

Shirland Medical: Relocation Survey Results, Queries and Answers

Dear Patients, Families and Services users of Shirland Road Medical Centre,

The relocation consultation ran in August and September 2020. We are grateful to everyone who responded. In total we had 504 responses. 480 were electronic responses and 28 paper responses.

Please see answers to queries and feedback as well as the results summary below. We are pleased to see that an overwhelming majority support our plans to relocate from 321 Shirland Road to Queens Park Health Centre. We are aiming to move in Late 2020/Early 2021 pending completion of improvement works to the new premises. 91% of respondents liked the proposed new name "Shirland Medical".

Concerns raised in the feedback:

1. Don't Move/Please stay in the current location
 - a. Regretfully we cannot. The current building risks not meeting future standards for healthcare premises. Refurbishment and renovation is impossible as it would be technically and practically challenging, no funding available and it would require running a full set of services at a busy General Practice whilst builders and workmen create noise and disruption. This would not meet the standards for safe & effective healthcare.
 - b. The property owners have indicated that they wish to sell the premises and have given notice to the GPs that they must vacate by 31st March 2021.
2. What are the advantages of moving to the new building
 - a. We remain open and nearby within the Queens Park Paddington part of Westminster.
 - b. Co-location allows for greater opportunities to collaborate with our neighbouring practices to improve the range of services available to patients.
 - c. Queens Park Health Centre is fully compliant for accessibility, infection control and statutory standards. (No more narrow corridors or stairs).
 - d. Disruption for patients and additional journey time is minimised.
 - e. Access to on site community clinics, district nurses and Integrated Care Team.
 - f. Potential for additional staff including Pharmacists, Health Care Assistants, Student Doctors and Doctors who wish to be GPs.
3. Will I still be able to see the same Doctor and other staff members?
 - a. Yes, the existing team from Shirland Road Medical Centre will be moving to the new premise. You will be able to see the same doctors; Dr Sarnicki, Dr Farrell and Dr Sanghera. Dr Garfield retired on 31st March 2020.
 - b. We are remaining a separate medical centre. Patients registered with the other GP service in the building will not be able to see us.
4. Do I need to register again to stay registered with you?
 - a. No, you will remain with us and do not need to re-register.
5. Will the opening hours remain the same?
 - a. They will remain the same.
6. Will the telephone number stay the same?
 - a. Yes. We will also be able to upgrade our telephone service to offer more features.

7. It is further away from me
 - a. Regretfully it will be a slightly further away for some of our patients, for others' it is nearer.
 - b. Queens Park Health Centre is the closest available building.
 - c. We now offer increased telephone and video consultation options to reduce the need to attend the surgery in person.
8. Is there space in the new building? Will this cause problems in the waiting area?
 - a. There are several unused clinical rooms on the ground floor and rooms for administration on the 1st floor which we will be using.
 - b. The waiting room is being expanded to increase the availability of seating and space.
 - c. The increase in telephone and video consultations will reduce the number of people needing to attend the surgery in person.
9. What new services will the new building allow you to offer?
 - a. The additional space will allow us to increase the range of staff available. We plan to become a training practice which will allow us the opportunity to host additional doctors who hope to become GPs as well as student doctors. This will increase appointment availability for you.
 - b. Some of you will have already spoken to our new pharmacist Sura Abdula who reviews medications and prescriptions. The extra space will allow us to increase the number of days that she or another pharmacist is available. This will free up time with the doctors for you.
10. Is there parking available?
 - a. Similar availability to the current location. There is metered street parking (available on Dart Street, Marne Street and Third Avenue).
 - b. There are disabled spaces outside the entrance.

Other Feedback Comments:

1. *This move would not affect me in any way.*
2. *It seems like there are a lot of benefits from moving.*
3. *Makes sense. I can't see any issues with it moving a few minutes down the road.*
4. *I think the modern purpose-built location will be a great improvement for staff as well as patients.*
5. *I believe it will be better, especially mobility wise. I have always found it hard to walk up the stairs.*
6. *It's a bit sad that it has to be relocated because myself and my family really like that surgery and it's a lovely team .*
7. *It sounds like the best solution to me.*
8. *It's an upgrade.*
9. *Seeing you have been given notice to leave the premises there is no other way.*
10. *Thank you for including your patients in your decision!*

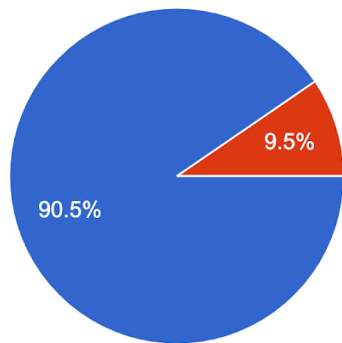
Demographics of Respondents.

- 65.5% were female, 32.7% were male and 1.8% preferred not to say
- 24.3% were Black Caribbean, 24.3% were White British, 16.9% were Other White Background, 6.4% Preferred Not To Say, 4.3% were White Irish, 3.9% were Black African, 2.7% were Other Mixed Ethnic Background, 2.3% were Other Asian Background, 2.3% were Indian, <2% were from each other ethnic background option
- 62% identified as Christian, 12.7% Prefer Not To Say, 12.5% No Religion, 7% Islam, 1.7% Hinduism, 1.3% Buddhism <0.5% identified with the other options.
- 57% lived in W9, 27% in W10, 8% in NW10, 5% in NW8, and 3% in other Postcode areas.

Summary of Survey Results:

1. Do you support the proposal to relocate to Queens Park Health Centre?

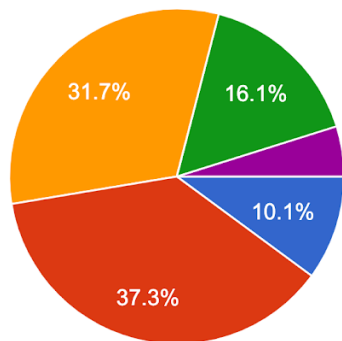
493 responses



- Yes- I would like to continue my healthcare with the Shirland Road Medical Centre Team in the new location
- No- I would prefer Shirland Road Medical Centre to close on 31st March 2021 and to be allocated to a different GP Service.

3. How often do you use any Shirland Road Medical Centre Services?

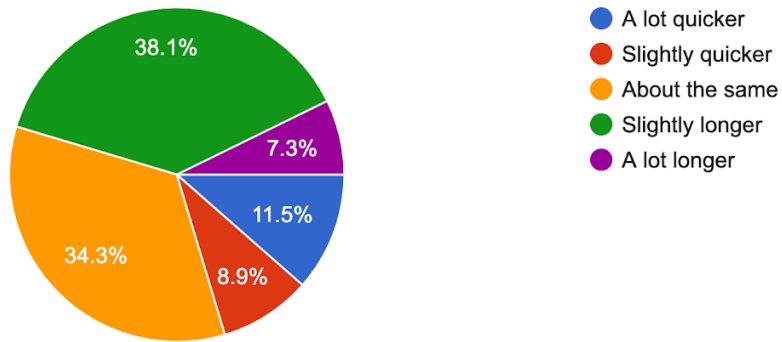
496 responses



- More than once per month
- Every 1- 3 months
- Every 4-6 months
- About once per year
- Less than once per year

4. How long will it take you to get to Queens Park Health Centre (Dart Street) compared to Shirland Road Medical Centre (321 Shirland Road)?

496 responses



5. If we move to Queens Park Health Centre, will you use the same transport method you use to see us now? (e.g. walking, cycling, public transport, driving)

492 responses



7. If the practice did move, you would continue to be registered with us or you could choose to register with a different GP practice. Do you think ...e this practice or move to an alternative practice?

494 responses

