



Engagement Summary

We have continued the engagement exercise started prior to the merger of Harley House and Irnham Lodge surgeries respectively in April 2019.

In respect of the application to close the branch surgery, the practice has used the following platforms to reach their patient and public population:

- Standing agenda item at our Patient Participation Group (PPG) meetings. PPG convened in January 2020 however meetings following this moved to virtual in March 2020 and the PPG were informed of progress on a monthly basis. PPG were supportive, concerns regarding parking were addressed
- Local radio interviews on March 2020 and March 2021
- Meeting with Parish Councillor in June 2020. Supportive of proposal
- Standing item at regular Primary Care Network meetings. Supportive. Concerns regarding adequate clinical capacity addressed
- Developed a new practice website launched on 13 April 2020 and added news regarding the planned branch closure and re-development to the home page. The practice website received 14,100 click through's in its first year of launch (April 2020 – 34, May 2020 – 349, June 2020 – 659, July 2020 – 680, August 2020 – 845, September 2020 – 1271, October 2020 – 1132, November 2020 – 1199, December 2020 – 1397, January 2021 – 1486, February 2021 – 1403, March 2021 – 1535, April 2021 – 1421)
- Regular updates on our Facebook page which has a membership of which has a total of 240 likes and 272 followers
- Displayed posters with information about the practice plans together with a QR code to access the online survey on noticeboards in the waiting rooms at both surgery sites as well as outside
- Offered opportunity for patients/public to provide verbal or written feedback. Four responses received but none raising concern, all supportive of consolidating to one site
- Added a message directing patients to our website for latest development news on our phone lines
- Published four newsletters in October 2020, November 2020, January 2021 and February 2021 that were emailed to a distribution list of approximately 3,200 people
- Targeted flu clinics as an opportunity for traditional face-to-face engagement handing out hard copies of the most recent newsletter making the practice manager available to discuss any points patients would like to raise. One

patient took this opportunity and supported plans to consolidate on one site.
 3,773 patients attend for their flu vaccination between October 2020 and
 January 2021

Online Survey Analysis

Following our recent patient survey which has been available on our website and via a QR code at both sites since September 2020 we received 20 responses.

Question 1: Have you received a newsletter which includes details about our proposed closure of our Irnham Lodge site? 20 out of 20 responses received; 12 yes and 8 no. No additional comments received.

Question 2: Do you any significant concerns about the proposed move to a single site? 20 out of 20 responses received; 4 yes and 16 no. Feedback and responses outlined in table below.

Question 3: Are you happy that our patient group acts on your behalf with regards the proposed closure of the Irnham Lodge site? 19 out of 20 responses received; 11 yes, 5 no, 3 N/A and 1 response not given. Feedback and responses outlined in table below.

Your feedback and our response is summarised below:

YOU SAID	WE DID
Question 1	
No additional comments received	
Question 2	
Parking	Unfortunately we cannot change the size of our car park. We ensured the development will not reduce the number of spaces available. We are fortunate to have lots of street parking very close by. There is a public car park within 200m. Patients with a blue badge can park outside the surgery on the yellow lines. Since the pandemic the activity in our car park is greatly reduced due to the introduction of patient triage. Patient triage and virtual consultation tools have reduced the need for patients to come to the surgery as often and this is impacting on the amount of parking spaces needed. The car park has plenty of capacity currently.
Sell both sites and have a purpose built site.	We own the Harley House site, which has space to be developed. We sought specialist advice in order that we can extend the Harley House site to provide a
New bigger surgery needs to be built	extend the Harley House site to provide a

elsewhere.	general practice that can meet the needs of the local community at the heart of the community in the centre of the town, close to public transport links.
Is Harley House really fit for purpose	Yes we sought specialist advice to ensure the Harley House site is fit for purpose. Since taking over the site in 1989 it has been developed over the years to meet the needs of our patients and has the potential for further development if needed in the future.
Size of the building	We are developing the Harley House site to ensure we have sufficient space for our staff and patients on the one site.
Think about a purpose built Medical Centre with the funds from the sale of the Irnham Lodge site	We thought about a purpose built surgery, but the cost and available locally do not make this an option for us. We do not own the Irnham Lodge site it is the current owners who are selling it. A new site would also move the surgery from the centre of the town, which keeps us close to public transport links and other essential services.
Can you fit all the Irnham Lodge and Harley House patients into Harley House prior to the work being completed?	During the pandemic we moved many of our team over to the Harley House site, making the Irnham Lodge site available for vulnerable patients who have needed to be seen. As we develop our team aim to create a comfortable environment for everyone on one site.
Makes financial sense. Will be much easier	We agree, having one fit for purpose site will be easier for our patients and our team to help make the practice sustainable for the future.
The waiting area needs to be improved. Irnham Lodge has always been well spaced.	The new area of the building will have a second waiting area. Once this build has been completed and everyone has had a break from building work we will look at the Reception area as we have committed to investigating lowering an area of the Reception desk.
Seems you keep changing your minds	During our merger planning in 2018/19 it was agreed that following the merger of Irnham Lodge and Harley House Surgeries in 2019 to form Minehead Medical Centre we would look to develop the Harley House site to make one sustainable fit for purpose practice for everyone in Minehead and the surrounding area.

Question 3

I'm sure they do their best.

Not sure

Yes, if it is representative of all groups, particularly the elderly.

I have never heard of this group

No, what patient group. You should contact the patients directly. Second hand information on Facebook is not helpful.

I have no idea what this means.

You sometimes get it wrong.

GP practices are required to have a patient participation group (PPG). The PPG is a group of patients, carers and GP practice staff.

The role of the PPG is to be a critical friend to the practice and where possible, provide opportunity to involve patients from the wider population in the decision making of the practice.

The PPG meet to discuss practice issues and patient experience to help improve the service.

A PPG has to represent a whole practice population, not personal or individual views, and so must have a strategic and overarching focus.

A PPG is consulted about arrangements for their primary health care before decisions are made and provides a forum to suggest positive ideas and voice concerns.

If you would like to join the Patient Group, please contact the surgery who can put you in touch with the Group.

The Patient Group can be contact by calling the surgery on 01643 703441.

PPG Statement

From: Patricia Povey <pmpovey@talktalk.net>

Date: 9 December 2020 at 10:49:12 GMT

Subject: Fwd: PPG

Statement on behalf of Minehead Medical Centre PPG

We, Minehead Medical Centre PPG have discussed at length with the practice the concerns raised by patients re extra parking facilities on the new combined site. The following options have been put forward of which patients will be informed.

Local on street parking is available and there are two public car parks nearby. We realise that these are not ideal for patients who are feeling particularly ill or have disabilities but surgery do plan disabled parking spaces at the front of the building.

There are two bus services serving local and County community with stops very near.

We are fully aware that discussions are ongoing re any possibilities of being able to utilise spare parking space on the car parks of two churches situated opposite and neighbouring offices.

P. M. Povey . Chair of M.M.C .Patient Participation Group