

Patient and Stakeholder Comments

Patients provided their name and date of birth when completing the feedback form.

Comments from Group 1

Ac denotes that the comment was included on a feedback form and Ae that it was sent by email.

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| Ac1 | Weekend access to one of these surgeries – only if there are longer opening hours to avoid going to A & E with a cut finger. |
| Ac2 | The theory of it sounds beneficial – but when the people of Haxby know how good our doctors are the possibility of getting a quick appointment will be lessened. It's often two weeks before a date can be made now. Perhaps it will make a difference if more doctors are available if one is poorly at weekends & Bank Holidays. |
| Ac3 | <p>As a former professional accountant I am aware that an important facet of any merger proposal is that it should be cost effective (ie improves income/profitability), and at the same time offers improved services to the client (ie patient).</p> <p>I am not certain how relevant your example of extended services relating to the provision of vasectomy services is in reality. Think about it... Obviously this service does not apply to your female patients, and considering the age profiles of your remaining male patients, I wonder what effect this suggestion will have on income or profitability. However, I am sure you will have done your sums...</p> <p>I wonder too who took the lead in proposing this merger – was it the partner in the Poppleton practice, or those in the Haxby practice?</p> <p>Inevitably, merger will result in change, which we may be forced to accept in these changing times. (In short, I doubt whether my comments are likely to have any effect on the final decision you will make.)</p> <p>This is my view... Have the partners asked the staff their views? And what did they say?</p> <p>My interest exists largely because the result of your proposals will no doubt affect not only me but many others in the community.</p> |
| Ac4 | Will we still be able to get appointments as easily without a long wait? My parents go to Haxby/Wigginton practice and often have a long wait for available appointments. A bit concerned if that will happen here. |

Appendix 6

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| Ac5 | I hope this does not involve another change of computer systems. |
| Ac6 | This is a good move if it will enable the Doctors to spend less time on management & admin tasks. |
| Ac7 | Seems to be a sensible measure which will allow Gale Farm's patients to get good personal contact with GPs & other surgery medical staff with minor treatment specialisations necessary for world class primary health care. Also pleased to hear we will benefit from contact with the next generation of NHS staff. |
| Ac8 | Excellent meeting last Saturday 11 th . |
| Ac9 | Please ensure it remains a local surgery! I would not like to have to go to Haxby for routine appointments, I am very happy with the service we get at the moment and hopefully those standards will be upheld after the merger. |
| Ac10 | Thank you for thorough presentation. |
| Ac11 | Thank you for a clear account of the situation. |
| Ac12 | Lots of suggestions after Open Mornings – from patients. Will email Dr Daniel. |
| Ac13 | I have great respect for Gale Farm Surgery. I have always had excellent treatment for many years. |
| Ac14 | Although I agree in principle I do hope that things won't change as I am very happy with the treatment I get from the practice. |
| Ac15 | Hope it will not make it more difficult to get an appointment. |
| Ac16 | With reference to the standard letter sent to patients following blood tests, etc at the hospital, the wording can be quite alarming especially when received on a Saturday or when the surgery is closed. Weekends are spent in a state of anxiety which often is unnecessary. |
| Ac17 | Provided Old Forge Surgery is not compromised. |
| Ac18 | I think it would be a good idea for the Poppleton Surgery to be open Thursday afternoons for patients to be able to see a Doctor/Practice Nurse & to be able to make an appointment & collect prescriptions. I have always received very good care over the years for which I am thankful & hope that following the merger it will continue. |
| Ac19 | I have some concern that if travel is required to visit other surgeries, it could be difficult for older patients to visit. |
| Ac20 | The surgery at Gale Farm is looking rather tired and scruffy. A full refurbishment is needed. |
| Ac21 | I hope the merger does not change anything at the Old Forge. Small is often better than big. I have always been happy with every aspect of our doctors surgery so far. |
| Ac22 | In 2014 I have been disappointed that I have been unable to make not urgent appointment within one week. |
| Ac23 | I was initially in favour of keeping our 2 practices as they are, but Dr |

Appendix 6

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| | Kimberley's presentation was very compelling & I suppose large practices are the way forward. So, somewhat reluctantly, I agree. |
| Ac24 | PS. With the proviso, that long standing relationships between existing GPs and patients isn't endangered. |
| Ac25 | Now there are so many patients, it seems a good idea to have more staff. |
| Ac26 | Merging would be a positive move and people who left Acomb could still use same GP at Haxby Rd. |
| Ac27 | <ol style="list-style-type: none"> 1. There are always online appointments in plenty for Gale Farm but not Poppleton. Could more slots be available? 2. Would it be possible to have a Saturday morning service at Poppleton instead of always at Acomb? Alternate Saturdays perhaps? 3. Is there any plans to have appointments on Thursday pm when the merger takes place? |
| Ac28 | It is more important to me to a) have continuity of care from 1 Dr and b) be able to get an apt. urgently. The demise of Monkgate is tragic meaning patients queueing in A & E for ages feeling very unwell. |
| Ac29 | My only concern is that all my appointments would always stay at Gale Farm (Acomb) and even in an emergency I would not have to get over to Haxby, otherwise the merger of both practices can only be a good thing. |
| Ac30 | *Special thanks to Dr Kimberley for the excellent and informative meeting open to all patients last Saturday 11 th October. Clearly Gale Farm doctors and staff can be trusted to make the right decisions re the future of this outstanding Practice. |
| Ac31 | I agree particularly so, as it may lead to more specialization. |
| Ac32 | During my years with the practice I have received excellent care and the friendly staff have always been helpful. If this is good for the future of the practice then I am happy to support the merger. |
| Ac33 | I was very impressed with the presentation given by Dr Daniel Kimberling. For me this dealt very fully with all of the issues. Thank you. |
| Ac34 | <ol style="list-style-type: none"> 1) More appointments available at Old Forge Surgery needed. When you go to book on the internet there are always appointments available at Gale Farm but only a long time ahead at Poppleton. 2) It would be good if there was a surgery Thursday afternoons at Poppleton. 3) Saturday morning surgeries – please could some be at Poppleton. |
| Ac35 | Would like to see a doctor NOT a TEAM OF DOCTORS |
| Ac36 | It is very important that the first point of contact is maintained i.e the very good reception / telephone system which has always been in place at Gale Farm Surgery. |
| Ac37 | Your practice and staff are already excellent so merging to improve it further is wonderful. My GP Lorna Cawkwell is excellent, she gives 100%. |

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| Ac38 | Thank you for holding the Open Morning on 11 th October. |
| Ae1 | <p>The quoted reasons for the proposed linking of the practices are noted and, whilst some sound generalised in nature, it is difficult to find any reason for contrary argument. In the final analysis the key requirements for all patients are, surely:</p> <ul style="list-style-type: none"> a) Convenient physical access to surgery premises and facilities b) Ready availability of a doctor/nurse consultations within a “reasonable” timescale. c) Every possible opportunity for such consultations to be with the practitioner of choice – continuity being so valued. <p>Proposed mergers of any organisation can sometimes result in a lessening of quality of service, from the “Customer’s” point of view. This can be frustrating enough in other fields of activity but when health is at issue, the vulnerability of the customer becomes critical. So long as the perceived, and actual, experience of patients “tick those boxes”, I see no reasonable argument for disagreeing with the proposals – though I would say that the present service at Poppleton has served us well for 40+ years.</p> |
| Ae2 | <p>I agree with your proposals. I can see the benefits but I am against funding an expensive glossy magazine like the Haxby depot have.</p> <p>The talk by Dr Kimberley was excellent. The majority of moans and worries came from elderly ladies from the Poppleton area. They could use a bus when travelling to the Acomb branch.</p> <p>The numbers at the two presentations obviously over whelmed you and there was no chance of tea, coffee and biscuits for most people, but hardly a killing matter!</p> <p>I hope you will keep us informed as to how the merger is progressing, I hope you achieve your aims. My wife, xxxxx, is very keen not to lose access to her doctor.</p> |

Comments from Group 2

Dc denotes that the comment was included on a feedback form and De that it was sent by email.

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| Dc1 | From experience Bigger is very rarely better, especially from a patients point of view. To see the <u>same</u> Doctor who knows the patient’s problems is ideal. This practice has 8 doctors already. Do we need more. No |
| Dc2 | I think we have a nice surgery as it is, <u>as small is better</u> than Big and we do not know any from Haxby also it will be difficult to make an appointment. |
| Dc3 | Having confidence and safe experience with the present arrangement, I |

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| | believe the feeling of well-being and personal assurance in care would be lost in a much larger, sterile and detached situation due to the pure size of the proposed changes. |
| Dc4 | Why change something that works well. There is no such thing as a merger – one organisation swallows up the other. You have opened Pandora’s Box! |
| Dc5 | What patients require is the opportunity of seeing a doctor sooner. What is needed are longer opening hours and more doctors available locally – not in Haxby or Hull. The proposals do not go anyway to solving these problems. |
| Dc6 | We already receive first class service from the professionals and staff in Poppleton. Keep it small. |
| Dc7 | We have a good set up as it is. There may be underlying benefits for people other than the patients, which are not explained. |
| Dc8 | <p>I can see the proposals are broadly “where things are going” in healthcare, but am not convinced it’s right for Poppleton at this stage. A few additional points over page:-</p> <ul style="list-style-type: none"> • Access to appointments <ul style="list-style-type: none"> - Needs to be equal opportunity for all 24 hr email access vs less than 12 hrs telephone access (and the insult to say avoid 8 – 10 am) - The issue of missed appointments – I strongly suggest that this is made worse by the “easier access” to appointments via electronic media – the demographic mostly using this are less aware of the need of timeliness. - No mention of wasted patient time. I have had experience of my time being wasted by appointments running late (minor issues but needs to be recognised) • Expanding corporate nature of “new grouping” <ul style="list-style-type: none"> - Big & corporate is not necessarily better – yet it will give wider possibilities, but small & local is sometimes better - Risk of future expansion can mean that smaller outliers (like Popp) drop off the end. |
| Dc9 | I have nothing but praise for the many years I have been a patient at the Old Forge Surgery, under the care of Dr Claire Anderton, with her peerless professionalism and kindness, the nurses too, and the receptionists always doing their best with cheerfulness in an extremely difficult job. I cannot think that anything for the patient will be improved with this merger – quite the contrary. Nimby perhaps, but please don’t change. |
| De1 | I strongly disagree with this proposal. I have several friends and colleagues who are with this group of practices at different surgeries. They all have the same problems. Not being able to get an appointment, never being able to see the same doctors and not a very good service, not one of them has good things to say about the group. I feel that Old Forge and Gale Farm |

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| | <p>Surgeries at present are very friendly, you can get an appointment when you need one and you do not feel like a number. Nothing is too much trouble and you are not made to feel a bother whatever the problem, be it large or small. The service has always been excellent since it was setup years ago and benefits from its size.</p> <p>I feel these proposals are a giant step in the wrong direction.</p> |
| De2 | <p>I feel the merger will take away the personal aspect we enjoy at the Old Forge surgery. It takes time to get to know the doctor's.</p> <p>Patient Care Why do we need 30 experienced doctors when the ones we have are perfectly adequate?</p> <p>Extending Services How many people will need access to vasectomy procedures at Acomb!</p> <p>Improving Quality We have excellent quality of doctors already</p> <p>Training Excellence Cant they go on courses anyway? The old saying – if it ain't broke don't fix it, may well be worth considering</p> |

Comments from Group 3

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| N1 | <p>The letter outlining the proposed merger of the practice set out four main reasons, which are couched in aspirational rather than concrete terms. In this regard, there is nothing in them with which any patient could disagree. The prime interest of any patient, however, is to ask "How will these proposals affect me in routine contact with my local practice & GP panel in terms of access, appointments, etc?" There is no specific reference to this fundamental aspect in the letter, although one assumes a panel of "GPs" remain at Acomb/Poppleton and current arrangements will continue. The existing partner of both practices must have identified potential economies of scale from the merger, but, other than a wider core of knowledge among GPs, these are not identified.</p> <p>The NHS is perpetually short of funds so one wonders if this merger will produce savings which can be applied elsewhere, eg will the merged practices have just one practice manager? If there are savings to be made, or new sources of funds becoming accessible, it may be interesting to know what they are and where they may be applied other than in making vasectomies available.</p> <p>Hence, it is difficult to express agreement or disagreement with the proposals set out in the letter. This response is not intended to be negative; there is not enough fact on which to base a judgment.</p> |
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| <p>N2</p> | <p>I could hardly disagree with the case you put for merger, given the advantages you list. However, there is no info about any possible direct impact on me as a patient, viz: change in surgery hours, waiting times, availability of doctor of my choice...</p> <p>If I thought the Saturday meeting would give me the info I would need to decide, I would change my plans in order to attend, but, sadly experience has made me disillusioned! I am sorry that I am unable to contribute to your consultation exercise.</p> |
| <p>N3</p> | <p>Thanks for the letter about the potential merger with the Haxby Group. My chief concern is about access. Being an Old Forge patient is pretty frustrating when we are limited to the opening hours of the Old Forge surgery – especially when Thursday afternoon is my only regular time off work, and guess what, that’s when Old Forge is closed...</p> <p>Will any merger mean that we have access to a range of surgeries across the city at times that suit us? I hope so.</p> |
| <p>N4a & 4b</p> | <p>In response to your recent circular, we would like to make the following points and comments:</p> <p>We think your present arrangements for booking appointments and for ordering repeat prescriptions are very satisfactory. We have heard stories about other practices in the area which tell of far less satisfaction particularly where booking appointments are concerned. Our worry about your proposal is that in time your arrangements may deteriorate.</p> <p>Our questions about the proposal are as follows:</p> <ol style="list-style-type: none"> 1. Given the six of the Haxby Group, is this not a takeover rather than a merger? 2. What would be the name of the merged group? 3. What would be the structure and level of involvement of Gale Farm partners in the management of the group, and therefore the level of Gale Farm influence in setting the group strategies? Essentially, who will decide how Gale Farm is run? 4. What is the motivation for Gale Farm to join in this group arrangement? 5. If Gale Farm decided against this arrangement how would this affect the surgery in a detrimental way? 6. How will this arrangement improve the services provided to Gale Farm patients? 7. The care you take in deciding the doctors, nurses and other staff for the surgery, not just in terms of calibre and professionalism but also in attitude and approachability is clear to all. How can we be sure that this will apply in a greatly enlarged organisation? |

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| | We hope that the points raised above will assist in your deliberations and make you aware of at least two person's concerns on this whole matter. |
| N5 | Undecided as from industrial management experience not always "LARGER IS BETTER". Unfortunately need to be in Scotland on Saturday 11/10/14 ref meeting. I have already thro 'PATIENT CARE' queried Haxby advising patients to go private to a clinic in which they had a financial interest. An email was read to me explaining mistakes made but a complex situation poorly reported by the media! The above points in "MY VIEW" seem excellent: Would a merger give more influence over YORK HOSPITAL? Presumably there are financial gains for practice partners/doctors in a merged entity? |
| N6 | Having been with this practice since 1964 I do not agree or disagree, until I have a promise our surgery will stay where it is (rumour says not) and we retain our doctors who know us & we know them. We need a lot more information before we can make a decision. Hopefully it will be forthcoming. |
| N7 | So far nor persuaded – see below. What are cost & practical staffing/rota implications? Patient care – can only see 1 dr at a time & will only access to existing team. Services – need more info. Vasectomy not best example. Quality/training – how exactly |
| N8 | Not sure how in practice this would work at the moment it is difficult to have flexibility between Gale Farm & Poppleton Surgeries. If the merger results in <u>shorter</u> lead times to see a doctor then I am in favour. If not from a patients view I cannot see the advantage. Also can the number of no shows be addressed (I know this has nothing to do with the merger but is a waste when people cannot be bothered to cancel.) |
| N9 | I neither agree nor disagree, but when and however we make appointments, please could you make it clear at <u>which</u> surgery the appointment is! Thanks. |
| N10 | On the basis of the above information we agree more than disagree with the proposals, however it is difficult to fully agree without practical experience of the new arrangements. |
| N11 | Undecided. |
| N12 | We wouldn't see the Doctor we want to see. Why not open all day like other doctors? Set up someone to pick the phone up. When we ring over half an hour ringing to get someone to pick the phone up. Job Center would let you have someone to pick the phone up. |
| N13 | 1) Need for direct contact telephone system to the Surgery, as at present, NOT via a centralized switchboard or via Haxby. 2) Availability of present team of doctors / nurses based at Gale Farm NOT a huge team over the whole area. |

Stakeholder Comments

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| S1 | <p>... very interesting reading; as it is not in my SRCGG area I do not have any comments other than to say I think it will be good use of resources for the two surgeries to merge and they continue to keep both surgeries open...</p> <p>Govenor, York Foundation Trust</p> |
| S2 | <p>I would like to take the opportunity to support the proposed merger of Gale Farm Surgery with Haxby Group Practice and do so from a personal perspective, I'm a patient of Haxby Group Practice, and professionally, as a senior officer of York Foundation Trust.</p> <p>Our organization supports the broader amalgamation of practices into larger more influential groups who we look forward to working with in the future to the benefit of the local health economy.</p> <p>Mike Proctor, Deputy Chief Executive, York Foundation Trust</p> |