

## Feedback Report – Pre- consultation Engagement Workshops:

The feedback below was gathered from consultation engagement workshops and public meetings which focused on a variety of themes as set out below. These meetings were held between April and September 2021. The feedback identifies themes from what we hear matters most to local people.

You Said...		We will.../We have...
<b>Transport and Access</b>		
1	Concerns that Hildesheim Bridge is cumbersome for the elderly, young children, disabled and those with sensory impairment	We are liaising with NS Council to understand plans for future walking and cycling access improvements to surrounding infrastructure, including Hildesheim Bridge
2	Concerns that access via the train station/ footbridge is not always possible and is reliant on Network Rail permission	Studio Hive are in contact with Network Rail regarding future use of the train station footbridge
3	Concern that currently a train ticket is required in order to cross the bridge at the train station.	Studio Hive are in contact with Network Rail regarding future use of the train station footbridge
4	Would like to understand the car parking proposal and how many spaces will be available	Studio Hive have confirmed that there will be at least 25 car parking spaces available, and access to additional parking at the Rugby Club site on non-match days
5	Opportunity to engage early with transport providers	This is a process; we don't have the building yet and would not be able to get the transport sorted without it. There is a bus stop in front of the practice in the plans and has been submitted by the council. The project team has reached out to First Bus and to GWR. They are in discussions with local community transport providers..
6	Risk assessment of pedestrian routes requested	We will look into this

You Said...		We will.../We have...
7	Safe access required during development work at the Rugby Club site	Safe access to the proposed GP surgery site will be provided by the developer, Studio Hive
8	What bus routes are available and how often do the buses run?	First Bus currently run routes to Weston railway station (numbers 3,5 and 7). Number 3 route runs approximately every 20 minutes via the railway station, Clevedon Road and Drove Road.
9	How many patients are affected and in what way (considering where they live)?	Graham Road Surgery has c11,700 patients
10	Will there be a community transport 'offer'?	The project team are in discussions with local and community transport providers.
11	Consider the environmental impact of more patients driving	The environmental impact of the development will be undertaken as part of the full planning process
12	Can walk to GRS but Rugby Club too far, resulting in cost for taxi and loss of reduced physical exercise.	Currently discussions are underway with community transport providers to see what arrangements could be put in place to support people with similar needs. Including a Dial a Ride scheme and the potential for a shuttle bus as possible solutions that were being thought about. The team are aware that travel and access to the new facility is a crucial part of the planning phase and that a focus is being given to all modes of accessing the new facility such as pedestrian, mobility scooter and wheelchair, cycling, car and public transport.
Design, Look and Feel		
1	Ideas for new names for the facility (Sunnyside, Unity, Concord, Centrum, Nexus, Fellowship)	PHGL are considering the name of the new facility and will announce the new name in due course – likely to be some months yet.
2	Ensure the space allows for confidential discussions	The practice is working closely with the developers and ensured this is considered within the floor plans

You Said...		We will.../We have...
3	Provide an automatic check-in system	The practice is working closely with the developers and ensured this is considered within the floor plans
4	Ensure there is a lift to upper floors	There will be a lift for patient use to upper floors
5	Ensure the medical rooms and [main] entrance is accessible for wheelchair and mobility scooters	The facility will be fully DDA compliant with accessible consultation rooms and entrance to the building
6	Consider environmental aspects i.e. heating and ventilation	The practice is working closely with the developers who have confirmed that the plans will adhere to BREEAM 'Good' or better to ensure lowest environmental impact possible of heating and ventilation
7	Consider conducting a dementia friendly audit to consider lighting, use of colour, signage, orientation, non-slip floors, toilets etc.	The practice is working closely with the developers and ensured this is considered within the floor plans
8	Provide space for buggies and pushchairs and baby changing facilities	The practice is working closely with the developers and ensured this is considered within the floor plans
9	Playing area for children	The practice is working closely with the developers and ensured this is considered within the floor plans
10	Provide clear signage and wayfinding, especially for people who are blind or visually impaired	Discussions have been held with the RNIB to see if their expertise can be secured at the planning stage.
11	Staff to be trained in guiding blind people – not just grabbing an arm.	The practice is working with RNIB to provide training to support these patients
12	Need a link with the equipment store that easy for people to get what they need	The practice is working closely with the developers and ensured this is considered within the floor plans
<b>Health and Wellbeing</b>		
1	Consider running Men's Talking Groups	The practice is keen to accommodate Health & Wellbeing groups and will consider these options in their planning for services and community support.

You Said...		We will.../We have...
2	Gentle exercise activities (Yoga, Pilates etc.)	The practice is keen to accommodate Health & Wellbeing groups and will consider these options in their planning for services and community support.
3	Support for sports injuries (linking with the Rugby Club)	The practice is keen to accommodate Health & Wellbeing groups and will consider these options in their planning for services and community support.
4	Health Trainers to offer their services from the facility	The practice is keen to accommodate Health & Wellbeing groups and will consider these options in their planning for services and community support.
5	Develop the practice green space with allotments, raised beds, sensory planting and relaxation/ sitting areas	The practice is keen to accommodate Health & Wellbeing groups and will consider these options in their planning for services and community support.
6	Links to Health and Wellbeing clubs, community groups and voluntary ventures	The practice is keen to accommodate Health & Wellbeing groups and will consider these options in their planning for services and community support.
7	Link the garden with healthy eating initiatives, cooking and food banks	The practice is keen to accommodate Health & Wellbeing groups and will consider these options in their planning for services and community support.
8	Have an I.T. room for people to access and learn digital health platforms and Apps	The practice is working closely with the developers and ensured this is considered within the floor plans
9	Provide a multi-faith prayer room	The practice is working closely with the developers and ensured this is considered within the floor plans
Service Model/ Delivery		
1	Provides a fantastic opportunity for an improved facility and services	The practice is committed to continuously develop and improve their health care provision and the new facility provides a wonderful platform to deliver this from.
2	All methods of GP consultations are value by patients (on-line, face to face, telephone, video, text)	The practice will always accommodate a number of GP consultation methods to meet the needs of their population.

You Said...		We will.../We have...
3	Opportunity to house and work more closely with community services	The practice is working closely with system partners, to include community services, to offer joined-up care for their patient population.
4	Critical to maintain support to nursing and care homes	The practice has a strong and professional working relationship with local care and nursing homes
5	Hopefully the new facility will help to attract staff.	We know from other practices in our region that staff are attracted to new and fit for purpose premises. The proximity of the train station will also make it easier for some to travel to and from work. There is a struggle to recruit people to Graham Road, but a big part of changing that is having a new building to suit
6	Will all your doctors and nurses go with the relocation?	All the staff at Graham Rd find it a difficult building to work with and are desperate for more space.. All Graham Road staff will re-locate to the new premises.
7	Support for patients to use digital health platforms and apps	The practice is working closely with the developers and ensured that a digital space is considered within the floor plans. Our staff will be happy to support patients to use digital health options.
8	Provide services to support people such as Gypsy Roma travelling communities, Veterans, those with Learning Disabilities and the Frail and Elderly	The practice is working closely with community services and the voluntary sector to ensure the care we offer meets our patients needs
9	Sceptical it will go ahead as all sounds too good to be true	The practice is working with the local NHS and NHS England to deliver a full proposal for the facility, subject to approval the facility will be delivered late 2023.
10	I am worried that all these additional services (and things like the garden and cooking facilities) might dilute what we really need, a good GP and pharmacy.	The new health facility will enable us to improve our health care provision and will house an on-site pharmacy and other health care services.

You Said...		We will.../We have...
11	I am worried that by putting the services into this new facility they will use this as an excuse to downgrade Weston Hospital	The practice and local NHS are proposing to deliver a facility that will re-home Graham Road Surgery and provide additional space for health and care service closer to the communities that need them. This is separate to any discussions regarding services at Weston General Hospital.
12	After care from hospital is a major problem and a major need. I have had experience of this after 2 operations – it is dire. We need a central point where needs are looked after led by a GP	Purpose build, state of the art facilities may provide scope for GPs to provide additional services to meet the needs of the local community
<b>Under-served communities who may benefit from this new approach</b>		
1	The blind community	We are proactively engaging with RNIB and Vision North Somerset to ensure their feedback is understood and considered.
2	People with scoliosis – there isn't a support group for them that I have found in this area	We have researched this, and the Scoliosis Association UK can provide support. Their website is <a href="https://sauk.org.uk/">https://sauk.org.uk/</a> There isn't a local support group, but anyone can access the following Facebook pages: <a href="https://www.facebook.com/Scoliosis-Support-Group-206990540241534">https://www.facebook.com/Scoliosis-Support-Group-206990540241534</a> <a href="https://www.facebook.com/ScoliosisAssociationUK/">https://www.facebook.com/ScoliosisAssociationUK/</a>