

Session three

Thursday 15 April

**Danebridge
Medical Practice**

**Sandiway
Engagement
Sessions**

Appointment booking

Sandiway Engagement Session no.3

Snapshot feedback from survey:

‘what measures would you like to see in place to support residents from the Sandiway and Cuddington areas to easily book appointments at the Danebridge and Kingsmead sites? This includes urgent and routine appointments?’

Page 1
15.04.21

First contact for ALL patients is by phone, and appropriate advice should be given according to the individual need, regardless of where each patient resides.

NHS to provide transport to Northwich.

Access to a proportionate amount of appointments so that it is possible to see a doctor and receive continuity of care. Dedicated parking spaces as both locations will require a car to be used which isn't the case when we use the Sandiway surgery.

The point is that it is difficult for the disabled and older patients without ready access to their own means of transport to get to Danebridge or Kingsmead. Public transport services are minimal / non-existent, too far removed from many patients homes, and expensive

Separate phone number and a reserved allocation of slots at times that work for public transport.

New bus routes that allow transport to Kingsmead and Danebridge. The buses from Sandiway are not frequent enough/ don't go anywhere near Kingsmead I doubt that the issue will be booking the appointment- the greater issue would be accessing it.

For them to be seen at a location within Cuddington or Sandiway.

It would not be possible for Danebridge and Kingsmead to cope. Why pretend?

Not preferential treatment but easier access to appointments more helpful staff would be great too

I would like the telephone consultations which have been happening during Covid to continue

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Page 2
15.04.21

Priority booking system for Sandiway and Cuddington patients

Dial-a-ride service integrated with appointment booking to cover Sandiway/Cuddington/Delamere Park. Reimbursement of Northern Rail fares between Cuddington and Northwich for anyone who needs an in-person appointment. Reimbursement of taxi fares. Additional parking at both Danebridge and Kingsmead. More appointment availability, including outside of working hours. Clinics (e.g. warfarin, asthma, vaccines, blood pressure) at Cuddington Village Hall/library/Delamere Park

Booking appointments shouldn't be a problem but actually getting there is.

The ability to pop to the surgery to book an appointment is priceless..not sure how you replicate that..a separate phone line for Sandiway residents would probably get abused and used by anyone

Increased provision at both sites better transport options eg shuttle bus on warfarin clinic day or asthma clinic day.

A better service for making phone appointments, quicker and more efficient

I find the GP app useful

Maybe an app for people to download and book appointments, and a tablet in the local chemist at the shops where people can go to book an appointment if they can't do it from home

This is adding to the carbon footprint of the practice by requiring more car journeys to be made

I think an outreach centre, using church Village Hall or pharmacy premises would work. There is no viable public transport to the Northwich sites

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Snapshot feedback from survey:

'Do you have any further
comments focused on
appointment booking?'

15.04.21

It works well in lockdown
with telephone consultations.
This should continue

Just have a Surgery in Sandiway
rather than another housing estate.

It's already difficult to get convenient appointments. Closing
the surgery will add to the time we will need to have
available. This will include time to travel to and from
Kingsmead or Danebridge (Northwich) practices, finding
parking and attending the actual appointment..

I fear for the
elderly,
families
without
transport if the
surgery closes.

Weaverham surgery gives very poor service so Sandiway
surgery is the best option.

Cuddington and Sandiway need their own surgery.
Danebridge does not even have adequate parking.
Have local people been approached about the
increase in traffic if everyone has to use Danebridge?
I would think they would object if asked.

Fund a bus to
Northwich on the
profits from the sale
of the land for
development

The appointment booking system is generally poor/intimidating and has deterred
me from making seeking important treatment in the past, leaving conditions
untreated. Closing the Sandiway Surgery would greatly exacerbate this issue.

Sandiway Engagement Session no.3

Snapshot feedback from engagement session

15.04.21

Page 1

Many patients from all of Danebridge patient list have to use public transport – an improvement to the bus service will improve access for many patients, not just those in Sandiway

I have had to wait a long time to get a follow up appointment (by telephone) following an x-ray – I don't think there are enough Doctors available and I expect this will only get worse should Sandiway close

You mention lone clinical working being an issue for GPs working at Sandiway – I don't understand this as an issue

Why have the section 106 monies not been used to update and improve Sandiway surgery?

NB: Practice confirmed they haven't received any

The practice should anticipate an increase in people not attending or making appointments on time if patients have to travel by bus

Recently I have had to use the telephone consultation service and it was really positive, helpful and quick – with the prescription arriving at my local pharmacy

Not everyone has access to a phone to receive texts or use an app

Public transport is a huge issue: to travel to Danebridge by bus would take a three hour round trip. The earliest appointment available to patients travelling in this way would be 10am.

Patients who are unwell would have to get to the bus stop, travel by bus and then walk to Danebridge surgery – then repeat the process.

Equally difficult for parents with children and those with a disability to travel in such a way

Parking is an issue at Danebridge – the small number of disabled spaces means that people often have to 'drop off' vulnerable patients and then drive around Northwich to find a parking space

Sandiway Engagement Session no.3

You said, we will

15.04.21



You
said

We
will



You said	We will
You would like the website to be clearer with up to date information	Review and update our website with clear information
You would like support for those who don't have digital access to be able to complete the additional survey	Encourage our patient participation group (PPG) to support patients in their communities Also approach Healthwatch and Save Our Surgery
You would like to know how many complaints Danebridge has had about the closure of Sandiway surgery	Confirm that in 2020/21 no (zero) complaints were received by the practice about the application to close the branch surgery at Sandiway