Ha ha. Do your sums it will be 16,000.
Unless you drive it will cause transport to and from the surgery.
I am bale to walk to wwod road surgery, lower green difficult to get to and few car parking spaces.
Getting an appointment easily. Parking at lower green.
Parking, gaining an appointment, travelling
Difficult for elderly patients to get down to lower street by bus so would have to book a taxi- very expensive around £6-£7
To get appointments, no transport, will need someone to take me their and back.
Parking at lower green surgery
Access to lower green surgery would be difficult for elderly people- especially without transport, bus service not frequent enough to cope with appointment times.
I think the staff are going to get moaned at by the wood road patients a bit.
as above
As above.It is very obvious that no matter how you dress this up the closure of Wood Road surgery will result in a much poorer service and more inconvenient service for existing Wood Road patients.This is at a time when the Local Hospital A and E department is struggling with waiting times and sheer numbers.It is also obvious that with an ageing population a relevant factor for this area demand will not be getting smaller any time soon
You need to consider the age of a lot your patients. Some very old and some with young children. You will still have as many patients , why can you not see people at both surgeries?
What will happen to the building and resources here? Apart from GP's and Nurses who work on both sites will there be job loses- receptionists, cleaners etc. Will you be able to accommodate all patients from their practice at lower street (rooms and carparking) Some elderly patients may experience difficulty getting to lower street. If too many wood road patients want to remain part of the new amalgamated practice will some have to find another GP? Would there be a selection procedure?
Its bad for Tettenhall Wood, no bus route to lower street surgery.
The attendance at lower green will require private transport with availability and parking being as server as currently at wood road there would be very little improvement in services offered other than on-site pharmacy.

Tettenhall above the line of the rock ridge is a obviously populated area covering many communities, as is the area below the ridge, covering lower green, Alderley, Cloregate to name a few. Both are separate and distinct and consequently need and deserve their own care facilities. During the forty five years of living in Tettenhall , there has always been a medical facility here to provide for the greatly increased number of residents here today. To propose a move to the lower green site to cover a vast highly populated area would in my view be a very demanding action, not to mention the elderly and infirm who would be severely affected. I do hope you will reconsider your proposal. If funding is the root problem, perhaps a petition to local MP's would be an answer, we all pay our taxes, what are they doing with the money?

Ability to get doctors appointments. Insufficient parking at lower green.

Getting an appointment at short notice, car parking (lower street carpark will not be big enough) Hope no wood road staff loose their jobs (ie redundancy).

Unless one is physically able to access from Tettenhall wood to lower green it is very difficult. I suggest impossible for some.

I normally get to lower green surgery it is always possible to see the doctor that i want.

New system for repeat prescriptions will be needed. What about post for sending requests?

Limited parking- Extra distance.

Access of treatment for disabled without transport.

I am concerned that people will not call a doctor because going to lower green is to far for some people.

I will be unable to get to the other surgery i use a walking aid.

Tettenhall wood to lower green for early morning appointments would be horrendous especially for mothers with young children and people with mobility problems. The pharmacy is an asset that could be lost when it is most needed.

Tettenhall wood to lower green for early morning appointments would be horrendous especially for mothers with young children and people with mobility problems. The pharmacy is an asset that could be lost when it is most needed.

There are many elderly people in Tettenhall wood who have a difficulties in reaching lower green.

The lower green surgery will have a massive increase of patients and if GP recruitment is a problem I don't see how this will improve the service. Wood Road appears to run efficiently and I think it will mean waiting longer to have an appointment with a GP

As above also I have difficulty travelling because I am partially sighted, cannot handle money and have a deformed foot.

1.Appointments more difficult. 2. Parking is already difficult at lower green. 3.Non-drivers will find it hard. 4. Anybody who is elderly or infirm will find it difficult. 5. Number 62 bus does not run all day. 6.Bus passes could be scrapped.

Parking availability

I have been a patient at wood road for 56 years and will find it very difficult to get to lower green. Public transport does not go to the surgery, the walk will still be too much at my age.

none

None i often to go to lower green as the appointments available there seem more suitable and i look forward to gaining more access to the services at lower green.

Will staff be transferred?

It is a long way for a person without a car
Inconvenient
This will make more have to attend lower green surgery. Make more difficult with parking.
Very difficult to contact lower green by phone, constantly engaged, parking also difficult at lower green.
We need a surgery which is local and easy to travel to especially if you do not drive.
I don't want to move surgery.
Parking and distance
Will we be expected to change our doctor or see any other who is available.
No transport, buses only run part of a day if unwell how do you get to lower green. No bus- no car. Bus passes could be scrapped.
As above to both services ie lack of staffing and parking.
A more impersonal relationship with doctor because of patient numbers.
A ridiculous proposal. Difficult enough to get an appointment now.
Parking spaces at lower green. A total inconvenience see no sense. In closing more chaos in making appointments. IT seems all about saving money. Rubbish inconvenience
Lower green not very accessible with no direct bus route, a steep hill to, limited parking. On few times I have visited already seems very busy when elderly and not well need to less stress not more.
At present I walk, do not drive or sit in cars so it would take me about half an hour to see a doctor or nurse (and back) which would be a problem especially in bad weather.
It will be more difficult to access the surgery in lower green. The facilities will become more crowded with detrimental effects on parking and health.
As above
Lower green is further away not within walking distance, restricted parking, heavy traffic in rush hour. Congestion in parking and patients.
Travelling to lower green may mean less people would possibly not bother going.
Access
Wood Road is an excellent surgery and well run
Distance and transport. Many in the area are elderly and will find it difficult to get to Lower Green. Plus parents with young families. famil
As above there is a lot of senior citizens and parents using the surgery as they can walk there with patients and children (because everybody does not drive or have a car)
Personally none
as above
Extra pressure on lower green surgery
Parents of young children without transport would find it onerous. At present i personally have very fortunate health but access to lower green in an emergency via public transport is impossible unless using a taxi. Number of patients registered is enormous for one practice.
Difficulty getting to lower green. Hope all staff will remain and be transferred to Tettenhall wood for prescriptions and also footfall there.
Difficult access without own transport particularly for elderly

Difficult access without own transport
Difficult to get to traffic on Tettenhall road in early mornings solid so appointments would be missed.
Too difficult to get to lower street, parking there is difficult especially for the disabled. Quite a long walk from car park (including slopes) for disabled without a car, only possible access would be by taxi and that would be expensive.
I am always able to see my own GP and i hope this continues despite what happens with the consultation.
Driving to new surgery and finding parking places
Not local. It took years to get a pharmacy
Distance to travel/repeat prescriptions after year of awaiting a pharmacy, I would hate to see an excellent one close.
Would struggle to get to lower green, No transport or money for taxis if needed in an emergency. Its to far really longermed the impact on my health as I visit GP on regular basis.
For the amount of patients we have 5 Dr's having to walk so far
Car parking at Lower Street. Loss of good reception staff
It may be more convenient for doctors (they have cars) without transport if would mean an expensive taxi.
Problems of getting to lower street
What about repeat prescriptions? A trip to lower street then 48 hrs another trip to lower street
Its obviously further for me to go
It is convenient to where I live and the Tettenhall wood chemists staff and pharmacists are so helpful.
Not having another option if lower green has no appointments
Alot of people especially older people use this surgery it is small, familiar and practical for those living near by who have used this surgery for years.
Hows a pensioner when the time comes to get down to lower st
Personally I feel that it will be less convenient with regard to repeat prescriptions although i understand that an online system is in place for this purpose.
Parking at lower green is a problem even now, what will it be when Tettenhall wood patients depend on it.
The awkwardness of getting to lower street and the possible closure of the chemist shop in Tettenhall wood
Even if you have a car, parking in Lower Green surgery very small and roads around busy with traffic.
It will be difficult for a lot of elderly patients to get to the lower green, there is no bus route and taxis would be £10 each way which could result in patients health being in serious danger
If all patients have to attend Lower Green this is likely to result in increased waiting times for appointments. Parking at Lower Green can be difficult now and this can only get worse if all patients have to go there.
I wouldn't be able to get to the doctors and the chemist would shut.

Closure would bring about the further demise of Tettenhall Wood village as the chemist would soon follow. This medical practice started in Tettenhall Wood but it has been noticeable that they have been running down the service for some time and forcing us to have appointments at Lower Green as a fait accompli. It is ironic that the residents of this area probably pay more taxes, council tax and national insurance than in most other areas and yet again we have the worst services.

Harder to get appointments, car park always busy

Tettenhall Medical Centre is over 2 miles away. Overall the west side of Wolverhampton is poorly served by GP facilities. Accessing the Tettenhall Surgery at the surgery times during the school traffic will mean a journey time of nearly 45 minutes on public transport. Further, why is this only being brought to our attention now, when the decision has clearly already been taken to close the surgery? Frankly you should be ashamed of yourselves for the way you've rushed this decision and sham of a consultation out.

As above - the parking and traffic around Lower Green is also troublesome (although I personally walk)

Old patients and disabled patients will not be able to reach Lower Green from the Tettenhall Compton Finchfield area. This area has highest population of older people. Lower Green Surgery should move to Tettenhall not the other way around. what you are proposing is madness and very costly in the future. Plus costly now in lives and local economy.

For patients with limited mobility the access into the Wood Road surgery appears to work very well.

Patients will have to think about their care and needs, I'm sure they would get to the Nuffield or Newcross hospital to be seen

Added pressure on remaining surgery, capacity for seeing patients (consulting rooms), burden on single surgery.

Refer to 5. Parking further away and unable to walk far

How will lower green cope with the extra patients if we are already struggling with new gp,s and also how will the elderly get down to lower green if they do not have transport what will happen to the building is it to stand empty? We have always had a surgery in Tettenhall Wood

Reduced access to Doctor and difficulty travelling to new facility

Less doctor appointments

The proposed closure of the Wood Road Branch Surgery would take away an important and essential part of our local community. It is easily accessible and has become a well established part of Tettenhall Wood community hub. The suggestion that Tettenhall Lower Street Surgery would be a viable alternative if Wood Road Branch Surgery was to close is a not an easy decision to accept. Firstly, the location of the Lower Green surgery is not as accessible as the Wood Road surgery, particularly for the elderly and infirm. Secondly, the Lower Green surgery is on the edge of a major arterial road network into the city of Wolverhampton. At peak times, during morning and evening rush hour, accessibility to the Lower Street road network is not easy through considerable traffic congestion. The question then arises how patients will be able to keep early morning or peak time evening appointments due to disruption to journeys via bus or car journeys. The elderly and those with physical disabilities could also experience considerable difficulty getting to and from the Lower Street surgery. Parking spaces for car users is restricted as the Lower Street surgery car park has limited parking spaces. All these factors will play a significant role in whether the decision to close Wood Road surgery and focus on patient care via the Lower Street surgery is successful. The proposal that was addressed to all patients at the current Wood Road surgery suggests a more 'flexible, efficient GP service with better access for our patients'. But by taking away local access for patients in the local community, the planned relocation of those services is in effect making it more difficult and less accessible for a community that is reliant on a long established and convenient health care facility.

further for patients to travel: May be within walking distance at present, may need to use public transport which will take longer to get to surgery

1 - Travelling for those with mobility problem. 2 - The increased amount of patients in one place, possibly more difficult to get appointments.

No detail is given of the "number of reasons" why the practice feels it is unable to deliver the service it would like to, so it is not possible to form a view on whether the proposed closure is reasonable. I strongly request that these reasons are given to patients, be they operational, financial, medical etc.

None personally

I think that by nature of its facilities and size Lower Street would struggle to absorb easily greater numbers. The receptionists are very competent but the volume of their work at the moment seems to be great and there would be more pressure. Car parking has become increasingly difficult in part maybe because the GP car park is being used by local residents and not just visitors to the surgery. This has been highlighted by the present work on Aldersley Road. I am very sympathetic to the practice's problems but fearful of the repercussions of closing Wood Road.

Longer waiting times if all transferred to Lower Green

We are patient at Lower Green and am concerned that waiting for appointments will be more difficult

Distance too far will require bus taxi car without adequate car parking and creating traffic congestion.

Call out of Doctors will increase and efficiency deteriorate

Local service delivery undermined.

None

Lack of adequate parking, traffic congestion on The Rock, particularly at peak times, could make it difficult to keep appointment times.

Getting to lower green which would involve catching a bus

The additional distance to Lower Green Surgery is unacceptable

Travelling to Lower Green Surgery will create a serious problem due to the distance involved
Many of the patients are older and there is no direct bus to Lower Green plus limited parking spaces of you have a car
As above savings now will only create greater costs to an NHS at breaking point and more deaths
Too far to lower green. Also parking inadequate. Incurs extra cost of bus fares.
For me,convenience as I could walk to the surgery and if car used parking could usually be found not far away.
See 5 above. Can the Lower Green cope bearing in mind your comment about availability of recruiting doctors?
Concerns about whether the parking area will be sufficient at Lower Green.
none
none
none - apart from the negative feed back of some patients
Difficulty getting access to health services, changed use of building,
We are over 80and able towalk to Wood Road surgery. Lower Green
Wood Road Branch Surgery is convinient and has ample parking. Parking is big issue @ Lowergreen branch - un-acceptable
None
Influx of patients to the Lower Green surgery - will this hinder gaining a timely appointment? Is the Lower Green Surgery big enough to utilise all requirements of local population? Is the car park sufficiently big enough or local roads for parking?
To get to Lower Green during morning and evening rushhour is is very difficult. No direct bus route for older people who do not drive.
Being able access the surgery at Lower Green will be more difficult as there will be even more patients & parking and walking to the surgery will be far worse
If I am unwell it will be very difficult for me to get to the doctor's without the use of a car, unless of course you are going to increase home visits,but I don't even know if they still exist. It may be more difficult to get an appointment to see the doctor in which case are you going to provide initial consultations by SKYPE?
In addition to the above issue I have the following concerns. Firstly when I have had to use lower green for a procedure parking has been extremely problematic and access from the parking area that there is was challenging for my mother with limited mobility, whereas wood road has never been problematic. If all the consultations from wood road are moved to lower green that will dramatically increase the need for adequate parking and appropriate access. Secondly the letter gives no clarity or specifics on how the proposed closure will improve patient care. Thirdly should the closure proceed I would want to see a commitment that the assets of wood road were ploughed directly into the care of patients within the practice.
Travel: No bus from Tettenhall Wood to Lower Green, Car park at Lower Green is small and always full, roads around it are not suitable for parking in, traffic is always bad at the little island by the Surgery, we should be encouraging people to use close-by amenities and reducing traffic and pollution. Appointments: will be less available and the increase in patient numbers will increase the chances of appointments being delayed by the previous patient, leading to long waits. More people in waiting room leading to higher chances of catching a bug while in the surgery.

I don't know what are the "number of reasons why we feel unable to deliver the services from this branch". also you say "provision of modern primary healthcare is becoming increasingly difficult" how does this make the "delivery on tow sites no longer sustainable"? it seems to me that it is a finalcial decision rather than a clinical one. I have, on occasions, used Lowe Green practice and i don' t like it as much as Wood Road.

As above.

Harder to get to Lower Street Practice, particularly for earlier appointments. Will have to walk to catch Bus, and then walk again.

as above, at present within walking distance

As above.

increased waiting times, reduced quality of service, may be difficult for elderly patients to attend. Parking poor at Lower Green.

It serves the local people where it is based. I dont think the office staff will have the same amount of time to deal with queries and give advice.

Waiting time . Getting an appointment .parking

Likely to make it more difficult for local vulnerable patients to reach their doctor.

one phone line so harder to get through to reception

Unable to get an app when needed

You can never get an appointment as it is, with the closure of wood road, it'll be nearly impossible to secure an appointment and it will be therefore be necessary to attend and and e which will cause the issues.

If there will only be one surgery, how will there be enough appointment times for everyone? Will i still be able to see the Doctor I am registered with - he has been my doctor for a long time. I believe there is a bus that stops at Lower Green but how will that fit with my appointment? Will there be enough carpark spaces if i drive?

waiting times at other surgeries will increase and it will be more difficult to get appointments.

Congestion in lower green surgery

Accessibility

lack of accessibility

Fewer appointments available, too far to travel

Patients, many elderly will find travelling to Lower Green more difficult, many of the patients walk to this surgery. The surgery closing would not only impact the patients using Tettenhall Wood but also Lower Green and I do not believe that we would get a better quality service. Should the surgery close we may at some point then lose our village chemist . We must keep this surgery open for the sake of the community

As above.

No concerns, as I prefer to use Lower Green.

As above, accessability to the Lower Street practice

Waiting times will increase. From where I live if I have to use public transport I would have to walk up and down a steep hill. This is not good for people with breathing disorders or have mobility problems. The tettenhall road is very busy at certain times of the day which would affect attending appointments.

I would find it difficult to attend surgery. Only by bus and a walk down and after up a very steep hill. If you have breathing difficulties or you are disabled you would have to get a taxi presuming you can afford one. At peak times the tettenhall road is very busy so attending at these times would prove difficult. The car park at Lower Green is not that big to accommodate so many additional patients.
Probably will be difficult for infirm patients who live close to surgery
For elderly people without cars it will require two bus journeys to reach the surgery. For those with cars, the area around the Lower Green surgery is already extremely congested
Not being able to get appointments. Vulnerable patients loosing a local service.
Lack of public transportation for people who need it to get to lower street
Going to lower green is too difficult in busy times, the Tettenhall road is always busy and it means my go survey is no longer local to me and my family, I would also be very concerned about vulnerable patients that can't travel to the other practice
Nightmare traffic and parking at Lower Green - can't cope with the number of patients now let alone increasing the numbers
I can't get to Lower Green
No local GP services
Not having local GP services
Not being able to travel the distance to Lower Green - parking is terrible as residents use the spaces.
As above
Lower Green is not easily accessible by public transport, not everyone drives. The traffic along Henwood Road is a nightmare in a morning as is the route up Lower Street across Tettenhall Road
Just that it is closest for me.
The impact will affect everyone, both the medicals and their patients.
I am concerned about parking and road traffic at Lower Green
will be harder to get appointments
doctor will be further away and less available
We need doctors available locally
It is unlikely to have much effect on me as I am registred at Lower Green
Getting to the surgery. Wood Road is within walking distance for many patients.
Longer waiting time for appointments
As above
It is a disgrace to all young mothers and to the old traffic fumes and the speed of the cars
12000 patients is quite a number for one Surgery
Will it significantly increase the work load on Lower Green Surgery?
The current surgery is not set up to merge another one on it, the parking, telephone answering and staff and pharmacy are inefficient as it is.
Waiting times and parking
N/A
Traffic and parking congestion, asin answer 5 above

As above The reasons given out so far by the practice have been very vague e.g. "it is not sustainable" with little or no explanation. Closing a site will mean many patientst have further to travel. On a local level it will add to traffic and journey times; on a macro level it will add to climate change which the BMA sees as the single largest health risk.
As above. Also inadequate car-parking at Lower Green. How will it effect our local pharmacy at Tettenhall Wood ? How are so many patients to be dealt with at lower Green without extended surgery hours?
many concerns re appts/ availability/ accessability etc
convenience to wood road practice
Access to Lower Green is very difficult in times of heavy traffic and parking is already limited
Parking, appointment availability, elderly access
Lack of appointments, poor service.
See above. The surgery should not close. It is vital for the local community.
There are also many elderly patients that use this surgery. I really hope that the proposed move does not go ahead
Increased use of lower street surgery, making it more difficult than ever to get an appointment
Lower Green will become over crowded.
to get to lower street is not an easy journey. for people with no transport it will be very difficult. even with transport it is traffic dependent for the time taken to get there.
Appointment waiting time, travel, the empty surgery will make the area look untidy and may attract homeless/anti social behaviour
More difficult to access doctors
Wood Rd is a convenient location for local residents and to the schools making it easy for parents to take children to the doctors before or after school. It is also by main bus routes so easy for people to travel to. If it moves to Lower Green it will be less accessible for local people, especially those who do not drive.
Longer waiting times for appointments, inadequate parking, huge increase in patient numbers without a corresponding increase in medical staff.
Further to travel for me and my family. The setting can be intimidating for small children
The Lower Green surgery is not accessible by public transport from Tettenhall Wood and it is too far to walk for the elderly and less physically able. What will happen to the building? Will it become an eyesore?
As per response on q5. Over 3000 people use this surgery. Closing it isn't an option the area relies on the services. Once it's gone, it will be gone for good.
Lower street is in a very busy traffic area.
Less appointments available
Same as answer to Q5
I am concerned that it will become more difficult for all patients to get an appointment in a timely manner. Also, it may well be more difficult for Wood Road patients to get to Lower Street surgery if they do not drive and require a taxi, which they may not be able to afford. These patients may put off visiting the surgery or it may lead to more GP home visits or emergency call outs or even more emergency visits to A and E and admissions to hospital.

more difficult to get to Lower Green parking problems further to walk also impact on local chemist. No direct bus service.
Traffic is difficult, car parking is impossible, not able to walk far. How do you get there if you cannot walk far.
Not everyone drives and lower green is not in a location easily accessible by transport or walking it is quite far for a lot of people in Tettenhall Wood who don't drive, doubling up the patients in one facility I feel will greatly affect waiting times and ease of appointments which are difficult anyway. I feel a lot of pressure would be put under staff if this happened
Level of care for my family would be affected if needed to get an appointment
Will they offer extended hours? I doubt it
Elderly people access
Logistics - travelling to lower green
Degrading of service for elderly patients
undersupply of medical care in Tettenhall Wood for elderly people, families with small children and for people who don't drive
Finding another good family gp
Lower Green is harder to reach without your own transport, this may pose a problem for the elderly, disabled and families with young children.
None
See above
Cannot get to Lower Green Surgery. Take lots of medication, need to see GP on regular basis. Disgraceful, vulnerable patients at risk.
Parking at lower street, loss of a great surgery that really cares
creating hardship for 4000 patients having to travel over two miles without public or personal transport
Difficult parking and traffic at lower Street.
Less appointments for more people unless more GP slots will be made available at lower street. It can be very difficult currently to book nurse and phlebotomy appointments at lower street for annual diabetic checks. Will this be addressed and more staff made available if Wood Rd closes?
Reaching to lower green
lower green is a larger clinic, often with more patients in the waiting area. This poses a higher risk of cross contamination, which can be life threatening to those with cystic fibrosis
I am not the only person who will find it difficult to get to the surgery. I have been a patient there, in various venues, for the past 70 years and dread having to change my doctor.
Transport and availability of appointments
Will be hard to get an appointment or phone to make one. Will not make for better service it will be worse
As above .The chemists at Tettenhall Wood will be effected
I think this would be a massive impact on the local poorer community of Tettenhall wood
Distance to travel and lack of car parking facilities
My elderly neighbour does not have a car and attends this surgery regularly by walking. Lower green is a car drive away.
See above comments.

Elderly and infirm can't get to lower st unless you install an oxygen booth at the top of lower street by the lights most of these people can't or don't drive 😞 😞 😞
Parking and appointment availability at Lower Green
Waiting times for an appointment, Ratio of Drs. to patients, Parking
Having to get buses, walk quite far if my child is sick or me.
Access to Lower Green will be difficult, Parking frequently unavailable, far too far to walk and not on public transport route from Tette
A much greater distance to travel on some of the busiest roads in the area. Car parking inevitably will spill out onto the surrounding roads at Lower Green. To accommodate 3,000 extra patients will clearly mean that services will suffer and appointment waiting times will be stretched.
less appointments and reduced service for patients, how can closing a surgery be beneficial.
Lack of amenities, access for the elderly
Ordering, collecting scripts.
I have copd and don't drive, I will find it difficult to walk up the hill to the tettenhall road. I am 75
As above ,be quicker to go to emergency doctor or sit in a& e waste their time
My husband with heart problems walking
Feel for the many elderly in village
See above. Impact on patients predominantly.
See above
I can't physically use public transport I need the ease of a local clinic
Getting to lower green surgery, will doctor availability be same as now? How many doctors will be there at same time? If patients have a car is car park big enough?
I visit doc/nurse weekly and I need a clinic close by due to disability lower green is too far difficult to get to.
Distance. Bad weather. Confidence in attendance
As above
Poor access to Surgery
See above
Above plus the traffic by lower green is a nightmare
There is no direct bus between sites without a significant walk for old or disabled people. Car parking at lower green is already under pressure. What will happen to surgery building! I am not clear in the consultation as to the benefits of the centralisation- will there be longer opening hours as a result? More appointments? How much will be saved as a result? How will saving this improve outcomes for local people? The consultation has a lack of information which means it feels like a tick box exercise rather than a genuine engagement and dialogue on a vital public service.
For the elderly of Tettenhall wood it will be a struggle for them getting down to the other surgery.
Where would patients go, to adjacent GP practices such are already stretched
Getting good service that we do now. Longer travel to another doctors, longer waiting times, lack of personal friendly service that we get now.
Patients trying to travel up and down the hills that navigate the p
older people have much more cause the elderly are going to find it a struggle

it's difficult enough as it is to get an appointment and have previously been given an appointment at wood road instead of lower street when there were no appointments available at lower street
Please see my answer to question 5
Elderly people will struggle to get there on foot
Getting to lower green
Distance. Less chance of appointment when needed. Further to go for repeat prescriptions. Busy roads. Car park spaces
It may be more difficult to get an appointment at Lower Green Surgery due to increase in patients from Wood Road
None
There is a lot of elderly that live in the area that would struggle to get to lower green. More harder to get appointments as more people to see. Also concerns that the chemist would loose custom due to a chemist in lower green that people would use.
Less chance of seeing a doctor same day. Port parking facilities
The lack of transport to the Tettenhall clinic it's not easy to access for the elderly
See above
Won't be able to see a nurse / doctor when needed
I am concerned about pensioners who would struggle to get to lower green by public transport
Parking at lower green surgery is already extremely difficult. Wood road surgery is extremely important for many people in Tettenhall Wood which is an increasingly expanding area with new flats and houses just being completed right by the surgery
The elderly of Tettenhall Wood would struggle.
Ability to get an appointment
That there is nothing planned to open in its place, even if it was a chemist, that would be better than nothing
i have a recurring knee problem do not drive and would have to walk to the other surgery which is at least a 40 minute walk
I live in perton which means travelling further. This has been my drs for 40 years
There may be older patients that rely on the service .. they may not be able to get down to lower green. It would be a massive shame for it to close and a big loss to the local community
Ease of access for non car drivers at Lower St
20 minutes on the phone to get an appointment. Then it will make it even harder to get in with closing one surgery.
It will be hard for old and infirm to get to lower st and parking is already impossible.
Availability of doctors' appointments. Short notice appointments.
Delay in getting appointment due to extra patients
Wood road closer and easier to get to
I am concerned, as well, for local residents who will have more difficulty travelling to Lower Green Surgery. For example, older people, those who cannot drive and so on.
As above - also will Lower Street Surgery be equipped to cope with the extra patients ?
Harder to get an appointment with more patients in one surgery increased time to

get there
It needs lower street to expand and take on more doctors have nurse practitioners for minor illness there were no appointments recently and we had to go to Penn to see a nurse practitioner but he sent us back to doctors to get an appointment to see our own doctor luckily we had held on to the appointment we had made 4 days before or it would have been another week
As above. It's not just me I'm concerned for. I think the elderly will struggle too to get there and appointment waiting times will be lengthy
I would not be able to access a gp, or be able to attend a clinic
The surgery will not be accessible to all patients currently using wood road surgery, the elderly may not have transport, likewise with the other patients whom like locally and cannot commute to lower green. This would also mean that these individuals cannot receive advice or treatment from professionals and therefore their health may suffer. The closure would also mean that less appointments are available and less people will be able to arrange an appointment, also reducing accessibility as the times left available may be unsuitable for those working 9-5 and those who cannot attend during school hours.
Elderly people will struggle
Same as above. Parking will also be an issue as lower green car park has limited spaces as it is without an influx of patients
As above
Waiting times will be longer for appointments when they merge
Travel expenses
Residents who live near wood road and don't have transport will have difficulties in getting to lower green
Strain on other sources as people would call 111/999 as they could not get themselves to the surgery.
I walk to my surgery now would have to drive to lower green. Parking is an issue at lower green
Too far to travel to another one
As above I also work full time so getting there would put a extra hour onto my appointment time
Too may booked up appointments at lower green
Elderly, infirm young families those with no transport
No local access to care, the practice has helped me beyond belief since having a child. My son had a fever and dr Ashton didn't hesitate to ask us to bring him down and got us into the Pediatrics department at new cross, I can't fault the help we have ever had at this practice as a family. It will be a sad day for Tettenhall Wood if it's to shut.
Alot of people will be unable to get to lower green
This proposed closure will put more pressure on Lower Green it's difficult to get an appointment
See above.
As above, I worry it will be difficult to get an appointment
Getting to appointments on time as Tettenhall road can be extremely busy so difficult to judge time to get there from Tettenhall wood
Making lower green surgery too busy

How difficult it will be to get an appointment especially having two young children and living close to wood road. If I didn't drive then getting to lower green would be near impossible and I imagine this is the case for some people.
As above.
Unable to get an appointment easily if both site merge, parking is already difficult at lower green and no other places to park
Lack of Dr's surgery in Tettenhall Wood.
Parking... lack of space. Inadequate disabled provision.
Too many to mention. I will be attending the consultation.
Taking in repeat prescriptions will be another problem . The 62 bus stops outside the surgery but if you get off to put your prescription in when you leave you have to either have a good uphill walk to Tettenhall Road , wait 1/2 hour for a 62a bus back to Wood road or get taxi . Also 62 bus along Wood road only runs until 2.30 . Wood Road enables people to walk there and with an ageing population it is good exercise instead of having to rely on taxis
Lack of local provision. Negative impact on local community and overall local health.
Read answer 5.
It could greatly inconvenience patients of Wood Road, especially those with limited capacity for travel to and from appointments. Also appointment waiting times will be increased (very good service at the moment)
INCONVENIENCE AT MY AGE
It worries me the amount of traffic along Henwood Road and chaos sometimes at the traffic lights
My concerns would be: ageing population in and around Tettenhall Wood, travelling for people to get to Lower Street is not easy. There has been a Doctors Practice for years at Tettenhall Wood and for me it would make life a lot more difficult without a Doctors on my doorstep. 5 Doctors in the practice should be able to work something out to keep this surgery open..
Too far from Tettenhall Wood. No bus route by surgery. Not accessible for everyone. Aimed at drivers and against non drivers. Difficult for the elderly to access. Another blight on the local people of Tettenhall Wood. If you are lucky to have a car the car park at lower green is always full, No extra parking could ever be developed. Making life for people more difficult for the locals of Tettenhall Wood especially when they are at their most vulnerable - unwell and needing support.
The surgery is neAr my home and is easier to get too.We do not drive and this helps with the locality of Tettenhall Wood surgery.To go to Tettenhall would have a negative impact if I am unwell and have to walk to Tettenhall that would be difficult and more money to catch a bus that does not get me to the Drs Lower Green would entail more cost. The community of Tettenhall Wood need their surgery saved. More patients - no appointments
No bus route by surgery. Far to walk for all especially the old and infirm. U Dylan
Access-if you do not drive its a long walk from home.Buses do not go passed this surgery.Roads are very busy and dangerous to cross to Lower green.More expense for travelling.Too many patients at the surgery combined difficult to access an appointment.Why should patients at Tettenhall Wood be made to change even with reduced hours at T Wood surgery its better thAn no surgery here at all. Prescriptions have to be taken in by hand cannot phone in repeats that entails yet another journey. More time lost at school/college having to travel to Tettenhall.

Poor accessibility from Tettenhall Wood - inadequate parking facilities and poorly served by public transport (1 bus per hour) alternative services mean a lengthy walk for the elderly/infirm
Accessibility - Lower Green already has a parking problem and can only be accessed by public transport via a service that runs once an hour
Traffic congestion
Further to go for me to drop/collect stuff. ie repeat prescriptions. Parking is always terrible at lower st which will impact on my time if I have to park a distance away. (Also if I do have to bring patient).
Access for local people who would then have to catch a bus into Wolverhampton and then again out to Tettenhall
See above.
Parking by lower street is bad enough, car park is always full but no one is in doctors- why is the car park full?? Concerned that parking will be even more difficult!! Also struggle to get appointment on the day after ringing from 8am so more patients at one branch will mean even less chance of an appointment?
As above also how about older people who will find it difficult to get to lower green
Moving all services to Lower green would put extra pressure to travel and would likely result in more waiting times.
Insufficient data has been provided to make any sort of judgement on what is being proposed. What will the new operating model be and how does this compare to the current operating model.
I can just about walk up to wood road, so visiting my Doctor is not a problem. Moving my surgery out of my area will be a big worry. Stress and worry affects my health problems. I have multiple sclerosis.
Concerned that with extra patients going to one surgery, appointments will be longer waiting times where as now you can usually get an appointment the same day, also traffic at certain times of day can be awful in the lower street area
as above plus would this cause delays in getting appointments at lower green and put a stretch on facilities
For me personally, little effect, but I wonder about the elderly patients in Tettenhall Wood who do not drive.
Appointments are already difficult and centralising is likely to make this worse. It will also likely significantly impact on Tettenhall Wood patients (particularly elderly and low paid) who do not drive as they will be less likely to travel the 1.5 miles to Lower Green.
The surgery provides an invaluable service to residents in the local area. Moving all these patients to one surgery will make that surgery extremely busy
Difficult for patients to get to other dentre. No direct bus service and a longer walk from bus stop making it difficult for patients will mobility problems
It will reduce the availability of front line medical care for children, the retired and the working population that pay for it's running costs
As for Q5, and also it will affect the local pharmacy in Tettenhall Wood.
I'm concerned that lower green will get very busy due to this closure. It will be very difficult to see a doctor due to overload of patients in one surgery. Wood road surgery is close to where I live and I'll have to drive and it will take long time and planning on my behalf. This closure will have a very negative effect on my life and my family's.
As above

See above
Distanjce
Will not affect me personally
The impact on car parking, which is already VERY limited.
The NHS is for the patients, not for the convenience of the suppliers of services./
neither surgery has dedicated parking,
Various. Especially the Knock on effects at Lower Green, including traffic density and on road parking.
No great concern, so willing to agree to the proposal if it helps the efficiency of the practice.
This is going to impact on a lot of elderly people and mothers with young children. Also if joining two surgeries there will be twice the amount of patients at Lower Street , therefore appointments will be harder to access and parking for drivers will be difficult.
As above
As before
More difficulty getting there!
Access for people in the vicinity of the surgery
If you can't get appointments now how are we going to get them when there are more patients.
None
Not able to get to the surgery in Tettenhall (see answer to Q5)
Further distance with no bus service. Inadequate parking.
Lower Green coping with patient numbers
Same as above
As above
However we are concerned about the patients that live close by and have no transport. How will they be able to get to Lower Green?
helping myfather because of his disabilities
getting repeat prescriptions for my husband
My Wife, who is a patient of Dr Smissaert and myself (Dr Ashton) would have extreme difficulty attending Lower Green as my wife is wheelchair bound and I have bad legs. There is only one disabled parking space near to the entrance and the car park is on a slope which makes it difficult to negotiate a wheelchair.
Same answer as 5
That it will be harder to see our doctor without a long wait
Would it make it more difficult for patients normally using Lower Green surgery to access and appointment
Patients health families and elderly.
Lots of people are patients here , some will struggle to get to lower green , bus routes do not go from Tettenhall Wood to lower green directly , what about the elderly and those with mobility issues? It will also have a negative impact on Tettenhall Wood pharmacy which is a fantastic pharmacy
None for myself rather for others as stated above
Parking at Lower Green is never easy,
Parking difficulty. Hard to get to especcially in rush hour throught very busy junction to Henwood Road.

Asabove
more time consuming to get to lower street
more time consuming to get to lower street
more time consuming to get to lower street
As above
It is currently possible to walk to Wood Road surgery in good weather and to park in the adjacent car park in bad weather.
Never any parking spaces at Lower Green, this will make it even worse.
I have concerns about this causing over crowding at lower green and causing more strain on the overall service which in fact would most likely make it more difficult to get an appointment with a doctor and cause waiting times to be longer which would not be a positive thing for patients care.
as above
Not all the patients who visit the Wood Road branch will be able to get to Lower Green
Accessibility of services for older people in Tettenhall and Perton
Travelling especially in winter will be very problematic for me
None
I will struggle with buses to Lower Green
Increased pressure on Lower Green Surgery
Potential impact on lower green. Access to a drs for those in tettenhall wood area. Elderly, mobility issues etc
Will an already busy practice be able to cope with the additional footfall
There's no doubt whatsoever in my mind that what is being proposed is a reduction in services, rather than any form of improvement.
see number 5. One reason I had for moving to current address was the easy of access to surgery and nearby facilities as I age!
See above
Further to travel. Possible delays in getting appointments due to all patients concentrated on lower green
location and access is much better than Lower Green. Time spent to get their and back is good at Wood Road but hopeless at Lower Green.
Concern that patients at the far side of the area may be de-listed
The reduction in amenities in Tettenhall Wood
Loss of personal atmosphere and my Mother aged 86 has been recently widowed and has no transport which means I have to do doctors run around my work which involves me working away the traffic at the Rock is always extremely busy.
If I am ill and find it difficult to get to Lower Green by bus it would be very inconvenient.
No easy transport to lower street
As above. Centralisation of services have historically never benefited patients. Cost cutting at expense of patient convenience and service
In your consultation letter, you highlight the national shortage of GP's as the reason for closing Wood Rd - however you have 5 partner GPs - and this has not declined for the last 5 years- so please elaborate on this. Also you highlight moving to one location will improve accessibility - but how can closing Wood Rd achieve this? Will Lower Green have later and earlier opening times?
Concerns of possible longer waiting times at Lower Green surgery.

the proposed closure of wood road surgery could have a considerable effect on the ability to obtain an appointment of patients at lower green surgery due to the wood road patients having to attend lower green, this would impact on the facilities and the parking around lower green making the whole procedure more awkward for existing patients registered at lower green
As I stated above, too many patients and a much busier practice is not a good combination. If they do go ahead they need to give priority appointments to carers and those they care for.
none
Taxi can drop me right at door of wood road as I struggle to walk a distance upper hill. Car park is to far to walk to.
Busy junctions to cross to get to lower green
At the present cars park on the main road which causes problems and if 3000 more are to try and use the Lower Green surgery it would cause chaos
longer distance to travel will need to get a bus to lower green
The lower green surgery is situated at the bottom of a steep hill and would make patients more reliant on buses/cars to get there. The location is not good for pedestrians due to the hill and lack of crossings at the Majestic Wines crossing
Wood road is the only surgery within a 3 mile radius of Tettenhall.
as above
As above but also fear the loss of Wood Road would impact the Tettenhall Wood pharmacy leading to possible closure affecting the local community in a negative way
Parking at lower green is already difficult and roads are more busy for the elderly and those with young children. It
Not sure that Lower Green can cope with the extra patients.
from a selfish point of view I find it easy to make appointments to see doctors and nurses at Wood Road and feel this will prove more difficult if it closes ,emts
Access for those unable to travel to Lower Green such as elderly and those unable to drive
As above. Longer waiting lists for GP appointments and distance to travel.
Parking, that people can't easily access the surgery at lower green if they don't drive. Accept that keeping two sites open isn't really cost effective if you ant offer full service. You should tell patients what are the impacts of the closure
Very concerned that people without transport will be unable to visit the surgery in lower Street as the bus service is limited it would prove quite difficult for people without transport to get to
As above
Concerned for reasons given in 5 above. Also concerned that the much better attitude of staff at Lower Green front office staff may be compromised if/when integrated with Wood Rd staff.
Car parking facilities are terrible currently , so this will bring even more congestion to the car park , may experienced delays in getting appointments, waiting times may be even longer , no direct public transport to lower green , travel by car from Tettenhall, Compton and Wightwick is hindered by odd fellows island congestion, henwood road and lower st congestion
It has served the local people for many years, it would be hard for some people to cage doctors and distance to go to Lower Green
As per point six above

I don't think they will be able to cope with all the people at tettenhall surgery, and tettenhall Woods patients, they can't fit you in now, if you don't get a call in by 8.30 you don't get seen.
Increase in appointments at nearby surgeries meaning less appointments will be available for patients
No concerns
How would elderly patients get to lower green surgery if they live in wightwick area
Other surgeries will have limited places to support our needs. As a family of 5, my main issue is being placed at several GP practices which will cause a very negative impact
This will cut off member who have mobility issues. Especially ones of an elderly nature
as above
Lower Green surgery would become more difficult to make appointments.
Being an older person having to go to tettenhall will not be so easy and the current parking at Tettenhall is already to capacity. It will be very very difficult to park. When I need a GP appointment I go on line and I have no problem in obtaining an early appointment quite often the same day so where is the evidence that the practice is struggling..?? It is a most excellent service in all respects. I am not convinced the standards will be as good from a merger of the two surgeries.
It's the only doctors surgery in tettenhall wood
Travelling further would be a problem, especially in bad weather. This would be even more difficult for other patients with limited mobility.
The wood road branch I much more of a personalized service which I never feel is the same at the lower green branch. However having more opening times would be an advantage.
it would be crowded if wood end surgery closed
Increased pressure of obtaining an appointment with professionals within a reasonable staff. At present quite accessible.
PLEASE SEE ANSWER TO QUESTION 5 ABOVE.
getting all my medication
As above transport and parking. This move will not benefit anyone in Tettenhall Wood and as far as I can see is a cost cutting measure which will deliver a poorer service
Will have difficulty getting to lower green as have no transport
Have no car and public transport to lower green is not very good. Too far to walk
The main concern is about appointments. I hope there won't be fewer available. However, on occasions when I couldn't get an appointment at Lower Green, I had to go to Wood Road. Perhaps the centralisation might improve the situation?
Access to surgery
What the building would be used for if wood rd is closed. Car park is already well used with school drop offs/pick ups
Not easy to get to Lower Green on public transport from Tettenhall Wood.
As above plus there are many elderly people in Tettenhall Wood and it may be difficult for them to get to Lower Green
Longer waiting time for appointments, lack of parking/disabled parking and trying to get to an appointment via congested traffic on Tettenhall Road and Lower Street
Parking at Lower Street. Concern for the elderly accessing the surgery

Longer waiting time for appointments, lack of parking/disabled parking and trying to get to an appointment via congested traffic on Tettenhall Road and Lower Street
Longer waiting time for appointments, lack of parking/disabled parking and trying to get to an appointment via congested traffic on Tettenhall Road and Lower Street
My main concern is for the residents local to Wood road who will not be easily able to access Lower Green. Will the doctors and medical staff increase their home visits?
This could have an impact on getting appointments at lower green.
I moved to be live close to a GP surgery and chemist wanting to keep my independence and walk to the surgery with my assistance dog.
I am able to drive but I am concerned for elderly patients that are currently able to walk if the surgery is close to their home
See above but more for my elderly father
Tettenhall surgery is not within easy walking distance from the number 1 bus route.
As above
Any jobs that may be lost and also the closed down building will become an eyesore, unless it is used for other businesses.
Less convenient. Will make it more difficult to make appointments.
Greater volumes of traffic on limited parking at Lower Grw
Totally unsuitable for me as I am physically disabled and my wife who has dementia
Longer waiting times for appointments at Lower Green, less convenient for Tettenhall Wood residents, parking problems at Lower Green
Difficulties accessing the other branch for older people, parents of small children and those experiencing debilitating conditions.
Parking at Lower green. What the building will be used for on wood road and issues with well used car park there that we rely on for school runs.
Limited parking, no direct bus route.wi
As above
Increase carbon foot print to get to Lower Green. There is no direct acces by public transport to Lower Green. Potential for dramatic increase in home visits thereby tying up doctors time. People will be detered from seeking medical attention becaiusc they cannot attend Lower Green.
the repeat prescription system/parking at Lower Green
Distance from tettenhall wood area to Lower Green. Lack of parking at Lower Green.
Limited parking at LG, difficult to travel to LG on public transport
I am 86 with no car and there is no direct bus service to Lower Green.
Accessibility of services as I don't drive and find walking difficult - I'm sure other patients from Tettenhall Wood will be in the same position.
Particularly for older patients and those who don't drive.
As above, but longer delays to make a/ for appointment/doctors due to larger area of people

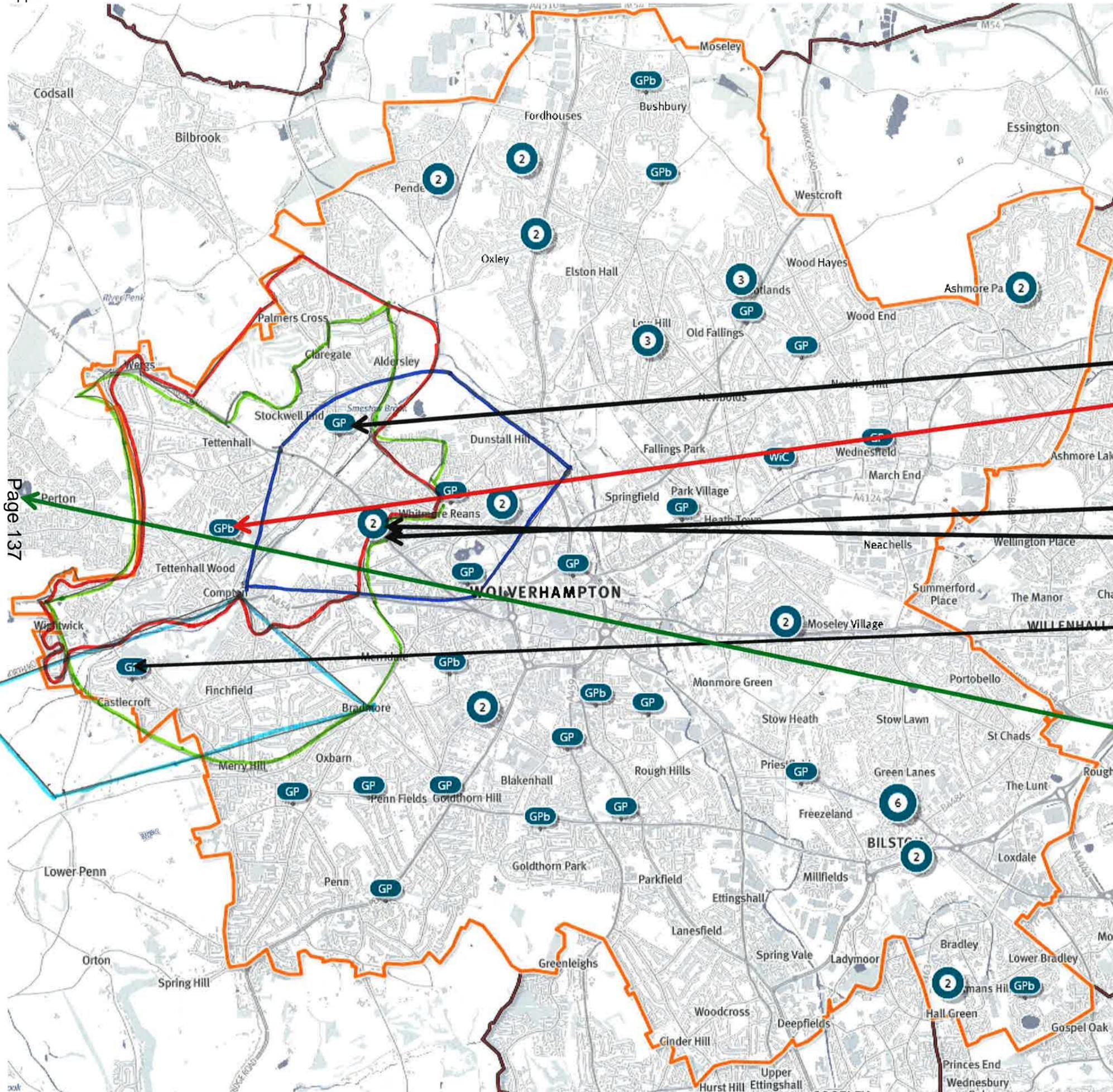
<p>The surgery will gain from closing the site financially, but as you have already stated you experience difficulty in recruiting Doctors, so the Doctor numbers will not increase at Lower Green creating longer waiting times for appointments or to be seen. I would like to see weekend and late evening appointments for those that work full time will this ever happen? Even the practise Nurse is not available five days a week.</p>
<p>Difficult to understand the decision to vclose. Will attend drop in, but fear is that it will lead to overcrowding at Lower Green, less appointments, long delays talking to a receptionist, not sufficient parking. We do not hear of the employment of another GP being financed with closure. What happens to current staff at Wood Road?Clinics? Will ther be more phonelines, more clinics, longer working hours? Has the building of apartments for the elderly all around TettenhallWood and tettenhall been taken into the equation?</p>
<p>Concerns over patient well being and that this will have a financial benefit for the partners and a negative health implication for patients</p>
<p>Logistics for the elderly in getting to the surgery. Even though close to a bus route that encompasses Tettenhall Wood, there is still an element of walking which some may find difficult. With the advent of repeat prescriptions online, should be less visitation.</p>
<p>It is to far to travel to the tettenhall surgery for the elderley and young moms with no transport its not the easist walk when tou get of the bus</p>
<p>Lower green ,won't be able to get there ,will never be appointment, be quicker to go to emergency doctor or waste a and e time</p>
<p>Difficulty getting to Lower Street and extra demand making it difficult to get an appointment</p>
<p>As above.</p>
<p>For local elderly people who have no transport getting to lower green will be a nightmare</p>
<p>None</p>
<p>When I couldn't get an appointment at lower green, I was offered Wood Road, what will happen when it closes, I won't get an appointment at all, or might be weeks.</p>
<p>As above. Also we have always been able to get same day appointments at the Wood Rd surgery. If all patients went to Lower Green I feel this would probably not be the case & we would have to wait longer to get an appointment.</p>
<p>Can Lower green cope with extra patients and will we have to wait longer before we get an appointment</p>
<p>Parking, availability of appointments</p>
<p>Apart from the above there is already limited parking at Lower Green</p>
<p>Lower Green surgery is on an Incline for seriously ill patients who have to visit nurse regularly for bloods to be done etc...then make way uphill to Tettenhall Ed to catch bus home.....I know this from 3 patients I have cared for in past few years, which is why I left job and ensured they did not have to suffer continuing to do this. 2/3 now deceased. a to alld for the bus home.</p>
<p>The bus service via Henwood Road is too infrequent to be a viable option for getting to Lower Green. For some people it will mean an alternative choice of having to get 2 buses to get there. Also the car park at Lower Green is ridiculously small for the extra numbers of people going there. It is extremely difficult for the elderly in Tettenhall Wood to get there and there is a large percentage of elderly people in that area. It may also have a negative effect on the Chemist in Tettenhall Wood. Also requests for prescriptions will have to be sent by post, unless requests can be made by phone or email.</p>

See 5
As above
Travel. Alternative doctors still a distance to travel.
None, I'm happy to attend Lower Green for services.
waiting times, elderly members of family being able to get to the surgery.
Limited parking, much further to travel to drop off scrips.
Ease of getting early app.and parking facilities
People living near the site may have difficulties getting to Lower Green, although there is a good bus service.
If you see the combined amount of patients at lower green then there will not be enough room in the waiting room. Also will it be harder to get an appointment.
not being able to get an appointment in a reasonable time and the possibility of not being able to travel the extra distance.
Putting the two surgeries together may increase appointment waiting time
None
None personally, but I can appreciate that people living in Tettenhall Wood might feel differently.
It may mean that Lower Green surgery will be busier and will need to be staffed appropriately.
Tettenhall itself won't have its own GP practise.
Not being able to attend Lower Street
It will affect the persons who find difficulty travelling to the Lower St practice.
Being unable to access Lower Street as easily as Wood Road
It's not very accessible to all patients- how do I request a repeat prescription, because you're not allowed to do so over the phone
Vital health service missing in this area
actually being able to attend Lower Street
Service is used by locals, but power green is not as easily accessible. Some of the older user would have to walk, get a lift, bus to Tettenhall Road and walk down and back up to stops which maybe ok for some but majority who suffer ill health and issues will struggle.
Not being able to access a Doctor.
There are a great number of older people on tettenhall wood,who will struggle to get to the alternative surgery
Main concern is the increased waiting time to see a Dr at Lower Green when the number of patients increase after the closure of Wood Rd Branch
Please see answer to question 5!
Will waiting times be longer? Will the surgery open on a saturday?
Same concerns as stated in previous 'box' !
accessing the surgery, as i do not drive
I myself.plus my husband rely on wood road surgery and the doctors to be close.with in walking distant.
I myself.plus my husband rely on wood road surgery and the doctors to be close.with in walking distant.
Will lower green become overcrowded? Will there be a shortage of appointments
Ease of access by elderly parents
As above

Long term local patients may not have the transport to travel to Lower Green, this is a NHS problem not a patients.
Distance. Will there be fewer appointments available if based on one site only?
There are many elderly people in Tettenhallwood that frequent the wood road surgery, my 82 year old mother being one of them. It will be impossible for her to attend lower street surgery as she is unable to walk very far and once at lower street surgery it is a substantial UPHILL walk to get to a bus stop to return to Tettenhallwood. People like yourselves who make these kind of decisions always assume that people have cars or have access to someone with a car, well for my mother and many like her this just simply isn't the case. This proposed closure just simply isn't feasible for the people of Tettenhallwood.
I worry that appointments will become harder to obtain
All the above, plus the need to provide patient centred accessible healthcare
Difficulties in getting appointments. Protracted waiting times for appointments.
In addition to my answers for question 5, I am concerned that Lower Green is too far for me to walk to and if I was unable to drive I would have to have a taxi which I may not be able to afford.
Distance. Exacerbated during inclement weather. lack of public transport. Travelling in dark hours.
If I can renew my prescription on line then it will be OK for me
The service I have received to date could not be better. At lower green I am sure it can only get worse - maybe much worse
Pressure on parking at L.Green.. mitigated by appts system. Longer wait to see GP (but perhaps GPs can spend longer in surgery at L.Green)
Will the existing facilities at Lower Green be adequate to cope with an additional influx of patients who currently use Wood Road? Will parking facilities at Lower Green be adequate if the two surgeries are combined?
air is too far away to attend another surgery
I am a regular up the doctors due to my conditions I will not be able to get there very easily without help
Such a long walk is very tiring and will not help get accurate results of the regular tests I have.
distance from my home; lack of parking so would have to walk in often inclement weather. This is likely to have a negative impact on any tests I might need, such as blood pressure.
Hard to travel to if don't drive
It will be detrimental to the patients if wood road closes as it will be further to travel to lower green Which is not easy to get to if you don't drive as it is not on a bus route and would mean having to pay for taxi's which is not good. It could also mean longer wait time for an appointment if all patients are having to go to lower green
as above
Viability of elderly or physically/mentally impaired patients getting to practice not within close proximity
Parking at Lower Green surgery
I live next to Wood Road surgery and am concerned about what alternative use the premises may have, if placed on the market. Not only this, but if the premises are acquired by another medical practice, many patients may choose to move from you. I am also concerned about the loss of this amenity and the impact the closure will have on the value and marketability of my property.

More patients at lower green means a much busier practice so it will take even longer to get an appointment.
Not many emergency appointments, not the doctor you normally see.
Lower Green is very difficult to get by public transport, even more so if you are unwell.
Efficiency and the availability of appointments. Also, I am concerned about the ability of Lloyd's pharmacy to cope efficiently with the increased load.
Letting the comminty down
Not being able to see a doctor within 24hrs
It could be difficult to get to lower green if you have not got transport
It means people have to travel further. When you are unwell, you do not feel like travelling. I suspect that this will lead to more ambulance call outs.
Increased waiting times for appointments and gp consultations
People unable to travel to lower green..
Although I prefer Lower St. Venue because of on site pharmacy I am aware that there are a number of elderly people who would struggle to get there because if the distance & heavy traffic,
As above plus location of Hearing Clinic
As above. Difficult for those who depend on being close to Wood Road or are without transport, no bus service.
Parking at lower green is not great now and will get worse. Losing the doctors surgery is detrimental to Tetterhall Wood community and village
I would have to consider changing my doctors as its harder for myself and family to get to Lower Green, which really don't want to as I have been coming here for years
A longer wait for appointments.
Insufficient parking. Lower street surgery already slow and overcrowded.
If all patients have to visit Lower Green, appointments will become harder to obtain.
The lack of parking at Lower Green
Further to travel and reduced parking facilities
reduction of medical provision
Longer waiting times.
I think it will result in delays securing an appointment to see a doctor or nurse. Is this a cost cutting plan that will be detrimental to patients?
More patients using Lower Green and inadequate parking. I visited this week and had to park non a housing estate 5 minutes away, apparently the Incontinence Team are now based at Lower Green and the staff have basically taken all car park and surrounding spaces.

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TETTENHALL MEDICAL CENTRE □

LOWER GREEN MEDICAL CENTRE □

WOOD ROAD SURGERY □

NEWBRIDGE MEDICAL CENTRE □

TETTENHALL ROAD SURGERY □

CASTLECROFT MEDICAL CENTRE □

MEDICAL CENTRES, PERTON □

Distances from Wood Road Surgery

Lower Green Medical Centre*	1.3 miles
Castlecroft Medical Practice	1.2 miles
Newbridge Medical Practice	1.5 miles
Tetterhall Road Practice	1.7 miles
Lake Side Medical Centre, Perton	3.4 miles
Tamar Medical Centre, Perton	3.5 miles

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Equality Analysis Form

Name of Project/Review	Proposed closure of Wood Road branch surgery	
Project Reference number		
Project Lead Name	Gillian Shelley	
Project Lead Title	Primary Care Contracts Manager	
Project Lead Contact Number & Email		
Date of Submission	5/11/19	
Version	2	
Is the document:		
A proposal of new service or pathway	NO	
A strategy, policy or project (or similar)	NO	
A review of existing service, pathway or project	YES	
Who holds overall responsibility for the project/policy/ strategy/ service redesign etc		
The GP practice		
Who else has been involved in the development?		
The Practice Manager		

Section A - Project Details

Preliminary Analysis – copy the details used in the scoping report

For some time the practice has been experiencing difficulty in managing and sustaining the branch surgery in Wood Road, Tettenhall Wood. All patients deserve a high quality healthcare service but for a number of reasons the practice feel unable to deliver the services they would like to from this branch. Therefore, they have made a request to NHS Wolverhampton Clinical Commissioning Group (WCCG) to close the Wood Road Branch Surgery.

For the Partners of Tettenhall Medical Practice the decision to request the closure of the branch surgery has not been taken lightly. Over the past twelve months, they have tried various solutions to keep the branch surgery open. However, the national shortage of GPs has led to difficulty in recruiting permanent doctors. In addition, provision of modern primary healthcare is becoming increasingly difficult and delivery on two sites is no longer sustainable. As GPs they are primarily concerned with the well-being of their patients. They believe that by centralising services on a single site at Lower Green Surgery, they will be able to offer a more flexible, efficient GP service with better access for our patients.

A consultation began on Tuesday 7 May 2019 on the proposed closure of Wood Road Branch Surgery. The consultation will take place over 90 days and will end on Sunday 28 July 2019.

The survey is available online at <http://www.tettenhallmedicalpractice.nhs.uk>.

Provision has been made to ensure that alternative formats are available as required and that due regard is given to a patient's communication preferences.

Summary of main findings

The area served by the Tettenhall Medical Practice

- Compared to the wider population of England, the area served by the Tettenhall Medical Practice had
 - an older age profile, with higher percentages of people aged 60 years old and over, and lower percentages of people under the age of 40 years old;
 - lower percentages of White people and Black British people, and higher percentages of Asian British people and Mixed-race people;
 - and a higher percentage of people whose main language was English.
- The largest ethnic group in the local area was White British (78%), and the next largest ethnic group was Asian British Indian (10%).
- After English, which was spoken as a main language by 95% of people in the local area, the most widely spoken languages were Punjabi, Urdu, Polish, and

Arabic.

Service users registered at the Tettenhall Wood Road Branch Practice

- Compared to the local area population, service users registered at the Tettenhall Wood Road Branch Practice had
 - an older age profile, with higher percentages of people in their seventies and eighties, and a lower percentage of people in their twenties;
 - a similar ethnicity profile in terms of broad ethnic groups;
 - and a similar percentage of people whose main language was English.
- The largest ethnic group amongst service users was White British (77%), and the next largest ethnic group was Asian British Indian (10%).
- After English, which was spoken as a main language by 94% of service users, the most widely spoken languages were Punjabi, Arabic, Urdu, and Spanish.
- White British service users had an older age profile than service users from other ethnic groups.
- Half a percent of service users were housebound. All housebound service users were White British. Rates of being housebound were highest amongst service users in their eighties (2%) and nineties and above (11%).

A total of 4565 patients are registered with the practice (May 2019)

The main practice is around a mile from the branch and is on a direct bus route.

Equality Analysis Form

Who will be affected by this work? e.g. staff, patients, service users, partner organisations etc.

The proposal will impact on the practice's patients both those who use the current branch practice and those who use the main site. It is noted that the practice has received no complaints from any patients who have had to attend the main surgery for some services and appointments for a while.

There will also be some impact on staff and GP partners although this is expected to be positive if the closure goes ahead.

Section B – Screening Analysis

Equality Analysis Screening

It is vital that the CCG ensures that it demonstrates that it is meeting its legal duty, as the responsible manager you will need to identify whether a Full Equality Analysis is required.

A full EA will only not be required if none of the following aspects are identified and you are confident there is no impact.

E.g. 'This report is for information only' or 'The decision has not been made by the CCG' or 'The decision will not have any impact on patients or staff'. (Very few decisions affect all groups equally and this is not a rationale for not completing an EA.)

Screening Questions

Advice and guidance can be sought from: David.king17@nhs.net or agcsu.equality@nhs.net if you are unsure about the answers to the questions.

Is the CCG making a decision where the outcome will affect patients or staff?

YES

Equality Analysis Form

<i>For example will the project result in you making decisions about individuals in ways which may have a significant impact on them? e.g. service planning, commissioning of new services.</i>	
If the CCG is enacting a decision taken by others, e.g. NHS England or Local Authority - does it have discretion to change, modify or mitigate the decision?	NO
Is the board/committee being asked to make a decision on the basis that this proposal will have a consequential effect on any change? e.g. Financial changes	NO
Will this decision impact on how a provider delivers its services to patients, directly or indirectly?	YES
Will this decision impact on any third parties financial position (i.e. Provider, Local Authority, GP Practices)? <i>For example are you removing funding from theirs or any contract?</i>	NO

If you have answered NO to ALL the above questions, please provide supporting narrative to explain why none of the above applies.	The CCG is supporting the GP practice in carrying out a robust Equality Analysis around this proposal to ensure that potential impacts are identified and mitigated.
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If the answer to ALL the questions in the screening questions is “NO**” please complete the below section only and do not complete a full assessment.**

Please forward your initial assessment (section A & B) to David.king17@nhs.net or agcsu.equality@nhs.net once this has been reviewed by the relevant board and the below section has been completed,

The EA will be recorded for information and audit only.

These initial assessments will be saved and retained as part of the CCG’s audit trail. These will also be periodically audited as part of the CCG’s Quality Assurance process and the findings reported to the Chief Nurse, PMO Lead and the CCG’s Governance team.

If any of the screening questions have been answered “YES**” you will now be required to complete a Full Equality Analysis (section C) (see below)**

Equality Analysis Form

Please forward your initial assessment (section A & B) to David.king17@nhs.net or agcsu.equality@nhs.net once this has been reviewed by the relevant board and the below section has been completed

Project Leads Section A and B Assessment

Title	Name	Date
Assessment A & B completed by		
Is a Full Assessment required (section C)	This section has not been completed since a full EA was planned from the start.	
If Yes, what is the time frame for completing Section C		
Review Board		
Board Chair		

The Full Equality Analysis (section C)

This will be completed once you are ready to request approval of the required change from the appropriate Review/Approval board (i.e. Business Case Stage)

If you required any support to complete the FULL Equality form, please contact the Equality Manager.

The Completed EA will then require a final sign off as per section 10.

Section C - Full Equality Analysis Section

If at an initial stage further information is needed to complete a section this should be recorded and updated in subsequent versions of the EA. An Equality Analysis is a developing document, if you need further information for any section then this should be recorded in the relevant section in the form and dated.

Equality Analysis Form

1. Evidence used

What evidence have you identified and considered in determining the impact of this decision e.g. census demographics, service activity data, consultation responses

The review has taken account of:

- Patient activity data provided by the practice
- 2011 Census data
- Findings from the engagement undertaken with patients and other interested parties during 2019 (7 events from May to September) Further details will be found in the engagement report on this work.

The patient data has been collated and compared with that of the relevant ward population data to produce an enhanced analysis report which is included as an appendix to this EA form.

The consultation responses included equality monitoring data and have allowed the following profile to be determined of responses.

Ethnicity

Answer Choices	Responses	
Arab	0.22%	3
Asian or Asian British	10.44%	137
Black or Black British	1.82%	24
Chinese	0.00%	0
Gypsy/Romany/Irish traveller	0.07%	1
Mixed dual heritage	2.21%	29
White or White British	76.68%	1006
Prefer not to say	4.80%	63
Other (please specify)	2.21%	29
Answered	98.48%	1292
Skipped	1.52%	20

Equality Analysis Form

Age:

Answer Choices	Responses	
Under 16	0.83%	11
16-24	4.64%	61
25-34	9.68%	127
35-59	28.36%	372
60-74	30.19%	396
75+	18.68%	245
Prefer not to say	4.35%	57
Answered	96.72%	1269
Skipped	3.27%	43

Gender:

Answer Choices	Responses	
Male	35.59%	467
Female	59.52%	781
Transgender	1.29%	17
Prefer not to say	1.90%	25
Answered	98.32%	1290
Skipped	1.67%	22

Disability:

Answer Choices	Responses	
Long-term physical or mental-ill-health/disability	11.03%	115
Problems related to old age	14.57%	152

Equality Analysis Form

No	63.76%	665
Prefer not to say	6.04%	63
Other (please specify)	4.60%	48
	Answered	1043
	Skipped	269

This data shows that those who took part in the engagement are broadly reflective of the practice population as a whole.

Corporate Assurance Impact

State overarching, strategy, policy, legislation this review or service change is compliant with	This section has not been completed since the decision is being made by the GP practice and supported by the CCG.
Will this review or service change fit with the CCGs Boards Assurance Framework Aim and Objectives? If yes, please indicate which ones (<i>see notes page for guidance</i>)	
What is the intended benefit from this review or service change?	
Who is intended to benefit from the implementation of this review or service change?	
What are the key outcomes/ benefits for the groups identified above?	
Will the review or service change meet any statutory requirements, outcomes or targets?	

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

2.1 Age

Describe age-related impact and evidence. This can include safeguarding, consent and welfare issues.

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

The main impact of the branch closure will be to require some patients (who live nearer the branch) to travel further to the main surgery than they have historically done. For older patients this is likely to be a particular issue since mobility tends to reduce with age.

Within the consultation feedback the following concerns were raised, should the branch practice close patients will have additional travel with the following issues / impacts

- Limited hourly bus services are insufficient for patients to use to travel to the main surgery
- Taxi costs are high and will impact particularly on this group as they tend to attend appointments more regularly.

From the evidence provided no other impact has been identified for older people and for working age attendees the single premises is likely to deliver an enhanced service.

Although many of the patients of the practice have already attended appointments at the main practice.

Key impacts are on older patients who may find getting to the main practice more difficult if the closure of the branch occurs.

- The relevant percentage of the patients visiting the practice can be seen below in figure 1, split into 10 year sections.

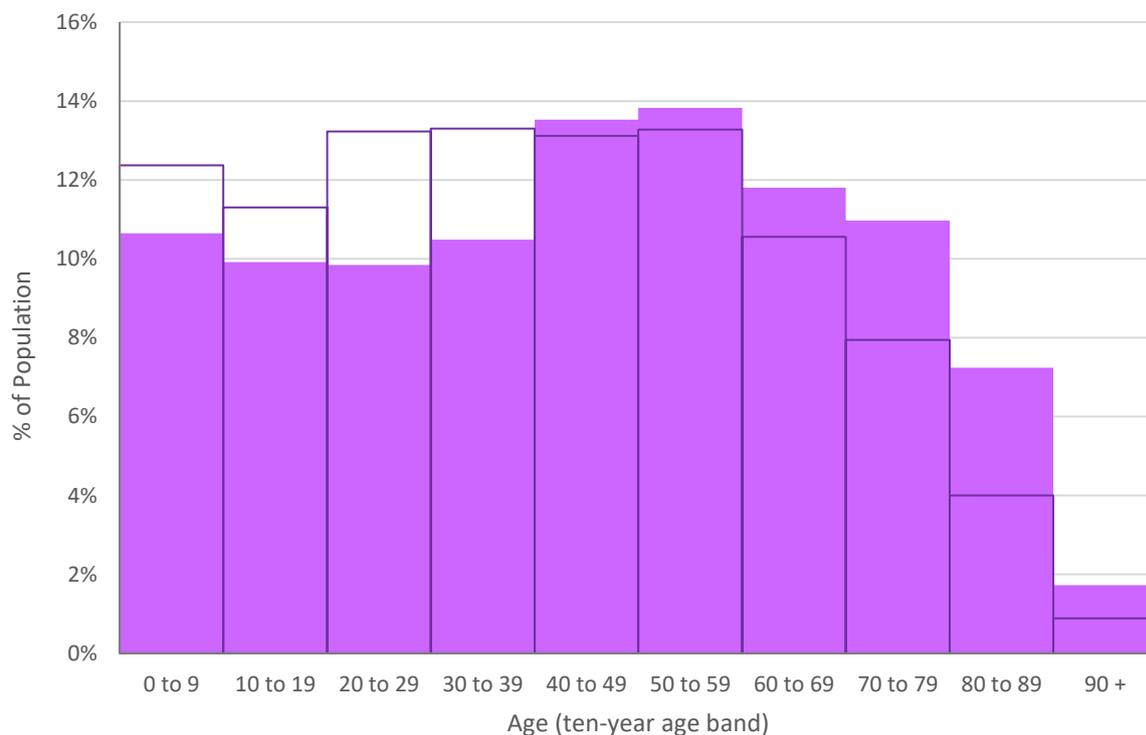
The Tettenhall Regis and Tettenhall Wightwick Wards had an older age profile than the overall population of England, with higher percentages of people aged 60 years old and over, and lower percentages of people under the age of 40 years old (**Error! Reference source not found.**, Figure 1).

Figure 1: Population by ten-year age band: Tettenhall Regis and Tettenhall Wightwick Wards compared against the England benchmark

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.



■ Tettenhall Regis and Tettenhall Wightwick Wards, n = 22,828

□ England, n = 55,619,430

Based on ONS mid-year population estimates at June 2017

Concerns have been raised around the impact on older patients of needing to walk up the hill, however it should be noted that a high number of practice patients are car owners and the main practice offers better parking facilities than the branch which did not have its own car park.

The practice has undertaken to ensure that any patients with limited mobility will receive a home visit if they are unable to make the extra journey to be seen.

The practice has already given due regard to patients who find themselves more mobile in the afternoon due to arthritis and other conditions and offers appointments throughout the day to accommodate them.

It is recommended that a review of alternative travel options is carried out to allow patients to be better signposted if the closure went ahead.

- Dialogue with the bus operator to enhance the service
- Review of community transport / volunteer car services that patients may be able to use.

2.2 Disability

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

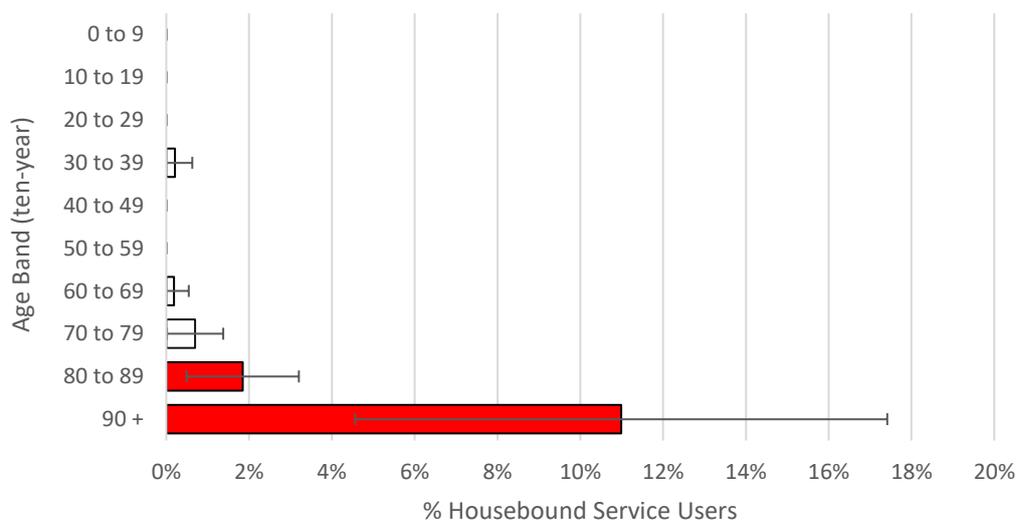
Describe disability-related impact and evidence. This can include attitudinal, physical, communication and social barriers as well as mental health/learning disabilities, cognitive impairments.

The practice has not been able to collect data on whether patients have a disability or not however, the practice has collected data on patients who are classified as housebound, who are an important consideration during this process.

Housebound service users

- All service users who were housebound were White British. Rates of being housebound were significantly higher amongst those in their eighties and, most markedly, those in their nineties and above (**Error! Reference source not found.**, Figure 2).

Figure 2: Rates of being housebound amongst Tettenhall Wood Road Branch Practice Service Users, by ten-year age band



With regard to housebound patients, the surgery will continue to provide home visiting as required and expect no impact as a result of this change.

It is recognised that the requirement to travel (distance) will impact particularly on patients for whom travel is more difficult due to a physical disability.

It should be noted that parking provision at the main site is greater (5 blue badge spaces) than that at the branch (which has none of its own) and overall access to the building is superior. The only parking provided at the branch being in a public car park which the practice has no control over and can be busy due to other users at certain times.

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

An access review has been carried out at both the main practice site and the branch site. The findings of which illustrate that superior access is provided at the main site both in terms of numbers of blue badge spaces and the quality of surface. The public car park at wood road has drainage issues, which the council have not resolved and as a result dangerous ice forms in winter.



Access Template
2019 to inform EIA V2019 to inform EIA L



Access Template
2019 to inform EIA V2019 to inform EIA L

In particular the car park used by patients attending the branch is a public car park, used by a range of users including patients at the surgery. In recognition that patients with a range of disabilities will attend, not all of who will have a blue badge it is expected that such individuals will see improved access at the main site.

A key requirement for the practice will be to review if any patients due to their conditions will be unable to travel to the new practice, home visits will be provided. This is anticipated to support patients with severe arthritis, cystic fibrosis and other such conditions.

Where a patient has a condition such as arthritis which affects a number of practice patients later appointment times are offered to help with their mobility.

The practice will also ensure that communication of the changes gives due regard to the NHS Accessible Information Standard and that individual's communication needs are met appropriately.

It is recognised that the increased travel will particularly affect this group. As stated in the previous section it is noted that the hourly bus service is not sufficient and if closure were to go ahead a review of alternative community transport options will be undertaken in order to signpost more cost effective options to patients than taxis.

2.3 Gender reassignment (including transgender)

Describe any impact and evidence in relation to transgender people. This can include issues such as privacy of data and harassment.

It is not anticipated that this group will experience any negative impact. In general terms it is anticipated that the main practice will offer a better environment due to more space and greater appointment choice.

2.4 Marriage and civil partnership

Describe any impact and evidence in relation to marriage and civil partnership. This can include working arrangements, part time working and caring responsibilities.

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

No impact is identified for this group.

2.5 Pregnancy and maternity

Describe any impact and evidence in relation to Pregnancy and Maternity. This can include working arrangements, part time working and caring responsibilities.

It is anticipated that expectant mothers and those with small children may find travel more difficult and those experience a greater impact as a result of the branch practice closure. This would leave a limited bus service and or taxis (which are expensive) as options for non car users.

This must be balanced against the improved parking at the main site, greater space and baby change provision. In particular the main site having its own car park is expected to improve access for this group since the surgery can have no control over parking in the public car park. It is however recognised that as it stands the use of the public car park at the branch is of benefit to this group.

The main surgery site has controlled access out of hours to the car park which reduces non surgery users opportunity to park there which has been an issue previously.

2.6 Race

Describe race-related impact and evidence. This can include information on different ethnic groups, Roma gypsies, Irish travellers, nationalities, cultures and language barriers.

The population served by the practice is marginally less diverse than that of Wolverhampton as a whole.

Ethnicity

Equality Analysis Form

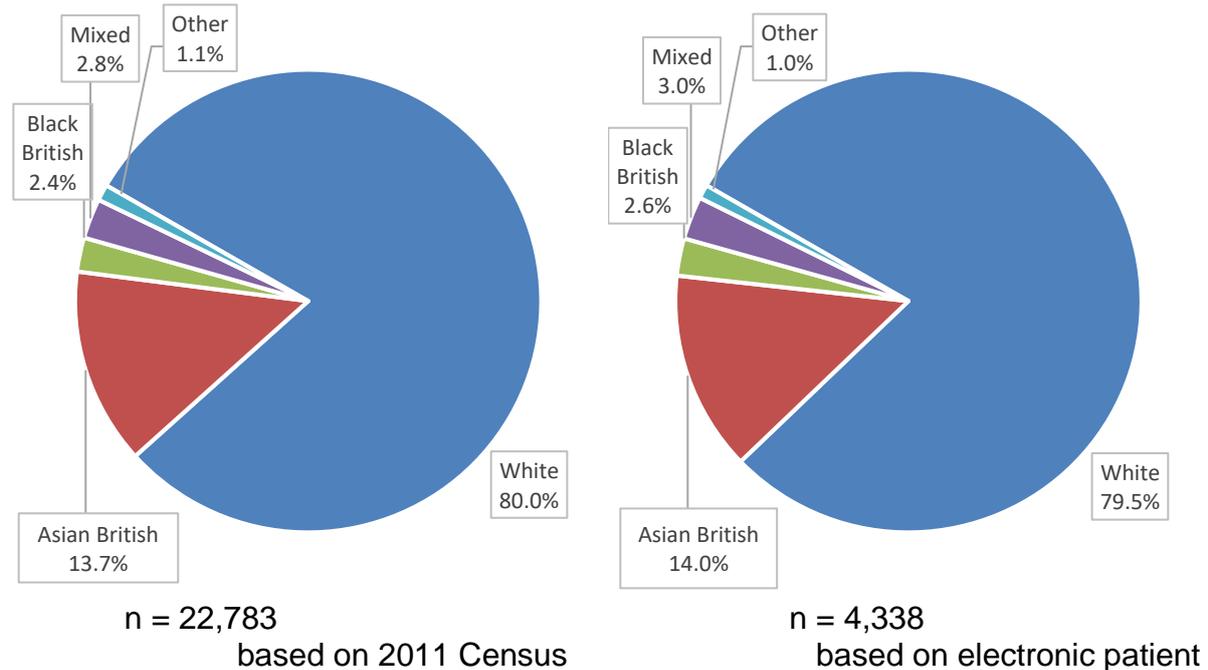
2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

- Compared to their levels of representation in the population of the Tettenhall Regis and Tettenhall Wightwick Wards, broadly, White people, Asian British people, Black British people, Mixed-race people, and people of other ethnicities were proportionately represented amongst service users (**Error! Reference source not found.**, Figure 3). Looking at the ethnic groups in greater detail, compared to the population of the Tettenhall Regis and Tettenhall Wightwick Wards, there were higher percentages of “other” White, Asian British Bangladeshi, and Black British African people amongst service users, and a lower percentage of Black British Caribbean people amongst service users (**Error! Reference source not found.**).

Figure 3: Service users by ethnicity: Tettenhall Wood Road Branch Practice Service Users compared against the Tettenhall Regis and Tettenhall Wightwick Wards benchmark

Tettenhall Regis and Tettenhall Wightwick Wards Practice Service Users Tettenhall Wood Road Branch



based on 2011 Census
 records, April 2019
 those of known ethnicity only
 ethnicity was not known for 5.0% of service users

■ White ■ Asian British ■ Black British ■ Mixed ■ Other

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

Language

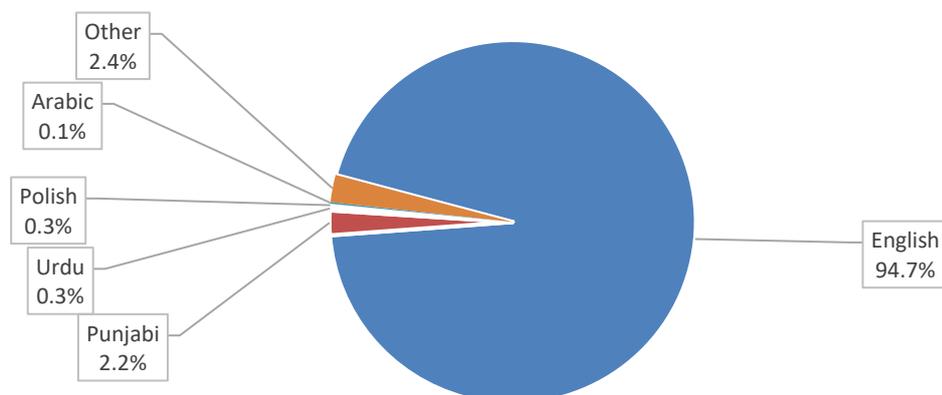
- Similar percentages of people spoke English as their main language amongst service users and in the population of the Tettenhall Regis and Tettenhall Wightwick Wards (**Error! Reference source not found.**, Figure 4). After English, the most widely spoken languages amongst service users were Punjabi, Arabic, Urdu, and Spanish in that order; whilst in the in the Tettenhall Regis and Tettenhall Wightwick Wards the most widely spoken languages after English were Punjabi, Urdu, Polish, and Arabic.

Figure 4: Top five main languages by percentage of speakers: The Tettenhall Regis and Tettenhall Wightwick Wards, and Tettenhall Wood Road Branch Practice Service Users

Tettenhall Regis and Tettenhall Wightwick Wards

n = 22,243 based on 2011 Census

usual residents aged 3+ years



Tettenhall Wood Road Branch Practice Service Users

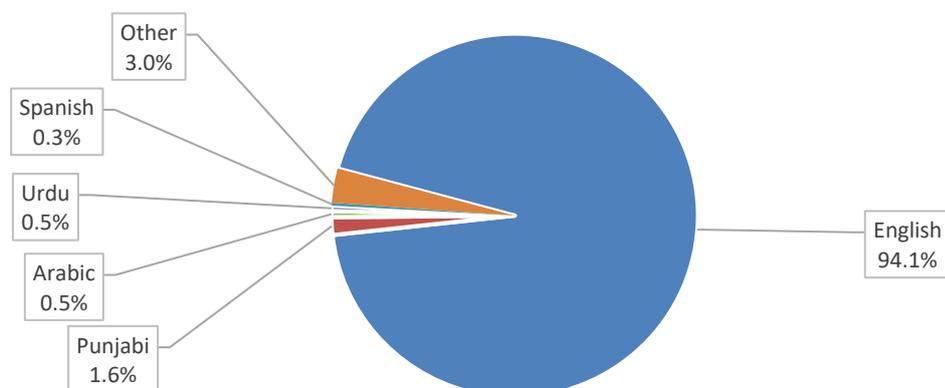
n = 4,218 patient counts based on electronic patient records at April 2019

those of known main language only, main language was not known for 7.6% of Service Users

Equality Analysis Form

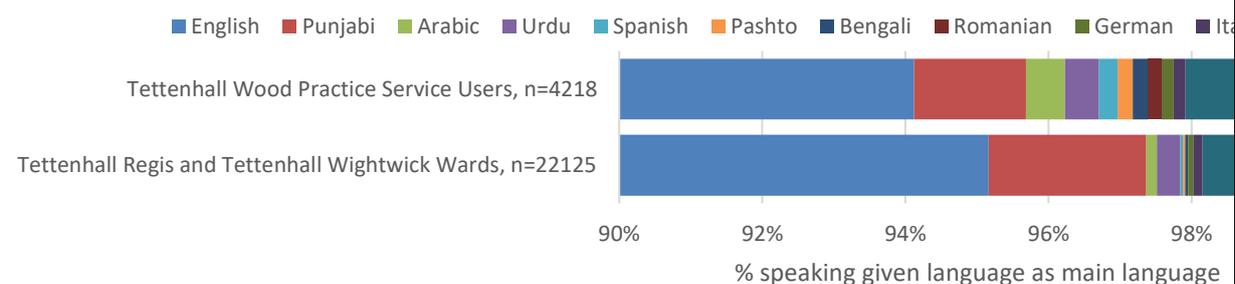
2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.



- Compared to their levels of representation in the population of the Tettenhall Regis and Tettenhall Wightwick Wards, amongst service users there was a lower percentage of people whose main language was Punjabi, and higher percentages of people whose main language was Arabic, Spanish, Pashto, Bengali, or Romanian (**Error! Reference source not found.**, Figure 5).

Figure 5: Top ten main languages by percentage of speakers amongst Tettenhall Wood Road Branch Practice Service Users and their levels of representation in the population of the Tettenhall Regis and Tettenhall Wightwick Wards



Tettenhall Regis and Tettenhall Wightwick Wards' population based on the 2011 Census, usual residents aged 3+ years

Service user counts based on electronic patient records at April 2019, those of known main language only, main language was not known for 7.6% of service users

No particular impact is identified for this group but a key requirement will be to ensure that due regard is given to communicating practice changes to patients for whom English is not their first language.

2.7 Religion or belief

Describe any impact and evidence in relation to religion, belief or no belief on service delivery or patient experience. This can include dietary needs, consent and end of

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

life issues.

No impact is expected from this change for this group.

2.8 Sex

Describe any impact and evidence in relation to men and women. This could include access to services and employment.

Overall, the percentages of men and women were similar amongst service users and in the Tettenhall Regis and Tettenhall Wightwick Wards. In the Tettenhall Regis and Tettenhall Wightwick Wards, the population contained a higher percentage of women at older age bands, especially amongst those aged 70 years old and above; however, this pattern was more variable and not as pronounced amongst service users.

No particular impact can be identified for either men or women as a result of this change on this basis.

2.9 Sexual orientation

Describe any impact and evidence in relation to heterosexual people as well as lesbian, gay and bisexual people. This could include access to services and employment, attitudinal and social barriers.

No impact identified for this group.

2.10 Carers

Describe any impact and evidence in relation to part-time working, shift-patterns,

Equality Analysis Form

2. Impact of decision

In the following boxes detail the findings and impact identified (positive or negative) within the research detailed above; this should include any identified health inequalities which exist in relation to this work.

general caring responsibilities. (Not a legal requirement but a CCG priority and best practice)

This group are likely to find travelling with / transporting patients more challenging, so any extending of travel requirements will have a negative impact. However the increased provision at the main site will improve access times for all patients.

2.11 Other disadvantaged groups

Describe any impact and evidence in relation to groups experiencing disadvantage and barriers to access and outcomes. This can include socio-economic status, resident status (migrants, asylum seekers), homeless people, looked after children, single parent households, victims of domestic abuse, victims of drug/alcohol abuse. This list is not finite. This supports the CCG in meeting its legal duties to identify and reduce health inequalities.

No specific impact has been identified for these groups, though it is expected that a single enhanced service may be marginally beneficial. As the distance between the sites is around a mile it is considered that patients who are not car owners will be able to travel to the new site without issue. While there is a direct bus service is available between the 2 locations to support travel for those who do not have access to a car the service is only hourly. The consultation responses indicated that the cost of taxis would be a concern for patients and as a result a review of alternative transport options available will be carried out with the aim of signposting these to patients if a closure goes ahead.

3. Human rights

The principles are Fairness, Respect, Equality, Dignity and Autonomy.

Will the proposal impact on human rights?

Yes

No

Equality Analysis Form

3. Human rights

The principles are Fairness, Respect, Equality, Dignity and Autonomy.

Are any actions required to ensure patients' or staff human rights are protected?

Yes

No

If so what actions are needed? Please explain below.

It is not expected that this change will impact on a patient's human rights since continuity of care will be maintained.

4. How will you measure how the proposal impacts health inequalities?

The CCG has a legal duty to identify and reduce health inequalities.

e.g. patients with a learning disability were accessing cancer screening in substantially smaller numbers than other patients. By revising the pathway the CCG is able to show increased take up from this group, this a positive impact on this health inequality.

It should be noted that the practice rather than the CCG is the decision maker here.

There is a risk that for some patients they will find it more difficult to attend their GP if appointments are only available at the main surgery in future. This does not link to a specific health inequality but fits into a wider issue around access to GP services. It is noted that the practice is not located in an area of high deprivation.

Should the practice close a review of the impact will be needed.

Equality Analysis Form

5. Engagement/consultation

What engagement is planned or has already been done to support this project?

Engagement activity	With who? <i>e.g. protected characteristic/group/community</i>	Date
Drop in session for practice patients Lower Green Surgery	Practice patients, Lower Green Surgery	Monday 13th May 2019
Drop in session Wood Road Surgery (the branch proposed for closure)	Affected patients of the practice.	Wednesday 15 th May 2019
Consultation Survey on the proposed closure of Wood Road Branch Surgery.	All patients and other interested parties	Tuesday 7 May 2019 The consultation will take place over 90 days and will end on Sunday 28 July 2019

Please summarise below the key finding / feedback from your engagement activity and how this will shape the policy/service decisions e.g. patient told us, so we will... (If a supporting document is available, please provide it or a link to the document)

Consultation has now been completed and will be published.

6. Mitigations and changes

If you have identified mitigations or changes, summarise them below. E.g. restricting prescribing over the counter medication. It was identified that some patient groups require high volumes of regular prescribing of paracetamol, this needs to remain under medical supervision for patient safety, therefore an exception is provided for this group which has resolved the issue.

The Practice recognises the potential impact on a small number of patients (with limited mobility) as a result of this change will ensure that if a patient now finds it difficult to attend the surgery they will receive a home visit. Appointment times will be staggered to ensure that for patients how find mobility easier later in the day they can be accommodated.

A review of alternative transport options to be undertaken, encompassing influencing the bus operator to enhance the service and scoping the alternative community transport options such as community transport to support patients accessing cost effective alternatives to taxis.

As it stands patients who have registered at the main site and who wish to attend

Equality Analysis Form

6. Mitigations and changes

If you have identified mitigations or changes, summarise them below. E.g. restricting prescribing over the counter medication. It was identified that some patient groups require high volumes of regular prescribing of paracetamol, this needs to remain under medical supervision for patient safety, therefore an exception is provided for this group which has resolved the issue.

that site may need to go to the branch practice if they require an appointment on a given day if appointments are only available there.

7. Is further work required to complete this EA?

Please state below what work is required and to what section e.g. additional consultation or engagement is required to fully understand the impact on a particular protected group (e.g. disability)

Work needed	Section	When	Date completed
<i>e.g. Further engagement with disabled service users to identify key concerns around using the service.</i>	2 - Disability	June to July'17	September 2017
Complete Consultation and write up results	Section 2 (clarity on impacts) and Section 5	Finishes 28/7/2019	October 2019
Review of alternative community transport opportunities for patients to use to enable signposting	Section 2, Age, Disability, Pregnancy and Maternity	November 2019	

8. Development of the Equality Analysis

If the EA has been updated from a previous version please summarise the changes made and the rationale for the change, e.g. Additional information may have been received – examples can include consultation feedback, service Activity data

Version	Change and Rationale	Version Date
<i>e.g. Version 0.1</i>	<i>The impact on wheelchair users identified additional blue badge spaces are required on site to improve access for this group.</i>	<i>26 September 2017</i>
1	Update EA with results of consultation – which was extended into October	10/5/2019
2	EA updated following the end of the consultation period	24/10/2019

Equality Analysis Form

9. Preparation for Sign off	
	Please Tick
1) Send the completed Equality Analysis with your documentation to Equality@ardengemcsu.nhs.uk and David.king17@nhs.net for feedback prior to Executive Director (ED) sign-off.	
2) Make arrangements to have the EA put on the appropriate programme board agenda	
3) Use the Action / version section to record the changes you are intending to make to the document and the timescales for completion.	

10. Final Sign off

The Completed EA forms must be signed off by the completing manager. They will be reviewed as part of the decision making process.

The completed form should also be sent to PMO so that the CCG can maintain an up to date log of all EAs.

Version approved:

Designated People

Project officer* (Senior Officer responsible including action plan)

Name:

Date:

Equality and Human Rights Manager Review and Quality Assurance

Name: Lucie Carrington

Date:

Executive Director Review:

Name:

Date:

Name of **Approval Board** (e.g. Commissioning Committee; Governing Body; Primary Care Commissioning Committee) at which the EA was agreed at:

Approval Board:

Approval Board Ref Number:

Chair:

Date:

Comments:

Actions from the Approval Board to complete:

BOARD ASSURANCE FRAMEWORK NOTES

(Please **DELETE** before submission)

Following a review of the BAF, it will now be based on the risks associated with the CCG achieving its strategic aims and objectives as follows:-

Strategic Aims	Strategic Objectives
1. Improving the quality and safety of the services we commission	a. <u>Ensure on-going safety and performance in the system</u> Continually check, monitor and encourage providers to improve the quality and safety of patient services ensuring that patients are always at the centre of all our commissioning decisions

Equality Analysis Form

<p>2. Reducing health inequalities in Wolverhampton</p>	<p>a. <u>Improve and develop primary care in Wolverhampton</u> – Deliver our Primary Care Strategy to innovate, lead and transform the way local health care is delivered, supporting emerging clinical groupings and fostering strong local partnerships to achieve this</p> <p>b. <u>Deliver new models of care that support care closer to home and improve management of Long Term Conditions</u> Supporting the development of Multi-Speciality Community Provider and Primary and Acute Care Systems to deliver more integrated services in Primary Care and Community settings</p>
<p>3. System effectiveness delivered within our financial envelope</p>	<p>a. <u>Proactively drive our contribution to the Black Country STP</u> Play a leading role in the development and delivery of the Black Country STP to support material improvement in health and wellbeing for both Wolverhampton residents and the wider Black Country footprint.</p> <p>b. <u>Greater integration of health and social care services across Wolverhampton</u> Work with partners across the City to support the development and delivery of the emerging vision for transformation; including exploring the potential for an ‘Accountable Care System.’</p> <p>c. <u>Continue to meet our Statutory Duties and responsibilities</u> Providing assurance that we are delivering our core purpose of commissioning high quality health and care for our patients that meet the duties of the NHS Constitution, the Mandate to the NHS and the CCG Improvement and Assessment Framework</p> <p>d. <u>Deliver improvements in the infrastructure for health and care across Wolverhampton</u> The CCG will work with our members and other key partners to encourage innovation in the use of technology, effective utilisation of the estate across the public sector and the development of a modern up skilled workforce across Wolverhampton.</p>

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