

Annex A

Colnbrook Timeline

Action	Lead	Dates
New Lease Signed	Practice	September 2015
Application to Slough Borough council to protect building for community	Parish Council	16 June 2016
Meeting with Parish councillors PPG, CCG, SBC and NHSE	CCG	20 June 2016
Meeting with Landlord	Paul Rowley	July 2016
Options paper to JCC	CCG	12 July 2016
Communications meeting	NHS England/CCG/practice	13 July 2016
Meeting with Practice, Parish council, CCG, NHS England	Practice	25 July 2016
Consultation with public and partners on options (annex b)	Practice	17 August 2016 10 Sept 2016
Legal Notice for break clause		27 Sept 2016
Exploration on temporary building option	Practice/CCG/Parish/SBC	September – December 16
Practice application to formally close branch	NHS England/CCG	Received 14 th December for consideration JCC in Jan 17
Practice further review of patients utilisation of Colnbrook (annex c)	Practice	December 2016

Annex B

COLNBROOK SURGERY OPEN PUBLIC SESSIONS - September 2016

Two sessions were held on 17th August 2016 and 10th September 2016.



Colnbrook Surgery
leaflet.pdf



Colnbrook Surgery
Poster.pdf

Patients were informed of these sessions through the Langley Health Centre practice website, posters in the parish council, Colnbrook pharmacy, Langley Health Centre and Colnbrook Surgery. In addition 500 A5 leaflets were either collected from the pharmacy and surgeries or distributed with support from local residents to households.

The practice provided a detailed Frequently Asked Questions (FAQ) document which is on the practice website, as well as 200 copies were distributed both during the open sessions and in the practice. Patients were also given the option of contacting the practice directly or writing into the practice.



FAQColnbrook
Surgery.docx

The open sessions were attended by Colnbrook patients, Colnbrook parish councillors, Colnbrook pharmacist, CCG Lay board member and CCG communications team. The sessions were held as a round table top discussion format in the Methodist Church in Colnbrook. Four table discussions per session were supported by 4 GPs, a practice nurse, 7 practice staff, six patient representatives from the PPG, CCG estates lead and an independent surveyor. Minutes were taken of discussion and feedback at each table. From these discussions the following were the key themes.

Key Themes:

1. **Updating patients** - Patients clearly articulated their thanks for the time taken by the whole team to explain the actions taken to date and inform them of the options going forward. Several myths were expelled and patients were brought up to date with the issues.

The practice has ensured access to the Frequently Asked Questions (FAQs) document both before and after the open public sessions which details the key questions and issues.

2. **Financial issues** – patients were made aware of the financial constraints regarding the lease and future options. They were supportive of the stance taken by the practice with the current lease and expressed their support towards renegotiating terms with the landlord.

Following the open public sessions the surgery has approached the landlord again to further explore a new lease with a review of the rental terms within the lease.

3. **Further Surgery Site options** – following information about all site options and solutions to date, patients mentioned further sites within Colnbrook that should be explored as options.

As a result of these discussions further sites visits were undertaken by the practice involving a GP, CCG estates lead and surveyor (including the industrial site, old post office, unused commercial sites and a further walk around Colnbrook).

4. **Support for site relocation** – there was support from patients in building a new premises on the land next to the Village Hall site for relocation with a portacabin to be used as an interim solution. There was a view that parking would be improved at this site, it was central for ease of access and ensured long term primary care access in Colnbrook.

As a result of this feedback, the surgery via our surveyor has approached Slough Borough Council and is submitting a preplanning application to explore this further.

5. **Transport to Langley Health Centre** – patients expressed concern with regards current public transport arrangements to Langley. It was felt even with a site in Colnbrook, transport is an issue as patients are required to cross over a busy road and change buses. This mainly affected elderly patients and those with disability. This would be further affected with surgery closure.

Following this feedback the practice has requested Slough Borough Council to explore transport links between Colnbrook and Langley and how they can be improved irrespective of the future of the surgery. Possible solutions may involve reviewing current bus routes or a voluntary community transport scheme. The parish council has also written to local council representatives to explore this.

6. **Access to appointments/ timings** – patients expressed the need to ensure appointments for Colnbrook patients would be “ring fenced” at Langley Health Centre if the surgery were to close. This would ensure Colnbrook residents would not lose out on access to appointments. In addition depending on further transport options, the timings of the surgeries should be amended for patients.

During the meeting, the practice expressed its commitment to providing Colnbrook patients with access to appointments, and stated if the surgery were to close that

patients will have access to “Colnbrook only” appointments at Langley. The surgery will also review the timing of sessions to coincide with public transport solutions.

- 7. Parking at Langley Health Centre** – patients were concerned with the increased number of patients attending Langley Health Centre with regards parking on site. There was concern expressed about the amount of street parking and clarity regarding parking on the site opposite the surgery on Cheviot Road.

During the meeting, the practice discussed the addition of 9 car park spaces for patients by February 2017 at the rear of the surgery following the current surgery extension project. In addition as a result of feedback from patients, the surgery will be approaching the landlord of the site opposite the surgery at the rear to clarify arrangements for parking which are currently informal. When formalised, these will be advertised in the practice and on the website so patients are aware.

- 8. Pharmacy support** – patients expressed their support for the Colnbrook pharmacy and ensuring it remained viable if the surgery were to close. Patients were informed a meeting had been held with the pharmacist and the surgery would support the pharmacy going forward.

The practice will continue its current repeat ordering system with the pharmacy. Patients will also have access to the pharmacy for self-care, general health advice and other services.

Report by Kulvinder Dyal (Practice Manager) and Dr Asif Ali (GP Partner)
04.10.2016

Annex C – Analysis of Patients using Colnbrook surgery and Practice 1:1 reviews



Colnbrook.pdf