NHS ENGLAND (LANCASHIRE & SOUTH CUMBRIA)  
NHS WEST LANCASHIRE CLINICAL COMMISSIONING GROUP  
VIRAN MEDICAL CENTRE CONSULTATION  

Patient Consultation Report  
August & September 2018  

Report produced on behalf of NHS England (Lancashire and South Cumbria) and NHS West Lancashire Clinical Commissioning Group by:  
H2A Partnership Limited  

October 2018
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1. Acknowledgements

This report has been prepared for NHS England (Lancashire & South Cumbria) and NHS West Lancashire Clinical Commissioning Group (CCG) in respect to the long-term future of Viran Medical Centre (‘the practice’) in accordance with the terms of our agreement dated February 2017 (‘the agreement’) and solely for the purpose and terms of the agreement with you. We accept no liability to anyone else in connection to this report.

This report contains information obtained from the patient population of the practice as indicated within the document. We have not sought to establish the reliability of these sources or verified the information that these individuals provided.

We understand that you may wish to disseminate this report to key individuals and stakeholders and, in doing so, we would draw your attention, and that of any other parties who may access and read this document, to the following:

1. The report is provided to NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG in accordance with NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG’s instructions, as a summary of the work carried out by H2A Partnership Ltd under the agreement, which was executed exclusively for NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG’s benefit and use.
2. The report may consequently not include all matters pertinent to the reader.
3. The report does not constitute professional advice to any third party.
4. The information contained in this report should not be acted on by any other party without first obtaining professional advice.
5. H2A Partnership Ltd accepts no liability (including for negligence) to any party, other than NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG, in relation to this document.

In addition, we would like to extend our thanks to all the members of the public, patients and carers who took the time to take part in the consultation. During the listening exercise (August 20 – September 28, 2018) a total of 408 patients of the practice completed the patient survey, 23 through the website link and 385 through the Freepost envelope; 14 patients contacted the Freephone helpline, 7 patients emailed, and 2 patients sent a letter.

This is our final report.
Yours faithfully
H2A Partnership Ltd
2. Executive Summary

Service Background Information

In December 2016, NHS England (Lancashire & South Cumbria), received notification that the provider of primary care services at Viran Medical Centre wished to terminate his contract with effect from June 30, 2017. After receiving notice from the provider, NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG worked with the provider and NHS Property Services to scope out potential alternative sites for a practice to be located from July 1, 2017.

After careful consideration of all the factors, (including timescales, sustainability for the future, patient opinion and the impact on the wider health economy of a potential practice closure), a decision was taken to seek an interim provider and relocate the practice to a CQC medical grade unit in the car park at Tarleton Health Centre, (on a temporary basis. This solution would ensure continued access to local primary care services for patients and allow more time to undertake a premises survey alongside exploring a long-term provider solution.

On May 26, an interim contract was awarded to Beacon Primary Care. The previous contract-holder continued to treat patients registered at the practice and all services continued as normal at the existing site until June 30, 2017.

On July 1, 2017 the patients of Viran Medical Centre were moved to the medical grade portacabin located in the car park at Tarleton Health Centre and Beacon Primary Care began providing primary care services. This arrangement is currently still in place; however, it was never considered a permanent or long-term solution for the patients of Viran Medical Centre.

The current provider has been commissioned on an interim basis and the contract is due to end in February 2019. At the same time the lease on the portacabin also expires.

Since July 2017, NHS commissioners have been considering the potential options for the long-term future of Viran Medical Centre. A Project Group has been assembled with representatives from NHS England (Lancashire & South Cumbria), NHS West Lancashire CCG, clinical leads, finance, NHS Property Services and H2A. A separate group ‘Patient Subgroup’ was established to provide a patient voice to the Viran Project Group, the patient sub-group and is made up of members of Viran Medical Centre’s Patient Participation Group (PPG).

Nationally, the NHS is seeking to reform primary care as documented in the NHS England General Practice Forward View (GPFV). This will result in more convenient access to care, a stronger focus on population health and prevention and reducing health inequalities. In addition to GPs, there will be a wider range of nursing and support staff operating in more modern buildings, and better integration with community and preventative services, hospital specialists and mental health care.
It is the responsibility of NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG to ensure services are equitable for all residents across the West Lancashire area and that all residents continue to be able to register with a GP.

The average size of a GP practice nationally is approximately 7,500 patients. However, patient numbers at Viran Medical Centre fall significantly short of this figure, as detailed below, with numbers continuing to decrease since the move to the portacabin and change of provider. As of October 2018, the current number of patients is 2085.

<table>
<thead>
<tr>
<th>Practice</th>
<th>March 14</th>
<th>March 15</th>
<th>March 16</th>
<th>March 17</th>
<th>March 18</th>
<th>June 18</th>
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<tr>
<td>Viran Medical Centre</td>
<td>2,682</td>
<td>2,672</td>
<td>2,533</td>
<td>2,337</td>
<td>2,185</td>
<td>2,191</td>
</tr>
</tbody>
</table>

Due to the small patient list size, NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG’s main concern is the viability of finding a suitable, quality provider for the practice in the future. The main challenge at the practice is delivering sustainable, improved quality and a wider range of primary care services that the NHS is required to provide in relation to the NHS GPFV.

Another concern of NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG is finding suitable, affordable and sustainable premises for the Viran Medical Centre’s patient population. Under the national primary care contract, a GP is responsible for finding and providing the premises from where they will provide contracted services. Premises could potentially be identified however any prospective bidder may not wish to work from those premises. Nevertheless, NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG have undertaken a review to identify potential suitable premises which are available and would provide a central location for the geographical spread of the patient population.

Through the collaborative work of the Project Group and the Patient Subgroup, NHS commissioners chose to undertake a Patient Listening Exercise to seek the views of the patients directly affected by any potential change, and to understand what is important to them. This exercise provided a platform for patients to feedback their views and present further potential options which commissioners may not have considered.

In May 2018, a patient listening exercise was launched. Patients of the practice received one communication per household from NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG, detailing the various channels by which they could feed their views regarding the long-term future of Viran Medical Centre. During the listening exercise (May 29 – June 15, 2018) a total of 73 patients of the practice attended the listening events; 37 patients contacted the Freephone helpline; 18 patients emailed the dedicated email address; 27 patients completed a comment card at Viran Medical Centre; and 1 patient sent a letter. A total of 7.1% of the patient population engaged in the process.
The outcome of the patient listening exercise established the following:

- The main concern raised was a desire to have a local, good quality and sustainable service for patients.
- Patients were concerned that any future provider may not be local, their preference was for a local, known and trusted provider to be appointed.
- Patients who fed back expressed a mixture of opinions about the current interim provider and other local providers. Patients preferred to keep Viran Medical Centre independent of other practices in the locality.
- They expressed a view that if patients had to be dispersed to other GP practices, they would appreciate an outreach clinic to be located in Hesketh Bank.

The findings of the listening exercise, in addition to an independent travel assessment, equality impact assessment, GP Forward View, premises options, financial implications and sustainability, were considered in order to determine what happens next in respect to Viran Medical Centre. Patient numbers at the practice have continued to decline, worsening the issue of financial sustainability and viability. NHS commissioners have looked at how sustainable the practice is long-term, taking into account the current reducing patient numbers and expected increases in patients because of housing developments.

After careful consideration of the factors above, all these factors, it was decided that the only realistic and deliverable option was to recommend dispersal of patients who are registered with Viran Medical Centre – this means that patients currently registered will have to move to another local practice. Patients will be asked to choose which local practice they wish to move to. In accordance with their statutory duty, NHS commissioners undertook a patient consultation exercise to gain and understanding of the impact of dispersal on patients of Viran Medical Centre.

**Consultation Engagement Summary**

At the launch of the consultation (August 20th), all patients aged 13 and older were sent a direct communication by post to their home address. The communication included all information relevant to the recommendation to disperse Viran Medical Centre and asked patients to engage in the consultation process to better understand the impact that the decision will have on them individually.

The communication included a paper survey which patients were encouraged to either complete online or utilise the enclosed pre-paid envelope. Alternatively, patients were also able to call the Freephone helpline and a member of H2A would complete the survey on their behalf. The Freephone helpline and a dedicated email address were also made available to patients, should they wish to ask any questions or raise a particular concern or comment.

The survey received 408 responses, with 385 returned by pre-paid envelope and 23 via the online link. During the consultation the Freephone helpline received 14 calls and the dedicated email address received 7 emails.
The majority of patients (82%) who took part in the survey said they were either very unhappy or unhappy regarding the dispersal of Viran Medical Centre, leaving only 18% of patients describing their feelings towards the dispersal as being either neutral, happy or very happy.

A qualitative analysis of all comments suggests that the rationale for respondents to choose unhappy or very unhappy did so for one of the following reasons:

- The travel implications of being registered at a different practice that was further from their home address, especially with consideration to public transport.
- The practice not being located within the village of Hesketh Bank; many comments from patients made suggestions to potential locations within the village were a surgery could be located.
- The population of Hesketh Bank and the surrounding area is set to increase due to a large number of new housing developments which have been granted planning permission.
- Other surgeries in the area are believed to already be struggling with overcrowding and capacity with their current patient numbers. There is a concern from patients that with the added capacity they will struggle to access
appointments and there will be a long waiting time to see a healthcare professional.

- There were general sentiments of discontent with the NHS and commissioners in relation to the situation surrounding the practice, the previous provider and the location.

Most respondents were aged 65 and older, with female respondents accounting for 55.5% and male respondents accounting for 44%, (0.5% respondents preferred not to disclose their age). Further analysis of the feedback received can be found later in this report.

Other key stakeholders were engaged throughout the process. The Practice Manager and Duty Manager of the practice were kept informed throughout and a briefing was carried out with both prior to the consultation process taking place. Other practices in the locality were also briefed on the recommendation of dispersal and the impact this may have on their practice list size, with a view to help these practices mitigate any potential risks.

The Viran Project Group met throughout the consultation process on a regular basis and the patient subgroup met prior to the launch and fed into the design of the consultation process.

Political engagement was undertaken with the MP being briefed on the consultation process and West Lancashire’s Health Overview & Scrutiny Committee were made aware and approved the process and timescales of the consultation.
3. Consultation Engagement Process

In August 2018 a patient consultation process was undertaken in order to inform all patients aged 13 and older of the practice of recommended dispersal of Viran Medical Centre. The information provided to patients included the rationale which informed the recommendation and encouraged all patients to take part in the consultation exercise. All patients were encouraged to engage to ensure that their views could be heard in order for NHS commissioners to fully understand the impact on individuals and give due regard to any concerns or issues.

The communication also included paper copies of a survey in order to capture patient feedback, and a pre-paid envelope. Respondents were also signposted to an online survey link if they wished to respond to the questions directly. The communication similarly directed patients to other points of contact should they have any questions, concerns or issues with the information provided.

We want to hear from you

The consultation will run from Monday 20th August to Friday 28th September.

| Prepaid envelope | Please complete and detach the paper survey on the following pages and return in the prepaid envelope provided by Friday 28th September 2018. No stamp required. Please also complete the Equality and Diversity questionnaire on the back of the survey for monitoring purposes. |
| Online | For ease of completion, you can complete the survey online by going to this link: https://www.surveymonkey.co.uk/r/ViranMedicalCentre |
| Email | Please email any queries to: viranmedical@h2a.global |
| Freephone help line 0800 044 8169 | If you require this correspondence in large print, audio, Braille or an alternative format, or you need this document translated into a different language, please call 0800 044 8169 and we will do our best to help.
If you would like support completing the survey or wish to ask some general questions you can also call the freephone number above. |

The consultation concluded with 408 responses, 82% of respondents stated that they were either very unhappy or unhappy regarding the dispersal of the practice. The vast majority of the 82% cited the reasons for their discontentment was due to the practice not being located in Hesketh Bank, with 37% of comments from this question raising this theme. The vast majority of respondents were aged between 45 and 76+, with women respondents accounting for 55.5% and male respondents accounting for 44% of respondents. Further analysis of the feedback received can be found in the following sections of this report.
Freephone Helpline and Email

A Freephone helpline and email were established to answer any queries patients may have regarding the dispersal of the practice or the survey questions. Patients could also use it to access help in completing the survey questions, which formed part of the consultation process.

During the 6-week consultation period, a total of 14 phone calls were received by the Freephone helpline, 1 phone call was made directly to Senior Primary Care Manager at NHS England Lancashire & South Cumbria and 7 emails were sent to the provided email address.

On September 9, 2018, during the consultation, a communication was written and disseminated by the landlord of the premises on Hesketh Lane that had previously been occupied by the practice. The communication was personally posted to some residents’ households, delivered to the practice, attached to local noticeboards and lampposts and posted on social media channels. The communication contained misinformation and asked patients and residents to contact NHS West Lancashire CCG and a key individual at NHS England (Lancashire & South Cumbria) either via email or phone, in relation to the long-term future premises of the practice. This communication prompted 4 emails to the key individual, 1 of which additionally copied in NHS West Lancashire CCG and 1 email was sent directly to NHS West Lancashire CCG, all of which were forwarded to the dedicated email address to respond from. These emails are included in the total figure of 7 emails sent to the dedicated email address. A further email was forwarded to the dedicated email address from NHS West Lancashire CCG following their Annual General Meeting (AGM) and My View Citizen Panel on the 25th September. Individuals who contacted NHS West Lancashire CCG or the individual via phone were signposted to the Freephone helpline, however no phone calls were received on the helpline in relation to this communication.

H2A began to receive telephone queries to the established helpline number from August 20, 2018. Throughout the consultation the Freephone helpline received a total of 14 incoming calls and 4 outgoing calls were made. The duration of the 18 total phone conversations amounts to 2 hours 52 minutes and 58 seconds; an average of 9 minutes and 34 seconds per call (the longest lasting 1 hour and 1 minute and the shorted 37 seconds). A phone call was also made by a patient of the practice directly to the Senior Primary Care Manager at NHS England Lancashire & South Cumbria following the communication disseminated by the landlord of the previous premises; the comments from this patient have also been included in the thematic analysis.

The themes which emerged from the phone calls are as follows, (in order of most frequently mentioned):

- General information regarding the consultation process and queries the dispersal of the practice.
- Suggesting a potential preferred location to site the practice within Hesketh Bank.
• To discuss the provider of the service at the practice, this included comments relating to the previous provider, current provider and any potential future provider.

• Concern in relation to the capacity at other local practices, mainly Tarleton Health Centre and the potential that they will become further overcrowded if the practice were disperse, causing a longer waiting time to see a healthcare professional and creating a greater problem accessing appointments.

• The travel and transport implications of registering with an alternate practice should Viran Medical Centre be dispersed, with particular mention of poor local public transport links.

• The increased population within the local area and population is set to continue to grow as a number of new residential housing developments have received planning permission.

• Enquiries as to whether the patient could move to an alternate practice now or whether they should wait until the consultation is over.

The Freephone helpline received phone calls from the day that the consultation launched through to the final day of the process, with the last phone call being received on 28th September. Patients were directed to the Freephone helpline should they require the correspondence in large print, braille, or any alternative format or translation of the mailshot into a different language. No such requests were received.

A total of 7 emails were received and responded to by the dedicated email address. The communication from the landlord of the previous premises prompted emails to the key individual at NHS England Lancashire & South Cumbria and NHS West Lancashire CCG, prior to this only 1 email had been received by the dedicated email address. The first email was received at the beginning of the consultation (21st September) and the final email received by the inbox was at the end of the consultation (27th September). The themes which arose from the emails closely mirror those which were discussed during the phone calls (listed in order of most frequently mentioned):

• Proposed potential premises within Hesketh Bank, with particular mention of the previous premises located on Hesketh Lane; this being mentioned due to the communication from the landlord of this premises.

• The increase in residential housing within the area and therefore the increase in population who will require access to a primary care practice.

• The sentiment that the process from the listening exercise earlier in the year to the current consultation had been a waste of time, as NHS commissioners had not listened to patients and that it had been a ‘fait accompli’.

• Reference to the previous provider of the service at the practice.

• Concerns regard capacity at other local practices to take patients should the practice be dispersed.

All individuals who contacted either the Freephone helpline or the dedicated email address were informed of the ongoing consultations and encouraged to complete the survey and raise their concerns through this methodology.
Letters

The two letters received mainly mirrored the comments which had been received via the other channels of communication. Both letters commented on the process being a ‘tick box’ exercise with NHS commissioners knowing at the very beginning that they intended to move the practice out of Hesketh Bank. Both stated that they were very unhappy with the recommendation to disperse patients, even though patients could choose which practice they moved to. Both letters also suggested that the local GP practice in Tarelton had a closed patient list.

Engagement Activity Plan

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<thead>
<tr>
<th>Audience</th>
<th>Activity</th>
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| Patients | • A communication was sent to all patients aged 13 and older. The communication included all information pertaining to the current situation relating to Viran Medical Centre, including the feedback from the previous patient listening exercise and the factors which had been considered before the decision was taken to disperse the practice. It explained the consultation that NHS commissioners were about to undertake regarding the impact of dispersal, and how patients could engage by completing the enclosed patient survey, with the option of contacting the dedicated email address or Freephone helpline if additional help was required or if patients had additional comments or concerns.  

• A Freephone helpline was established to answer any queries or concerns patients had; these would feed into the consultation. Patients were directed to the Freephone helpline should they require the correspondence in large print, braille, or any alternate format or translation of the communication into a different language.  

• A dedicated email address was provided for patients to use as a point of contact regarding queries or concerns; these would feed into the consultation. |
| Practice | • During the consultation, there was regular communication and engagement with Viran Medical Centre’s Deputy Practice Manager and staff regarding the consultation.  

• Office staff at the practice were told to signpost any patients with concerns or queries to one of the dedicated communication channels. |
| **Patient Participation Group (PPG)** | • A Patient Subgroup was established from members of the PPG to feed into the overarching Viran Medical Centre Project Group. They have therefore been engaged throughout the planning of the consultation and, as patients, they were all invited to feed into the exercise through the patient survey.  
• The PPG have also been engaged throughout the process to disseminate information throughout the patient population and when necessary to counteract rumours. |
| **Health Overview & Scrutiny Committee (HOSC)** | • The HOSC meeting of July 25 was cancelled, therefore the members of the committee received an update report and recommendations on next steps via email.  
• Members of the committee returned their response regarding the consultation with patients on August 3; their recommendations were actioned. |
| **Political Engagement** | • The local member of parliament (MP) was sent a communication at the initiation of the consultation and was fully briefed on the process. |
| **Healthwatch** | • An update on Viran Medical Centre and a brief regarding the consultation process was sent to Healthwatch prior to the launch |
4. Online Survey Feedback

Part 1 – Patient Impact Feedback

Question 1 of the survey asked respondents whether they fully understood the reasons why NHS commissioners believe that dispersal is the only realistic and viable option for the practice. If patients did not understand the reasons they were signposted to the Freephone helpline to gain further information. 64.5% of patients answered that they did understand the reasons why NHS commissioners have chosen to disperse the practice.

Q1 Do you fully understand the reasons why NHS commissioners believe that dispersal is the only realistic and viable option for Viran Medical Centre? If your response is No or Not Sure and you wish to seek further clarification please call the Freephone helpline on 0800 044 8169.

Answered: 386  Skipped: 22

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<th>RESPONSES</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>64.51%</td>
</tr>
<tr>
<td>No</td>
<td>27.98%</td>
</tr>
<tr>
<td>Not sure</td>
<td>7.51%</td>
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<td>TOTAL</td>
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28% of patients who responded said that they didn’t understand and 7.5% said that they weren’t sure whether they understood the reasons. Comments which are found in the questions following indicate that there is a mixture of understanding around the dispersal. However, the comments indicate that the majority of respondents do understand the reasons why NHS commissioners have reached the decision to disperse Viran Medical Centre, nevertheless they do not agree with this decision and this may have led to a high percentage of respondents answering ‘No’ or ‘Not Sure’ to question 1.
Question 2 asked whether patients had any issues and concerns with the decision to disperse the practice.

Q2 Do you have any issues or concerns regarding the dispersal of Viran Medical Centre?

Answered: 394  Skipped: 14

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<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
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<tr>
<td>Yes, please give further...</td>
<td>74.62%</td>
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<td>No</td>
<td>25.38%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>394%</td>
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75% of patients said that they had issues or concerns with the decision to disperse. Those who did have an issue or concern were asked to provide further details and information. 300 respondents left a comment which presented the following themes, listed in order of most prominence:

- The travel implications of being dispersed to an alternate practice, especially for those patients with limited transport options and mobility constraints, with a particular emphasis on the issue of poor public transport within the area - 26%.
- Concern that other practices in the locality, which patients will be dispersed to, are already at full capacity and the dispersal will exacerbate the problem of overcrowding, access to appointments and long waiting times to see a healthcare professional - 25%.
- A wish for the practice to be located within Hesketh Bank - 17%.
- The increase in population with the area, which is continuing to grow with the planning for new residential housing to be built - 15%.
- Continuity of care were patients to be dispersed to an alternate practice. There was some concern that patients wished to remain with a specific practitioner. Whilst other comments related to the wish to have a named doctor and not regularly see locum doctors at whichever practice they are dispersed to - 5%.
- Reference to the previous provider and doctor at the practice, in regard to their running of the service and where they will practice in the future - 5%.
- Belief that the decision to disperse was a ‘fait accompli’ and had been the intention of NHS commissioners at the very beginning of this process in determining the long-term future of the practice - 3%.
6% of the 300 comments made referred to the patient having a disability and 5% of comments made reference to the patient being elderly, both falling within the nine protected characteristics. Within these comments the respondent made references to limited mobility and difficulties accessing services both due to challenges related to travel.

All comments made to question 2 can be found in Appendix 1 of this report.

Question 3 enquired as to what patients’ feelings were towards the dispersal of the practice ranging from very happy, happy, neutral, unhappy and very unhappy. The majority of patients were either very unhappy (55%) or unhappy (27%), however a number of patients were neutral (14%), happy (1.5%) and very happy (2.5%).

232 patients who answered question 3 included comments to their response, the themes of which are summarised below and mirror those of the previous question:

- A feeling of discontent towards the NHS. These comments made political statements about the NHS as a whole and the decision to disperse being both a ‘failure’ on behalf of the NHS and ‘predetermined’ prior to any engagement with patients regarding the long-term future of the practice – 19%.
- Feedback on the current service provider of the practice and their delivery of the service since their appointment in July 2017 – 13%.
- The expansion of the area with the increase in population due to the new residential housing and the planning for further new homes to be built – 13%.
- A wish for the practice to be local and located within Hesketh Bank rather than an adjoining village – 12%. Included in these comments were a further 4 comments which made suggestions of locations within Hesketh Bank which would make good potential premises for the practice to be located.
- Belief that other practice locally which patients would be dispersed to are already struggling with issues of overcrowding and capacity with patients already registered at these practices experiencing long waits in order to access an appointment with a healthcare professional. Respondents were concerned that should patients be dispersed to these practices the issues would be aggravated – 10%.
- The travel implications of being dispersed to another practice which may be located further away than the current location of the practice, therefore creating further challenges for patients accessing appointments. Particular reference was made to the public transport links which aren’t very regular – 10%.
- Continuity of care were the patients to be dispersed to an alternate practice, a wish to be seen by a regular doctor and not a locum – 7%.

As in the previous question a number of comments left by respondents (8 comments) referred to the individual being either elderly or having a long-term limiting condition which would present challenges with them accessing services should there be travel implications in the dispersal.

All comments made by respondents can be found in Appendix 2 of the report.
Question 4 asked respondents whether they had any suggestions that they felt NHS commissioners should consider in making the decision to disperse.

Q4 Do you have any suggestions that you feel NHS commissioners should consider in the process of dispersal?

![Bar chart showing responses to Q4]

Answered: 362  Skipped: 46

<table>
<thead>
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<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, please specify</td>
<td>59.94%</td>
</tr>
<tr>
<td>No</td>
<td>40.06%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>362</td>
</tr>
</tbody>
</table>

60% of individuals responded that they had suggestions they felt NHS commissioners should consider in the process of dispersal. These respondents were asked to please specify what their suggestions would be. 250 comments were left. Conversely, more respondents commented (250) than responded that they had a suggestion (217). The first and most prominent theme which arose would suggest that those patients did not understand the reasons and information in relation to the practice dispersing, and the consultation taking place to better understand the impact of dispersal on patients.

- Proposed potential locations within Hesketh Bank that the NHS could purchase and develop in order to site the practice there. These comments referred to selling points of the locations including being local and within Hesketh Bank, parking, being on transport routes, secure and large – 37%.
- The increase in residential housing in the area and the planning for more homes to be built, which will lead to an increase in population therefore an increase in patient population who will be seeking a GP service to register with. There was a belief and sentiment that these individuals would wish to register with the practice as other practices in the area are already overstretched and at capacity – 18%.
- General discontent with the NHS and the decision to disperse being a ‘failure’ on their behalf – 10%.
- The potential travel implications which will have an impact on individuals accessing medical treatment should the practice be dispersed, and patients have to register at practice which is further away than the current location – 9%.
• The suggestion that which practice patients be dispersed to, practices and the NHS should consider opening a branch surgery or outreach clinic that would be located in Hesketh Bank, with some suggestion as to potential sites for this - 2%.
• Feedback on the service they are receiving currently by the interim provider in post – 2%.
• Reference to the capacity issues which other practices within the area are experiencing in relation to access to appointments and waiting times for patients already registered at these practices to see a healthcare professional. Were patients to be dispersed to these practices the issues would only be made worse – 1%.

A comment was made out of the 250 which were left and referred to the individual having a long-term limiting condition who fell within the nine protected characteristics and would be impacted by the decision to disperse.

The comments which were left to question 4 can be found in full in Appendix 3 of this report.

Question 5 asked participants whether they had any further questions they felt the communication had failed to answer. 64% of respondents answered that they did not have any further questions, however 36% (122 respondents) said that they did have questions they felt had not been answered. Conversely, similarly to the previous question 163 individuals left comments which were more than answered yes.

Q5 Do you have any further questions you feel this survey/leaflet has not answered?

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<thead>
<tr>
<th>Answer</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, please specify</td>
<td>36.31%</td>
</tr>
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<td>No</td>
<td>63.69%</td>
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<tr>
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<td></td>
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</tbody>
</table>

The majority of comments which respondents left were not questions and were instead general statements regarding the dispersal of the practice, which greatly mirrored the themes which have run through all the questions comments:
• Dissatisfaction with the NHS for reaching this decision. Many patients took this opportunity to make a political statement about the NHS and the current problems which it faces and the impact that has had on them. There was an opinion that the consultation process and previous listening exercise had been ‘pointless’ and the outcome for dispersal was one which commissioners had ‘wanted all along’, that they didn’t feel there was any motivation to comment further as their wishes had not been listened to and the decision to disperse was financial, putting profit before patients – 44%.

• The issues surrounding transport and travel following dispersal, as a percentage of the patient population will have to travel further in order to access their GP – 19%.

• The continually growing population locally with the increase in residential houses built and planned to be built, putting further strain on the GP services when the practice is dispersed – 15%.

• Wanting the practice to remain independent to other practices within the area, not wanting it to be dispersed but remain separate and relocate – 12%.

• The capacity and access issues which other local practices are experiencing with their current patient list size. To disperse the practice and have patients register with these practices will further intensify these challenges and the patients will suffer with access to appointments and waiting times to see a healthcare professional – 9%.

• Suggestions of potential locations within Hesketh Bank where premises for the practice could be located in the future – 6%.

• Feedback on their experiences of the current service provider which is in place at the practice – 5%.

• Continuity of care for patients – 2%.

As with the other questions and corresponding comments 2% of responses came from patients who lived with a long-term limiting condition and 1% made reference to their age in relation to their comments on the dispersal. Both of which fall within the nine protected characteristics and the comments were in relation to the travel implication in the future with their conditions when the practice is dispersed.

A full breakdown of comments from question 5 can be found in Appendix 4 of this report.
Part 2 – Equality Analysis

Protected Characteristic profile of respondents

The Equality Act 2010 contains within it a statutory requirement known as ‘public sector equality duty’ (PSED). PSED requires that service provider examine ‘all functions’ and test these against 3 aims:

(a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
(b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
(c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Redesigning and changing how a service is provided is a service ‘function’ and therefore NHS commissioners must examine how proposed change or redesign meets the above aims. The purpose of this is to test whether any change would directly or indirectly discriminator or create untoward and unacceptable barriers preventing individuals from accessing the service and thus causing greater health inequality.

The separate equality impact assessment report will look at the circumstances for the change, what potential barriers could arise, and the results and analysis of the patient consultation process. This is to ensure that any issues or concerns which patients have identified during the process are not commensurate to any form of potential discrimination. All of this will be assessed against PSED to inform commissioners in order for mitigating factors to be put in place and determine whether or not PSED will be satisfied.

As a matter of course all protected characteristics are requested as part of the patient survey, this ensures that an assessment can be made on participation and that those who may potentially be affected by the proposals can respond accordingly. This helps to spot any cohort who may missing or excluded from the consultation process.

Secondly; some protected characteristics are more relevant in certain situations; in relation to this consultation, the key protected characteristics are: age and disability in terms of limitations regarding access and mobility.

A full Equality Analysis report has been submitted alongside this report. The relevant NHS governing body responsible for the final decision pertaining to Viran Medical Practice will need to take into account the content of both this report and the Equality Analysis report before reaching a final decision.
Age Analysis

The main cohort of respondents was aged between 45-76+ with the full breakdown below:

- 45-64 equates to 95 respondents/24%.
- 65-75 equates to 133 respondents/34%.
- 76+ are 110 respondents/28%.

Q6 What is your age?

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>2.27%</td>
</tr>
<tr>
<td>18-25</td>
<td>2.53%</td>
</tr>
<tr>
<td>26-44</td>
<td>9.60%</td>
</tr>
<tr>
<td>45-64</td>
<td>23.99%</td>
</tr>
<tr>
<td>65-75</td>
<td>33.59%</td>
</tr>
<tr>
<td>76+</td>
<td>27.78%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>0.25%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
</tbody>
</table>
Gender analysis

Female: 215 respondents/55%.
Male: 176 respondents/45%.

Q7 What is your sex?

Answered: 392   Skipped: 16

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>54.85%</td>
</tr>
<tr>
<td>Male</td>
<td>44.90%</td>
</tr>
<tr>
<td>Intersex</td>
<td>0.00%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>0.26%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Disability analysis

106 respondents/28% identified as having a limiting long-term condition. Statistically, there will be many patients who have a limiting illness but do not identify themselves as being disabled.

Q9 Do you have a limiting long-term condition?

![Bar chart showing responses to Q9]

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>27.53%</td>
</tr>
<tr>
<td>No</td>
<td>68.83%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>3.64%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

100 respondents choose to specify their disabilities which can be broken down into the following categories.

- 76 respondents/76% have a physical impairment.
- 8 respondents/8% have a mental health/distress issue.
- 6 respondents/6% have a sensory impairment.
- 5 respondents/5% have a physical impairment and sensory impairment.
- 4 respondents/4% have a physical impairment and a mental health/distress issue.
- 1 respondent/1% has a learning difficulty.
5. Recommendations and Next Steps

If the decision of the governing body is to move forward with the dispersal of Viran patients, it is important that the recommendations within the Equality Analysis report are noted and mitigating actions agreed and minuted for action. Please see table below:

<table>
<thead>
<tr>
<th>Protected characteristic</th>
<th>Barriers to accessing services that have a potential to be discriminatory</th>
<th>Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The older population listed a number of concerns</td>
<td>Difficulty with Travel</td>
<td>Fully inform patients of home visiting service (both GP and Chemists) and ensure home visits are a regular feature of service provision.</td>
</tr>
<tr>
<td></td>
<td>Not getting an appointment/place with new DRs surgery</td>
<td>Promote on line booking of appointments/prescriptions. Discuss with local bus service providers of the need to have a more supportive services to ensure people can access morning GP appointment slots. Inform and help residents link with community travel service for people with age related and disability impairments.</td>
</tr>
<tr>
<td></td>
<td>Not understanding what is happening and what to do next</td>
<td>Review advice and guarantee patient choice. Give information to affected patients of GP performance to help aid selection of where to go. Ensure GPs are meeting national stands in appointment availability. Ensure GPs are taking on patients.</td>
</tr>
<tr>
<td></td>
<td>Frustration</td>
<td></td>
</tr>
</tbody>
</table>
Information has not been fully understood as to why there will be no provision in the community. Ensure a full update goes out to all patients facing change and ensure that there is clear instructions of the ‘next steps’ and guidance/telephone support available.

Public relations need to take place to repair relationships between patients facing change, local GPs and CCG. The CCG needs to be proactive in making sure the next stages of transfer run smooth and complete.

<table>
<thead>
<tr>
<th>Disability: The largest reported limiting long term illness was physical disability, then mental illness, then learning difficulties.</th>
<th>Travel</th>
<th>Support with the process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully inform patients facing change of home visiting service (both GP and Chemists) and ensure home visits are a regular feature of service provision.</td>
<td>Discuss with local bus service providers of the need to have a more supportive services to ensure people can access morning GP appointment slots. Link with community travel service for people with disabilities causing difficulties in travel.</td>
<td>Ensure that patients with disabilities, especially patients with learning difficulties or neuro-atypical processing, are identified via the GP and are supported with the transfer process. Patients that suffer from mental illness such as depression may find it difficult to move things forward. Monitor progress of</td>
</tr>
<tr>
<td>Sex (Female/Male)</td>
<td>Both groups had general concerns - however, statistically women tend to take on the 'caring role' and clearly in the comments older women are concerned about travel and taking loved ones to appointments. Women worried about transport far more than the men and using public transport.</td>
<td>As with the older group and people with disabilities – ensure that GP Home visit and Chemist prescription drop off are understood and made available. Ensure that this information is given to each patient affected by change. Contact transport providers to discuss the need to improve bus routes and timings of services Ensure information about community transport is available.</td>
</tr>
</tbody>
</table>
More women filled out the questionnaire than men. This shows a greater level of concern and need to communicate their views. Ensure accurate information is being fed back in to the community on how to move forward on ‘patient choice’ and transfer.

**Pregnancy and maternity**

| No responses where received from 'pregnancy and maternity' respondents- | Ensure any patients who are currently pregnant understand what changes they need to make and how it will affect their maternity care services. Inform relevant service outlets. |

**Gender reassignment**

| 372 respondents identified as Cis gender | No issue linked to ‘trans’ protected characteristics were listed. |
| 4 identified as trans | Health services, and in particular some GPs, can have a patchy response when dealing with trans patients. |
| 3 preferred not to say | Ensure that GP services understand and can support trans patients. Ensure that GP service treat trans people with respect and dignity. |
| 1 did not know what the question meant. | CCGs need to work towards establishing a service specifically designed to support trans people. Provide information as part of ‘patient choice’ exercise as to the most appropriate GP service for trans people. |

**Race/Ethnicity:**

<p>| White UK = 95% Portuguese = 3% Indian Afro-Caribbean Arabic Chinese = all less than 1% each | No comments were made identifying issues/concerns linked to the needs of non-white UK members of the community. Some casual racist remarks were made |
| Language - Portuguese are relatively new migrants to the community, ensure that any further correspondence has a ‘Portuguese’ language line in the letter, spelling out – in Portuguese, where help can be obtained. (e.g. if you need help reading information or filling out forms contact....) |</p>
<table>
<thead>
<tr>
<th>Religion/ Belief</th>
<th>No particular issue in relation to religion was identified.</th>
<th>Ensure GP services treat people with respect.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian/Christian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Catholic =76%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-religious = 20%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hindu=3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All other religions/beliefs - less than 1%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sexuality</th>
<th>No particular issue in relation to sexuality was identified.</th>
<th>Ensure GP services treat people with respect.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bisexual</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heterosexual</td>
<td></td>
<td></td>
</tr>
<tr>
<td>298</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gay/Lesbian</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Along the lines of: 'foreigners get everything, and we get things taken away from us'

As part of future publicity/correspondence it needs pointing out that the reasons for the GP surgery not materialising has nothing to do with resources going elsewhere or being used up by other people, and everything to do with issues of sustainability. Provide information as part of ‘patient choice’ as to the diversity of GPs in the locality.

A timetable to be agreed in relation to the mitigating actions and shared with the patient sub-group.
Feedback decision to all patients at the earliest possible opportunity, providing relevant information to ensure patients can make an informed decision when choosing which practice to move to.

Further considerations:

1. A copy of the report to be shared and presented to the Health Overview Scrutiny Committee.
2. A communication prepared and sent to Seema Kennedy MP.
3. A copy of the report shared with members of the Patient Sub-Group.
4. A copy of the report to be shared with other key stakeholders.

End of report.
6. Appendix 1

Viran Medical Centre Patient Engagement Audit Trail

<table>
<thead>
<tr>
<th>SECTION</th>
<th>DATE</th>
<th>EVENT/OCURRENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>31/01/2017</td>
<td>Letter sent to patients by NHSE (Lancashire) and NHS West Lancashire CCG</td>
</tr>
<tr>
<td>2</td>
<td>13/04/2017</td>
<td>Letter (dated 05/04/2017) and FAQs sent to patients by NHSE (Lancashire &amp; South Cumbria) and NHS West Lancashire CCG. Freephone Helpline activated. First call received 04/04/2017.</td>
</tr>
<tr>
<td>3</td>
<td>13/04/2017</td>
<td>Poster provided for display in Tarleton Health Centre and details posted on Tarleton Health Centre website.</td>
</tr>
<tr>
<td>4</td>
<td>21/04/2017</td>
<td>Updated FAQs placed on NHS West Lancashire CCG website.</td>
</tr>
<tr>
<td>5</td>
<td>05/05/2017</td>
<td>Updated FAQs placed on NHS West Lancashire CCG website.</td>
</tr>
<tr>
<td>6</td>
<td>26/05/2017</td>
<td>Update placed on NHS West Lancashire CCG website.</td>
</tr>
<tr>
<td>7</td>
<td>30/05/2017</td>
<td>NHS West Lancashire CCG website updated with notice re identified new provider.</td>
</tr>
<tr>
<td>8</td>
<td>30/05/2017</td>
<td>Poster provided for display in the practice and update of FAQs provided.</td>
</tr>
<tr>
<td>9</td>
<td>05/06/2017</td>
<td>Patient Listening Exercise with Questionnaire shared with the practice for dissemination to all registered patients of the practice.</td>
</tr>
<tr>
<td>10</td>
<td>13/06/2017</td>
<td>Updated FAQs posted on the NHS West Lancashire CCG website and shared with core stakeholders, PPG, and practice colleagues for onward circulation as appropriate.</td>
</tr>
<tr>
<td>11</td>
<td>26/06/2017</td>
<td>Update patient information made available.</td>
</tr>
<tr>
<td>12</td>
<td>July 2017</td>
<td>Report from Patient Listening Exercise submitted to NHSE (Lancashire &amp; South Cumbria) and NHS West Lancashire CCG</td>
</tr>
<tr>
<td>13</td>
<td>06/09/2017</td>
<td>Comment cards and response collection box deposited at the practice.</td>
</tr>
<tr>
<td>14</td>
<td>02/10/2017</td>
<td>Updated FAQs made available to the practice and stakeholders and uploaded to online channels.</td>
</tr>
<tr>
<td>15</td>
<td>11/10/2017</td>
<td>Completed comment cards and response collection box collected from the practice. Final report detailing all comments received submitted to NHS West Lancashire CCG.</td>
</tr>
<tr>
<td>16</td>
<td>17/05/2018</td>
<td>Patient Listening Exercise document, with questionnaire, provided to the practice for dissemination to all registered patients of the practice aged 13 years and older.</td>
</tr>
<tr>
<td>17</td>
<td>May 2018</td>
<td>Comment cards and response collection box deposited at the practice.</td>
</tr>
<tr>
<td>18</td>
<td>30/05/2018 &amp; 07/06/2018</td>
<td>Patient Listening Exercise events take place at Hesketh Bank Christian Centre, Moss Lane, Hesketh Bank</td>
</tr>
<tr>
<td>19</td>
<td>July 2018</td>
<td>Report from Patient Listening Exercise submitted to NHSE (Lancashire &amp; South Cumbria) and NHS West Lancashire CCG</td>
</tr>
<tr>
<td>20</td>
<td>17/08/2018</td>
<td>Patient Consultation Exercise document, with questionnaire, disseminated by the practice to all registered patients of the practice aged 13 years and older.</td>
</tr>
</tbody>
</table>
7. Appendix 2

Question 2 Comments

- I hope the practice can remain in the village.
- I would prefer Tarleton or Hesketh Bank.
- Feel it would leave much longer waiting times for patients as most likely patients will all end up at Tarleton Medical Centre.
- Viran Medical Centre should remain independent of other practices, particularly Tarleton who already have too many patients. With all the new house building in the area leading to long waiting times for appointments. Travelling from Hesketh Bank to Tarleton for elderly patients without transport.
- Distance to the surgery and cost of taxis. Loss of continuity and rapport/trust with own GP.
- Distance to the surgery and cost of taxis. Loss of continuity and rapport/trust with own GP.
- Having to travel, parking, waiting and just wasted time when have to work F.T.
- I would prefer to stay with Viran, but if I have to move I would like to be able to choose where to go to, and which doctor to have.
- Distance and transport links between my home and Tarleton Health Centre not to mention Banks should we be sent there.
- Distance from my home address to Tarleton Health Centre as I age. Very poor public transport between Tarleton, Hesketh Bank & Banks.
- A great concern for those without transport. Others need to start from scratch in building trust with a GP.
- Lack of appointments at Tarleton Health Centre.
- I do not want to travel long distances to see a doctor. Re-consider a practice in H. Bank in light of further house building.
- For the majority of patients, Tarleton Health Centre is the only practical alternative but currently seems to be working to capacity and unable to absorb a significant increase without major re-organisation and financial support. Tarleton Health Centre is not accepting Viran patients for transfer at the moment.
- We deserve our own practice in the village. With altys and “the master plan” going ahead, waiting times are only going to get worse.
- We were told when the Viran Medical Centre closed they would provide another one.
- This is the first communication that we have received about this decision which has already been made.
- So sad to lose an excellent GP. Problems with transport if assigned to a practice out of the village.
• I would like to continue seeing my family doctor (Dr Hindle)
• Where will Dr Hindle go to? I want to attend the practice he is at
• I would like to know which surgery my family doctor (Dr Hindle) will be at, as I have been his patient for the last 15 years
• Dispersal of patients to already busy practices will only create a greater issue with appointment availability
• I’ve been with the Viran Medical Centre since it started and the doctors before that 72 years in all
• We only really have the Tarleton Health Centre to go to. I shouldn’t really have to go to Burscough or Skelmersdale
• Lots of new houses/families are arriving in the village there will be no Dr for them or us who already with the Viran Surgery
• It is hard to get an appointment so therefore more patients being sent to another doctors will mean less appointments
• Being unable to travel to other doctors re disability issues - choice of doctors left to us even if we are out of that practice area but still in West Lancs
• Dispersal appears cut and dried. Have any of the available premises been considered? What was wrong with old surgery? Friends who have joined or visited surgeries further afield have been told that the surgeries concerned would not do ‘call outs’. This is worrying to people of our age. I am 84 and my wife is 76. Both in good health, but who knows?
• As a resident in a growing village it is already difficult to get a doctors appointment quickly - I struggle to see how this will get easier as the village grows and our doctors facilities shrink
• I can’t see how an already busy doctors surgery can efficiently absorb 2,191 extra patients into a village surgery already looking after 8,318 patients. This is not logical!
• I have been a patient of Viran Medical Centre for many years. I have also been excellent care and feel very upset that I have to change doctors when I don’t want to.
• Just joined Viran Centre after very poor time at the Banks Medical Centre
• I consider one medical centre to cover Hesketh Bank and Tarleton totally unacceptable. I would have thought that the existing building on the alty’s site would make a very good medical centre
• Totally unnecessary. The community needs 2 medical centre to cover the growing population
• The NHS are removing the GP services from Hesketh Bank and also closing the Viran Medical Centre. We are now forced with registering with another practice
• Not happy!
• When dispersed I hope it won't mean difficulties seeing GP at different practice - eg time spent to see one - unless new practice take on more staff? If there was GP service in Hesketh Bank, maybe some of those currently at Tarleton practice that live in Hesketh Bank would move from Tarleton Practice

• If all patients were transferred to Tarleton it would be too large. Other surgeries are several miles away. Surgery in Tarleton/Hesketh Bank required

• It is a superb practice with a excellent doctor

• Out of village surgeries not as accessible. Village is continually growing surgery in the village needed

• This is a direct result of Cameron and Osbornes austerity measures. We are no longer patients but costly user of a failing service

• Hesketh Bank should have its own medical centre pure and simple

• Need to be dispersed to Tarleton due to my rural location

• Thought they have got their act together. Walk-in services, sparse medical slots, transparent discussion

• Don't want to have to travel out of village to a doctor who you don't know

• The extra travelling involved for older members of the community

• Ability to get an appointment at convenient time in view of already busy appointments

• I am not happy to transfer to Tarleton. I want a doctor in Hesketh Bank. Tarleton practice is not easy to get an appointment

• Standard of service if dispersal, getting there as I can't drive. Quality of care is crosses are overstretched being to take on more patients. More people moving into the area.

• There are going to be another 300 to 400 houses built in this area, that is a possible minimum 600/800 people. Where are they all going to go the Viran Medical Centre needs to remain open

• What point is there failed from word go. Already decided

• The proposed answer to the Viran Medical Centre problem is designed to suit NHS not the patients

• Tarleton Group Practice is already large enough, an independent practice is needed at Hesketh Bank or higher up into Tarleton village

• The existing facilities being able to cope with DEMAND. Ensure they properly funded - invested in

• As the local population expands/grows why shut thing down?

• We haven't really been able to access the doctor since 2015. We are told to go to the walk in when we ring. No real difference

• Hesketh Bank and Tarleton are growing at a very quick pace, we need a proper surgery, may in the new community centre!
I am 77 years old have been a patient of Viran for our 50 years. Am concerned that I will be transferred to a practice this is so far away transport will become a problem. I currently drive but this may not be the case in a couple of years.

Very disappointed regarding the dispersal of patients. An outreach clinic in Hesketh Bank would be greatly appreciated.

Local doctors surgery not taking any new patients despite what the leaflets says.

Where will we find another practice in the Hesketh Bank and Tarleton area. I am a pensioner and don’t want to travel to Skelmersdale or away.

Travel requirements to other GP surgeries.

I don’t feel that we should have travel to see a doctor when I have lived the village all my life (40 years) and my family have lived here for 4 generations.

The Viran caravan should have been sited in Hesketh Bank to a greater effort made to attract more patients from the Hesketh Bank area.

I was entirely satisfied with Dr Hindle at Viran and am very annoyed at the way he has been treated by his previous partners and property owners.

The most convenient practice for me to move to would be a practice in Southport as I do not wish to move to the practice in Banks or Tarleton based on previous poor experience of both.

Disgusting. As none of the providers are local, skelmersdale, ormskirk, burscough, are not LOCAL and not easy to reach if you don’t drive.

Whether or not I will be able to be assigned to the Tarleton Health Centre.

Being with the same practice since 1968 it seems a bad move to change.

This is the second time we have been confronted with having to change doctors. You state that there are no practices with closed lists, yet, when we tried to go to Burscough practice after the first letter, we were told we could not register as weren’t near enough. So how does this work?

Distance of travel to new surgery acceptance to new practice? Availability of appointments. Availability of doctors.

The Viran Medical Centre should continue for the patients who are registered and have been for many years from Hesketh Bank.

By keeping the Viran Medical Centre in Hesketh Bank. Most patients have been registered with them for years before medical centre came to Hesketh Bank when Dr Croft had it.

Overcrowding of alternative options. Difficult in booking appointments/seeing GP. Extend/increase size of Tarleton Health Centre.

As we age further travel becomes more difficult. 3 buses to Ormskirk Hospital/32 mile round trip by car whilst we can drive.

In case I cannot get registered at nearest surgery to me in Tarleton.
If dispersal is to Tarleton Health Centre, there is no problem for me in short term. However with the expected house building would it then be viable? I don’t think so as waiting times for appointments is already lengthy.

My concern is that dispersal of the service means that I have a lot further to travel and transport is essential. We need a local service in Hesketh Bank.

If dispersal is not to the Tarleton Health Centre, will it be to GP within walking distance? Will Tarleton Health Centre have the capacity for this dispersal plus the increased population resulting from the numerous large housing schemes proposed?

I would prefer a doctor to be situated in Hesketh Bank.

Problems that will arise for our elderly population.

Concerned there are not enough doctors at Tarleton to cope with the extra patients. Need an assigned doctor for continuity.

I am concerned there are not enough doctors at Tarleton to care with the extra patients. Also want an assigned doctor.

Yes because we have always had a local practice, away from Tarleton Health Centre and as it was known when Viran closed at Hesketh Lane Dr Hindle wanted to move to premises which he was looking at buying but NHS would not provide money to fit it out. But now all this money on portacabin is wasted.

By trying to keep Viran open.

Mainly Tarleton ability to comfortably absorb the extra patients when is already extremely busy creating difficult in getting appointments. How to overcome increase building and staff size.

Access to a GP.

Concerned about the loss of Dr Hindle and a surgery in Hesketh Bank or North Tarleton.

Existing surgery further from home. If Tarleton Health Centre could open a branch surgery in Hesketh Bank it would help me.

Finding other doctors surgery close by for the older people.

I have limited sight and must have easy access to a GP surgery. I have other health issues.

I have r/a and also a pacemaker. I find difficulty walking and would have to have a surgery that is near to home.

If I can’t join Tarleton Medical Centre how far am I going to have to go to find a doctor.

Please could we stay as local as possible we have lived in Hesketh Bank all our lives.

The location of a future surgery may cause me travel problems in the future.

My only concern is not wanting to travel too far. I am 86 years old as I get older it will get more difficult.
• Every time we have an appointment it is with a different doctor who knows nothing about your medical history. I will add I have been with this practice for 50 years

• I require constant monitoring (blood) I have a child with learning difficulties and other requirements. I need a practice in the village

• Needs to be in Hesketh Bank there are a lot of elderly people like ourselves

• There is no local surgery in Hesketh Bank even though plenty of hours are continually being built

• I’m very concerned about being able to re-register at a practice of my choice

• Not happy to move to smaller practice.

• Availability of registering with another practice. The majority of Viran patients will want to go to Tarleton - can they take all patients?

• The village resources are stretched to breaking point. Patients are only leaving Viran due to uncertainty. The waiting list for appointments at all local GP surgeries is already in excess of 2 weeks. The service is already poor, how is extending and adding more going to improve the local service?

• My husband and I live in a remote village 5 miles from Tarleton. My husband drives only to local arts and we use the post office there and shopping facilities every Monday

• No other health provider available to local populations

• I have many serious health issues, I do not feel confident that my health care will be as good without a doctor who knows my case

• We have in Tarleton and Hesketh Bank ongoing building of more houses, medical centre is not enough new developments should have to build a new centre as part of planning

• It seems your NHS has already make it’s mind up, you have created panic among the patients of the Viran Medical Centre that a lot of patients left making it easy for you to say that Hesketh Bank didn’t need a medical centre, with all the new development in the village it is more important than ever.

• Whilst I understand I don’t feel that this was handled well, a proposal for a surgery opposite booths would have been good option but apparently funding wasn’t available - surprise!!

• That some patients will have to travel to see a doctor if not in Hesketh bank or on the border with Tarleton

• Convenience of being able to visit the surgery as not very mobile these days

• 1,500 houses are being built in Tarleton. The parish council has a private meeting with the estates I spoke to one of the councillors and asked him about this. He shrugged his shoulders and said there is nothing we can do to stop this appending. The council are suppose to help the public who voted them in office!!
- Hesketh Bank needs its own Doctors surgery especially for people who can’t drive - like myself
- They are very friendly and very helpful
- Not happy at being move elsewhere
- Being assigned to a practice further away
- Difficulty in attending new practice if not within easy reach
- I am a 85 year old person, I also have a mobility problem. Do not have my own transport and am part sited in one eye. Unable to use the buses due to my chest complaint
- It took us a while to get use to being moved to Tarleton from Hesketh Bank and now you want to move us again
- I am old and confined to the house, it would be so much better if I could stay in Tarleton for the rest of my life
- Need a doctors in this area
- Why we have not got a Doctor in Hesketh Bank. When all these houses are being built in Hesketh Bank and having to go to Tarleton
- I do not wish to move from a surgery in Tarleton, but I have been told that Tarleton Medical Centre will only take patients from Tarleton or Hesketh Bank and I live in Banks
- Most surgeries have informed me that they have boundary restrictions, but I would prefer to stay at a surgery in Tarleton
- No questions just a statement. I really don’t think any of you care about patients, the NHS is in its death throws. That’s what you should be concentrating on.
- It’s going to affect a lot of local people. We need a doctors in hesketh bank
- How will the local service cope with mass building of homes currently underway in local area?
- Growing village need it’s own doctor
- Availability of local GP practice within village where appointments are readily available. Tarleton Health Centre does not offer this to its current patients. We therefore need another local provider in the village
- At 76 years I would like a medical practice in my local area Tarleton or Hesketh Bank please
- Worried about which Health Centre to move to. With increase in population of Hesketh Bank/Tarleton will GP’s Tarleton cope
- Viran Medical Centre is local really and I o not want to move. It is not surprising that numbers have fallen because of the uncertainty about ’dispersal’? Patients have been leaving in fear of being stranded without a GP
- It is difficult enough to get a GP appointment without knowing 3 weeks in advance you are going to need one. If I, or my children, are ill I won’t want to be travelling great distances to see a GP at a surgery with space for us
• Hesketh Bank is an isolated village. We need a surgery. Just how many patients do you think are sorry to have to be dispersed? Not just now, but the next 10 years
• We have just got used to the staff. Doctors and would be sorry if we lost them
• Do not like change
• As an older patient who has been with the Viran Medical Centre many years, it has been beneficial to have a Doctor who knew me and my medical history. I had a named doctor! I do not feel that being dispersed to another practice, with many doctors that this will be possible
• Having no medical centre in Hesketh Bank an having to travel to Tarleton
• Great facility lost forever? Many new houses built lots of new potential patients. Our hands are tied - sadly
• It is difficult to get an appointment at present. If 2,191 patients are dispersed, this will put extra pressure on the other surgeries, resulting in even longer waiting times
• Using locums and not being able to see the same doctor regularly. Travel. Parking
• Most if not all of us will want to stay in Tarleton/Hesketh Bank. Is there going to be room at Health Centre? Potential for unused room to be used for consultation room sounds ideal. (at healthcentre)
• For the amount of houses that have been approved planning. A further medical centre is required in Tarleton/Hesketh Bank! The current medical centre building can be extended on land!! why not??
• Because many new houses have been planned in the area and feel facilities would become stretched
• If you want us to be patient and wait until you’re ready to disperse us they you must close transfers to all Viran patients NOW otherwise the risk is that some would go to Tarleton Medical Centre now and there would be few or no places left when you finally act!
• Unless I can go to Tarleton Health Centre I can’t get there I’m 74 and can’t walk very far
• The practices listed are too far from our area
• Just concerned that current GP practices will be unable to cope with extra patients and patients in the future with increased housing development
• They are very food and would be sorry if they went. Try and find somewhere else to go
• I feel we should have a doctors surgery in Hesketh Bank. I have has osteoarthritis flare up and to try and drive to Tarleton was very painful. I would have been able to slowly walk if the surgery was local
• Not taken into account any issues raised. No doctor in Hesketh Bank
• I do think it is appalling, that Hesketh bank has no surgery and doctors. We have a growing population. lots of new housing and more people
I feel very let down by the whole system. In moss lane stands an empty school and car park. Due to the increased housing locally surely this could be converted into doctors and also house the local dentist who wants more space.

Just very sad, I think we all feel protected in our own surgery and doctors.

Worrying where we'll get a doctor, have lived in village 22 years and never though it could change. What about all the property being built they'll need doctors.

Patients not having a practice near home or being refused a place a practice of their choice.

Pay but not get service.

Transport from my home to a practice elsewhere. 'Family practice' feeling with an excellent Dr Hindle. New premises are excellent and preferable is elsewhere.

I am concerned about the distance we may have to travel as I don't drive. I am also concerned about home visits. We were told by the surgery in Banks that they would not come here, so my 93 year old mother was forced to change surgeries when she came to live with us earlier this year.

Yes, we are most anxious to secure a GP in Tarleton. Tarleton Health Centre is within walking distance which is important as we get older and stop driving. It would be tragic for us to have to go to a surgery outside the village. I have been with Viran and it's precursors for 70 years.

Hard to travel, losing a very good Dr Hindle.

To many patients spread too thinly. No ideas I don't work for the NHS so have know in depth knowledge.

I'm concerned that we will have to travel to get medical attention.

Move to Hesketh Bank.

We need doctors services for increasing village population.

There is a lots of new houses being built. So obviously more pool who will need doctors schools dentists etc. We have friends that are patients of the Tarleton health Centre and they can't get appointments for at least a week. That's so gin to happen when more people from Viran Medical Centre try to enlist there. The waiting time to see a doctor will increase.

I feel that the normal flow of treatment I receive will be interrupted.

  - We need a local doctors without the need to travel further afield
  - Increasing number of people moving to the area.

Travel to far for older people.

Lack of access to doctors for elderly people and children. For people to be registered in Tarleton facility provided for Hesketh Bank residents.

There needs to be provision for Hesketh Bank patients. For elderly people with problems to be near to a doctors surgery.

Difficulty in gaining appointments in the other practices if their list increase dramatically due to the closure - Tarleton Health Centre primarily.
• It should be moved to Hesketh Bank. So that people who live there would not need to travel. Long distances for medical treatment
• Patients are second in line to profit
• Previous patient of Tarleton and it was difficult to get an appointment and reception staff were generally unhelpful/rude
• The reduction of GP services for local people. Supply GP services in Hesketh Bank
• The approach to patients at other practices. Since the move of Viran to Tarleton the approach and trustworthiness of original trustworthy male doctor has not been available enough
• See 3
• A doctor and health centre is needed in Hesketh Bank for young and old! Please, Please, Please
• My main concern is recently had a major op I do not want to immediately lose the care of Dr Hindle
• Hesketh Bank have nothing more houses being built yet no doctors. We have finally got a good Dr Hindle - know this. People can’t get appointments at Tarleton Health Centre so how will they when more people join
• Being able to provide a surgery in Hesketh Bank or Tarleton
• I am very concerned as to how far I am going to have to travel to access medical treatment
• Dr Hindle had applied to open a surgery in Hesketh Bank but no funding
• My husband has osteoarthritis and needs a close GP. In addition he has been diagnosed with liver cancer/scherrotic liver and is under Aintree hospital. But his need for a GP nearby is obvious
• Of course I have concerns we’ve never been happy not knowing what’s going to happen
• Not all elderly patients in village will be able to travel the distance to a practice outside village
• I recently enquired at Tarleton Health Centre re registering with a doctor there was told only 1 doctor available who is part-time. I have complex needs needs including a number of health problems, I want consistency of a GP and good availability
• Rather than closing, I would have preferred the centre to have re-located to Hesketh Bank
• I can’t walk 50 yards, I can’t stand up 5 minutes
• I feel the numbers have dropped due to poor service i.e. waiting excessive times for appointments and lacklustre GP’s
• Can’t get to any sites other than Tarleton
• The distance we might have to travel
• How will the dispersal take place as surely there can be limited places available at the other local surgery.
• The dispersal will add extra pressure to the receiving practice and the quality of care. Along with time scale to gain an appointment will suffer
• My issues are, I just think it is disgusting that the Viran Medical Centre is to close. My family and past family members have used the Viran Medical Centre for years
• Concerned that dispersal may lead to Tarleton being over subscribed am I'm totally dependent on public transport. Dispersal to any other location than Tarleton would be unacceptable
• Limited ability to travel to health centres
• I feel like the existing centre works well as it is, the reasons why Viran Medical Centre is such a small practice is because people have moved from it because of uncertainty following the treat of its closure. Encourage people to return, and they will do. We'll certainly need another health centre with so many more houses being built!
• Issues re - lack of provision yet again for rural communities. How easy/difficult will it be to get an appointment at Tarleton Health Centre. Transport issues re. and ageing population
• Looking forward as I'm getting older maybe getting to a surgery outside the village will be a problem
• There will no longer be any doctors surgery in Hesketh Bank and there is only Tarleton Medical Centre, which is already a large facility, as an alternative anywhere nearby, no real choice being offered
• The reasons why the practice is now small is because in 2014 Dr Gulati announced her retirement. Then our practice was down to one doctor. Then when the practice had to move, people left early because they felt they wouldn't need to fight for a place to move to Tarleton Practice - uncertainty has made it a small practice.
• Can't get an appointment quickly enough when necessary. Things can only get worse if it closes as all other surgeries seem to have the same problem plus the act there are a lot more houses being built in the area. Why can't somewhere else be found in Hesketh Bank?
• The appointment crisis will get worse as all other surgeries seem to have the same problem. Also Viran has a walk-in clinic which I attend. Is there going to be anywhere else locally?
• Because I pay and there is no service
• Proximity of service close to my home address
• Just disappointed as it had been my doctors for a very long time and I have always had very good service
• As all viral medical patients need dispersing. I will try to apply to Tarleton Health Centre. As a disabled person I need continuity with access to services. I hope the Tarleton Health Practice does not close their list for new patients
• Possibility of not having good continuity of treatment also not having local service
• What about the elderly who cannot drive or are too frail to travel
• Why is there an assumption of dispersal prior to an open tender for a permanent contract for Viran Medical Centre.
• 2. Local know that other local practices are not capable of integrating the numbers involved.
• The locality of alternative options
• As I am an OAP and do not drive also it’s very difficult for me to get to the surgery
• To be dumped and told one has to register as a patient somewhere else is ridiculous. How could the NHS let the private financial ambitions of the owners of the original building come in the way of patient care?
• Yes, I worry about getting an appointment if I go to Tarleton Health Centre
• Leaving this village with no doctor. Too reliant on bus service. Not too regular. The building of new property will need several doctors. Think of the future, of families and children to come. When sick do not need to travel all over West Lancs to get a Doctor
• Statement, page 4 of leaflet “There are no GP practices in West Lancashire with a closed patient list” is UNTRUE I have been turned away twice from Tarleton Health Centre
• There is already a long wait time to get a doctors appointment, sometimes 2 weeks. Dispersing patients to other already full practices will make matters much worse
• I can’t understand why Viran Medical Centre go to close. Why can’t the practice move in to Tarleton Health Centre? You could extend it to make room
• Distance in which to travel and getting appointments an actual day
• Moving out of the village
• we will become part of a much bigger practice - I feel as such that we will be just a number not a patient really
• We need a surgery in this area for the elderly people who can’t get to Banks or Burscough
• I feel we have been let down in Health Bank there has always been a doctors in top end or Hesketh Lane
• should be in Hesketh Bank not Tarleton
• Husband got Dementia and other problems and it’s not easy to get around
• Won’t be able to get to Medical Centre's outside village, Hesketh Bank - Tarleton
• Why should we as we get older now have to travel out of our village after all these years!
• from past experience the existing facilities cannot cope with the volume of patients, if they need to cope with the Viran centre patients as well they will be unable to cope at all

• Very worried about prescriptions and appointments also bus routes to get to doctors
  o With the possible numbers of people moving into the area due to new builds, being unable to get registered at a CLOSE Dr's surgery
  o Because of number 1, the worry of not being able to get an appointment when needed without having to wait days if not weeks for one,
  o local surgeries having too many patients on their list and being unable to cope with the numbers,

• It is already difficult to get an appointment when needed, if the surgery closes and patients are added to other surgery lists it will only be more difficult. Also with the current and planned developments in the local area there will be thousands of extra people needing medical services with no proposed solutions.

• 1) If all the patients disperse to Tarleton that represents approx 25% increase in load, if all go to Banks that is nearer 66% increase however Banks state they will only accept patients from within their boundary (though there is no information as to the extent of that boundary).

• 2) Increasing staff workload to such an extent will surely result in a deterioration in service and put undue pressure on the staff. In a time when there is a shortage of GPs I can’t see that they will be able to recruit the extra staff needed. As far as I understand this was one of the reasons why this situation occurred in the first place. When I was employed Government decisions put me in that position and it is not pleasant.

• Distance to surgery. I do not drive and use walking sticks to walk.

• It should have a doctors surgery included in all its new development

• I really want to stay with a Hesketh Bank based GP surgery. More people than ever live in the area now and we have always had a GP to disperse to other surgeries is a backward step.

• I would not be happy if I had to travel further than Tarleton Group Practice being 83 on 18.12.2018

• Tarleton Health Centre seems already very busy from what I have seen

• More and more houses are being built in the local area, why not keep Viran Medical current Medical Centre? I don’t think Tarleton Group Practice will be able to cope with the increase of new patients. Total of patients for Banks and Tarleton = 11,485 at this moment

• I have been going to Viran Medical Centre for 22 years and I am too old now to go elsewhere

• I want a surgery near my home, as an elderly person over 80
• While currently there is only 8000 patients registered at Tarleton Health Centre, in the near future with all the proposed building that number will almost double and lead to it becoming overpopulated

• Population is growing with new houses therefore this practice should not be closed remain open or re-sited

• Inability to get appointments already - more pressure on Tarleton Health Centre would increase this

• I'm concerned that I'll have to travel out of the village to see a gp which isn't easy as I'm disabled. You can overcome this by not closing the practice and looking at buying premises in our area of which there are available.

• Because Dr Mark Hindle does not deserve to be treated in this way either by you or the previous Dr he worked with - he is too good a Dr to lose!

• Tarleton practice will not let us register with them. Our posts PR9 8DF. Banks has a very bad reputation. Marsh side won't accept us

• Because was the one closed and I like the doctor

• I don’t see why it had to close. With better management and patient care it would be an excellent surgery. Some of the reasons patients are leaving is natural wastage if people moving away

• Travelling 3 or 5 miles to visit the surgery is fine if you have a vehicle. Not easy if you or your children are sick and waiting for a bus which only comes once an hour.

• We have a rather large number of elderly in Hesketh Bank. Doctors don’t pay house visits - we have to either bus it or if unable to use buses, pay a taxi to get to the surgery. If the cabin had been sited in Hesketh Bank the numbers would have been larger there.

• I would like to stay in that area Tarleton

• Having to travel further to another practice and it getting harder to get appointment. Village is getting more houses as well.

• Your proposal of using space at Tarleton Group Practice is far from effective. A family member is a patient there and struggle for appointments

• I get the message I have to wait! The present situation is upsetting bit if the position is that NHS are endeavouring to get Viran patients fixed up somewhere near home address within travelling distance what more can I ask?

• The village is growing. I have stayed loyal to this practice because I wanted to stay put

• Lack of continuity for patient/doctor. lack of appointments. Available lack of facilities in ever growing Hesketh Bank

• My concerns are that Tarletons doctors won't be able to take all the patients on from Viran, and wait times will be long

• I feel people in the village need medical service with in easy travelling distance when in need of a doctor you do not want to worry about how you are going to get there or be stuck in traffic
• Travel distance to Medical Centre if not in Tarleton
• Because I have ongoing medical problems and if see different doctors have to go over it all again, and it’s now causing me anxiety and stress
• volume of patients wanting to register at Tarleton Group Practice. Have they got sufficient staffing?
• The wait times when we had Viran were already long. Now it’s going to be a nightmare. That’s if Tarleton aren’t already full?
• Concern that most patients will have to move to Tarleton Health Centre with consequent long waits for appointments and having to see different doctors every time
• Who will be my doctor. Concerns that local ones will say no
• Concerned if I don’t get into Tarleton health Centre as this is more local to myself
• I am over seventy and have to travel to see a doctor as I live in Hesketh Bank. Suppose I have to go to Banks for a Doctor. Get Real
• The portacabin was an excellent solution for Viran Medical Centre why not let the NHS take over, surely better than expanding Tarleton Medical Centre. The extra workload on Tarleton or Banks would be excessive most patients would want Tarleton
• It is a waste of money and facilities not to use the existing surgery on Hesketh Lane. You can overcome this by buying the facility on Hesketh Lane (the bank would have been good)
• I have a complex medical condition which requires continuity of care, most doctors have not heard of my condition and do not understand how to treat it
• My concern is the length of time I would have to wait to get a appointment if other practices have a large number of patients
• Can’t get an appointment now. What’s it going to be like when they close this one!
• Where ever patients are dispersed to the availability for an appointments will be abysmal with current population and growth of house building in area this will only get worse. 4 weeks to get an appointment is unacceptable
• I believe no dispersal should take place as we have surgery in Hesketh Lane set up as a medical centre with land at rear for expansion or even use the old Bernard Dickinson shop in Hesketh Lane
• If there is accommodation at Tarleton why do you not transfer as a separate entity and keep it this way
• distance to travel people not getting first choice
• Longer waiting times. I find it very hard to changing GPs. I'm a very bad worrier, and its not fair. Mr Dr Hindle listens and I feel OK seeing him.
• Dispersal leaves the residents of Hesketh Bank without convenient access to a local GP
• Can we transfer now without waiting for the consultation to run its course?
• My age it is so easy to get to center. Better than bus.

• Surely, if appropriate premises in Hesketh Bank were to be found then patient registration with that practice would increase and people who had moved doctors because of the closure there would return - plus additional numbers from recent builds!

• It does not take into account the travelling time for patients at the locations suggested.

• I moved from the catchment area of Viran Medical Centre but remained with the practice for continuity of care and continuity of medication. I am moving back to the area (property on market for sale) as soon as sold. I would like to stay with a practice in immediate area of Tarleton. Tarleton practice would be the most suitable practice.

• Longer waiting times. I find it very hard to changing GPs. I'm a very bad worrier, and its not fair. Mr Dr Hindle listens and I feel OK seeing him.

• Having to get used to new doctors AGAIN!

• Concern over future healthcare provider - important to have somewhere local.

• As an over 70 yr old I would like to go to the local medical practice at Tarleton Health Centre

• WHY?

• Where will I go? How long do I have to wait for an appointment? Why can't you rent in the area? I could not get an appointment for 3 weeks when I last rang.

• Being able to choose where I am to be dispersed to.

• Getting to the doctors has become much harder especially when buses are reducing and I am limited in driving.

• I do not have a car and buses are only every hour. How can I travel there?

• Why has this happened? Who is to blame?

• My concern is the question of how much choice patients would have. There is really only one other viable location of practice for Tarleton & Hesketh Bank. Banks and Burscough are just too far when one is unwell.

• When I went to Tarleton Practice months ago the receptionist was rude when I asked if I could join their surgery. They are off putting and make you feel you are a problem to them.

• There is a lack of services and impossible to get appointments in this area

• There are appointment issues with both practices at the moment. At least 2 weeks before an appointment IF you can make an appointment ahead. There is only one surgery that all of Viran patients can realistically go to, so adding another 2000+ patients who already have difficulty getting an appointment, it's going to compound the problem hugely.

• Accessibility of the alternatives if not the adjacent health centre.
8. Appendix 3

Question 3 Comments

- I wish the practice could remain as I have been with them many years.
- Feel very unhappy with the decision to close the practice. The local surrounding areas need two practices with the amount of patients already and the new properties to be built in the future.
- Patient numbers have continued to decline due to the uncertainty of the future of the practice following the retirement and resignation of the 2 previous GPs.
- Loss of the convenience of the location of the surgery and loss of rapport/trust with GP. Seeing different GPs each time causes me some anxiety. Why do we have to ring up at 8am to get an appointment? Will we just become a number in a bigger practice?
- Unhappy to lose convenience of location of GP and relationship with GP. I have had some issues with the current provider in respect of repeat prescriptions and am worried that we will get lost in the system in a bigger practice.
- No local service.
- Very concerned. Increased population in the village in the coming months would potentially provide the increased number of patients needed for GP in Hesketh Bank.
- Very unhappy and concerned especially in view of the proposed new homes.
- No long term relationship with GP any more. Patients are numbers/income for practices.
- Viran was a very good practice under Mrs Gulati & Dr Hindle. The service at the portacabin has also been good. To overload other local practices could be problematic.
- See above.
- I have been happy with the service provided. The accommodation is superior to the previous surgery and waiting times have been relatively short.
- Think this is a bit of a silly question.... as above.
- local service still required
- We need a local, trusted and caring GP. I would like to keep Viran Surgery.
- As above, plus the need to seek out and join an alternate practice
- I want it to keep going but you have sent me a letter to say it's closing so it will just have to accept that
- I feel the way the VMC has been run has been poor, basically as no GPs have been there on a permanent basis
• We need to be within the village for our Drs. Not in another one. Transport is not easy or convenient
• About time it was sorted locum doctors do not help if you have ongoing issues only continuity of care
• Was happy with the service provision and accessibility
• I have had to take my daughter to Ormskirk’s children’s A&E in the past when I was unable to get a doctors appointment and she has a sore throat which may have required anti-biotics. I have a care but this was still inconvenient surely there should be capacity for emergency appointment locally
• After all the things pointed out on the 1-4 info sheets the conclusion doesn’t make sense. Why have Viran lost 500 (approx) patients in 4 years? Has this been investigated?
• As above, I have confidence in Viran Medical Centre. It is not easy to discuss certain factors of illnesses and how they effect you both mentally and emotionally - I would find this hard if I had to move doctors. They know my history
• As above. If it has to happen so be it, but I’m not going back to the Banks Medical Centre
• Closing the centre would mean we are going backwards instead of forwards. Hesketh Bank and Tarleton are growing and hence need more facilities
• As above can never get in Tarleton
• I have lived in Hesketh Bank over 40 years and have been able to walk to my local GP. Now I am forced to travel by bus/car/taxi or a long walk. I am still able to do so, but what about all the frail and elderly who will have difficulty.
• Procedure at former Viran Medical Centre was great - could easily see GP and Dr Hindle was very caring. My experience of new centre at Portacabin is not good. Having a phone consultation while I’m at work, seeing new GP that asked if I planning on having any more children when I’d already told her I was post-menopausal at 52!
• Let down again
• As above can never get in Tarleton
• Having to travel further afield for GP care - disgusting we need a surgery in Hesketh Bank full stop
• We believe the 'powers that be' including the NHS commissioners are destroying this village
• Found it to be excellent service - apprehensive for the future
• Local to were I live i.e. walking distance away provide first class service
• Not happy to have to go to another doctor after 46 years with the same practice
• Should never have come to this
• I think it is appalling that the Viran clinic is to close. There is not viable reason for closure. The decline in numbers is only due to scared people hearing they want
get a place at Tarleton and have done it early to 'secure' a place! (even though you say there is no limit)

- We should have one in Hesketh Bank really but if we have to have one in Tarleton than leave it as it is
- Same reason as above. I have had to wait 3 weeks to see a doctor what will it be like if Viran Medical Centre closes
- As above really. We have not felt the benefit of the doctor for ages anyway
- Very very disappointed
- The number of houses due to be built in hesketh bank and Tarleton over the coming 2 years surely warrant a Health Centre, here at Hesketh Bank especially if Tarleton is unable to take on more patients
- After years of first rate care at Viran Medical Centre we feel very let down (especially in Hesketh Bank)
- Expanding area and no doctors surgery in Hesketh Bank disgusted
- Tarleton Health Centre not taking any more patient so where are we to go
- Poor community service
- The medical attention which I have received from Viran has been very good and greater efforts should have been made to ensure that it continued
- After 60 years as a patient at the Hesketh Bank practice I am reluctant to move to a different practice of which I have heard conflicting reports of their doctors
- Not the same as it was with Dr Hindle. Impersonal
- Disgusted about this, it's bad enough trying to get an appointment never mind not having a practice of course the frail and elderly will suffer again
- All this is done from greed - money for previous doctors
- This is a rural community, out at mere brow where we live, there are no buses or modes of transport to get further afield. How are elderly patients expected to see a doctor. How, where there are houses going up all over the area can you be considering closing a surgery
- On the same day as receiving this letter we receive information for a new community centre within the village? as important as this is surely a 'doctor' takes priority? The dealing of this have been a shambles from start to this point! Mr Gulati was obviously only in it for the money! We've been sold out as a community
- Patients should not change to other practice doctors, or be allowed to, so that the numbers do not decline
- Patient should not have to change to other doctors so that they stay with the practices
- Feel this is premature given the increase in local housing and population
- This is a short-term cost saving exercise - further deterioration of infrastructure intended to support rural life
• As previously written, any dispersal to other practices is not viable, bus services are limited, and many people we unable to drive. Being told to travel any distance outside of Tarleton is not possible for many people

• In all the years I've lived in Hesketh Bank we've had a local service. There are venues in the area e.g. Christian Fellowship and Bernard Dickinson that could be considered

• Viran Medical Centre is local, service good, and temporary accommodation an improvement on precious building eg cleanliness

• After living in Hesketh Bank for over 67 years I do no think we should have to travel out of the area to see a doctor

• Having been used to a ‘family doctor’ for a number of years it will be very awkward to see someone new. Too many patients for existing facilities

• I was extremely happy with Viran at Hesketh Lane. It was a well run and you has an excellent personalised service without undue delays. I feel this will disappear where I go next

• I was very happy with personal service at Viran, Hesketh Lane. An extremely well ran practice

• As I have always been very happy with care at Viran, I do not wish for it to go. Hearing so many complaints about appointments at Tarleton Health Centre. It is all wrong

• After all these years of a separate practice NHS should provide it as it is

• Unhappy but feel there is no other option

• Tarleton Medical Centre refuses to accept Viran patients

• I have been more than happy at the centre Tarleton is a big area with only one surgery in the district if you close Viran down

• We have had the same medical practice all our lives - and we do not like change

• I live in Hesketh Bank at the moment. I am able to travel to Tarleton any further would be more difficult

• We feel very let down with this practice by all the doctors. None of them go out of there way to help/treat you!

• We are and feel very let down, and unhappy over the last few years

• I need a local village GP

• We need a doctors more local

• Take far too long to get an appointment and it will only get worse as Tarleton Health Centre cannot accommodate any more patients

• As above. Planning for all the new houses does not even seem to acknowledge this local GP crisis. How on earth does the NHS think the current services will cope!

• We have both been with this practice for over 50 years and received excellent care from all the doctors
• Do not feel current facility should be closed until alternative is provided. Expansion of housing in the area will put further strain on current infrastructure.

• As above, we need 2 at least medical centres.

• Already stated above.

• Very unhappy no need for it to happen. We are not just number we are human beings.

• For me it is about being local to where I live and convenient to get to surgery.

• Where is all the patients of the Viran going to get healthcare the Tarleton health center is overcrowded now. All these new properties being built were are they going to go for care???

• I prefer a more local surgery rather than a larger surgery like Tarleton (quicker serve) all others are too far away.

• Have just moved from one medical centre and settled in this one.

• Having payed all this national health all my working life, where has my money gone.

• I am 75 now I do not want to travel any further away. I have no family around me, when I can’t drive I will have to depend on a bus.

• Nobody likes change, and when you've been a patient at Viran Medical Centre for over 40 years it's a big change.

• See above.

• Terrible place had so many issues.

• Had so much trouble with this surgery.

• Same as before.

• I feel that patients should be allowed to become accepted in the practice at Tarleton Medical Centre if registered at Viran Medical Centre.

• Just resigned to a poor service as usual.

• Having to join another practice will take away any relationship the patient and doctors have gained over the years. The elderly are less likely to use the 'new' doctors/or where they are dispersed to.

• Not enough effort seems to be made. It must be obvious that number will increase tremendously with the the planned developments in the area. I ready made surgery lying unused. The lease on the cabin ought, at least be extended. We need more capacity, not less.

• It just feels like a cost saving exercise, not what is best for the patients.

• You might have has a 'listening exercise' to tick all the boxes. You have HEARD NOTHING.

• So sorry, they are so efficient.

• What can we do if no one wants to take the practice on.
• We need a practice, in Hesketh Bank. The population is increasing but necessary services are decreasing.

• With the increase of new houses being built in the area surgery new premises could be found in Hesketh Bank. The original surgery is still empty and not sold. 

BUY THIS

• Uncertainty is always a worry. I have been a patient of Viran for over 40 years and am obviously concerned about my continued medical support.

• In the 34 years I have lived in Tarleton, there has NEVER been an issue with the availability of a doctor! 21st century now and if feels like we are going backwards!

• Due to having to change doctor to service that are already full. 

• You ask us to wait but can’t promise to meet our need of a local (Tarleton) provider.

• What do I do if can’t get medication, just pass on.

• Why can’t the portacabin not stay as a permanent feature? At least the patients have a place to go.

• I like to be able to walk to a Doctor’s surgery when not well. My husband works away so is not about to drive me to Tarleton.

• Same as before.

• We left Tarleton Medical Centre for personal reasons and moved to Viran Medical where we were treated like human beings and not something on a conveyor belt where the answer to everything was ‘take another pill’.

• Being with the Viran medical Centre for many years and the doctors before that, since I was born, it’s just a bit unnerving to be moved to I don’t know where, but hope there will be a transition with no problems.

• Very concerned. Not been happy with the cabin, never being able to see the same doctor. Was very happy with Dr Hindle and don’t understand why he wasn’t given a practice.

• Very unhappy. Since 1975 I’ve been with Viran Medical Centre always had very good treatment.

• Always under threat of closing and not having a stable practice.

• Pre-determines by NHS commission. 

• I still feel strongly that this has been an avoidable outcome which few people (other than I suspect NHS accountants) wanted.

• Hesketh Bank is getting bigger we do not have any health care.

• We had a very good doctor in Dr Hindle the surgery was friendly and efficient. The prospect of no continuity of care concerns me. Also is the future to be locum doctors as at present.

• Not happy! Already there is difficult sometimes in getting appointments so it’s just going to get worse.
• I have a husband who has lots of health issues and needs doctor appointments. We have seen Dr Hindle for a long time and trust his advice and care. If we can’t get on at the Health Centre, where do we go??? Burscough Doctors have a cut off point with post cost and we don’t qualify to go there.

• I feel that there is already too much pressure on the system, and further pressure would be detrimental to the duty of care required

• It has been a great community service. For the elderly, transport to another practice further away will be more difficult and costly

• Bigger does not mean better

• New premises was what was needed. What we will end up with is less of a service and no continuity

• Patients need a doctor who ‘knows’ their background and medical history. Written records are all very well but cannot convey or replace this

• I would be very sorry not to have Dr Hindle as my GP. I have every faith in him

• I do not want to travel too far to a practice I would like to stay with Dr Hindle as long as possible but do not want to leave it too late to register with Tarleton Group

• After 42 years being with the practice very unhappy

• Because we was happy with Dr Hindle and he was trying to find other premises before Hesketh Land closed

• A minimum 2 week for a doctors appointment is now the norm. Should all patients wish to remain in Tarleton how are the present doctors surgery be able to cope with a possible 2500 extra patients!

• The practice has been running poorly for a while, prescriptions not ready on time is a regular problem

• Why did NHS let it close

• It’s wrong village population is growing and core. facilities are being withdrawn

• We would have preferred one in Hesketh Bank

• Hesketh Bank has enough residents plus proposed new builds to warrant a medical centre, this is purely a financial issue at the expense of quality of care!!

• Very disappointed

• Who would anybody be happy about losing their medical centre. What a stupid question

• Major housing developments about to start. Result in an significant increase in population will over stretch remaining medical centres

• Tarleton group practice is at full capacity as it is, let alone after Viran Centre’s patients transfer there plus all the new houses being built in the area = we have little or no public transport services to support this!! It is arguable that people could transfer to Health Centres further afield but aren’t these places struggling to
cope too? And with an ageing population this is a sad state of affairs for them especially

- There is clearly a need for two medical facilities for Tarleton and Hesketh Bank. Confirmed patient totals approx 11,000. Yet again the demise of a local facility that the population are financing

- I’m a patient of long standing with Dr Gulati and more recently Dr Hindle and until now have had no concerns about healthcare!

- That in reality we are losing yet another local service. Older vulnerable, disabled have to travel to see a doctor and are likely to face longer journeys to get to a surgery in the future

- So if Tarleton Group Practice cannot cope now with numbers what will it be like when 2500 new houses get built. My husband had a hand put up to his face at Tarleton Group Practice - because the doctor has no more time to listen to a further ailment my husband had!

- While it is hard to get an appointment they have always been thorough when you manage to get one

- The staff at surgery have always tried to do their best even though appointments are difficult to get

- As above

- After being a patient at the Viran Medical Centre for 40 years it is a sad time that the practice has to finally finish

- Having experienced unsatisfactory continuity of treatment, given time I don’t relish a repeat

- Perhaps if the present providers had provided a ‘good’ service the patient numbers would have increased instead of dropping

- See above. On paper NHS commissioners may believe dispersal is feasible, local users of both Viran and other practices know the reality re waiting times, appointments, locums etc

- I was comfortable with current premises and the service they provide

- We do need a doctors in Hesketh Bank

- This whole issue has been a nightmare from day one, handled with a total lack of care or regard for the patients of Viran Medical Centre

- Tarleton is getting bigger so we need more or bigger health centre

- I have been a patient for nearly 50 years with the practice. Received a good service

- Providing the alternative practice is within an easily accessible distance from Hesketh Bank - on the number 2 bus route. There is no bus services to Ormskirk, Burscough and Skelmersdale from Hesketh Bank

- I have been told in the past to use walk-in centres at Ormskirk or Skelmersdale, only to be told on arrival that they cannot help. We need a full-time doctors in
Hesketh Bank. With all the new housing planned in the area there is insufficient doctors available

- Tarleton getting bigger more houses being built we need 2 medical centre or extending to accommodate the increase of people with all the houses being built

- I feel that we have been very badly let down by people we trusted

- Does not seem to be any thought for older people

- Always been happy with service for Viran Medical Centre. With it being a small practice, it has felt more personal

- With all the new developments in Hesketh Bank I think there is a seriously need for a medical centre here in Hesketh Bank

- Will be going to uni in September, so will need to register elsewhere anyway (different part of country)

- Won’t be able to get to Health Centre outside village Hesketh Bank and Tarleton easily

- It was a good local service

- Both of us are elderly, Husband 90 and me 78 and there’s always been doctors in Hesketh Bank. Both of us lived in Hesketh Bank all our lives.

- We have used this medical centre since our childhood and need to keep the continuity of service to our village

- A village of the size of Hesketh bank, with the planned amount of housebuilding, require’s its own doctor’s surgery

- I am unable to travel to far and need my medications

- For the reasons above. As is happening everywhere, there seems to be a high concentration on building new houses, but nothing is in place to build up the infrastructure to go with it. This includes not only Dr’s surgeries, but schools, roads, drainage etc etc. I just don’t understand how closing a perfectly usable Dr’s surgery is going to help this situation in any way. We have empty buildings nearby in the village and surrounding area that could be used.

- I would put very unhappy but do not use the doctors very much myself.

- As far as I understand this situation was entirely avoidable and totally unnecessary. In my opinion the Walk In Clinics at the hospital are going to have a vast increase on the workload as people will be unable to get a GP appointment.

- I don’t feel that it is being sun very well. I’m supposed to get regular reminders for check-ups. Not had a single one since it opened. No wonder it’s in this position.

- Providing people with what they want. Some will and some won’t.

- Tarleton needs to be more open to Viran Medical Centre patients

- As above. Come on the powers that be...try harder and listen to the patients

- Will be 83 later this year - have been with practice since 1973 so how could be other than unhappy
• We really ned our GP surgery in Hesketh Bank
• Sad
• As above, local patients should not have to travel further to see a doctor, i.e. cost factor, old and infirm patients would find it a struggle
• Same as above. Also I can't understand why in this day and age it has come to this
• Because was the one closer and I liked the doctor
• Disgrace on NHS
• Government say patients should see same GP in practice as better all round to have continuity of service - sending patients to walk in centre is unacceptable to far!
• I believe this decision has already been made. The Viran has no future and Hesketh Bank has no GP, very disappointing. My family will be moving to a GP closer to home asap
• Very unhappy as we had a perfectly good GP's that worked efficiently but you seem to of made it more hard to get appointments and as a viable business run it down so there are less patients and we aren't able to get to see the doctor we want, I think this is a bad thing for our community
• Why does it have to close? Don’t want to have to travel miles to another surgery. It’s very handy only having to travel to the village
• Hesketh Banks population is going to increase by another 800 people in the next 18 months. Patients are going to have to travel further to Longton or Burscough
• I felt very safe, happy and well-looked after. Dr Hindle knew all patients and was willing to home visit when absolutely necessary. I was a human being. Now I just feel a statistic (82 years old)
• We need a surgery in a growing village
• Absolutely disgusting
• & mixed. Was very settled when with Dr Hindle at Hesketh Lane. I have not had an appointment at Viran. Tarleton cannot quote. Blood Tests are ok. Trouble with prescriptions. Problem with buses in that the first bus on the free bus pass didn’t get to Tarleton until 10:10am. Where do we go now?
• Yes, lets keep the village increasing and take away our services. We were lead to believe everything was being done to provide our surgery
• As above, transport costs for patients, taxi etc
• Will have to travel do local service, appointments hard to obtain
• It is a very sad day when we cannot supply a doctor for people who have lived in Hesketh Bank all their life
• as above. Would like to see someone who knows me as need regular appointments.Dr Hindle is brilliant
• Increasing population of Tarleton and Hesketh Bank, Health Centre can't cope
• We need 3 doctors in our village
• The situation with the Viran Health Centre at the moment is very satisfactory with easy appointments, short waiting times and familiarity with the staff and doctors
• Viran Medical Centre should be for the people of Hesketh Bank and be moved back to the village. More people are living here, and we have no health centre, 'disgusting'
• I lost a doctor (Dr Hindle) who has known my history for over 20 years. I have several medical conditions which he has treated and I don't want to lose his knowledge of them
• Happy if I can move to Tarleton Health Centre, unhappy to move anywhere else
• I currently have good continuity of care
• When I have needed to see a doctor it is usually promptly and if this practice goes I can see me having to wait longer
• Been with this practice for years getting fed up with being moved and different dr's
• Feel we have been sold down the river and this was that was decided before all these consultation began, It has all been complete waste of NHS resources. No care for patients wishes at all.
• We have a up and running medical centre but it seems it has already decided to close and disperse
• You collectively have not appreciated the issue
• Dispersal is an inevitable acceptance but I would rather it had not come to this point after years of being well cared for by everyone at Viran
• Now more changes.
• A poor decision - perhaps always the conclusion the Commissioners wanted?
• What has already happened has come over as a NON-listening exercise
• Hope you do not move it.
• We were promised that our surgery would be re-instated in Hesketh Bank when premises could be found! Surely, with all the building work going on in this area a building could be allocated for this purpose!
• As a fairly new patient I found the staff very friendly and helpful and really not happy about another move.
• I understand my continuity of care with access to Dr Hindle is not possible. I am worried about being dispersed out of the area we are moving back to. My medication potentially can be affected, eg a local practice in Freckleton will not prescribe a particular generic Butrons Patch.
• Now more changes.
• Having to move - AGAIN!
• I understand but feel the patients' requests are adhered to.
• Why can’t you rent somewhere else you rented before.
• Too many people, not enough doctors.
• Where am I supposed to to?
• In addition to the points raised in my answer to Q2 I have another issue over choice. If anyone is dissatisfied with Tarleton Health Centre (the obvious location to move Viran patients to) then there is nowhere for them to transfer to.
• I love this surgery. Tarleton receptionists are awfully rude. I preferred the workings of Viran before it moved though. Even the receptionists are off with you except for the lady who moved with it.
• More services needed in the area
• I think it’s appalling. The problem with the NHS generally is that it’s too much of a business. Patients are human beings who have varied and often complex issues not tins of beans to be squashed onto a supermarket shelf. What will happen if there is a serious flu epidemic causing chest infections? These may not be serious enough to go to A&E but pts. May need antibiotics and unable to get an appointment. You’ve said in the letter that the new houses going up have been taken into consideration and also that patients have left Viran already. Where have they gone, to Tarleton Medical Centre or out of the village altogether? The new houses will have at least 2 to maybe 5 people per house. That’s at least getting on for 1000 people not taking into consideration that Lilford Estates want to construct approx 1500 houses in Tarleton. I appreciate it’s a 30 year plan but even another 100 houses will be roughly 200-400 people. Closing the Viran centre and just palming us all out here and there is extremely shortsighted and only compounding the problems that patients have getting appointments at both practices already.
• If it’s not viable then it must close. The bad part is learning that the NHS is really a loosely tied collection of unmotivated commercial interests.
9. Appendix 4

Question 4 Comments

- The COST to move and provide services for existing patients to Tarleton Health Centre. Why not approach Altys/builder and build new premises on the land with the new houses?
- Hesketh Bank requires a local practice, particularly as over 200 new properties are ABOUT to be built on the ALTYS' site with potential for up to 1000 new patients requiring a GP. Can the NHS persuade ALTYS/the house builder to provide a new medical centre to be built on the ALTYS' site, funded by them?
- Look at properties currently available and see if any provider would be prepared to run a branch clinic.
- Look at properties currently available and see if any provider would be prepared to run a branch clinic.
- Any suggestions will fall on deaf ears.
- Move from the current portacabin to the old Bernard Dickinson showroom which is up for sale on Hesketh Lane. As there is a lot more houses planned for this area there will be need for a doctor.
- Outreach clinic/surgery located within Hesketh Bank is a priority.
- An outreach clinic/surgery located within Hesketh Bank is a priority.
- Putting patient need across the CCG before 'profit'.
- See comment for Q2.
- To support the Health Centres receiving an influx of patients so that they have the staff and accommodation needed for a safe transfer.
- Get a plot on altys to build a new practice, or buy/rent Bernard Dickinson, the is plenty of parking so you can’t use that as an excuse. Or Hesketh Bank fish bar, contact Micheal Finn, that also has parking.
- There is a perfectly good premises come up for sale recently, the former Bernard Dickinson site.
- don’t do it. &.1% response indicates that concerned customers have not had the chance to respond.
- Advanced practitioners for appointments to ease GP work load eg nurse practitioner, advanced physiology etc
- It could have been managed better, and the reason numbers have declined more so when the VMC moved to the portacabin was that I felt it was impossible to make an appointment
- Take over Viran Surgery after the present premises are renovated and made useable for clinics etc
• Reopen a surgery in Hesketh Bank. More houses are being built in Hesketh Bank and Tarleton and we therefore need more surgeries not less
• Flexibility in the patient's choice of GP and help them achieve this
• Find new premise, there are several suitable. Has anyone investigated?
• Keep the surgery open as proposed development in the local area will surely create the patient numbers required to sustain the practice
• I live in Tarleton, but previously lived in Hesketh Bank. What about all those in Hesketh Bank and all the new builds, the elderly, those with limited movement...what provisions will be made for them?
• Keep Viran Medical Centre open
• As previously stated altys old offices would be ideal. It is large enough for a doctors surgery plus room to accommodate extra services and take some pressure off Ormskirk and Southport
• Convert the existing building on altys site to a medical centre
• Suggestions were made but were completely ignored. It was just a very expensive paper exercise which gave us false hope. You just did what you had intended all along to disperse us
• Can Tarleton Group Practice cope with increased numbers and all the new housing developments? Can't new building be built in Hesketh Bank - or former Christian Centre on Moss Lane
• With plans for large number of houses to be built in Tarleton and Hesketh Bank in next few years another local surgery will be vital. Premises of old Bernard Dickinson show room in Hesketh Lane now for sale in excellent position
• Leave it as it is for now
• Pointless when the decision has already been made
• There is little point in putting forward one's views. The decision to close has clearly already been made
• As suggested, utilise more space at Tarleton Health Centre to accommodate Viran Patients
• Every effort should be made to keep viral medical centre open
• Travel for all
• Make use of the empty properties in the village
• Find a place in Hesketh Bank where there is enough parking and rooms to accommodate the staff (nurses, admin etc) Don't say there isn't anywhere - there are plenty of places!! Dr O'Neil started in a house in Hesketh Lane
• Theres property in the area that would make an excellent surgery
• Get Dr Hindle into Tarleton Health Centre asap
• Try again
- Transport availability and costs for those having to travel to Tarleton Group Practice from further away. 300+ houses being built in Tarleton/Hesketh Bank areas
- Invest in the existing service in Tarleton
- When community centre is being built, fit a surgery in there please
- Extend Tarleton Health Centre to accommodate both practices and the number of new patients the new building will generate
- Using the portacabin in Hesketh Bank. Maybe on the new housing estate
- Open a new surgery in Hesketh Bank. Where are pensioners expected to go with no transport
- Open another practice in this area more houses being built and not enough doctors
- A medical centre in Hesketh Bank is needed - a proper structure not a caravan - one which suggests a permanent presence and not a temporary ‘gap filler’ - one which will inspire confidence to attract a new lot of patients
- If suitable premises were found and our present doctor persuaded to stay I feel many more people would return and with the large influx of new properties the practice could once again increase it’s patient list
- Establish a new practice in Banks to serve the expanding population, which will increase over the next few years with the new houses at the old Groves Hall Hospital site
- Lots, but it won't make any difference as this appears to be already agreed by the powers that be
- Allocate a specific doctor to patients. Does not seem to happen at Viran Medical Centre
- A practice built and paid for by builders at Alty’s in the new development (which will happen) !!
- If you cannot keep this surgery open, at least think about a walk-in centre in our area. Skelmersdale is too far away, as is Ormskirk
- Listen to patients! Reduce waste and provide necessary/immediate and important health care to those ‘in need’
- Try and bring the practice and even the portacabin back to a site in Hesketh Bank. More houses being built! More patients!!
- The NHS should bring the practice back to Hesketh Bank there are lots of sites even for portacabins also more houses being built so more patients
- Delay dispersal until Tarleton Health Centre can be expanded to accommodate dispersal patients
- I’m sure your ‘listening exercise’ results would have been different if we had known about it! Result of secret public meetings must be invalid.
• NHS should work with planning department for West Lancashire. Builders looking to put up new estates should be encouraged to build a surgery as part of planning application
• Yes, please see my response to question 3. I feel strongly that every effort should be made to find a suitable alternative location in Hesketh Bank
• New build on one of the proposed housing schemes
• Consider putting an extra doctor in the existing health centre and combine the two practices. A regular doctor (not a locum)
• More effort should be made to provide facilities in the area, particularly as so many new houses will bring in many more residents
• Too late - fait accompli
• Too late - fait accompli
• Leave it as it is
• Think about the amount of houses being built in these villages
• A new surgery in Hesketh Bank as part of the large housing development
• The increased building plans for housing in Hesketh Bank. The proposal of a health centre, as part of the 'altys' building
• Keeping the centre open
• Need to consider age and health of patients before registering them on what could be too far to travel
• Why has this issue been left this long and patients have been in the dark as to what is going to happen
• Surely with all the new houses built already and hundreds more waiting to be built we need surgery space for all these extra bodies
• Priority should be given to pensioners in placement with Tarleton Health Centre
• If the portacabin won't work and it was not cheap to pay up. There are other buildings have become empty since this was erected. So why not buy one of these!
• If the portacabin project will not work I have no better ideas
• Buy the Gulati property and instate Dr Hindle
• As we live midway between Hesketh Bank and Tarleton and being elderly a transport or any form would be ideal but with the NHS at the moment it would be a lot to ask for I think?
• Transport I know a big issue
• Buy the existing building, expand it and provide a doctors surgery for Hesketh Bank
• Viran Medical Centre independently could be accommodated with Tarleton Health Centre
• Allow Dr Hindle to take on the premises or buy the original ready made surgery off the 'Gulatis'. Patients come first regardless of whether this gives the Gulatis what they want
• Viran Medical Centre should not close until Tarleton Group practice has been expanded, doctor agrees to take on new patients
• There are plenty of sites for a medical centre in Hesketh Bank but you NHS seem not to understand the needs of the village
• A local accessible clinic in Hesketh Bank! Possibly linked to Tarleton centre
• A new health centre in Hesketh Bank, 220 more houses being built soon and no doctor
• Think of all the people that are still with the surgery, we were told not to panic and move to another surgery at first I understand some people have, but a lot haven’t
• Alty's Yard turn the building that is already built. The people who are going to build on this land should told before they start that the house already there should be made into a medical centre to help all the growing needs of new houses
• Leave it where it is thank you
• Moving elderly people further away and not considering how people will get there, if you don't drive, and have to pay for transport to get there
• Why do you want to relocate further away
• The old surgery is empty should be used for Viran Practice
• Should provide a centre for Viran practice
• The new houses should have a clinic to provide a building to serve our area
• Yes, finding a medical centre in Hesketh Bank. There are buildings empty
• Sorry
• We will just have to wait longer for our '5 minute' consultations
• Same as before
• Put patient concerns first about relocation
• Their job
• Uses a premises in hesketh bank
• See 2
• there are plenty of properties in Hesketh Bank that would make an ideal Doctors surgery. Elderly - no transport to travel to another village
• Expanding current provisions at Tarleton Health Centre so appointments are readily available
• Consider elderly population transportation to Medical Centre outside area
• The surgery standing empty. As i mentioned, we need more capacity, not less. The amount of new developments will swamp the current surgeries
Surely with all the new housing developments
a new building/surgery could be made
the demand for GPs will increase significantly
Just look at the number of new builds. All potential patients. You are looking at the case for NOW not for the sustainable future.
Keep the practice
At the end of the day - all these decision are based on finance!
NHS Commissioners do not have the problems patients living in Hesketh Bank have especially the older members
See Q3
As I said in 3, buy the original surgery
Consider the ageing population here and try to keep us local!
Facilities in Tarleton/Hesketh Bank are a priority. The council wants to make the place bigger, with that extra amenities are required
Planning to build a new surgery to co-inside with all the houses being built
Yes, freeze transfers now for all existing Viran patients
Too many people - not enough doctors. Practices are way too far to travel from the area. Public transport not available!!
Are there any plans to request current practice to join in large practice and consolidate all services
Should consider premises in Hesketh Bank. There has never been a doctor there
If there was a medical Centre in Hesketh Bank I am sure the numbers would increase enabling a practice to be a viable option
Re-siteing the portacabin in the Hesketh Bank area
New influx of people into village
A lot more building is being planned for around here - so - the closed school is moss land has good parking, is secure, ambulance accessible and on a good bus route with not far too walk. Doctors, dentists, nurses, chiropodists etc could all be housed together.
You say there’s not enough people for another practice but there’s houses being built all over the village and they’ll all need a doctor
Find another venue
Try to find another building for the practice
No as they won’t consider anything
Why was the present new premises considered in view of this inquiry which surely should have been considered in advance?
• Yousay that there is potential within Tarleton Health Centre for another provider - couldn't Dr Hindle move the practice into that space?
• Not really. I suppose they think they are making the best of a bad job
• Build a doctors
• Try to find permeant a building either in Tarleton or Hesketh Bank
• Consideration should be given to the more than 1800 houses some with planning permission already. Tarleton Health Centre won't be able to cope with the influx of people
• Should listen to the patients wishes
• I need a service in Hesketh Bank that I can walk to
• Why don't they say to the people who put in for planning permission to build lot of houses. Before the permission is granted to state that yes you can build you 1500 or so houses as long as a place is left to build a new medical centre.
• This will affect a lot of elderly people in the area. It will also affect mums with younger children
• Local access to health support
• Proximity to doctor's surgery and good access and services
• What was alty's offices look like it would make a good medical centre and be accessible for Hesketh Bank Residents
• Bigger is not always better
• Travel impact for elderly patients and limiting of choice for patients
• Elderly, vulnerable people need services in Hesketh Bank
• Transfer doctor with practice. Some alternative offered practices are just rude!
• Keep our medical centre
• I think they should consider a clinic or practice in Hesketh Bank especially with all the new housing in progress
• Build a new Doctors instead of other things
• To merge with the Tarleton Health
• In view of the amount of new housing being built in and around Hesketh Bank, especially the anticipated Alty Site and the consequent rise in patient numbers I fail to see how having a practice in Hesketh Bank is no longer viable. There have been several properties available which would have served a purpose and Dr Hindle is still working for Viran, 2 days per week
• A local surgery either in Hesketh Bank or attached to Tarleton Health Centre
• We have already moved from Hesketh Bank to the portacabin building in Tarleton. Why should we be dispersed again. Leave us where we are
• They need to find the practice another premises in hesketh lane area where there is going to be more houses built find they'll need a doctors
• Patients who have a number of health issues like myself should be helped through this process to ensure continuity of care and not to increase anxiety for people with mental health conditions
• Transport for less able patients for those dispersed further afield
• The people of hesketh bank need s doctor there
• Satellite surgeries should be set up. If a full time surgery isn’t viable
• Any new housing developers in Hesketh Bank should fund the building of a new medical centre instead of adding to the problem and walking away with huge profits
• Keep the practice going on Mark Square. It is handy for the elderly and mother’s with young children
• Increase capacity of Tarleton Medical Centre to cope with imminent population increase
• Extending Tarleton Health Centre, space available on recovery of Viran Temporary units
• Can councils/governments not insist on house-building companies to provide community support and contribute to the establishment of a new health centre - either on the new P Simmons development in Alty’s site (where there’s actually an existing office building!) - Would this be possible? OR establish a permanent residence where the temporary medical centre now stands as I understand secure NHS internet line is needed?
• See previous
• Extending Tarleton practice sounds like a good plan
• That people should have a surgery that they can reach easily in their own community.
• Public transport. Only one bus travel through Hesketh Bank into Tarleton - StageCoach number 2. It’s a good house to walk - if your able to
• Where the temporary practice is now, why cannot a new surgery be built - as I believe it has to be near a secure NHS internet line
• A move to somewhere in Hesketh Bank where there are parking facilities and surely with all the extra houses about to go up you would think it would make it a viable project
• A move to Hesketh Bank would be better option and I feel sure would attract more patients to the practice as it was moved to Tarleton Village from where Viran used to be - very near to the boundary with Hesketh Bank
• Investment in a larger health centre to cater for the expanding community of both Tarleton and Hesketh Bank
• Why isn’t an alternative property in Hesketh Bank. Acquired as many new houses are being built the old dickinson’s TV/audio shop is for sale!!
• To try and get another GP provider into Tarleton Health Centre asap
Consideration should be given to
disability
dispersal to a medical centre near the patients home
Still feel a premises should be found in the village - everyone is very dissatisfied with
the service
NHS commissioners should make a proactive and constructive approach to Dr
Mark Hindle - to resume control of the practice (in the same premises)
As you are already looking at the existing space with Tarleton Health Centre which
seems a sensible option
Doctors surgery in Hesketh Bank
See below
Combine Viran Medical Centre with Tarleton Health Centre
Transport to different medical centre for non drivers is very difficult
Increase the capacity at Tarleton or Banks
Move Viran Medical Centre in to Tarleton Health Centre or find a new building for
the practice or stay where it is now
Next door is a NHS building why not extend for future expansion in the village? I
feel money has been wasted by not doing that in the first place!
We all know that financial decisions are part of the finale one. I fell that we are all
patients who should be shown due respect and not just a financial statistic
What about the old bank building in Hesketh Bank
The young mums and older people would be better to have a surgery in Hesketh
Bank
Locality - people need to have a local GP
Stop wasting money
Make health centre bigger, Tarleton so it can take extra people
Having more doctors in Health Centre Tarleton or extending it
Move into the health centre next door and keep it in the village for us as we get
older
force the Altys development to provide a new surgery as part of their building
plans
Hoping there will be somewhere to take on a practice in the vicinity it's very
worrying
Investigate further empty buildings which may be used for a surgery,
2) invest in upgrading the surgery we already have instead of closing it down
Consider the needs and the morale of the staff at the Practices/Hospitals who will
have to take on the extra workload.
• Ensure local access to a doctor service.
• Attach the building either in part of whole so that there is only one entrance.
• Make West Lancs Borough Council and the developers more accountable and build us a new health centre
• Surely there must be sufficient numbers in Hesketh Bank to justify it’s own practice
• Keep the current ‘status quo’ or build a brand new building to cope with the ever increasing local population of patients
• Look to find a new base place
• Elderly need to be near surgery
• The future building developments in the local area which will put more strain on the centre
• Get off your backside and find new site!
• Funding was given to Beacon to take over Viran medical Centre - this funding could of been spent on premises local to Hesketh Bank, suitable premises were offered with N3 connections
• Keep the surgery open and find premises of which there are in the area including building one as part of the many developments in the area or on Hesketh Lane were the business Bernard Dickinisons was and is now empty, were the surgery was is also still stood empty so could be used.
• Find Dr Hindle another premises that we can use for the good of his other patients as well as our family, that really do appreciate him. He has been treated abominably by you and others!!!
• Quality of service. Viran is excellent
• They should think about the local people. We are not just commodities to be shipped all over the county. We live in a village and want to go to the local surgery
• I think a surgery attached to another practice should be set up for the people of Hesketh Bank. Even on a part time bases would be better than nothing.
• No of older people in Hesketh Bank lack of home visits, not much knowledge of patients, for too many doctors, sometimes a different one every time you go
• Have no way of travelling out of village would need to get 2/3 buses to Skem, Ormskirk or taxi which I can’t afford
• Hesketh Bank is a growing village and should have it’s own medical centre
• Use another building in area or joining up with Tarleton
• How people are meant to travel out of village to see a doctor
• Provide our own surgery (many properties around)
• ‘one size’ does not fit all NHS GP's should work more 2/3 day week
• Open another doctors
• I think provision should be provided in the Health Centre at Tarleton and services could possibly improved if all funds went into one doctors surgery

• Make Viran Medical Centre to stay open, or if have to move to the medical centre that there is enough doctors etc

• Increasing population in the area. Staffing levels at Tarleton Group Practice and The Health Centre

• Open another doctors

• Keep the Viran Centre open as it is permanently (if necessary to be viable take some patients from Tarleton Health Centre)

• Merging with Tarleton health Centre

• Find property in Hesketh Bank

• The reason only 73 patients attended the listening events is that, due to NHS financial restrictions, they were faced with a ‘fait accompli’ and Viran Medical Centre would close whatever they said

• In the 1930’s, 40’s, 50’s and 60’s there was a choice of 3 surgeries in Tarleton! The population has trebled.

• Keep viral medical Centre running

• I would like my GP to be in Tarleton

• Older patients who do not have transport

• Build a brand new practice, get for purpose and fit for use for the next 30 years. Contact West Lancashire Borough Council for Tarleton Master plan for expected expansion and house building and you will see the problem patients are going to face

• Population in Tarleton and Hesketh Bank is multiplying fast. In future years is Tarleton Health Centre going to cope in the next five years

• Buy the old centre and expand it using the land behind it. Then it could take people from 200 houses on attlys land

• patient/doctor relationship - you have not this considered or appreciated

• Provide a surgery in Hesketh Bank or retain facilities on existing site

• ~I am against any dispersal

• Can we transfer now without waiting for the consultation to run its course?

• Yes it is better for people my age. No bus or car.

• Bring OUR services back to Hesketh Bank!!! We should not have to travel when there are so many houses here already without future developments.

• Please support patient preferences when dispersing patients. I wish to be dispersed to Tarleton Practice.

• The distance elderly, frail, disabled etc patients have to travel. Especially ours living alone with no relatives in Lancs!
• It’s unfair that the patients of Hesketh Bank should have to suffer.
• Re rent
• Rent in the area. They build enough houses why can’t they build a doctor’s?
• What’s the point!
• Everyone in the community should have a doctor that they can get an appointment with.
• Only to take each patient’s wishes into account when effecting the transfer.
• Banks has a bad reputation so allow people the choice where to go
• Expand services locally not close or reduce
• NO DISPERSAL. I fully appreciate the difficulty of finding gps prepared to take on a practice as a business but I feel absolutely EVERY effort should be made to keep Viran going for the foreseeable future. Whether it be in the portacabin as now or somewhere more permanent, as has been requested, in Hesketh Bank.
10. Appendix 5

Question 5 Comments

- How will Tarleton Medical Centre cope with all Hesketh Bank patients? What about waiting times? What about the new patients from the new build properties on Altys' site? What about the cost of all this? What happens to the existing staff with jobs? The 2 surgeries need to remain separate to provide a good service to patients with shorter waiting times.

- Hesketh Bank has the potential capacity for a new dedicated medical centre for its residents. With all the new house building both in the Tarleton/Hesketh Bank and Burscough/Ormskirk areas, neither Tarleton nor Burscough will be able to cope with all the new potential patients in addition to dispersing Viran patients. Has the NHS approached ALTYS/house builder to discuss the funding by them to build a new health centre on the ALTYS site? Alternatively the former Bernard Dickinson TV shop site is for sale, also the former Viran Medical Centre also appears to still be vacant with spare land to the rear.

- I have spoken to the Freephone operator who has provided answers to my questions.

- Why can we not split the existing NHS list into two with half the doctors currently working within the Health Centre working in the Village Hall Hesketh Bank serving H/B patients and the remaining Tarleton patients served within the NHS building along with all the clerical/administration staff.

- I understand finance is an issue but as Tarleton Health Centre building is owned by the NHS why do we have to disperse Viran Medical Centre's patient list instead of housing this patient list within this existing NHS building? Still not ideal but I personally would be happier continuing with the small personal service we previously received with, in addition, an outreach clinic in Hesketh Bank.

- I realise that this consultation ticks procedural boxes but doubt that it will make the slightest difference.

- How much money has all this administration cost the NHS? Listening exercises, consultation etc are all very costly & if there are insufficient patients for a viable practice could the decision to disperse the patients to local practices not have been taken at the outset?

- How would you like it? If we have to move you should offer free pick ups to those who need it, waiting times, never get to see the same doctor, the porta cabin is working better than expected.

- unsatisfactory pre-determined conclusion reached

- Is Longton Health Centre available? Croston practice is too far away from where I live and there is no public transport to there.
• Is Longton Health Centre available to me? Croston is unattainable - no transport and no public transport either

• Is Longton Health Centre available to us, as we live on the outskirts of Bretherton and it would be more convenient, as I don't drive and have limited mobility? Also the bus service are more frequent to Longton that they are to Tarleton.

• 2. Croston Surgery is too far away from us, and there is no transport to there.

• 3. However, if Dr Hinfle is going to be at Tarleton Health Centre, I would prefer to go there.

• Numbers only fell when the VMC moved from Hesketh Lane. Dr Hindle was/is a very good GP, so to have locums on a regular basis didn't give patients confidence in the practice. In my experience the practice was no managed well, it was run on a fire fighting basis. Also the table of patients is misleading

• No communication received re listening exercise hence poor turnout. I have no notice at all was told it was published on notice board. But if you don't visit doctors often you would not see it. There has been a total lack of care to patients wishes as far as West Lancashire CCG and NHS England are concerned.

• Your figures show a drop in patients, this is hardly surprising as people have moved away from temporary shambles at the present set up. With a new surgery in Hesketh Bank - with Dr Hindle, numbers would soon increase. There is also the projected increase available from the numerous new housing developments. (407 new homes the last count) The dispersal decision is unsettling and very short sighted

• Why when we phone for an appointment, do we have to wait many days for an appointment (2 weeks for an phone appointment to tell the doctor one hospital department wants you to be referred to another department for investigations). If there are so many people needing this vital service, why take it away? At the moment I am lucky enough to drive, I can take myself to the 'walk-in' in Ormskirk but with my condition that might not always be the case!

• Sometimes in life it is not possible to attend meetings etc, so the surveys do not predict a true meaning. A lot of patients are of the older generation who do not understand or have the ability response to surveys but they still have an opinion. Hesketh Bank needs Viran Medical Centre

• It hasn't answered the feelings of the community. We are being let down. Ok it may cost a little extra money but in the long-term it will pay for itself especially as the population is growing. By not providing suitable accommodation for the Viran Medical Centre you are letting the community down big time.

• What the point in asking questions. We just need to get on with it and register with another GP. You provide us with information of the decrease in patients at Viran. I note that the biggest increases happen after patients have been warned the surgery many close and possible new patients aren't going to register when they are informed the surgery may close. Patient numbers have declined mostly after we have been information of possible closure, no new patients would join when they think it may close. When we were first informed of the problem, we fully
expected the practice to remain in Hesketh Bank as we were given false hope. We are now very disappointed.

- Again quite pointless we are no longer patients but simply a costs!!!
- Again no point for reason already stated you have made you decision and will not change it
- How many people will fill this survey, hopefully with this notice people will express concern about it’s closure.
- Very short sighted considering the extra properties being built in the area
- I cannot understand the logic of this closure? It will make more demands on Tarleton and is not popular with many people in Hesketh Bank. A lot of people loved Dr Hindle. Why can’t he do as he wanted to do and form his own surgery in Hesketh Bank? Hesketh Bank needs a doctor here! A lot of elderly people find it difficult to go to Tarleton. Why make them travel so far? Why can’t you look in Hesketh Bank for a surgery as there is a growth in the village and more houses scheduled to be built? Please be forward looking, can you?

- What is the point?
- I live 200 yards from Health Centre am 71 years old how do I travel to somewhere else
- Why can’t this practice be added to the existing one at Tarleton Health Centre, makes sense
- Will anything be done? Probably not
- Stating directly which practice we will need to go to
- Why could there not have been a medical centre built on the Altys site for all the new residents to sued, instead of letting them have the places at the village centre, and making people who have lived here all their lived travel to see a doctor
- This questionnaire is aimed just at Viran patients. Why has it not been suggested to the wider public that there are chances for more patients to join and thereby boost it’s client base?

- We were never given the full details of why Viran Medical Centre had to close. There are more, probably personal details, which have not been disclosed. It could have continued in new premises and the title “Viran” dropped as it was not longer appropriate or deserved. I suppose it is far too late now for NHS to have a rethink!

- All in all a great disappointment that the Viran medical Centre in Hesketh Bank had to close because the patient service was very good and personal. What a disappointment it has been since having to go to the current Viran Medical Centre in Tarleton. Pleas do more to reinstate a surgery in Hesketh Bank. Regarding the building of more houses, where is everyone going to go to see a doctor? Tarleton?
• When people get 'moved' to another practice will the doctors be prepared for house visits even though some of us maybe 5 miles plus away? We have limited bus service and pensioners will suffer. SOLD DOWN THE RIVER!!

• Crazy questions on page 2 of this questionnaire? Surely if you are sick your sick regardless of anything else? Treat the 'genuinely' sick to reduce waste so everyone will have care needed 'when' needed!

• We need a practice back in Hesketh Bank even if it is a part time. We do not wish to register at Tarleton Medical Centre or Banks or anywhere else. We have been let down if it closes. Hesketh Bank resident of 70 years

• The practice should be in Hesketh Bank. WE do not want to have to travel to Tarleton or Banks or anywhere else. Most have been patients since Dr Croft had Hesketh Bank, over 70 years. We are being let down if it does not come back. Resident over 70 years

• So where are we to go when medical intervention is required? Where is the forward planning for a growing community?

• Dispersal was suggested to be the last resort last year at the start of the problems for Viran Medical Centre. Patient numbers were always going to reduce over the last months as new families to the area were never to go sign up to a temporary surgery. A permanent surgery would soon build up patient list numbers particularly if built in Hesketh Bank. I feel this survey is just another exercise to tick boxes that patients have been given chance to air their views

• How will this dispersal policy meet the needs of the increasing local community in Hesketh Bank? 2. Have commissioners considered the difficult for elderly or disabled patients or those without transport, getting to an appointment outside of the area? I am very concerned and unhappy about the proposal.

• Having read the attached papers I am drawn to that conclusion that this is a paper exercise purely to give the appearance of a surgery. The decision appears to be made already

• What happens if there is no room at the Tarleton Health Centre to accommodate all the Viran Medical Centre patients. I do not think it is right to expect patients to travel further afield

• Have all the possibilities been explored for our villages - i.e. Hesketh Bank and Tarleton

• Preferred choice is Tarleton because it is in the village consider it to be the least bad option but not happy a I left there to go to Viran because I was not happy with the standard of service and diagnosis

• My preferred choice of practice is Tarleton - nearest practice

• Why when it should the patient numbers dropping so much from 2682 to 2191. Does it not say people where not unhappy with the practice. People moved because they thought Viran was to close then after the letter that NHS sent to us all in May 2018
• Why did NHS send letters in May that gave patients the idea that Viran was closing making patient rush to moving to Tarleton Health Centre making a big drop in Virans patient numbers
• The effect of the threat of closure
• The dropping patient figures at Viran with no consideration/explanation of the impact of a single doctor (Dr Hindle) at the practice and the timing of the threatened closure
• Connection with doctors that know your history and the and building up a bond between you and doctors that treat you regular
• Not everyone has a car or anyone to take them to appointments. So would have easy access to doctors surgery
• What is the likelihood of Tarleton absorbing the excess?
• The appointments - you ring up for an appointment when you are ill but can’t get an appointment for 2 weeks. It’s a terrible system you have. You only ring the doctor when you are ill.
• As I have said above we are isolated it may be a big ask but it would have been lovely if it stayed in Hesketh Bank
• As I have said the bus service runs only every house and no fun in cold weather especially when you are elderly and you live isolated no shops etc near you and moving doctors surgery was a blow we try not to bother the NHS but sometimes it cannot be helped
• What will happen with all the new housing developments planned. The current infrastructure will not be able to deal with that.
• I have a child with significant learning difficulties and a husband with a long term medical condition that requires frequent monitoring. I need a practice in the village!
• There are too many receptionists at the centre and it is very difficult to get any appointment. We used to be able to phone for prescriptions but now have to take the form into the surgery and then either go to the chemist to collect it or to arrange delivery which can sometimes take four days
• My experience of trying to move to Tarleton Group Practice when Viran Medical Centre was initially closed in Hesketh Bank, was a firm negative response from Tarleton Group Practice that their patient list was at capacity and they would not be taking any patient on from Viran Medical Centre had this now changed?
• Why have we not been able to convert a building already in the village, i.e. old HSBC bank. Bernard Dickinsons, building with car parking now empty. We are going backwards not forward with infrastructure in the 2 villages. Peoples health is important
• It speaks for itself when you see the figures, how they have fallen since you created panic, you have not taken into account all the extra property that is to be built in Hesketh Bank 270 on one site alone, this would have increased the number of patients by another 1,000 at least, so go back and think again what
you are doing to the village of Hesketh Bank we don’t have a say in what’s going on so why bother with a questionnaire

• We feel it was all decided before any meeting or consultation. People panicked and changed doctors, because of the fear factors. Now some will have to go further afield to find a doctor. 500 left Viran because of situation

• Alty’s yard would be an ideal solution to the problem to be able to cater for the people who already at Viran Medical Centre and the vast number of people who will be purchasing the new properties. My person view about the matter is all been done and dusted now Viran Medical Centre will close. No one seems to care about all the people needs, money plays a big part in this houses being built make the money and it feels the people who are going their closure do not care about the Tarleton people as long as their pockets are being lined with more MONEY its a disgrace

• Do you think it is ethical to leave yet another rural community without this facility

• Why is it felt that no facilities for Hesketh Bank is a good thing. More houses being built and services and amenities being closed or withdrawn yet another rural community being striped of essentials

• If I am moved to another provider how do I travel to and from my present mode of transport is a push bike which I used when the doctors was on Hesketh Lane

• When should we try to get registered with another practice, and what is the NHS going to do to ensure that patients get into the practice that is suitable for them

• As you are intending to disperse Viran Medical Centre, due to lack of numbers etc. will there be enough scope in the other surgeries to absorb all the new comers into the area with all the new houses planned in Hesketh Bank and Tarleton

• Why had patient list size declined? Have people left to go elsewhere or have people died?

• The surgery at Hesketh Lane is still for sale. It is with building plots. Just at the numbers. The sale of the plots could purchase the surgery. I feel you have treated us with contempt. You have just need off reasons for closure. Patient list numbers are falling - we are in a CARAVAN!!

• Have you considered older people who can’t get to another centre as easy

• Nothing more to say, very sad. We will try to join Tarleton

• Hoping to move no further than Tarleton!

• Will the other surgeries be employing more GP’s, nurses etc to meet demand?

• There appears to be plenty of suitable property for sale in Hesketh Bank. Why is this not being purchased and used as a doctors surgery

• Why cannot the portacabin be incorporated into the Tarleton Medical Centre campus

• Tarleton and Hesketh Bank is growing at a rapid rate with houses being built. Between then, the area is becoming a small town. The area has lost a medical
practices but gained residents - this does not add up, where are the new residents going to go?

- As above

- How are many patients able to get themselves to Skelmersdale, Sandy Lane Health Centre, or Burscough if they do not drive! There does not dream to be any provision for elderly patients. In my opinion you are letting vulnerable people down

- At present trying to make an appointment to see a doctor is getting more and more difficult. When the Viran medical closes, surely this will increase times even more at other surgery as people who are sick and ill do not want to travel a long way to see a doctor, eg Skelmersdale especially during winter months. An extra 2,191 patient much be found a place somewhere!

- Will we be able to get another doctor in the village, and know we'll see the same doctor who will be able to give us good quality care, not been happy the way it is at the moment. Feel like a second class citizen. Was very happy with Dr Hindle and would like to continue with him. He’s such a good doctor.

- What are we having to fill this form in anyway when the commissioners will have already decided it's closing anyway and will not take any notice of patient comments

- When does the present Banks Medical Practice fit into this narrow scheme? I need somewhere close to me for ease of access without the need for a taxi

- I and my family need to be reassured that our wishes will be respected and that we will be given a place/places on the practice list closest to our home, as this will safeguard against our long term interests

- Lots, but no one cares, so what's the point

- I don’t understand why we are only going to have the group practice in the surrounding area of Tarleton, Hesketh Bank and Hundred End. I'm not sure about Banks

- No, but I’m disgusted at the way Dr Hindle and his patients have been treated. Even this is PR exercise. The decisions have already been made. We 2,100 people count for nothing. Just numbers on paper to be dispersed and forgotten about.

- The patients wishes are not being taken into consideration, the decision has already been made reading the paper work. IT is very worrying what will happen in the future

- This is not a consultation document. It is informing us that the decisions has already been made!

- This is not a question but a point of view. Why can't the surgery that Mr Gulati had up for dale (which has not been sold) NHS buy this and have it turned back to what it was!! Alty's Yard were there is suppose to be houses being built. The person who owns this land is going to make a lot of money from building use the building that that is already there for a new surgery problem solved. I personally think that no one cares about the peoples real needs. All they care about is
building big houses which are not affordable for new buyers to line their overfilling pockets!! It's probably all done and dusted now!!

- Reading the leaflet it looks like the decision to close was made a long time ago and was for financial reasons not for providing a service for the people
- Why downsize when the area is going to be inundated with new homes. Most of which will be families. Were are they going to be able to see a doctor
- What happens if I do not find another GP practice?
- See 3 & 4
- You have not fully considered thoroughly question number 4. If a new practice was established in Hesketh Bank it would soon build up. Having recently spent 19 days in hospital - I have seen so much wastage of money. We all know why a new practice is not available. NHS will not spend money wisely
- Why was Viran centre closed in first place. Why didn’t councillors stand up and fight to keep it open. Best doctor we have had for a long time Dr Hindle and can’t even make an appointment to see him. Will this help filling it in NO
- I would need to know how far I would have to travel to see a doctor
- Who will determine which doctors practice we will be moved to
- Doesn't make sense closing the Viran Centre when there's houses going up all the time it needs a solid building no one wants a portacabin
- Could there be a small weekly outreach in Hesketh Bank (whose population is bound to grow due to development plans) and therefore keep some independence and support for the residents who live here. Will Dr Hindle still practice - will he continue as a GP in a nearby surgery?
- Think about the doctor, what must he feel like now. Don’t let Dr Hindle down. Dr Croft used to have his surgery in the village from 7pm at night no one complained
- Patient list dropped by 500 - new houses being built in Hesketh Bank. Increasing population by more than 500. Potential to provide a surgery in Hesketh Bank for our residents. We need a GP who wants to be a GP and is enthusiastic with a positive attitude.
- We just feel very disappointed about the all thing
- This whole process and proposed end result has been a shambles, it has been handled poorly and the people have not been considered or listened to. A further example of poor management, greed and misuse of funds. If the people had been 1st priority then there would be a new health centre in Hesketh Bank well under construction
- You say that the patient list size has fallen. Maybe it has, reasons being you have got to ring up now between 8am and 8:10am which is stupid, not everyone can phone up in that time, especially 2 thousand six hundred and eighty two patients, that is why the number has dropped, any fool would notice that. I also feel sorry for Dr Hindle, he is such a good doctor and I don’t want to lose him.
- What happens if preferred dispersal location is over subscribed?
• No mention of an outreach clinic at Hesketh Bank. Seems this is not being considered

• Will there be enough rooms for everyone at Tarleton Medical Centre or will it be a made free-for-all?

• Will there be an expansion in the provision of home GP visits in order to alleviate transport issues, particularly for the elderly and infirm. Not possible for everyone to travel some 12 miles to Skelmersdale for all evening and weekend appointments

• On one hand we have been lead to believe there is no alternative and yet we have been strung along for 12 months. At what point do we need to leave? As if there IS a chance of Viran staying I want to stay

• Being an older person who at the moment is able to travel I feel for those who can't travel as easily and who seem to be more and more cast aside. People who come in to our country seem sometimes to get more attention that the elderly who mostly will have paid to the NHS all their lives.

• What happens when all the additional houses to be built in the area becomes reality? Will this make the appointment crisis even worse than it is now?

• Probably wouldn’t be addressed anyway

• "Dispersal" now appears to be a 'fait accompli' we were told, it was strongly implied, that after the interim contract (awarded to beacon), there would be a further tender for a permanent contract. Is this still going to happen? Surely, if Dr Hindle can not be encouraged to return, market forces are a better way of establishing a viable practice rather than meaningless patient consultations

• I would like to know the boundaries / practice that are or may be available for the dispersal

• The NHS has the responsibility of ensuring patient health and safety. This decision is totally unacceptable. As usual in these cases, the EASY way out has been taken. I AM VERY UNHAPPY (Not that any of this is going to change decisions made by pen-pushing bureaucrats!)

• Will elderly patients and those without their own transport have priority when choosing a practice? Have you discussed the proposed intake with the potential providing practices?

• How do we get a appointment to see a doctor if everyone moves to Tarleton Health Centre?

• What’s the point of further questions? You have made a decision, sadly the wrong one!

• What about the 2191 people who use Viran in Tarleton

• I don’t think older people, young mums should have to go to Banks from Hesketh Bank having to catch buses in the winter

• What's the point because you will not change your decision...we are just a financial decision - shame on you
• Are we going to suffer with our health if we can't get an appointment when we are ill soon enough to be seen when needed!! Some people do not have transport and only on public transport which is not always on time, meaning the may miss an appointment!!

• why cant the current, very expensive, porta-cabin be maintained?

• I think there is too much weight given to "facts on paper" which when investigated fully don't actually show the reasons behind the figures. You claim that the list for the Viran surgery has reduced over the years, when it would appear you haven't looked into the reasons. We have a lot of older generation in the area who might have died, been moved to care homes, or left the area. Likewise, with the threat of the closure to our surgery, many people will have pre-empted this and moved elsewhere. Also, I don't believe any consideration has been given to the new homes being built and how this will impact on local services already stretched to the limit. It feels that we have been severly let down and this needs to change.

• Are you going to make sure there is a service at Tarleton for all patients to move to it?

• Thousands, but not bothering.

• Will the present doctors be available for our care? Or will be cared for by new doctors? Can we join a local practice in the health centre? Some of the health centres, in the area suggested, are very difficult on public transport

• The NHS knew of this outcome. Shame on you NHS!

• No point - NHS England have made their decision, this is just a tick box exercise following European Legislation - waste of time and public money

• You say in the leaflet that not as many people went to the talks at the Christian Fellowship maybe this was because you have to book in and can't turn up on the day, not everyone is able to plan in advance and would prefer to have the option when they go. It saddens me that you won't keep our surgery open in what is a growing community and that you seem to disregard the fact that the surgery is needed, you say numbers have gone down maybe that's because people have moved out of the area and the ones coming in have decided the health centre is the better option due to the crisis Viran is in.

• Not worth responding to this one because no one will listen as it's all done and dusted now

• Why, is this surgery first I have heard about it closing, we do not visit the surgery often. We should have been told, we did not know about the listening period, if we had we would have attended.

• The reason pole did not attend your meetings is because you had to book to be able to go. People like to just be able to drop into meetings. Also what are you going to do about all the people moving into the new houses going up in the area. Perhaps if the present surgery was more helpful and the same doctors and staff people would be a lot happier

• Why can't the cabin situated in Hesketh Bank. How on earth can we get to Skelmersdale/Burscough? It would cost patient transport much more or lots of
OAPs paying for taxis. If able to bus it have a look at the bus timetables!!! Would be nice to have permanent doc or doctors and get to know them and they us. I often feel dehumanised nowadays

- Can we register at Tarleton, because seem for Banks they do not accept people from Banks saying is out of area
- I have been born and bred in this area. We have always had a doctor and your saying that no-one is prepared to take this on. Not all people can get to Skem, Burscough, or Ormskirk especially if you are ill. With all the proposal for more housing Tarleton Hesketh Bank require or more so NEEDS two surgeries
- Over the last couple of years the quality of hospital and general practitioner to myself has been unpredictable in that when I bumped my head and broke a collar bone last October it was amazingly good. But despite leaving it 48 hours for prescription preparation it was sometimes a lot longer not a pharmacy problem. Thanks for this opportunity to complete this form
- Yes, listened to the patients and the growing village
- When you say 'dispersed' locally, what is considered local? Local to me means in our village. Not Skelmersdale. The thought of having to travel to Skelmersdale in need of a doctor makes me go hot and cold. I don’t drive so the worry of that would really make me ill.
- What will happen to the staff at Viran? Any plans for a new Health Centre
- Hundreds more houses are planned for Tarleton and Hesketh Bank e.g. Coe Lane area and Station Road do future patient numbers include this. Future requirements may justify a surgery in Hesketh Bank.
- The people of Hesketh Bank have to travel to Tarleton now. With the imminent increase in building would it not be in order for the builders and land owners to provide infrastructure i.e Health Centre - road to Preston across mire - school building etc
- On a personal note my husband suffers with an neurological condition that many doctors and GPs have no knowledge of and in most cases because it is difficult to treat do not wish to learn off. I hope in the future we will be allocation a doctor of Dr Hindles kind, he has been exceptional in caring for my husband. May I also add that Dr Thomas had been extremely caring during the last 12 months
- Where will the people go in Hesketh Bank and Tarleton when all the new development has taken place. No don’t you think we should travel to skem
- I feel that you, in your ivory towers, need to investigate the ensuing problems more thoroughly. You may as well be at Pier Head America
- It is quite clear that this is what would happen all along so therefore a complete waste of NHS money for a cover up going through the motions exercise.
- No point is there!
- Dr Hindle struggled to cope with the number of patients on his list on his own, evidenced by the difficulties in obtaining an appointment. It is noticable that the reduction in patient list numbers accelerated after closure of the Viran
centre, this is not surprising. You claim to have listened to the views of patients - and then dismissed them as not relevant, this may lead one to conclude that dispersal always the preferred outcome

- How do we transfer. Will the Tarleton Clinic reception have appropriate forms for immediate transfers.

- With regards to Tarleton Health Centre appointments - I am told it is so difficult to get an immediate appointment there now - so what will it be like if more people join that practice? We don't want to travel - we want a surgery that serves us locally at Hesketh Bank. The building at Viran Surgery (H.B.) is still empty!! Please ensure that we can have our own surgery in Hesketh Bank!

- It does not say that a practice has to have a certain number of patients before closure and dispersal of patients.

- No point is there!

- No but I profoundly disagree with the way the questions overleaf are weighted. Why is white British so low down the order of ethnicities to choose and the question about identifying - you are asking for people to make a joke and put down false information.

- I should like a reply to my points on (2) (3) and (4)

- Why can’t you re rent? Why do we have to wait so long for an appointment? There are so many houses, why not a doctors?

- Why are we in this position? Why is it such a big deal to get another doctors? Why do we have to wait so long for an appointment? Why are they so dozy in the doctors now? I worry as I’m getting older, where will I have to go to get help? My husband is 67 with problems, what are we supposed to do? Can’t understand why you can’t rent somewhere else?

- Your page 2 Equality form offends me. Do not misunderstand me, I am not a racist but why do white people come last on forms like this. The UK has a religion and our heritage is being minimalised.

- Why did this happen? Who let it happen? What are they going to do to rectify it? How soon will it be done? Will I have to wait 3 weeks to see my doctor? Will I get good service with the doctors being overstretched?

- I do have issues which I wish to discuss, but the leaflet states that these will be covered in the My View Citizens Panel event on 25th September, which I booked to attend before receiving this information.

- As local services are overstretched, where are patients expected to go, especially as more homes are being built, this will just get worse?

- I’m assuming that the Viran practice has been put out to tender, but is that over all the country or just locally? I find it difficult to imagine that there isn’t at least one gp in the country who would like to take on a small, at the moment practice, in a village, at the moment, location.