

Contents

EXECUTIVE SUMMARY	2
Main Findings:	2
1. PURPOSE OF REPORT	3
2. METHODOLOGIES	3
2.1 METHODOLOGY – CONSULTATION PLANNING AND ROLL-OUT	3
2.2 DATA	4
2.3 ANALYSIS	6
3. EVALUATION	8
4. RECOMMENDATIONS	13
5. RESULTS FROM DATA ANALYSIS	15
Table 2:.....	15
Numerical and Percentage Results to Questions.....	15
Table 3:.....	17
Demographic Details of Surveyed Population	17
Table 4:.....	18
Hard to Reach Groups	18
Table 5:.....	18
Numbers Surveyed by Source	18
Table 6:.....	19
Correlation analysis was applied to show relationships/trends between issues / responses among respondents:.....	19
Table 7: Correlated Scores showing relationships between specific issues and demographic groups within sample population.	20
APPENDIX A.....	21
APPENDIX B	23
Data Extract	23
APPENDIX C	31
First Bus – an example of current Portsmouth bus routes	31
APPENDIX D.....	32
Wordcloud – a summary of comments from respondents to the survey.	32

EXECUTIVE SUMMARY

Healthwatch Portsmouth is an independent statutory body that gathers the views and experiences of local people, enabling them to have a chance to speak up about health and social care services in their area. We collect local evidence-based information through community engagement to ensure that the people who plan, commission and check services listen to the people who use those services.

NHS Portsmouth Clinical Commissioning Group (CCG) has proposed the relocation of the Guildhall Walk 'Walk-In' Treatment Centre (GWTC), located in the City Centre, to transfer services provided at GWTC to NHS Portsmouth's St Mary's 'Walk-In' Treatment Centre (SMTC) already located at St Mary's Hospital.

This report by Healthwatch Portsmouth summarises information collected by Healthwatch Portsmouth staff and volunteers from 314 members of the public over a 3 week period during August 2015. It evaluates the significance of data and comments within the context of a local community impact assessment in response to the CCG's proposal.

A number of key themes arose from comments made by respondents. These have been captured in full in Appendix B and summarised to form the 'wordcloud' on the cover page of this report and in appendix D, highlighting key themes raised by residents of the city.

We would like to take this opportunity to thank all survey respondents for taking the time to provide their views, the Healthwatch Portsmouth volunteers, staff, Board Members and other Learning Links staff who took part in the gathering of views, and Jonathan Crutchfield of JC Consulting in supporting the independent analysis of the data.

Main Findings:

- A significant proportion of respondents (two-thirds) stated they were not aware of the proposals to relocate the GWTC services to St Marys.
- A clear majority of people who responded to the survey (5-to-1) are opposed to the proposed re-location of the walk-in treatment facility based at GWTC to the St Mary's Hospital site, with fewer than 14% supporting the proposal and 19% having no preference.
- Concerns and doubts exist about accessibility from the western side of the city to St Mary's, exacerbated by concerns over 'east-west' public transport in the form of a 'one bus journey' between the city centre and the St Mary's site.

- Concerns and doubts exist over the adequacy of car parking facilities at St Mary's, adding to concerns about accessibility and affordability.
- The capacity of a single facility to respond to current and future demand (in the face of increasing housing developments and student accommodation in the City Centre) may lead to increased waiting times at SMTC.
- Concerns exist about the quality and range of services that would need to be provided in the re-vamped facility, including crisis and mental health services.
- Recommendations for the CCG to consider arising out of this research are outlined in section 4 and include:
 - Need for a media and communications plan using patient and provider networks to raise awareness of the proposals and seek feedback.
 - To consider the findings of this report alongside other sources, particularly around specific groups living in Portsmouth.
 - Review the access arrangements to St Marys should the relocation go ahead.
 - Commit to reviewing the final decision with patient and provider networks 12-18 months after implementation.

1. PURPOSE OF REPORT

NHS Portsmouth Clinical Commissioning Group (CCG) has proposed the relocation of the Guildhall Walk 'Walk-In' Treatment Centre (GWTC), located in the City Centre, to transfer services provided at GWTC to NHS Portsmouth's St Mary's 'Walk-In' Treatment Centre (SMTC) already located at St Mary's Hospital.

This 'Impact Assessment', dated September 2015, presents analysis and evaluation of information gathered from an independent public consultation commissioned by NHS Portsmouth and conducted by Healthwatch Portsmouth.

2. METHODOLOGIES

2.1 METHODOLOGY – CONSULTATION PLANNING AND ROLL-OUT

Following confirmation from the CCG that our consultation would be independent and run alongside their work, 4 members of the Healthwatch Portsmouth team, 3 volunteers and 2 Healthwatch Portsmouth Board Members received Healthwatch accredited "Enter & View" training in order to visit locations and conduct this research in an impartial manner.

Healthwatch's focus was on how aware the public were of the proposal and the impact of the proposed change. The Healthwatch team produced a survey (Appendix A) along with a script to ensure a consistent approach was adopted.

As part of the brief Healthwatch Portsmouth visited both GWTC and SMTC, each on 2 separate occasions, and sought opinions from members of the public and staff at each facility. This was completed in teams of 2 or 3, led by the Healthwatch Portsmouth Community Engagement Officer. Members of the public were also encouraged to complete the survey at open Community Day events held in Cosham and Southsea.

In order to reach a wider range the survey was emailed to all 701 Healthwatch Portsmouth members and shared across Facebook and Twitter social media sites.

Focus groups were held by the Healthwatch Community Engagement Officer at Learning Links¹ with job-seeking clients on the Work Programme. Surveys were also completed by households taking part in Learning Links Families Moving Forward programme. Portsmouth Disability Forum shared the survey with their members and the Community Engagement Officer attended their Health Café to seek their views. Portsmouth Race Equality Network Organisation (PRENO) were approached and they advised they had already been asked to comment on the proposal and were submitting comments directly. The African Women's Forum and BME Project Officers from the Independence Wellbeing Team were also invited to take part but did not respond.

2.2 DATA

The Healthwatch Portsmouth team entered anonymous, individual questionnaire responses from the consultation exercise into an Excel Spreadsheet for analysis.

Data entries included all subject responses to 6 agreed questions that people would be consulted on, which were;

1. Were you aware of the proposed changes?
2. Which option would you prefer?
 - a. Retain the Guildhall Treatment Centre
 - b. Move the treatment centre to St Mary's
 - c. Don't have a preference
3. On a scale of 1-4 (1 being very strongly) how strongly do you feel about this preference?
4. What would your concerns be if the treatment centre were to be relocated to St Mary's?

¹ Learning Links(Southern) Ltd is the current service provider of Healthwatch Portsmouth.

'tick' all that apply:

- a. I would have further to travel
- b. I would have fewer choices for walk-in services
- c. St Mary's would not cope with the extra people
- d. I would go somewhere else for walk-in services (for example Queen Alexandra)
- e. I would worry the quality of service would be reduced
- f. I have no concerns
- g. Other (please specify)

5. If the treatment centre were to move, how would you get to the new location?

- a. Own transport
- b. Taxi
- c. Bus
- d. Walk
- e. Other (please specify)

(More than one means of travel could be selected)

6. If the treatment centre were to move, which services would you expect to be provided at St Mary's?

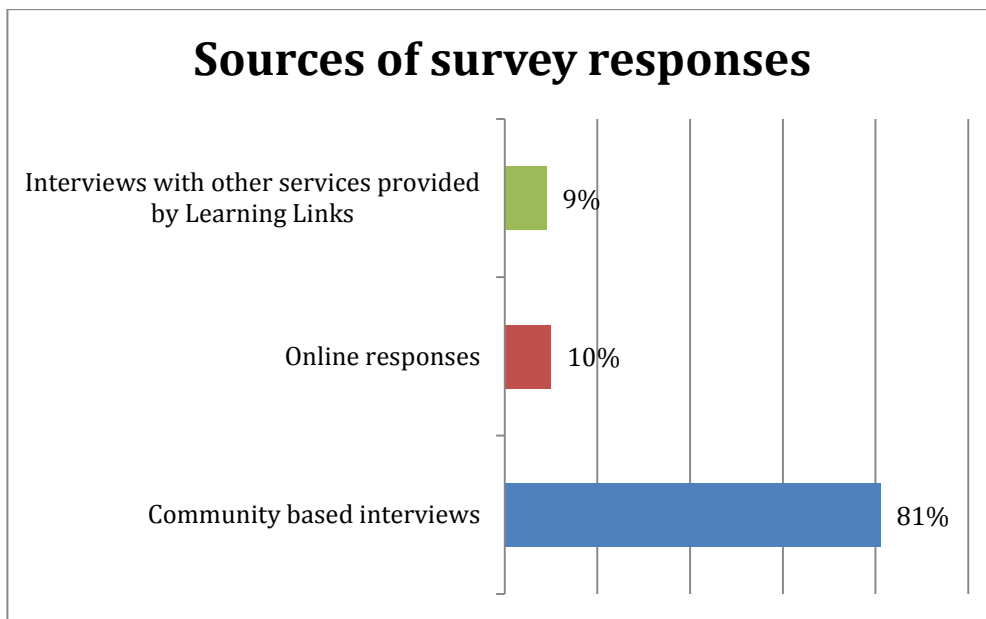
A subsequent question invited 'further comment' in an open text format about the proposal. These responses are included within Appendix B.

In addition, respondents were asked to provide details about their demographic status as follows:

- Gender
- Age (under 18, 18 – 24, 25-34, 35-44, 45-54, 55-64, 65 – 74, 75+)
- Ethnicity
- Disability

Data subject entry line included details about the sampling source applied:

- Community based interview
- Online response
- Interviews with users of other services provided by Learning Links, including
 - people engaged in Families Moving Forward Portsmouth Programme for 'vulnerable families'
 - 'job seekers taking part in the DWP Work Programme.



2.3 ANALYSIS

- Data Source: Healthwatch Portsmouth consultation (August 2015)
- Sample population size: n=314
- Numerical responses to questions 1 – 6 were counted ('No. of' and 'No. of' responses under each sub-question / option / category)
- Percentages of responses to each category were applied for each question against the total sample population.
- Further analysis was applied to show correlative relationships/trends between issues / responses, i.e.:
 - Awareness of proposal versus Preferred Option (Q1 v Q2)
 - Preferred Option (Q2) versus 'Ranked Score against each respondent's Preferred Option (Q3)
 - Preferred Option and concerns over the proposed closure of GWTC and relocation services at St Mary's (Q2 v Q4)
- Correlation analysis was also applied to show the strength of relationship between specific issues addressed within agreed questions and those demographic groupings selected for inclusion within the consultation. These included:
 - Preferred Option broken down by Vulnerable Age Grouping
 - Preferred Option among those with a 'Registered Disability'
 - Likely method of travel to SMTC among 'Disabled' respondents

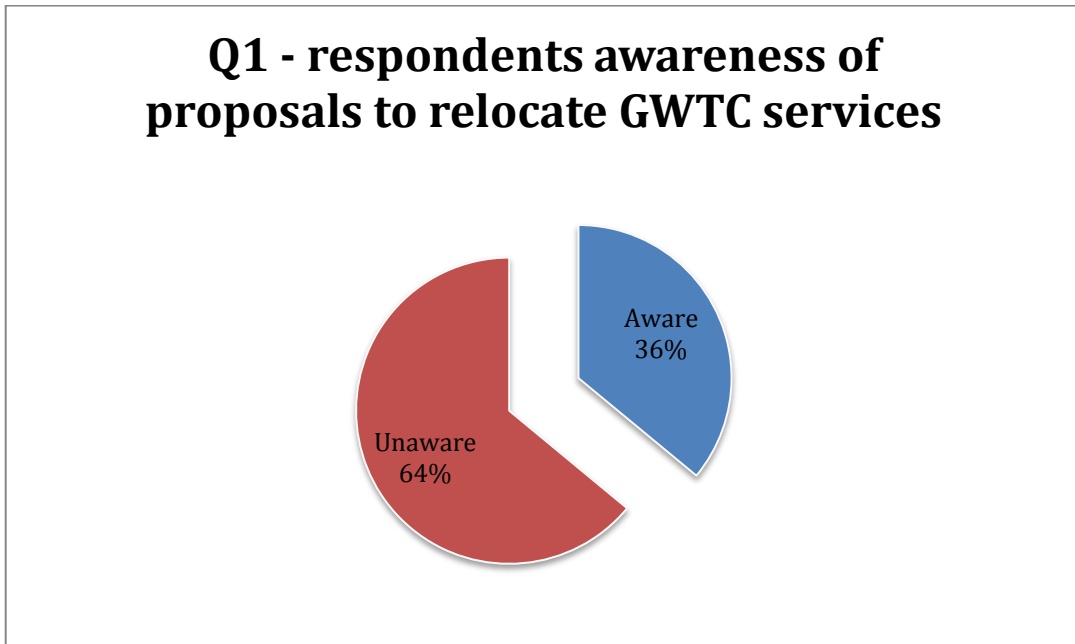
- A 'main theme' analysis was applied to comments offered by respondents (Appendix B) and summarised within the Evaluation.

Results from our analysis are presented in Tables 1 – 6 in this report. (Full data tables are available for secondary analysis if required by NHS Portsmouth).

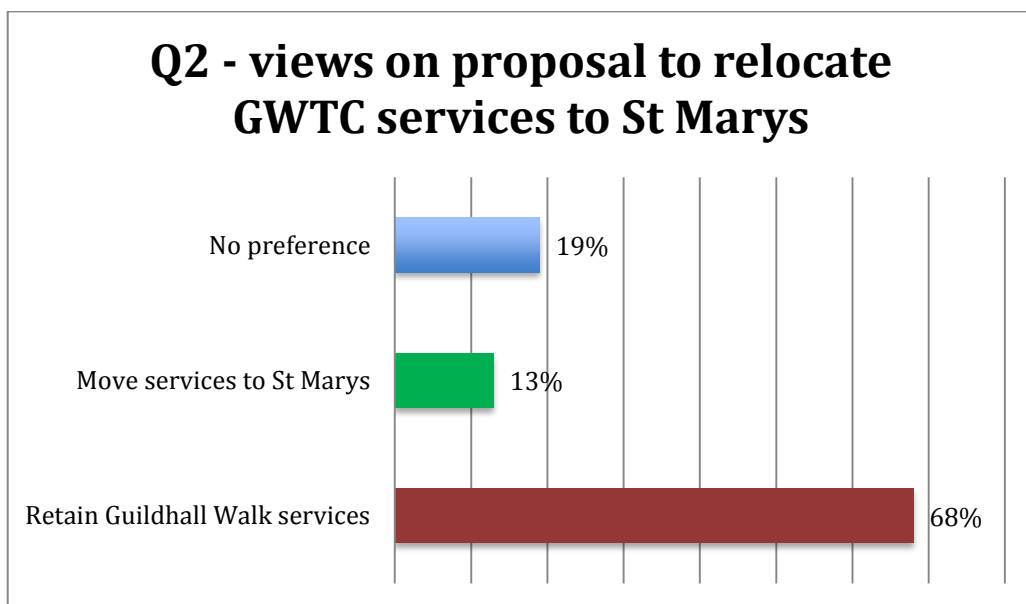
In the opinion of Healthwatch Portsmouth, the data contains statistically significant information for the purposes of assessing the possible impact upon the community of transferring walk-in treatment services to the St Mary's Hospital site from the City centre's current GWTC provision.

3. EVALUATION

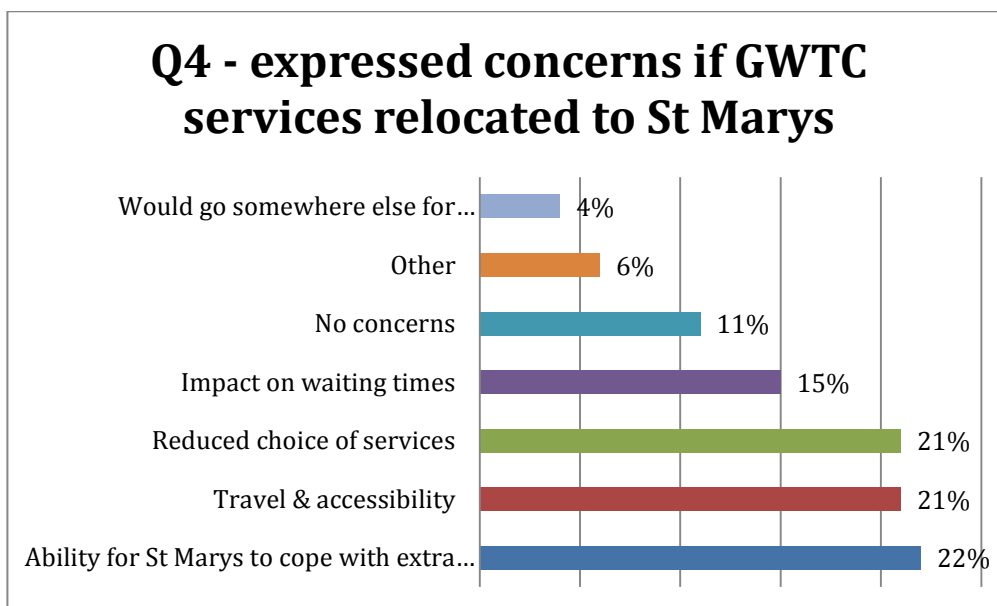
1. Almost two thirds (64%) of the sampled population in Question 1 reported being unaware of the proposed changes to Portsmouth’s walk-in treatment services at GWTC.



2. The percentage of respondents in Question 2 wishing to retain the services at GWTC was 68% compared with 13% supporting its proposed transfer. Almost 1 in 5 (19%) reported ‘no preference’ regarding the proposal.

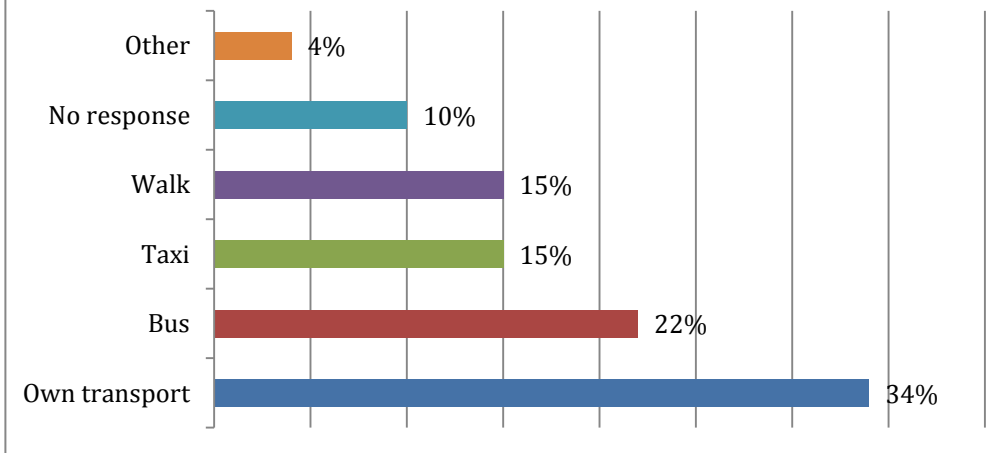


3. Out of specific age groups within the responding group, 37% of 0-24 year olds and 21% of 65+ year olds expressed a preference to retain the services at GWTC.
4. When asked in Question 3 how strongly they hold their view about the proposed transfer, almost half of those who would prefer to retain the services at GWTC (48%) felt either “very strongly” (39%) or “strongly” (9%) about their preference. Of those supporting the proposal, 6% felt “very strongly” or “strongly”, with 7% “less strongly”. Of those who expressed no preference, 10% hold very weak views about this (score 4).
5. Responses to Question 4 highlighted that accessibility, choice and waiting times were the most significant expressed concerns about the proposed relocation, followed by impact on quality of services.
6. 22% expressed concerns over St Marys being able to cope with extra demand on its resources, 21% expressed concerns relating to travel and accessibility to St Mary’s with 21% also separately stating concerns over choice of services in the city being reduced. Impact on waiting times was the fourth highest concern at 15%.



7. Means of travel to St Marys varied among respondents in Question 5, with 34% stating they would use their own transport to get there, 23% using the bus network, 15% using a taxi and 15% walking.

Q5 - how respondents would get to St Marys if services relocated there



8. It is important to note that the survey was undertaken during the university summer vacation when many Portsmouth University students were not present in the City. Had the consultation been undertaken during term time an increased number of responses from people interviewed within the vicinity of GWTC / City Centre and in particular, from members of Portsmouth's student population, may have been predicted, which may have further influenced the outcome to this question from the survey group.

9. The following comment typifies the concerns re location:

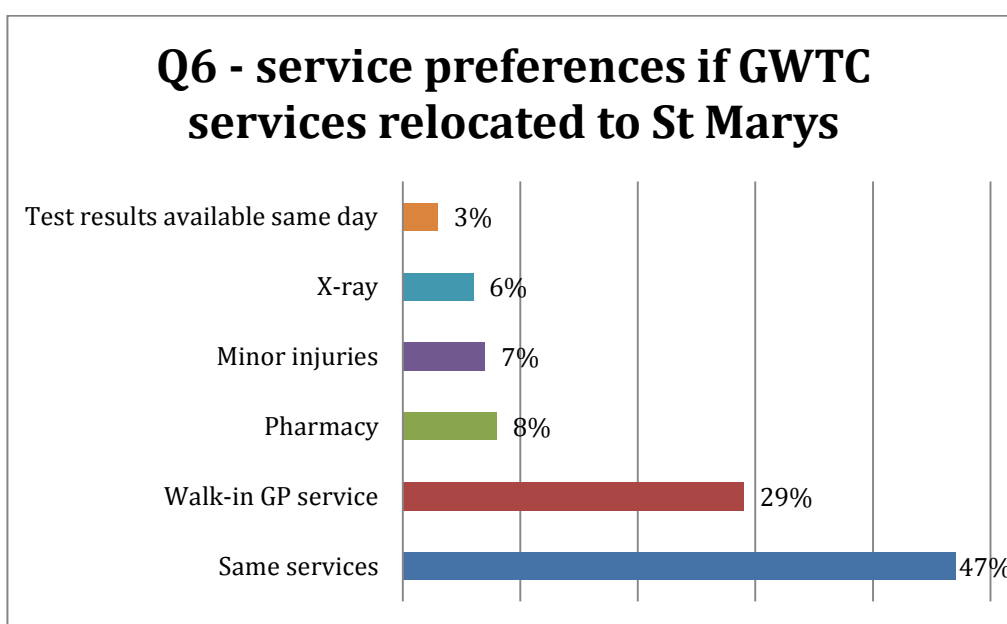
“Free transport to location. To move the centre would not benefit patients due to the travel involved. The Guildhall is central for everybody”

10. Of the brief research undertaken by Healthwatch Portsmouth into local bus routes serving the localities of GWTC and St Marys, there seems to be five routes providing services between the locations (First Bus routes 2, 3, 17, 19, 19a) and two routes where a change of buses is required to reach the destination (First Bus routes 1 and 15). More details can be found in Appendix C.

11. This information does seem to suggest some provision for residents to access the services were they relocated at St Marys – however, it is recommended that more research is undertaken into the awareness of these routes by the public, accessibility (eg re mobility and when travelling with children), whether residents will take a bus, when not well, that travels around other parts of the city prior to arriving at St Marys and also the consistency of service over 7 days. The fact that these routes are not under the control of the NHS or local authority means route or fare changes cannot be controlled to be consistent with the statutory objectives of making access to St Marys easy. In the event of emergencies, it would be reasonable to anticipate

increased demand for emergency ambulance services and in particular at key times, including weekends / late evenings. We have not gathered views from the Emergency Services in this consultation but suggest it would be prudent to consider those views in relation to our findings, particularly with regards consistency of bus provision.

12. In the event that the service should relocate from GWTC to St Marys, less than half of respondents (48%) expressed a view in Question 6 about the services they would expect to see at St Marys. Of those who did respond, approximately 47% (the largest expressed preference) would wish to see the same services provided with 29% expecting to be able to access a walk-in GP service, followed by 8% wishing to see pharmacy services, 7% help with minor injuries and 6% x-ray facilities.

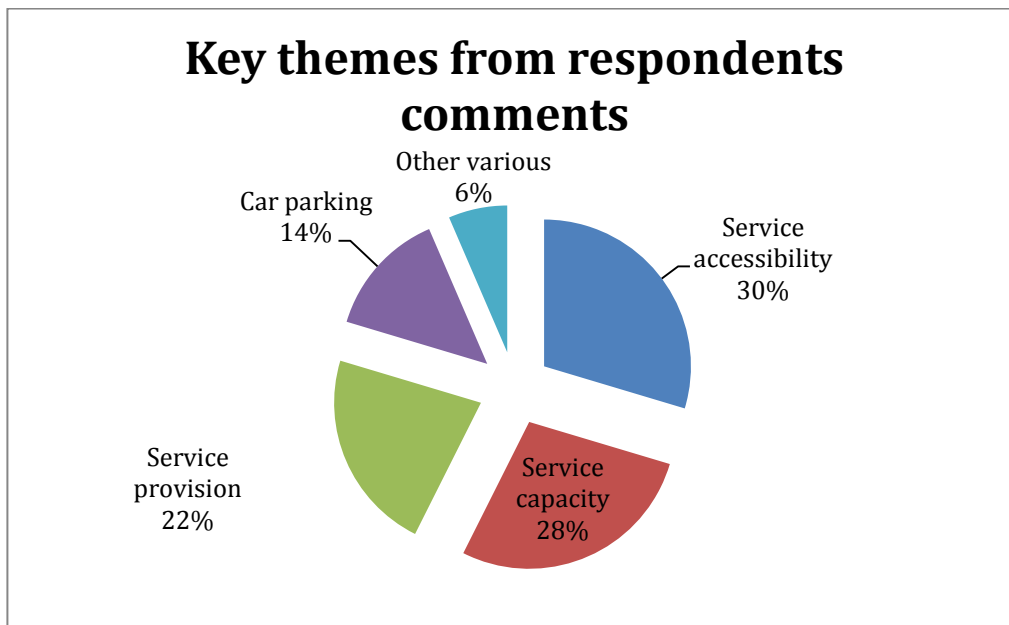


13. No views were sought from representative groups for older people specifically in Portsmouth about the impact of the proposed changes. Further data may be considered to be appropriate and necessary as part of any decision regarding the future of the GWTC services.
14. Analysis of data in this study does not reveal any significant difference in findings between males and females within the survey population.
15. With regards to ethnicity and preferences or concerns among the 13% of respondents not in the category “White - English/Welsh, Scottish/Northern Irish/British” (80%), no significant findings emerged within this exercise from the data to suggest any variance from the overall ‘direction of travel’ expressed more generally. This may be a matter for further consideration prior to any decision about the future of the GWTC services.
16. Within the sample group, some 7% stated they have a disability with a further group (24%) either preferring ‘not to comment’ or offering no

response at all. Within those who reported having a disability, 55% (n= 12) would wish to retain the GWTC services while 32% (n = 7) were in favour of the proposal to relocate to St Marys. The small size of this sub-group should be borne in mind when considering the implications from this consultation study. We wish to highlight that this may be a matter for further consideration prior to any decision about the future of the GWTC services.

17. Comments and views expressed by respondents within the survey encompass five overall categories of concerns:

- a. service accessibility
- b. service capacity
- c. car parking
- d. service provision
- e. other (various)



4. RECOMMENDATIONS

Based on the findings and observations, Healthwatch Portsmouth makes the following recommendations with regards to the CCG's proposals:

1. Because of the level of stated unawareness to the CCG's proposals, it is strongly recommended that a timely and robust media and communication plan is urgently developed in partnership with Healthwatch Portsmouth and patient and provider networks across the city, to maximise awareness raising and seek feedback on proposals. Healthwatch Portsmouth would suggest this should clearly set out the full range of benefits and any implementation plans to the public from the proposed changes as well as ways in which concerns will be addressed with a clear and managed plan to ensure public understanding and active public participation in local health service provision, in the context of substantial reductions in public expenditure by the Government affecting provision of health and social care services.

2. That these findings are considered alongside other data sources which focus on possible impacts from the CCG's proposals for older people, people with disabilities, students, and minority ethnic groups.

3. That the views of the Emergency Services are obtained and considered in order to substantiate or repudiate views expressed by members of the public within this study, particularly with more residents having to rely on buses to access services at St Marys and the risk of non-urgent ambulance calls increasing because of this.

4. That consideration is given to the findings and outcomes of any earlier impact assessments which may have been conducted at, or around the time of the closure of the A&E facility at St Mary's Hospital as these will give context for original aims and objectives for the GWTC and SMTC and themes may resonate with the issues raised in this study.

5. If the relocation of services to St Marys goes ahead, the key themes highlighted in this report around accessibility, capacity, car parking and service provision should be prioritised as areas to focus on in formulating the implementation plan. From views gathered from respondents, attention should be given to:

- a. Access – including the awareness, capacity and consistency of bus routes, car parking and general waiting times at St Marys
- b. Right service at the right time – to increase Portsmouth residents knowledge of services available and which one they should contact and how, improving right decision making, promoting self-care as appropriate and diverting non-urgent cases away from A&E and ambulance services.
- c. Credibility / trust – to reassure Portsmouth residents and promote services available, publish success and good news stories of the

services at St Marys and elsewhere to increase confidence in alternatives and encourage a move away from what residents have traditionally done when faced with a medical concern.

6. Review decisions taken, within 12-18 months of implementation, to assess outcomes and impact on residents of the city. Healthwatch Portsmouth will be happy to assist with this process and work with the CCG, local authority and patient and provider networks to review progress and ensure any lessons learnt are taken on board.

CONCLUSION

This report has been compiled by Healthwatch Portsmouth to independently review public awareness and the likely impact of NHS Portsmouth CCG possibly relocating services from the GWTC to SMTC.

Over 300 surveys were completed in seeking feedback from members of public and feedback suggests that:

- the majority of respondents would like the services provided at GWTC to be retained in their current location,
- the majority of respondents were not aware of the proposed relocation,
- if the relocation was to go ahead, main concerns centre on the ability of SMTC to cope with the increased demand, general access to the SMTC site, reduced choice of services and longer waiting times.

The report recommends that further work is undertaken with residents in the city to raise awareness of the proposals and better understand the impact of any decisions taken by the CCG in the future of the GWTC.

5. RESULTS FROM DATA ANALYSIS

Key: Percentage values are shown in *blue italics*

Table 2:					
Numerical and Percentage Results to Questions					
Total Sample Size		n = 314		<i>100%</i>	
Question 1					
		'Aware'	'Unaware'	Total	
Were you aware of the proposed changes?		113	201	314	
<i>% Awareness</i>		<i>36%</i>	<i>64%</i>	<i>100%</i>	
Question 2					
Which option would you prefer?		No. of	<i>% total</i>		
1. Retain the Guildhall Treatment Centre		212	<i>67.52%</i>		
2. Move the treatment centre to St Mary's		42	<i>13.38%</i>		
3. Don't have a preference		60	<i>19.11%</i>		
		314	<i>100%</i>		
Total Responses (Q2)					
Question 3					
One a scale of 1-4 (1 being very strongly) how strongly do you feel about this preference?					
		Numerical Values			
		Retain	Move	No Preference	No Response
Score 1		124	8	6	
Score 2		29	11	9	
Score 3		17	15	9	
Score 4		37	8	32	
Total Rank Scores / Option		207	42	56	9
Total: 314					
		Percentage Responses			
		<i>Retain</i>	<i>Move</i>	<i>No Preference</i>	<i>No Response</i>
<i>Score 1</i>		<i>39.49%</i>	<i>2.55%</i>	<i>1.91%</i>	
<i>Score 2</i>		<i>9.24%</i>	<i>3.50%</i>	<i>2.87%</i>	
<i>Score 3</i>		<i>5.41%</i>	<i>4.78%</i>	<i>2.87%</i>	

<i>Score 4</i>	<i>11.78%</i>	<i>2.55%</i>	<i>10.19%</i>	
Total Rank Scores / Option	65.92%	13.38%	17.83%	2.87%
	Total: 100%			

Question 4
What would your concerns be if the treatment centre were to be relocated to St Mary's?

	No. Respondents Registering a Concern (n=)	<i>Expressed concerns in relation to statement as a % of all concerns</i>
I would have further to travel	119	<i>20.84%</i>
I would have fewer choices for walk-in services	118	<i>20.67%</i>
St Mary's would not cope with the extra people	126	<i>22.07%</i>
I would go somewhere else for walk-in services for example Queen Alexandra	21	<i>3.68%</i>
I would worry the quality of service would be reduced	86	<i>15.06%</i>
I have no concerns	64	<i>11.21%</i>
Other (please specify)	37	<i>6.48%</i>
Total Q4	571	<i>100%</i>

Question 5
If the treatment centre were to move, how would you get to the new location?

	n=	%
Own transport	126	<i>34.43%</i>
Taxi	55	<i>15.03%</i>
Bus	80	<i>21.86%</i>
Walk	55	<i>15.03%</i>
Other	13	<i>3.55%</i>
No response	37	<i>10.11%</i>
Total Responses	366	<i>100%</i>
More than one form of transport	44	<i>12.02% would use more than one transport option</i>

Question 6
If the treatment centre were to move, which services would you expect to be provided at St Mary's?

	n=	<i>N as % of responses to question</i>	<i>% of total sample</i>
Same services as at GWTC	70	46.98%	22.9%
Walk-in GP Services	43	28.86%	13.69%
X-ray	9	6.04%	2.87%
Minor Injuries	10	6.71%	3.18%
Pharmacy	12	8.05%	3.82%
Test results available on same day as visit	4	2.68%	1.27%
Occupational Therapy	1	0.67%	0.32%
Total Responses	149	17.45%	100%

Table 3:

Demographic Details of Surveyed Population

	N=	% of Survey Population
Gender		
Male	108	34.39
Female	186	59.24
Prefer not to say	3	0.96
Age		
Under 18	4	1.27
18 – 24	50	15.92
25 – 34	71	22.61
35 - 44	53	16.88
45 – 54	50	15.92
55 – 64	41	13.06
65 – 74	17	5.41
75+	11	3.50
Ethnicity		
White		
English/Welsh/Scottish/Northern Irish/British	252	80.25
Irish	2	0.64
Gypsy or Irish Traveller	0	0
Any other White background	14	4.46
Mixed/Multiple ethnic groups		
White and Black Caribbean	2	0.64
White and Black African	0	0

White and Asian	3	0.96
Any other Mixed/Multiple ethnic background	0	0
Asian/Asian British		
Indian	3	0.96
Pakistani	0	0
Bangladeshi	6	1.91
Chinese	2	0.64
Any other Asian background	1	0.32
Black/ African/Caribbean/Black British		
Caribbean	1	0.32
Any other Black/African/Caribbean background	2	0.64
Other ethnic group		
Arab	2	0.64
Any other ethnic group	1	0.32
Disability		
Registered Disabled	22	7.01
Not registered disabled	218	69.43
Prefer not to say and No Response	37+37	23.56

Table 4:

Hard to Reach Groups

	N=	% of Survey Population
Vulnerable Families	10	3.18
Unemployed	18	5.73
Total Hard to Reach Groups Surveyed	28	8.91

Table 5:

Numbers Surveyed by Source

	N=	% of Survey Population
Community presence – questionnaires / surveyed in local community settings	253	80.57%
Learning Links (Employment Services)	19	6.05%
Learning Links (Vulnerable Families)	10	3.18%
Online responses	32	10.19%
	314	100%

Table 6:

Correlation analysis was applied to show relationships/trends between issues / responses among respondents:

Awareness of proposal versus Preferred Option (Q1 v Q2)				
	Aware		Unaware	
	n=	%	n=	%
Option 1 – Retain GWTC	87	27.71%	125	39.81%
Option 2 –Transfer to St Mary’s	16	5.10%	26	8.28%
Option 3 – No Preference	10	3.18%	50	15.92%
Total Responses	113	35.99	201	64.01

Preferred Option and concerns over the proposed closure of GWTC and relocation services at St Mary’s (Q2 v Q4)				
	Retain GWTC	Transfer to SM	No Preference	Total
	N=			
I would have further to travel	110	5	4	119
I would have fewer choices for walk-in services	110	5	3	118
St Mary’s would not cope with the extra people	103	9	14	126
I would go somewhere else for walk-in services for example Queen Alexandra	18	1	2	21
I would worry the quality of service would be reduced	73	5	8	86
I have no concerns	11	17	36	44
Other	28	4	5	37
	Percentage: No. of responses / Total Sample Population			
I would have further to travel	35.03%	1.59%	1.27%	
I would have fewer choices for walk-in services	35.03%	1.59%	0.96%	
St Mary’s would not cope with the extra people	32.80%	2.87%	4.46%	
I would go somewhere else for walk-in services for example Queen Alexandra	5.73%	0.32%	0.64%	
I would worry the quality of service would be reduced	23.25%	1.59%	2.55%	

I have no concerns	3.50%	5.41%	11.46%
Other	8.92%	1.27%	1.59%

Table 7: Correlated Scores showing relationships between specific issues and demographic groups within sample population.

Preferred Option among Vulnerable Age Groups (0-24 and 65+)

Vulnerable Age Groups as a % of all respondents providing details of their age	N=82 (27.61%)	
	0-24 Years	65+ years
Retain GWTC	37 %	21 %
Transfer to SM	11%	2%
No Preference	6%	5%

Preferred Option among those with a 'Registered Disability'

Registered Disabled as a% of all respondents providing details about their disability status	N=22 (7.01%)	
	N as % total sample	N as % of disabled
Retain GWTC	12 (3.82%)	54.55%
Transfer to SM	7 (2.23%)	31.82%
No Preference	3 (0.96%)	13.64%

Relocation of Guildhall Walk Treatment Centre Survey

Healthwatch Portsmouth is undertaking an independent evaluation of the proposed relocation of the Guildhall Treatment Centre from Guildhall Walk to St Mary's Walk in Centre. Please take a minute to share with us your views in this short anonymous feedback survey.

Questions

1 Were you aware of the proposed changes?

Yes

No

2 Which option would you prefer?

Retain the Guildhall Treatment Centre

Move the treatment centre to St Mary's

Don't have a preference

3 One a scale of 1-4 (1 being very strongly) How strongly do you feel about this preference?

1 - 2 - 3 - 4 (please circle)

4 What would your concerns be if the treatment centre was relocated to St Mary's? – tick all that apply

I would have further to travel

I would have fewer choices for walk-in services

St Mary's would not cope with the extra people

I would go somewhere else for walk-in services for example Queen Alexandra

I would worry the quality of service would be reduced

I have no concerns

Other (please specify) _____

5 If the treatment centre was to move, how would you get to the new location?

Own transport

Taxi

Bus

Walk

Other (please specify) _____

6 If the treatment centre was to move, what services would you expect to be provided at St Mary's?

* * * * * *

Any other comments?

7 Gender – are you

- Male
- Female
- Prefer not to say

8 Age – are you

- | | |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 75 or older |

9 Ethnicity - Choose one option that best describes your ethnic group or background

- White**
- | | |
|--|--|
| <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> Gypsy or Irish Traveller |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Any other White background, please describe |
- Mixed/Multiple ethnic groups**
- | | |
|--|--|
| <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> White and Asian |
| <input type="checkbox"/> White and Black African | <input type="checkbox"/> Any other Mixed/Multiple ethnic background, please describe |
- Asian/Asian British**
- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Any other Asian background, please describe |
| <input type="checkbox"/> Bangladeshi | |
- Black/ African/Caribbean/Black British**
- | | |
|--|--|
| <input type="checkbox"/> Caribbean | <input type="checkbox"/> Other ethnic group |
| <input type="checkbox"/> Any other Black/African/Caribbean background, please describe | <input type="checkbox"/> Arab |
| | <input type="checkbox"/> Any other ethnic group, please describe |

10 Disability- Are you registered disabled

- Yes
- No
- Prefer not to say

Thank you for taking the time to complete our survey

APPENDIX B

Data Extract

Source: Consultation Data Entry Spreadsheet (Learning Links (Southern) Ltd) August 2015.

QUESTION 7 - OPEN COMMENTS VOLUNTEERED BY RESPONDENTS:	
No.	
1	If I go now I see a doctor quickly. I would not be wanting to wait for hours. Why do you wish to change something that works so well? Not all change is good and taking the essential service to St Mary's would be a bad thing. It is perfectly fine as it is.
4	I believe it is useful to have a walk in service in the city centre. The car parking facility at St Mary's is poor. I believe most of the spaces are taken by staff and in my experience, finding a parking space has proved difficult on many occasions. I relate to the times my parents had to attend St Mary's and I drove them and parking was always difficult.
5	The Current site has the distinct advantage of being within walking distance of my home and numerous other residents in the vicinity plus many visitors to the area. As a registered patient I receive a service far exceeding that ever received from any other General Practice 365 days a year 8am to 8pm. This with a 'walk in' facility for non-registered patients is surely combining the best of both worlds. Access to a doctor (possibly with a short waiting period) outside normal working hours is I believe the stated aim of this and previous other governments. Surely we should be building and expanding on a NHS service that works
9	More help for people who are suicidal and self-harming
10	I have concerns that the people of Portsmouth will have less options AND that we should have both the GHWTC and St Mary's TC with equal facilities along with the QA system of support, which would effectively filter out any people turning up there who do not actually need QA A&E Dept. This would help explain and educate people about the different systems including 'out of hours' GP & 111 services, etc. With the best will in the world people will not learn about these systems for the most part until they need them, that is why we make the assumption that we should go straight to QA.
11	Major concern car park is full at St Mary's by 10am. It is essential to have these facilities offered at GHW in the centre of the city. At the same time Portsmouth is increasing its housing programme, on the eastern side quite dramatically, so it will need all the similar facilities. By planning to have 2 identically operating walk in centres we will balance the facilities and help to alleviate the problems occurring as QA A&E
13	Ok to move as long as larger premises & enough parking
19	I would expect extra people to help

23	Would like to see mental health help. The whole point of a walk in centre is to be able to access support straight away in cases of emergencies - this will not be the case if I need to travel to St Mary's. Guildhall is accessible to everyone.
30	I would like to see an out of hours service when there is a 4 hour wait to be able to go away & come back 1/2 hr before due time
31	I think you should all think again
34	If the system is not broken do not mend it
35	I worry about a lack of parking and would like to see GU clinic & PALS
36	Understand logic of moving, we can use a change. Need to promote the facilities at St Mary's to lessen the load on QA
37	Would like a drop in but not so long waiting times
38	Keep people away from A&E unless an emergency
40	I would like to see childcare & quicker appointments
41	I would like to see more car parking it is already overcrowded & if the relocation was to proceed it would have a huge impact on what is already at full capacity
43	Waiting times will be longer
47	I would like to see a practice nurse & mental health liaison nurse
49	Access to students and hard to reach. Present location can offer dental services via surgery at Hampshire Terrace. I would also like to see drug/alcohol, sexual & mental health services. There is also a need for more publicity advertising Guildhall Walk location and services
53	Best service & quality
56	Good services
58	why St Mary's when is already one there
60	A lot of students go to Guildhall Centre. If Dr and staff move en-block it may be ok
61	I would also like to see less waiting times & diabetes check
62	Less queues
63	There is one at St Marys already
66	Free transport to location. To move the centre would not benefit patients due to the travel involved. The Guildhall is central for everybody
67	It would be better to stay where it is as it's easy to get to
72	Ideal location of Guildhall Walk for businesses & university students
73	Guildhall is a benefit as it is central for all
74	Further for people to travel, Guildhall is central
76	I worry people won't access help
80	Guildhall walk-in is a place my whole family use. The Drs are wonderful and it is easy for me to get to with my health issues
81	Need to expand the services at St Mary's to cope with extra demand

83	Extra parking and more staff
86	Cranial therapy
88	I am concerned about longer waiting times. There will need to be more staff
91	The Guildhall Walk area has a higher concentration of students, vulnerable people & those on low income who struggle with transportation to St Mary's
95	Help for IV drug users/24 hour access to IV drug user. My wife is a IV drug user and I find the service here indispensable.
103	Less choice and fewer staff to care for people
104	Everything QA does
106	I think there would be longer waiting times
108	The access/transport as so close to Fratton Park football matches
109	I would like to see more parking & staff
110	Parking is a concern but SMTC is very good & fast
111	Increased waiting times
112	Young people's pregnancy tests & GUM clinic
113	Phlebotomy
114	Free parking would help along with a ticket system to see when you are due to be seen.
115	Parking at St Marys is a concern
116	Concern: parking & take the pressure of QA. Possible reduction of services
117	How would I know about it?
121	Longer waiting times
126	People struggle to get to St Mary's
130	Retain GPs as well as nurse practitioners
132	I don't live in Portsmouth
133	More parking, more staff
134	St Mary's would collapse in on itself. I wouldn't bother as the service would be too low quality on an already stretched resource. Due to demand there is no viability in this proposal. St Mary's system isn't viable already so the service would suffer and care would be lacklustre. This is a poor act that will cripple the NHS further. The quality of care is cause for concern as it is, putting more strain will only destroy it's already poorly run systems.
135	People who don't drive won't be able to access St Mary's as easily as Guildhall. There would need to be a chemist and a shop. I would expect to see better waiting times to handle capacity and direct transport from the city centre that's free. I would also expect to see free parking due to the waiting times being longer. St Mary's can't handle the intake as it is and Guildhall walk is easily accessible for all. It is a much better service so don't destroy what works especially as it's close to pharmacy's and unless you make the parking free as some areas around Guildhall are then it won't work. Put a walk-in in Havant instead as QA don't want to take people.
138	Less waiting time, more staff
139	GHW is local, easy access, next to/close to a number of pharmacies. SMTC

	would be v inconvenient - 2 buses required.
142	GHW is very close to us so we don't need transport. It's a good service & good treatment. Please I stress to you don't relocate
145	Appointment system would be helpful
147	I would like to see A&E
150	Don't want it moved at all
152	Were recommended the walk-in by Boots in Commercial Rd. Not aware of St Mary's but would go as I must get my medication. Service really helps as GPs send notes back to overseas doctor
153	Sexual health/gynaecological/women's health. Blood tests. Would like a GP specialising in women's issues not a nurse. Really need a decent GP service as my one has been really poor. Can't get to see my GP at my registered practice but a locum. Whereas walk-in GPs are broadly the same.
154	Would like to have a midwife
155	Would like to see a dentist. QA is better (A&E) and would go there not St Mary's. Have been to QA before because it was serious and came to the walk-in today is for non-emergency care
157	Parking would be an issue/getting to St Mary's is impossible. Nurse can't always prescribe antibiotics. Can't always get to see your own GP. Prefer walk-in. Get an accurate diagnosis even if non-emergency issue that needs to be seen. "Just hate St Mary's" rather go to QA
158	I wouldn't use the St Mary's treatment centre. I live in Gosport and work in Guildhall square. It is convenient for me to get to. I would have to take time off work to go to my surgery and have to wait longer for an appointment.
159	St Mary's is too far for me to walk and I have no other way of getting there
160	Guildhall walk is more convenient. St Mary's would need to limit the number of people who are there to manage waiting times. It should also be easier to get a repeat prescription
161	I have real problems from before due to treatment lower than expectations. St Mary's have a bad attitude to treating cancer patients, everyone has the right to be treated at a walk-in. I don't live close to my registered GP, when I can't see them I would otherwise end up at A&E. I prefer the convenience of Guildhall. It's really hard as the parent of a young child to book your own GP. Walk-in is exactly the service a mum needs. Triage nurses don't always know what they are doing, St Mary's is so slow it really needs to improve the service quality as the wait is too long. The environment needs to be safer for children, does St Mary's take children in?
162	Concerned about waiting times
163	Would like to see prescription services. Concerned over extent of nurse-led. Waiting times and being sent to different places would be difficult as especially if out of area.
166	St Mary's is harder to get to by bus
169	GHW is a perfect location for a walk-in. It would be a mistake moving to St Mary's. The wait will be even longer up there and the quality of service will reduce
171	better GP services

174	Parking is a nightmare now at St Mary's lots of services are relocating there & the site is too small
175	I don't drive and getting to St Mary's is not a direct route on the bus from where I live
176	GHW is helping a lot of patients from around the Southsea area and others as the only treatment centre at the Southsea please keep it
182	St Mary's can't cope as it is, never get the quality of care there. I travel further to GHW over St Mary's as they, I feel, are useless when me & my family have attended. No compassion
187	Presence of GPs , from my understanding St Mary's lacks doctors and is understaffed
190	I would like to see bookable appointments GHW has fantastic Dr's/nurses/admin support staff
199	GHW is hard to get to, I live in Fareham and this is the nearest out of hour's service. Parking at GHW very expensive, queues are dreadful & surgery full every time - more Dr's needed. I have a 3 year old and current service is not adequate
201	I would prefer GHW to stay as a drop in due to location & hours. Services for children are good
203	My GP at Somerstown Centre is good all my services are there
204	I would like to see women's services
205	Sexual health clinic, nurse a preference. The surgeries in my area are packed. War memorial has closed which means urgent care is not available so I went to GHW
206	I would like to see a sexual health clinic. It would be good for all services to be in one place. I wasn't able to get to my GP.
207	St Mary's is a more difficult route to get to
208	People depend on GHW, if you are benefits it's difficult to find a GP
213	I would expect to see travelling abroad care & advice/Sexual health clinic/customer understanding(mental health) Nurse led service is an issue, there are GPs at GHW
214	Don't see why they feel the need to move it
215	mental health crisis team
216	mental health crisis team/gp referrals/repeat & urgent medication
220	St Mary's is harder to get to. I would change where I went to
221	I wouldn't bother going anywhere else\today was the easiest walk-in appointment ever
227	It would take me 2 buses to get to St Mary's I don't want GHW to move as I can't usually get an appointment with my own GP
229	Parking is already an issue at St Mary's\we find GHW service excellent and accessible
234	Please leave it where it is
235	GP appointments/GHW is in a very convenient place. Students find this service excellent and easy to use

236	Relocating is bad move. The extra influx of patients will result in longer waiting times. St Mary's is too far away from where I live. Afraid quality of service won't be as high
237	would like to see emergency service
239	would like crisis team there
241	Just feel this is a bad idea. GHW is in the centre of the city. So many people depend on it. There are no other service like this. So many people would have to take taxis/buses and how can St Mary's cope with 6000 patients on top of their own? Find St Mary's poor service anyway.
248	More Dr's quicker waiting times. I feel using GHW is better for me and my young family as it is local and beneficial to us.
249	Relocating would cause distress to my elderly mother who has mobility issues & would incur extra taxi charges. More staff, more parking facilities provided but within new location. If this service discontinues to would cause at lot of problems & inconvenience for many people.
250	I would expect a district nurse weekly clinic.
255	I would want to see quick waiting times
256	GHW is in the perfect location. St Mary's is in Fratton so that area is covered A&E is in the top area of Portsmouth therefore the GHW provides for those in the Southsea/Portsmouth area. I believe my family would struggle without this service.
257	Less waiting times 9/10 there aren't any Drs and have to be referred to QA after waiting 6 hours
259	Doctor rather than nurse led
260	The services at GHW will be more in demand when the old Zurich building is converted into student accommodation.
262	I can't walk far
264	More Drs quicker waiting time/I come to Portsmouth to visit my family often so using the GHW is beneficial for me and my young family if they fall ill and need to seek medical care.
265	Pressure sore dressing
269	People with small children would struggle
270	Staying open until 8pm at least
274	St Mary's is not central for the community
276	All that both currently provide but overnight too
280	I would like to see both services running side by side otherwise it's just a small ED/ I'm concerned about the parking at St Mary's & the university students & vulnerable others who use GHW services
284	St Mary's is more difficult to get a bus to
285	I would like to see the same service that is offered at the GHW without removing any from the St Mary's one
286	St Mary's is more difficult to access
289	St Mary's and its car park is no longer set up for masses of people. Also the GHW has a late night chemist open a few doors down. Would they open one up in St Mary's or nearby to counter this?

290	Access to GPs and nurses for booked appointments in advance and without appointments as at GHW for opening hours of St Mary's. Improved car parking & drop off facilities. A free or subsidised bus route from city centre to St Mary's & QA to be some compensation for restricted access to services - i.e. lack of choice in service location.
291	Lots of vulnerable people use the GHW service and could lose out. Parking at St Mary's is already a nightmare and will be worse with more services on the site
292	St Mary's is good but sending more people there it will be further stretched and think the service will lower standards. That's why they opened GHW I thought to alleviate St Mary's & QA
293	Why move a necessary option for people who live in that area of the town. Not everyone has the finances to go all the way to St Mary's whereas the bus service to GHW is frequent and viable whilst St Mary's bus service not so. My family have found the St Mary's walk in to be very good and a positive experience so why move it and end up putting QA in an even worse situation than they already are
294	I would like to see more staff so the wait is not so long. More Drs for children as St Mary's can't always help children at the moment and cheaper parking
295	<p>I would expect to see: access to GP or nurse within 3 hours or less, support for adults children and babies, investigate sprain, strains, swelling, rashes minor eye injury, open wounds not bleeding profusely, infections, and symptoms of illnesses that didn't include severe difficulty breathing or high temperature in an infant, x Ray, stitches, removal foreign objects, referral for other services, sign posting to lifestyle services, emergency contraception, advice, prescriptions.</p> <p>I currently have no problems accessing my own GP and don't need to use guildhall walk. It's handy to know it is there for a problem that may arise when out and about but I don't think I would miss it if it went. I think the proposal may be good for preventing the worried well from going to the service with very minor illness that they should self-care for because it's will be seen as more serious by being on a hospital site. However those that genuinely need treatment will need to be encouraged to make the effort to attend and it feels less accessible to me. It feels like the site is more residential and less employment focused so this could shift the population using it making it harder for people working to fit in a GP appointment (who may have traveled in from outside Portsmouth) and easier for local residents to get to. I can see some benefits to the minor injuries facility and any walk in GP service moving from St Mary's to QA and in this instance I would prefer for a separate medical advice drop in facility to be available in the south or center of the island as the travel time to QA would be considerable, I would be concerned that such service would be overwhelmed and a long wait ensue for things people who don't need emergency department input. That wouldn't have to be at St Mary's or Guildhall walk.</p>
297	Concerns: Extra staff not to rota, reducing pace of service. Also the waiting area is very small, would this be expanded to accommodate the extra people using the service?

299	Transport links are poor and parking is an issue. It would need weekend/bank holiday clinic for practice nurse patients requiring daily dressings etc.
301	I would like to see a walk in centre option to see doctor if necessary 8-8 Mon-Fri reducing pressure on out of hours service
310	I would like to be able to see my own GP not a different one each time. Keep the hours the same with Drs at the centre and follow up service to my disabilities
312	Quicker appointments on walk in visits

APPENDIX C

First Bus – an example of current Portsmouth bus routes

