

**Analysis of Consultation Responses  
Netheravon Branch Surgery**

**Analysis of Questions**

The percentages shown relate to all consultation responses except where indicated as Netheravon only (N only)

Consultation papers sent out	4578
Responses received	907 (19.8%)
Upavon responses	293 (22.3%)
Durrington responses	378 (18.6%)
Netheravon responses	236 (19.1%)
Age profile: over 60	56.8%
Respondents with dependents	20% (N only)
Travel to appointments by car	54.8%
Walk to appointments	31.8%
Rely on lift to get to appointment	5.1%
Use public transport to get to appointment	3.2%
Always visit surgery closest to home	77.2%
Would use nurse sessions in Netheravon if available	78.3% (N only)
Would like early / late opening	34.9%
Would prefer more appointments in daytime hours	23.6%
Would use a prescription delivery services	68.9% (N only)
Would change GPs as a result of the practice's proposals	32.8% (N only)

### Written comments

Full copies of every consultation response are available for Board members to read via the Community Engagement Team (Nicky Scammell / Jenny Edwards) and will be available in the Board meeting.

The questionnaire sent to all adult members of Avon Valley Practice gave space for verbatim comments.

Analysing comment is not an exact science and some things – such as expressions of sympathy cannot be quantified. Therefore the figures below only contain what could be counted, issues that people felt needed consideration, possible solutions, what they felt was important etc. Where it was not clearly stated or obvious that people supported or opposed closure, did not mind or had no particular opinion – in fact where it was unclear, no figure is given.

Unlike the previous analysis statements can be open to translation so these are *themes* not hard data:-

### Upavon

6	<b>Mentioned satisfaction with the GP practice</b>
47	<b>Agreed to closure</b> of which 9 agreed outright 6 agreed feeling the money could be better used elsewhere/high costs 10 because the current building was unsuitable 4 expected services at the 2 sites to improve as a result
	<b>Reservations /concerns</b>
	1 thought the closure was temporary 2 worried it would cause impact on parking / safety on access roads to Upavon surgery 4 that some health sessions should be given at Netheravon 2 that a Saturday drop in clinic would be advantageous 1 remain open at lunchtime 7 increased appointment sessions at other two sites 3 home visits available to Netheravon patients who need them 1 easily accessible contact by 'phone 2 Were concerned about practice staff welfare 5 about transport for Netheravon residents (provision, cost, time) 6 That transport issues must be addressed 2 concerns about dispensing to Netheravon residents
11	<b>Did not agree with closure</b> 2 without commenting further
	<b>Reservations</b>
	6 About transport for Netheravon patients, 1 about lack of bus shelter 2 because of erosion of community facilities 1 pressure on appointment slots 3 felt there should be a new building

9	<b>had no objection to closing the surgery</b>
26	<b>Neither agreed nor disagreed</b> but raised:
	<ul style="list-style-type: none"> <li>1 concern for staff</li> <li>6 appointment slots – that there are sufficient</li> <li>1 the cost of the consultation</li> <li>2 money could be better used elsewhere</li> <li>1 buses between Upavon and Durrington</li> <li>6 transport for Netheravon residents (provision, cost, time)</li> <li>1 employ a qualified pharmacist</li> <li>1 availability of prescriptions</li> <li>1 offer alternative therapies</li> </ul>

### Durrington

10	<b>Mentioned satisfaction with the GP practice</b>
NB	<p>Several comments referred to Durrington often being booked up and Netheravon appointments being given as second choice – this seemed to be fairly common practice</p> <p>These patients clearly saw an increase in demand at this surgery with consequent increased waiting times</p>
64	<p><b>Agreed to the closure</b> of Netheravon of which</p> <ul style="list-style-type: none"> <li>15 agreed outright</li> <li>7 felt the money could be better used elsewhere</li> <li>8 because the building was unsuitable</li> <li>1 because a full services could not be offered at Netheravon</li> <li>13 expected closure to result in improved services at Durrington and Upavon</li> </ul>
	<b>Reservations / Concerns</b>
	<ul style="list-style-type: none"> <li>6 concerned for transport for Netheravon patients</li> <li>1 that Netheravon patients received other support (in addition to transport)</li> <li>5 that transport issues are addressed</li> <li>3 that there would be increased pressure on Durrington</li> <li>9 that there should be increased appointment slots</li> <li>2 that services to Netheravon should not be lowered</li> <li>1 that there would be repeat prescription delivery</li> <li>3 that Netheravon has increased home visits</li> <li>7 that some sessions are held at Netheravon</li> </ul>
13	<p><b>Did not agree</b> with the closure of Netheravon</p> <ul style="list-style-type: none"> <li>3 because of increased pressure on Durrington</li> <li>1 because felt should see GP of choice in place of choice/residence</li> <li>1 felt the new build should go ahead</li> </ul>
	<b>Concerns</b>
	<ul style="list-style-type: none"> <li>6 about transport for Netheravon patients (availability, time, cost)</li> <li>2 about taxi costs</li> <li>2 because of erosion to rural community life</li> <li>2 because of pressure on appointments</li> </ul>

	2 expected an increase in appointment slots if it goes ahead 1 difficulties of emergency appointments for Netheravon residents
9	<b>Expressed no objection to closure</b> 1 so long as there were adequate appointments for all 1 so long as there was adequate car parking 1 so long as it was easy to get through on phone 1 so long as home visits are available
36	<b>Neither agreed nor disagreed</b> 1 felt the building was poor 3 wanted the new build to go ahead
	<b>Concerns</b>
	2 concerned for practice staff 10 concerned about enough appointment slots to meet demand 2 wanted opening hours extended 1 concerned about parking provision at Durrington 2 wanted flexibility in appointments to fit in with transport from Netheravon 3 felt it would put great pressure on Durrington 15 concerned about transport for people of Netheravon 1 about transport costs 1 concerned for loss of local amenity / erosion to village life 2 concerned for the disabled of Netheravon 4 for the frail elderly 1 wanted repeat prescription delivery 4 wanted Netheravon people to access home visits

### Netheravon

5	<b>People expressed satisfaction with GP practice</b>
11	<b>Agreed with closure</b> 3 because of costs 1 because the building was unsuitable 1 because only a reduced service could be offered 2 felt access to modern facilities more important than locality 1 felt a surgery should be central to all 3, replacing them all
	<b>Concerns / reservations</b>
	1 that more appointments should be available at the other 2 sites 1 that repeat prescriptions are delivered 1 that there would be increased emergency call outs
111	<b>Did not agree with closing the surgery</b> 19 felt the new build should go ahead 3 did not make any other comments
	<b>Concerns</b>
	37 expressed concerns for elderly / children having to use public transport 20 said they would have to use public transport for themselves or someone for whom they were a carer

	<p>1 asked for transport to be provided  5 were concerned over transport costs  1 over logistics  3 loss of dispensing  15 were concerned about the affect on community / village life  1 that the village was expanding and need would increase  8 for environmental reasons  1 over home visits  5 over loss of convenience</p>
8	<p>People identified themselves or someone for whom they were the carer as <b>vulnerable</b>; i.e. house or wheelchair bound, unable to get out and about, fearful about needing a GP in an emergency</p>
3	<p><b>People said they had no objection to closure</b>  1 concerned Durrington would suffer increased pressure  1 so long as repeat prescriptions are delivered</p>
16	<p><b>People neither agreed nor disagreed</b>  2 stating that the building was not fit for purpose</p>
	<p><b>Concerns</b></p>
	<p>1 over availability of appointments  5 over loss to community life  2 would like some form of service available locally  9 were concerned about people having to use public transport (availability, time, cost)  3 thought transport should be provided  2 would like increased home visits to village people who need them  2 would like repeat prescription delivery  3 were concerned for the infirm  2 concerned that there would be insufficient parking at Durrington</p>
1	<p><b>Person supported outright closure</b> on an signed note but did not identify where they lived or which surgery the mainly use</p>