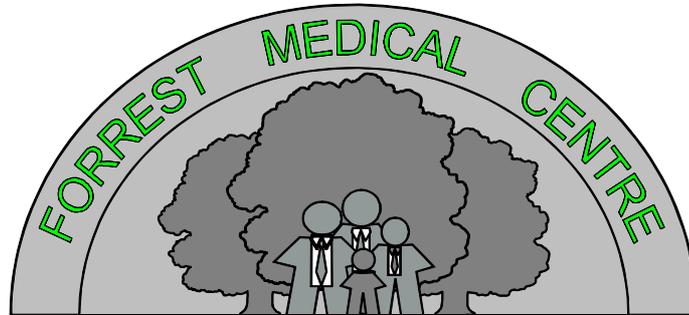

◆ Forrest Medical Centre ◆

January 2008



Future Development of Forrest

A big thank you to those of you that completed a recent questionnaire or attended one of the Open Meetings relating to the future development of the Forrest Medical Centre.

1 WHAT WE WANT TO DO & WHY

We try our hardest to provide an excellent service to our patients, and the feedback that we are getting from you also bears this out. BUT, we must be careful that we do not stand still. Although it may appear that everything works well and that everything falls into place—the reality is that it is becoming increasingly difficult to maintain the standards we aspire to by working across two sites. Twenty years ago we took the difficult decision to close a branch surgery in Bletchley Drive. This enabled us to maintain the high standards that we, and our patients, set. We are at this stage again. With more and more services coming out of hospitals and into the community,

with greater access to services required and with the role of the GP changing significantly year on year, we need to ensure that we move forward, that we develop and maintain the excellence that is associated with the Forrest Medical Centre. Standing still is not an option—if we stand still opportunities will pass us by and we will become mediocre—and that is not what we, or our patients, want.

Our aim, as we look to develop, is to *combine the two surgeries onto one site somewhere in the Canley area*. We realise that this will cause various different issues and challenges for some patients, and so to ensure we make the right choices, we are in the process of seeking feedback. This way these challenges can be identified, discussed and solutions identified. So far, this has been achieved in three different ways. Firstly, after discussions with the Health Authority we sent out 800 questionnaires to patients across the two surgeries.

Secondly we placed an opinion-meter in each surgery for a month and encouraged as many people as possible to complete the questionnaire; and thirdly we have held three Open Meetings.

A brief summary of the results so far show that: 72%* of our patients feel it is important or very important to see the same doctor; 86%* feel it is important or very important to have a wide range of appointment times; 93%* feel quick access in emergencies is important; and 86%* want to have a wide range of services available. We also feel that these areas are key—that we need to be able to offer these services. To be able to do this moving forward though, things will need to change.

The feedback we have received and that we will yet receive,

*(Continued on page 2)
figures rounded to nearest whole. These results are only part of the whole and detailed results of all questions are available by contacting the Practice Manager (Matthew Grant) on 7667 2277

along with the issues that have been identified by the patients will all be considered as we seek the best way forward for the development of the surgery.

2 WHAT ARE THE BENEFITS TO ME AS A PATIENT?

Probably the most obvious one is the greater availability of the doctors and nurses. All our sessions will be in one building so we won't be unavailable because we are "at the other place". There will be a bigger range of appointment times available to you, and with a bigger building we will have the flexibility to provide a whole range of new and additional services. Many of you take advantage of having your blood test at the surgery now – getting an appointment for this should be even easier on one site. Providing a convenient slot for your ECG or your spirometry will likewise be easier. With adequate space we will also be in a position to look to provide other services in the future. Tests and clinics that you currently have to travel to the hospital for may be able to be done at the surgery. However, things change so rapidly that even over the next ten years it is difficult to predict exactly what will be needed in general practice; but whatever it is we want to be there to provide it.

3 WHAT ARE THE TIMESCALES?

A definite timescale cannot be given at this stage. Our expectations though are that we would see the new development in place in 3 - 5 years time.

4 TRANSPORT! I CAN'T GET THERE! WHAT ABOUT PEOPLE WHO DON'T HAVE A

CAR?

We are fully aware that this will be a BIG issue for quite a number of people. We are committed, along with the City Council and the Health Authority, to finding a solution to this problem and we will investigate various different options to ensure that access to the surgery is made as easy as possible. We will be working with and meeting with the bus company as well as looking at other travel options, such as ring & ride or a voluntary service - anything that will make transport less of an issue. *We do not want to lose our patients* so it is in our best interests to find a solution to this problem and we would welcome any help from our patients as we move forward looking at the various options.

5 BUT WHY CANLEY? WHY MITCHELL AVE / CHARTER AVE?

Basically the provision of medical services in Canley is poor compared to the Chapelfields area. If we were to leave Canley our patients who were unable to get to Chapelfields would have little access to medical care and so the Health Authority would not allow us to do this! We know that not all our Mount Street patients will be able to get to Canley, but we also know that there are a number of other medical practices in the area that do have available lists, so those patients choosing not to stay with us (and we hope there would not be many) would not be left without access to general practice. Why Mitchell Ave / Charter Ave? This is just an option. This is an area that the City Council have identified as a possible place that they would

like to locate health provision and a range of other community services to. *This is not set in stone.* Part of the ongoing process will involve us talking to our patients, talking to the City Council and finding a location that is best for the long term.

6 WOULD YOU NOT CONSIDER STILL HAVING A SATELLITE SURGERY?

No. The only real certainty in the whole process so far is that we do not want to let our standards of care and service slip. *This is not negotiable.* As already mentioned it is becoming more and more difficult to maintain the levels of service that we do across two surgeries. We have to do something now to protect and enhance the range and quality of services that you currently enjoy and appreciate. We need to have all our resources, expertise and services in one location. If we were to have a satellite surgery, this would just become second rate and this goes against everything that the Forrest Medical Centre is trying to achieve.

7 PLANS MOVING FORWARD

We will continue to receive feedback and look at the issues that have been identified to try to find solutions to these. The success of this will be greatly enhanced by the forming of a 'Focus Group'. This will allow us to work with a small number of patients in looking at the best way forward and finding these solutions to the questions raised at the recent meetings. For more details on what this will involve or to put your name forward for this, please call 7667 2277 and speak to Matthew Grant (Practice Manager).