

**Bolton CVS**



# GP Out of Hours

*Engagement*

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## What did we Engage About

The proposed relocation of the GP Out of Hours Service from Water's Meeting House to The Royal Bolton Hospital

## How did we Engage

We co-ordinated and publicised (via outreach, e – shot and social media) a meeting at The Hub during which tThe CCG's Engagement Officer presented the proposals and asked participants to discuss their views.

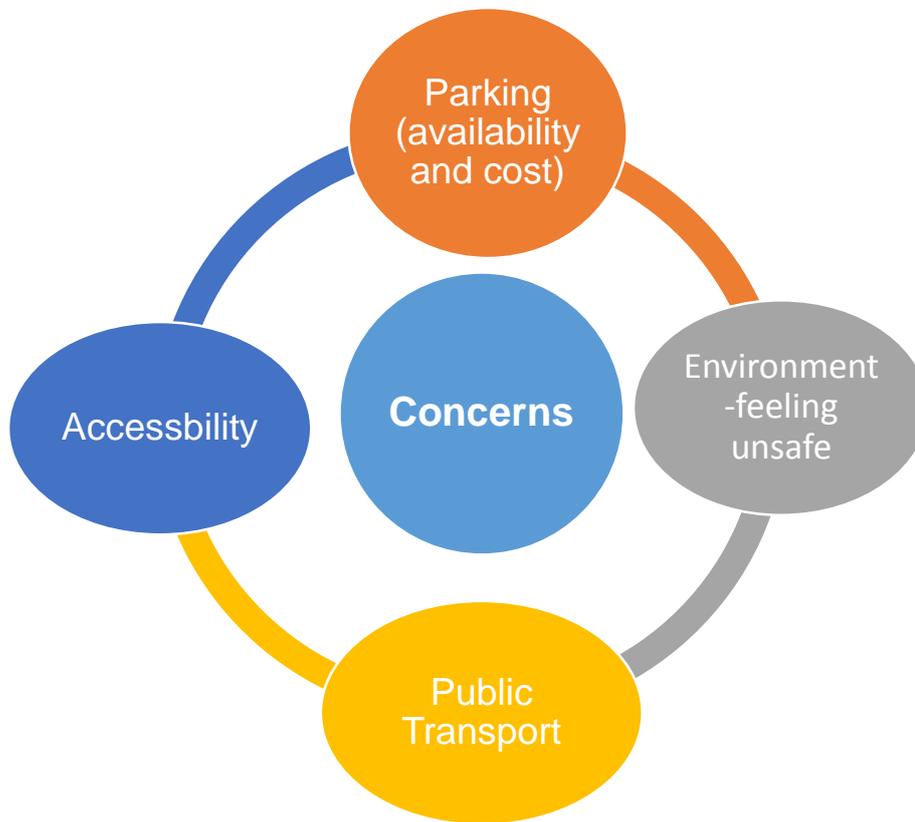
In addition to the Hub meeting we visited four groups to facilitate a discussion around the relocation.

## Concerns

- I feel more comfortable at Waters meeting then Bolton Hospital. At Hospital I feel depressed.
- Are the receptionists at A&E medically qualified enough to make the decision of where a patient is triaged to (A&E or GPOOH)?
- Prescriptions which are issued and obtained at A&E/GPOOH have no link up with the usual pharmacy where electronic records are held ,held, there is no link up either with the GP.
- People feel safer and more comfortable at Waters Meeting Health Centre than at the Bolton Hospital site.
- There is a shorter waiting time at Waters Meeting Health Centre as it is not as busy as A&E. It will be busier at hospital site.
- Frightening surroundings at Bolton Hospital for old or disabled people.
- All GPOOH services have been closed across Bolton in the past few years – Landmark House, Halliwell Road and Lever Chambers.
- It Wouldwould be intimidating for an elderly person with mental health issues to go to Farnworth site.
- As a person with autism I would find the busier environment of the hospital very distressing. I feel safer at Waters Meeting Health Centre.
- I feel that I will have to wait longer at the hospital as it will need to cover a larger area.

## Concerns regarding Re tTransport and /Parking

- Cost of parking at Bolton Hospital site.
- Risk of transfer time from current GPOOH site to hospital in an emergency.
- Bus service to Waters Meeting Health Centre is very irregular and buses don't drive onto the site and only go as far as Blackburn Road which makes it difficult for those with mobility issues.
- Infrequent public transport to current GPOOH – would this be improved if moved to Bolton Hospital?
- Costs of taxi fares to Bolton Hospital and back would be a concern.
- Cost of parking and difficulty finding a space.
- Better signage at hospital car park is needed.
- Parking Will will be big issue at Bolton hospital side.
- Parking is very expensive at hospital and it should be charged on hourly rate.
- It will create more traffic and will be difficult for Ambulances in emergency situations.
- Difficult to find parking space at Bolton hospital as car parks are always full so there is risk of not reaching on appointment on time. I don't feel comfortable in Hospital environment. I would prefer services in local community.
- It will increase congestion at busy times for example visiting times
- It costs £7.50 in a taxi from Hall i' th' Wood to Bolton Hospital - £15.00 return journey. If it is a large family, they would need to book a larger people carrier which costs £15.00 each way.
- Taxi drivers might be unwilling to transport anyone who is visibly sick.
- You used to be able to pay £1.00 for an hour but now its £3.00 no matter how long you stay.
- More than one visit to GPOOH is sometimes needed over a weekend as the doctor will tell you to return if symptoms get worse. Again this would incur more cost.
- It would be better at Royal Bolton Hospital site but pParking is big problem at the moment and it will make it worse.



## Suggestions around transport/parking

- Would a transport link up between existing services not be more useful? A shuttle bus fitted with first aid equipment could be used.
- Could parking charges at the Bolton Hospital be implemented on a sliding scale depending how long you are there? The current option of paying £3.00 regardless of whether you are staying for 20 minutes or 24 hours is very unfair.
- The day hospital at Bolton Hospital could be used as out of hours and with certain parts of the car park made free after a certain time for GPOOH patients.
- Is the hospital willing to review their parking costs?

## How Could this be made better

Most felt that Bolton One as a second GPOOH location would be fairer than the Bolton hospital site as it is central for everyone.

If moving service to Bolton Hospital it is essential that there is a second GPOOH service operated at a central location.

Could the GPOOH Hub be located outside of GPs surgeries? For example, within supermarkets.

Is there any timescale on when a decision regarding the re location will happen?

The Jason Kenny Centre would be a better place for GPOOH as it is central.

- It would be beneficial to have all services under one roof at The Bolton Hospital, however parking and transport are an issue.

## Other general comments

- More education/promotion/advertising to inform people of when and why to go to A&E.
- Pharmacies are still not being used enough despite advertising campaigns.
- Try consulting with the private sector about what advertising works.
- The NHS never seems to learn from past mistakes and failures and wastes a lot of money this way.
- Patients always wanting to see the same GP could be a generational thing.
- There is still a problem with needing to repeat medical history/medication when seeing different medical professionals.
- Hall i' th' Wood/Crompton/Tonge are very disadvantaged areas that have already had many services taken away over the years.
- This engagement is just lip service – a box ticking exercise. The decision to move the GPOOH service will have already been taken.
- Waters meeting is a purpose built building with a lot of money spent on the build. Keep the services in local community.

## Would re location ease the pressure on A & E?

- The pressure on GPOOH would be increased as A&E would be too quick to transfer patients over.
- Bolton One was intended to ease the pressure on A&E? This centre seems very under used.
- Pressure on the ambulance service and on surrounding roads and infrastructure would increase.
- Why has nothing been put in place in Crompton Health Centre? We were told when it was built that GPOOH service was going to be there.
- When you call the GP and ask for an emergency appointment they tell you to go to A&E if no appointments are available.
- If all GPs opened longer hours – evening and weekends – this would take some pressure off A&E.
- It would increase pressure at A&E on hospital staff and facilities and also on surrounding road network.

## What are the risks?

- People in need won't travel to the hospital because of cost and lack of transport at night.
- More people will be calling an ambulance when they don't really need one to avoid the cost of a taxi.
- Risk (especially to older people) of waiting until their own GP is next open rather than try to make the journey to the hospital site. This delay could be fatal.
- There is a danger of people by-passing the GP route and going straight to A&E or GPOOH, particularly if the wait to see a regular GP is very long.
- Due to cost and lack of availability of public transport people will put their health at serious risk to avoid incurring cost.
- There will be a significant increase in the pressure on GP surgeries on a Monday as people will have avoided going to the out of hours services over the weekend.

## Groups engaged with

- Dean and Derby College
- Sevaldal of Bolton
- Wonder Woman Group - Hall'ith Wood
- Quebec Hall Ladies Group - Rumworth

The following groups attended the meeting held at The Hub:

- BAND
- Central Forum
- Bolton LGBT
- Caribbean Elders Association
- Asian Elders
- Somali Community of Bolton
- Bolton CVS
- Cohens Chemist

## Demographics of those participating in the engagement

<b>Age Range</b>	<b>Number of people</b>
16 - 18	3
18 - 25	3
26 - 49	35
50 - 60	17
61 – 70	10
71+	11

<b>Gender</b>	<b>Number of people</b>
Female	80
Male	22

<b>Ethnicity</b>	<b>Number of people</b>
Asian British	64
White British	15
Pakistani	18
British African	27