

**LEIGHTON – LINSLADE
PATIENT PARTICIPATION GROUPS'
PATIENT HEALTHCARE SURVEY**

20 March 2023 – 30 April 2023

**PRESENTATION TO THE BEDFORDSHIRE, LUTON AND MILTON KEYNES
INTEGRATED CARE BOARD
13 JUNE 2023**

ORDER OF PRESENTATION

INTRODUCTION

Edith Griffith, Chair, Bassett Road Surgery PPG

SURVEY RESULTS

Patricia Michael, Bassett Road Surgery PPG

WHAT ARE THE IMPLICATIONS OF THESE SURVEY RESULTS?

Steve Owen, Bassett Road Surgery PPG

INTRODUCTION & PURPOSE

Edith Griffith

Chair, Leighton-Linslade PPG Network

Chair, Bassett Road Surgery PPG

PURPOSE

- TO PRESENT THE FINDINGS OF THE PATIENTS' SURVEY 'ACTION FOR BETTER HEALTHCARE' TO STAKEHOLDERS AND FUNDERS.
- TO INFORM AND PROGRESS A SOLUTIONS-DRIVEN PLAN FOR SIGNIFICANTLY ENHANCED PRIMARY AND SECONDARY HEALTHCARE LOCALLY.

SURVEY BACKGROUND

- Public perception of being marginalised/let-down
- CBC/Arcadis Hub assessments and SOC 2019 – confirmed issues with current provision and NEEDS in both primary and secondary local services
- GP/PCN but low Hub-priority and lack of plan for town

...SURVEY BACKGROUND

- PPG/TC appeals to Cllrs, Health & Wellbeing Board
- MP. PPG Trial Survey and Public Meetings held
- ICB Feasibility Study and assured that, 'The scoping work around further health and care services in Leighton Buzzard... will include a range of services and is not solely limited to primary care.' Felicity Cox (March 2023)

SURVEY AIMS

- **Invite and encourage a broad spread of registered patients to participate**
- **Elicit concrete evidence of patients' views of the current primary and secondary healthcare provision in Leighton-Linslade**
- **Elicit evidence of the IMPACT of the lack of sufficient GPs and wider healthcare provision on the residents of Leighton-Linslade and surrounding villages**

SURVEY OBJECTIVES

- To produce a focused, comprehensive and robust report of patients' current healthcare needs to inform discussions with key stakeholders, including responsible and funding bodies for healthcare, with a view to securing significant and permanent improvements for residents across both primary and secondary healthcare.

KEY STAKEHOLDERS

- All patients and Healthwatch
- BLMK ICB
- Central Bedfordshire Council
- Andrew Selous MP and Colleagues
- Leighton-Linslade Town Council
- Owners/Partners of BRS, LRS and SH GP surgeries
- Primary Care Network – Leighton-Linslade Health Connections

SURVEY DISTRIBUTION & PROMOTION

- **Hyperlink/QR code to survey sent electronically to patients of 3 GP surgeries**
- **Hard copies at GP surgeries/Town Council.**
- **Local newspaper/publications/newsletters, radio, social media, presentations and networking**
- **Posters with hyperlink/QR code to retailers, associations, organisations, churches plus QR code handouts.**
- **'Meet & Greet' approaches in surgeries**

LEIGHTON BUZZARD PPGs' PATIENT HEALTHCARE SURVEY

RESULTS

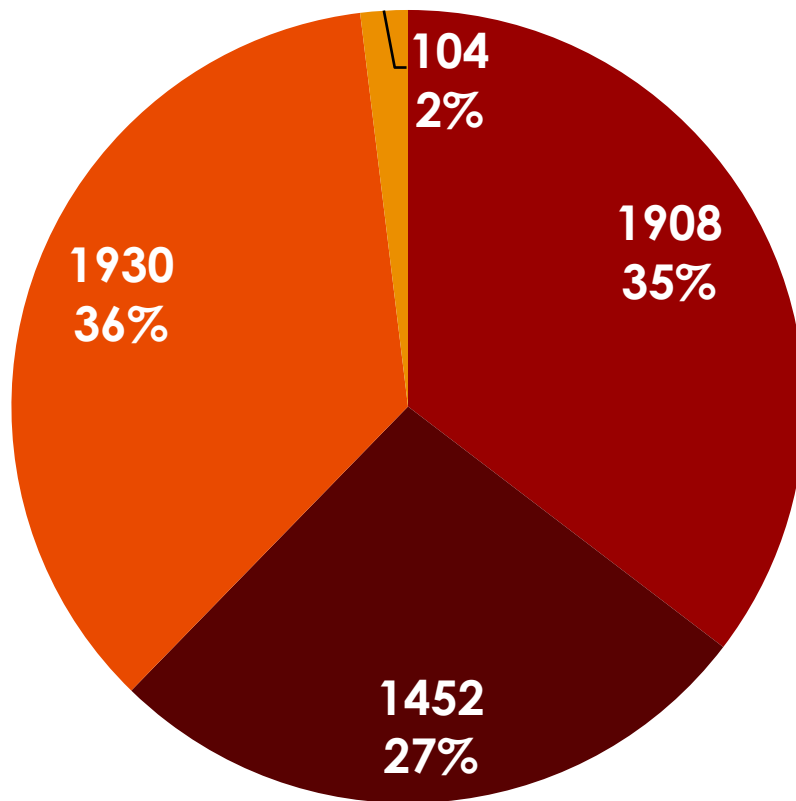
Patricia Michael

Bassett Road Surgery PPG

LEIGHTON-LINSLADE PPGS' PATIENT HEALTHCARE SURVEY

- **5393 Respondents**
 - **13.5%* of adult patients (18+ years) registered at the 3 GP surgeries in Leighton Buzzard**
-
- *78% of the population, based on ONS Population Data 2021 and BRS/SH/LRS surgeries' patient data
 - Margin of error: 1.2%

Q11. With which GP surgery are you registered?



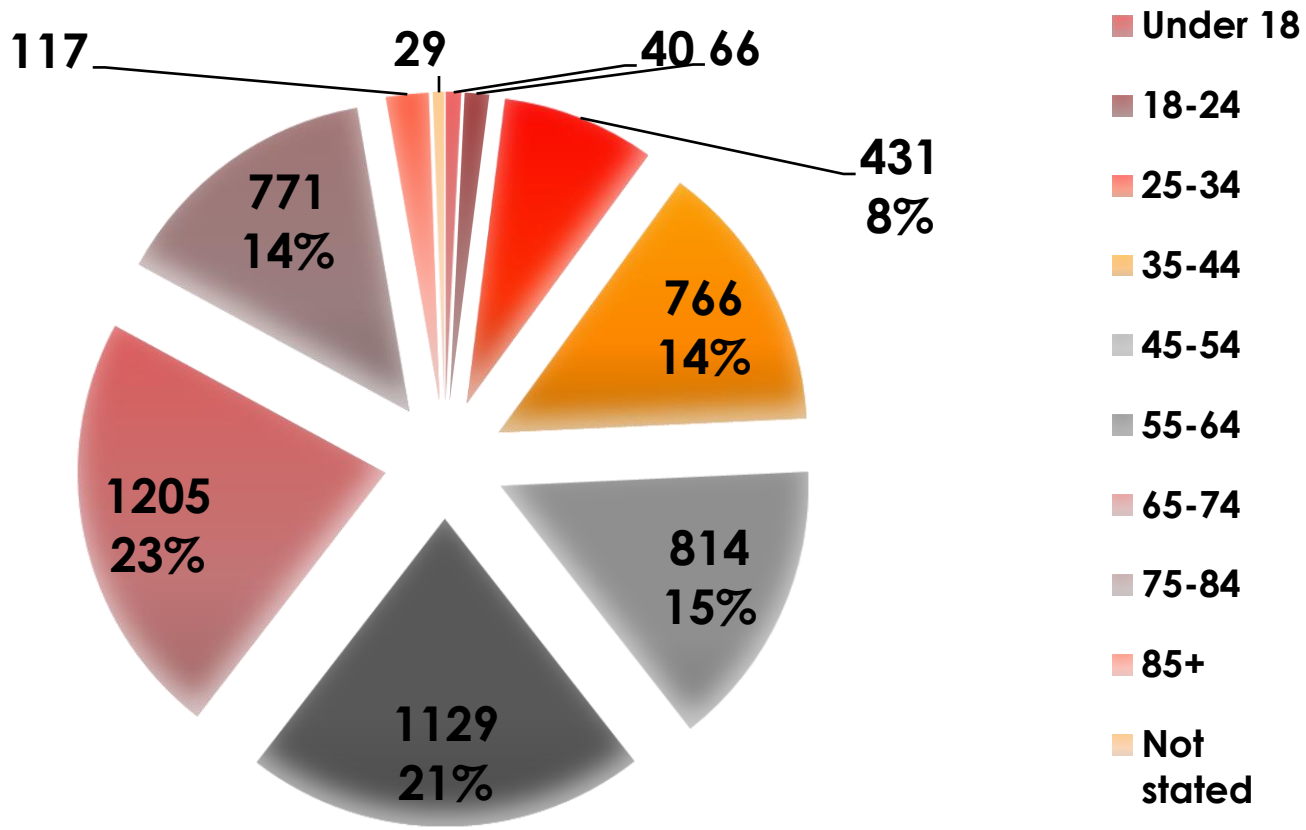
- Bassett Road
- Salisbury House
- Leighton Road
- Not stated

13

5,393

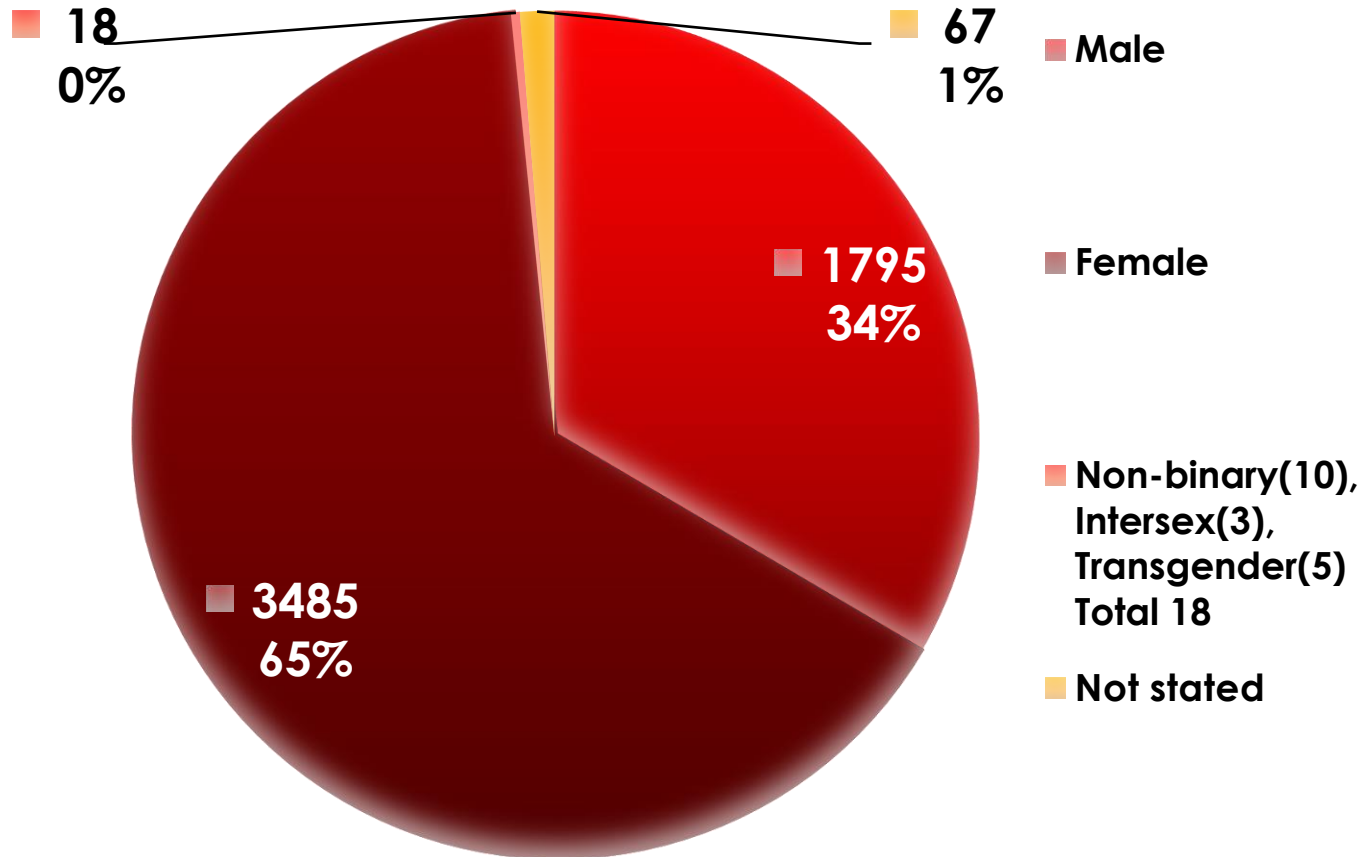
Q12.To which age group do you belong?

14



5,393

Q13. Gender?



15

5,365

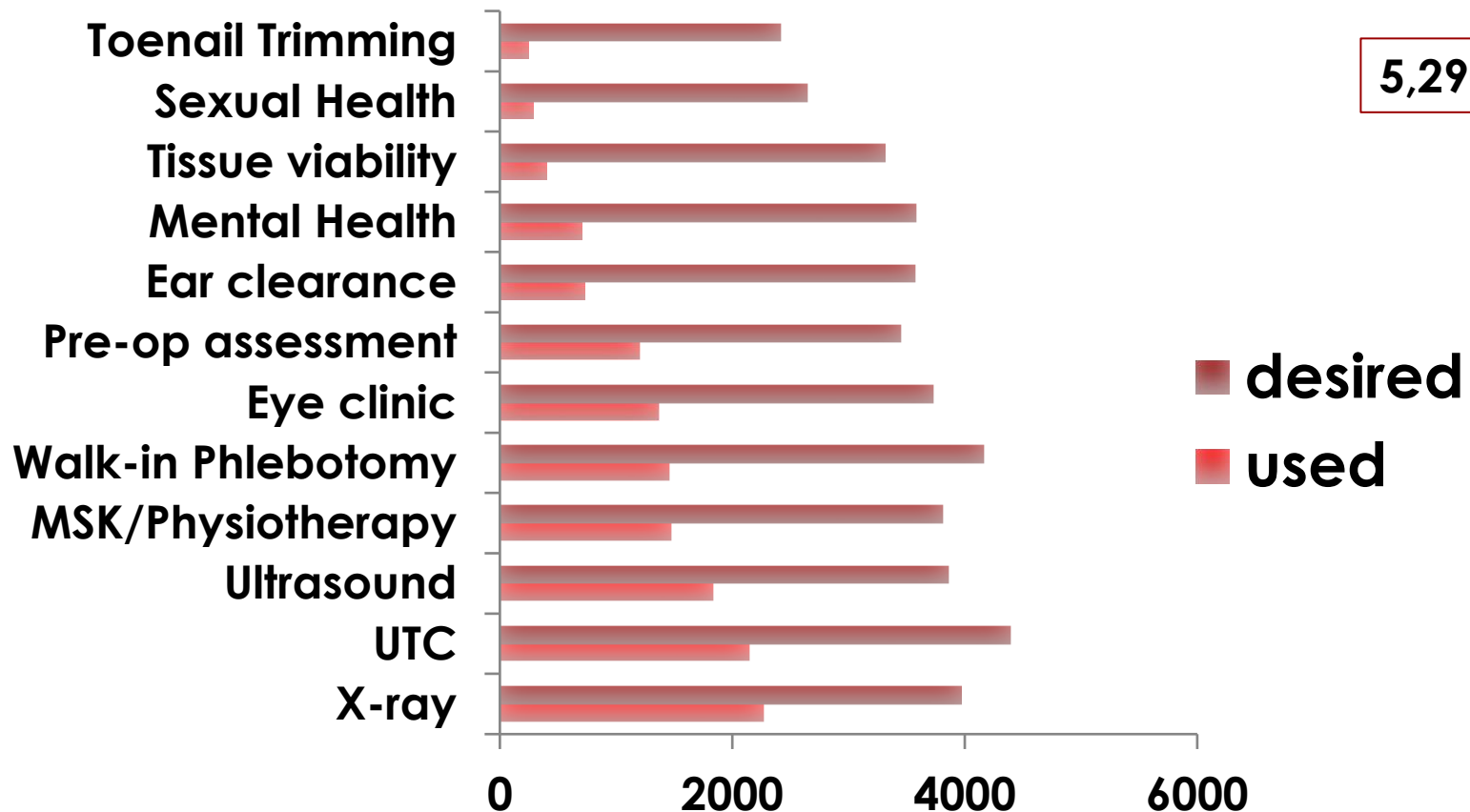
COVID-19 Effect

**SURVEY REVIEW PERIOD
2020 – MARCH/APRIL 2023**

**PANDEMIC
MARCH 2020 - APRIL 2022**

Q1. Which NHS services have you used, outside Leighton-Linslade, in the last 3 years? Which would you like to see provided locally?

5,290



Q1. Which NHS Services would you like to see provided locally? (tick all that apply)

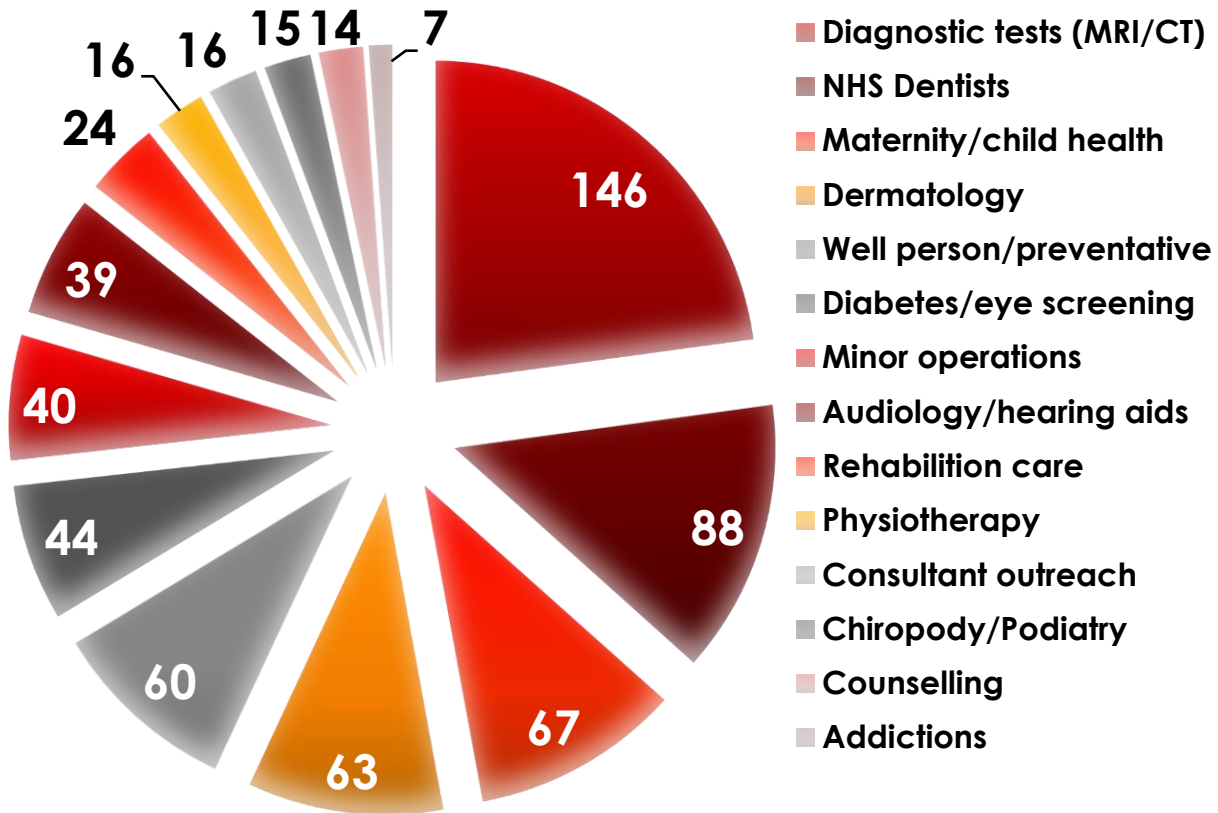
Order	NHS Service	No.*	%**
1	Urgent Treatment Centre/Minor Injuries Clinic	4,393	82.5%
2	Walk-in Phlebotomy	4,159	77%
3	X-rays	3,970	73.6%
4	Ultrasound	3,863	71.6%
5	MSK/Physiotherapy	3,806	70.6%
6	Eye clinic	3,726	69%

Order	NHS Service	No.*	%**
7	Mental Health – child & adult	3,584	66.5%
8	Ear syringing/micro-suction	3,571	66.2%
9	Pre-op assessments	3,448	63.9%
10	Tissue viability nursing/wound care/use of Doppler	3,314	61.5%
11	Sexual Health	2,641	50%
12	Toenail trimming	2,414	44.8%

* Number of respondents per service

** % of all 5393 survey respondents calling for each service

Q2. Which other healthcare services should be provided in Leighton-Linslade?*

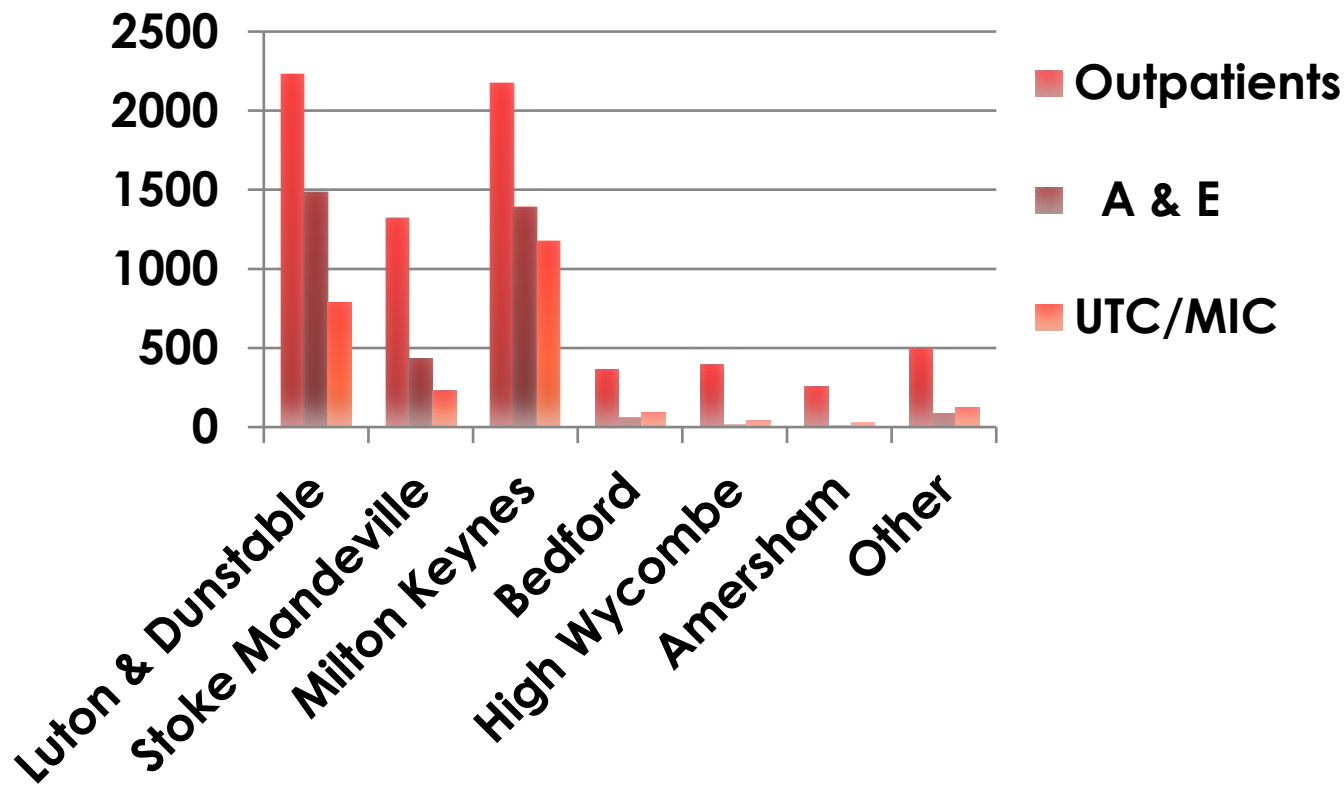


1,553

*PRIMARY MENTIONS: More GPs = 424

UTC/A&E/Minor Injuries Clinic/Walk-in/Out of hours GPs = 328

Q3. Which NHS Clinics/Walk-in Urgent Treatment Centres/Minor Injuries Clinics have you attended for the services in Q1?

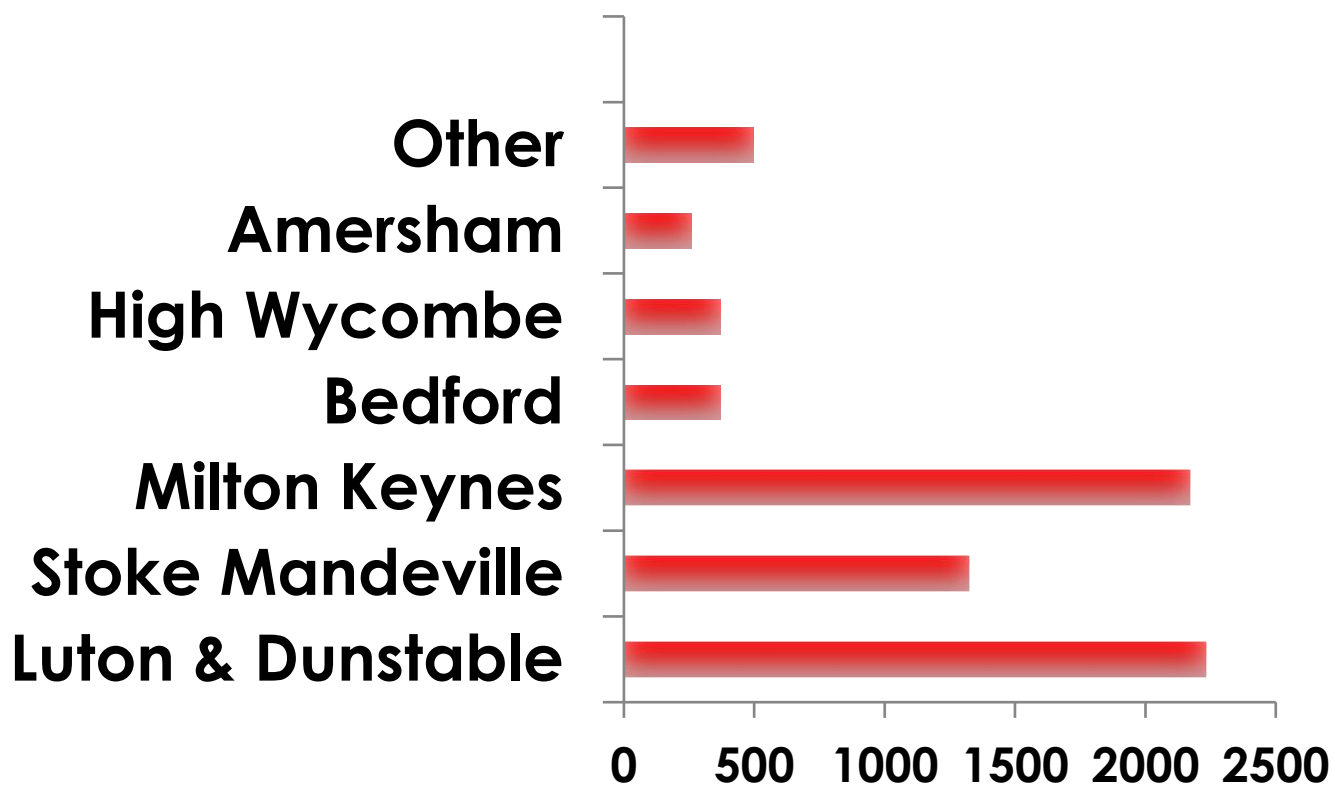


4,639

13,216
mentions

Q3a. Outpatients/Clinics attended by appointment

21



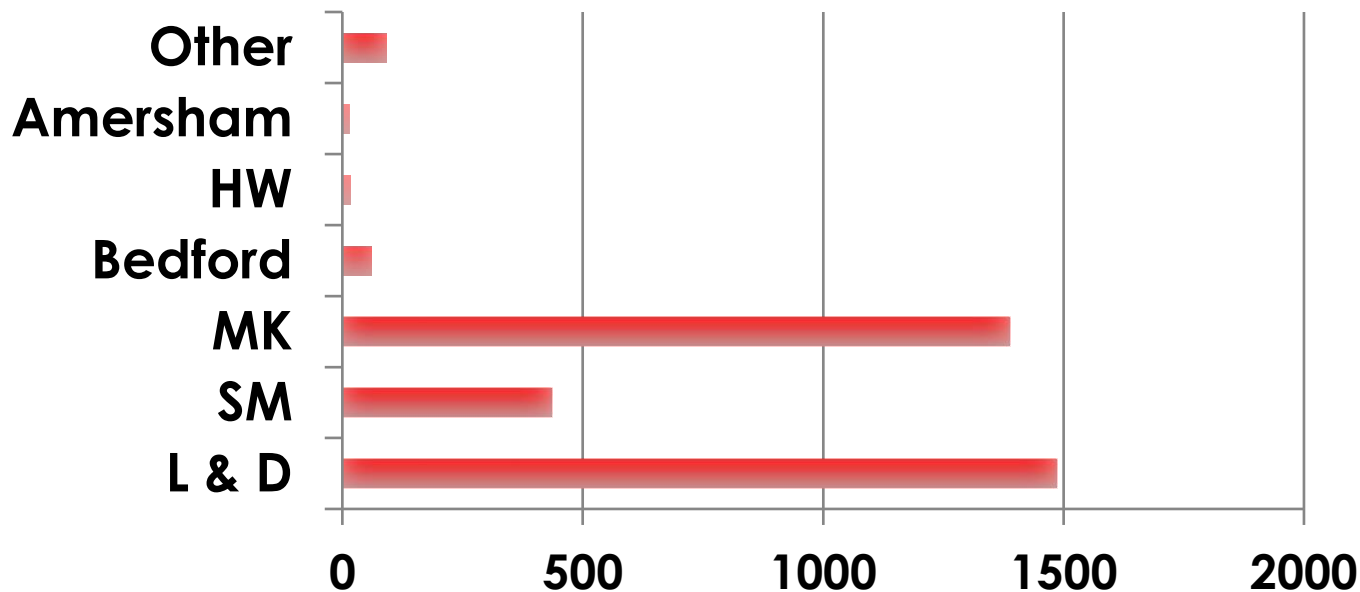
4,639

7,240
Mentions

Q3b. A & E Hospitals attended

22

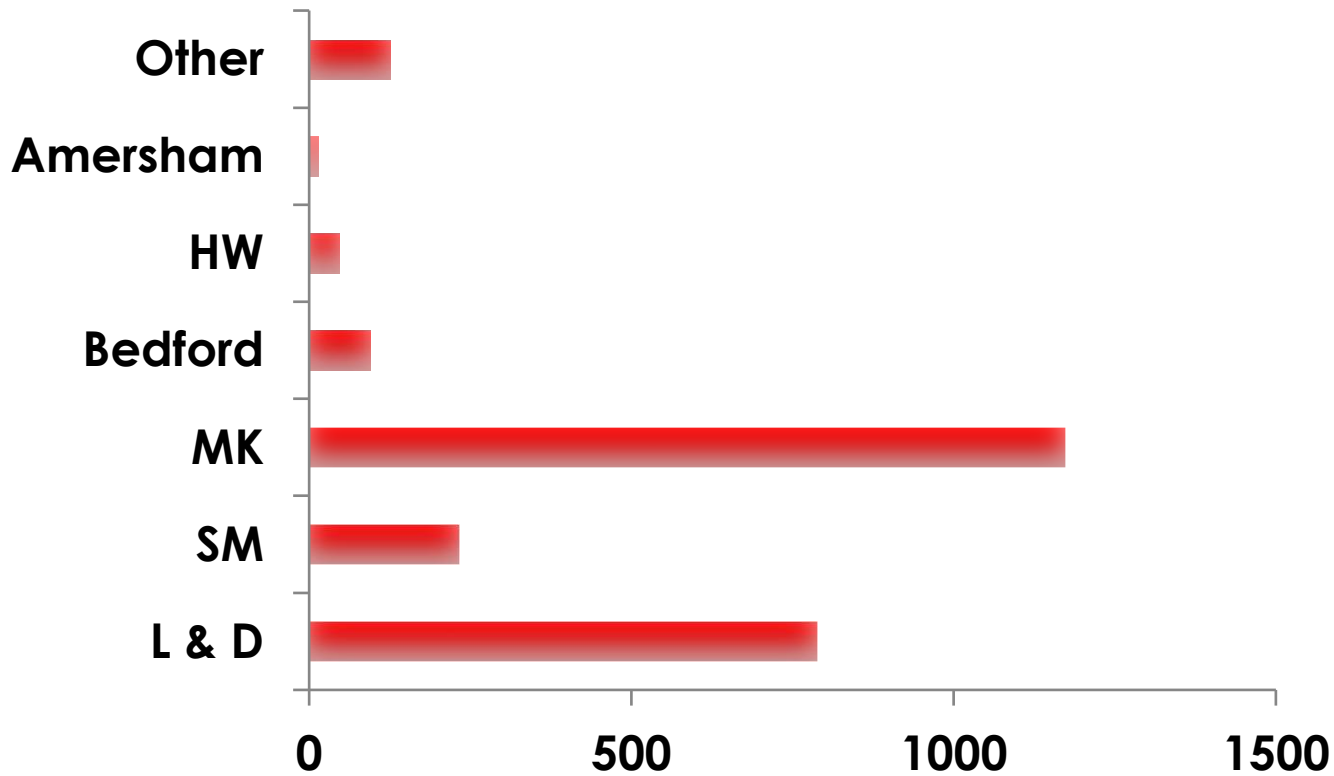
4,639



3,488
Mentions

23

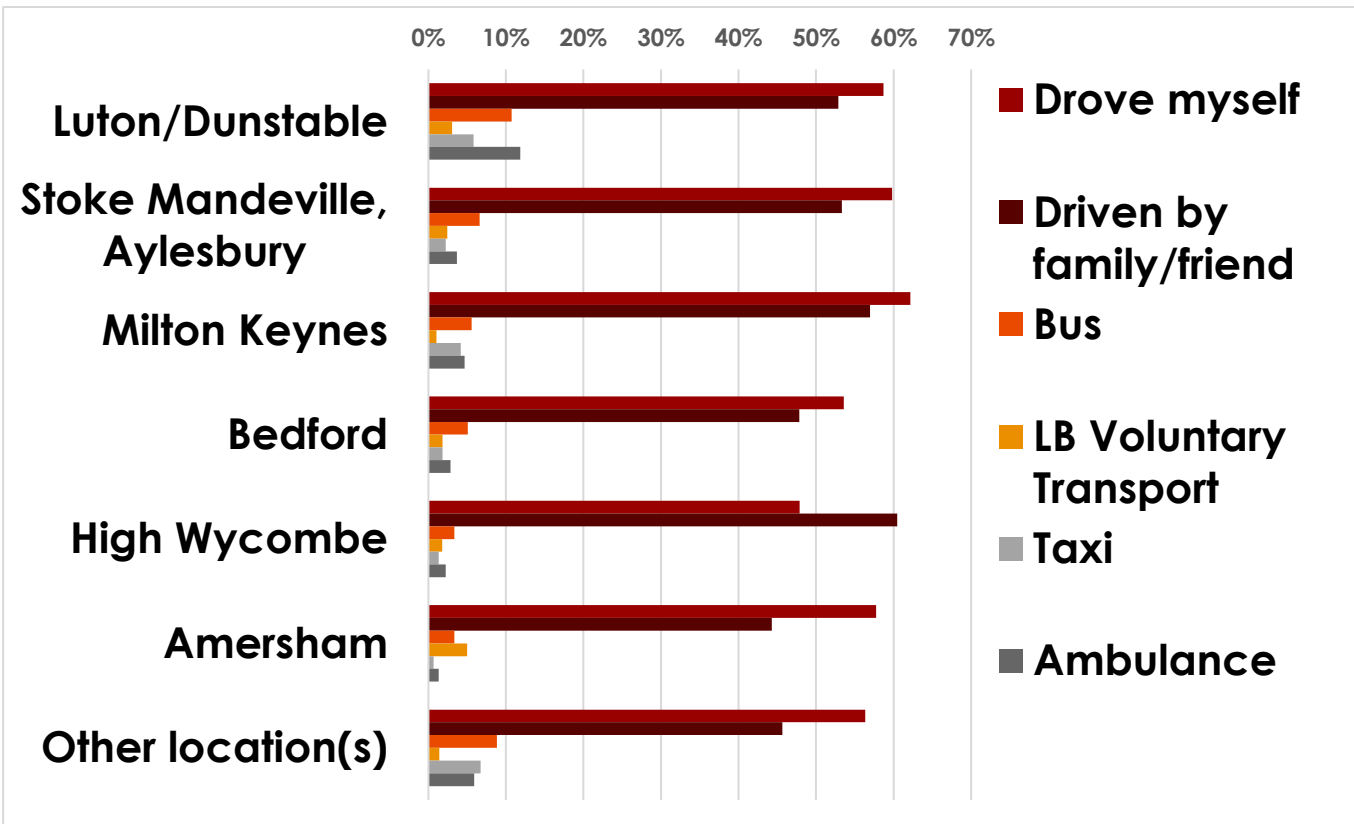
Q3c.Urgent Treatment/Minor Injury Clinics attended



4,639

2,488
Mentions

Q4. Typically, how did you travel to hospitals/clinics?

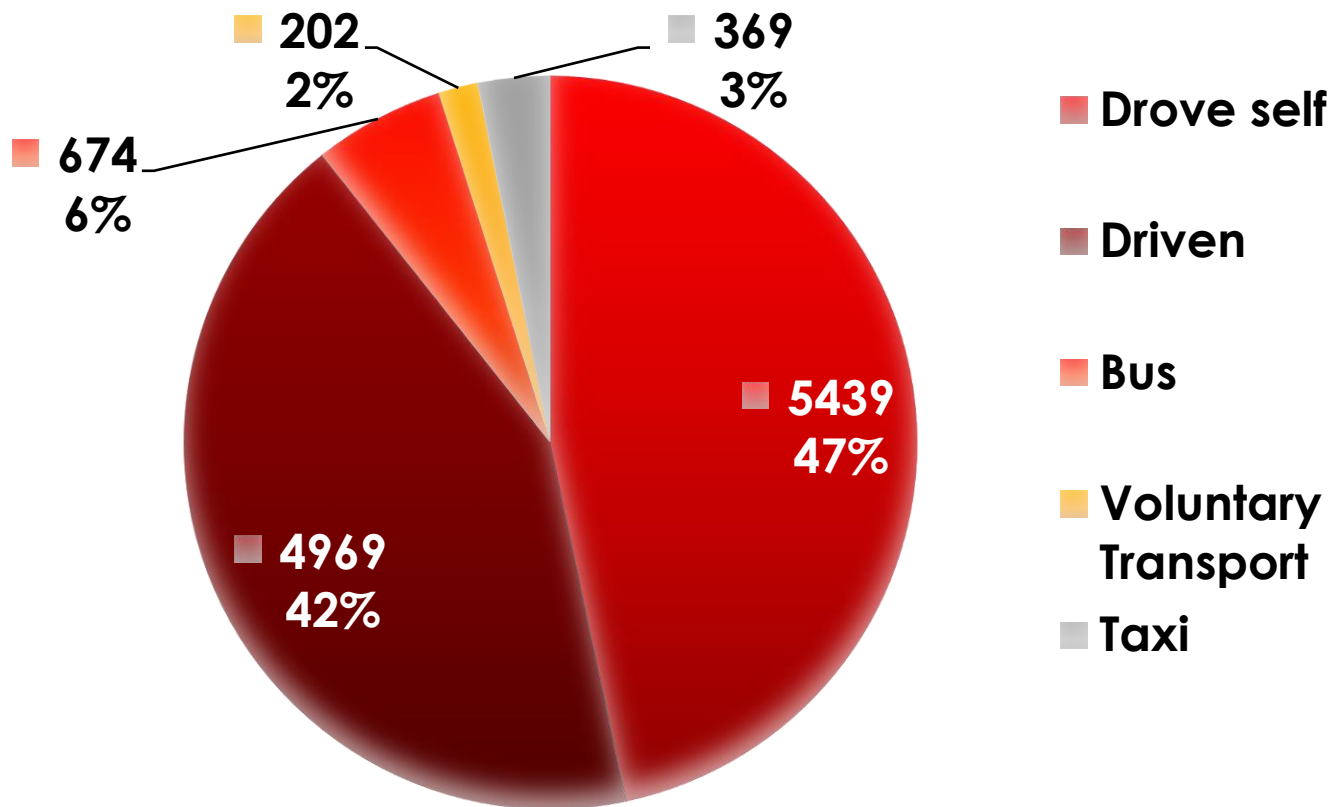


4,780

13,151 Mentions

25

Q4. Mode of transport to the 6 'Regional'* hospitals/clinics (excludes ambulance)



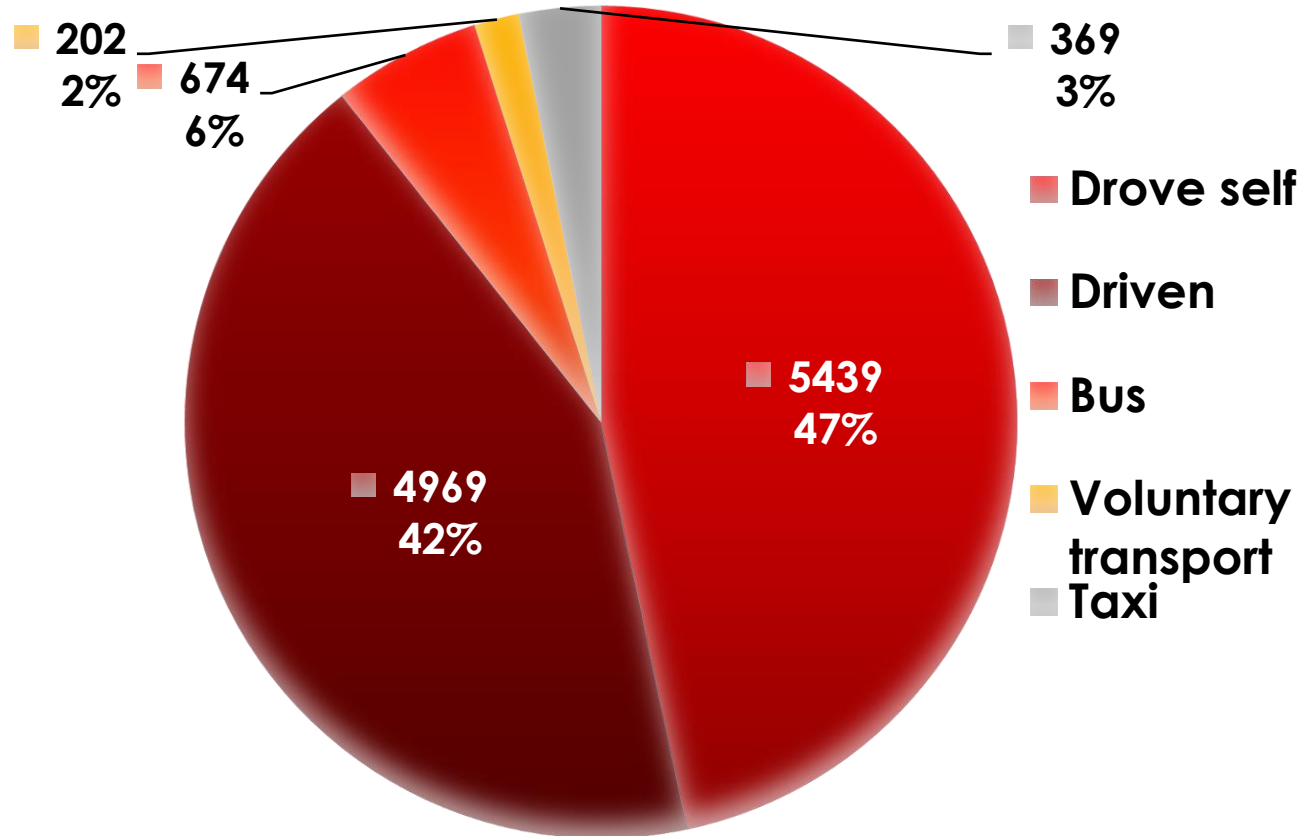
4,780

11,651
Mentions

* 'Regional': Luton & Dunstable, Stoke Mandeville, Milton Keynes, Bedford, High Wycombe, Amersham

26

Q4. Mode of transport to the 3 'Geographically Nearest'* hospital/clinics (excludes ambulance)



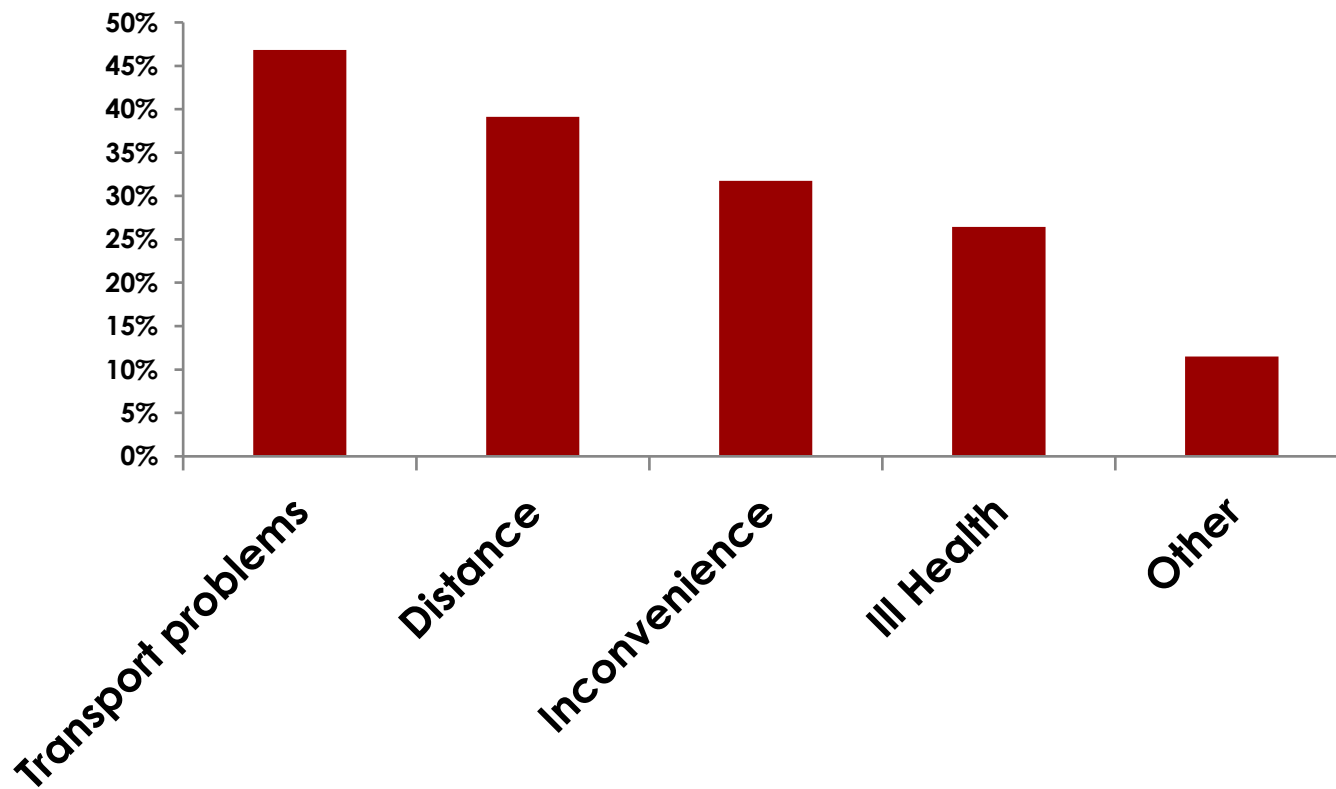
4,780

10,270 Mentions

* Geographically Nearest: Luton & Dunstable, Stoke Mandeville, Milton Keynes

Q5. Why have you had difficulty attending or failed to attend a hospital/clinic appointment?

27



1,612

2,666
Mentions

Q5. Reasons for non-attendance

- Hospital parking – inaccessible/expensive
- No direct public transport – multiple buses required
- Appointments too early/too late to use public transport.

...Reasons for non-attendance

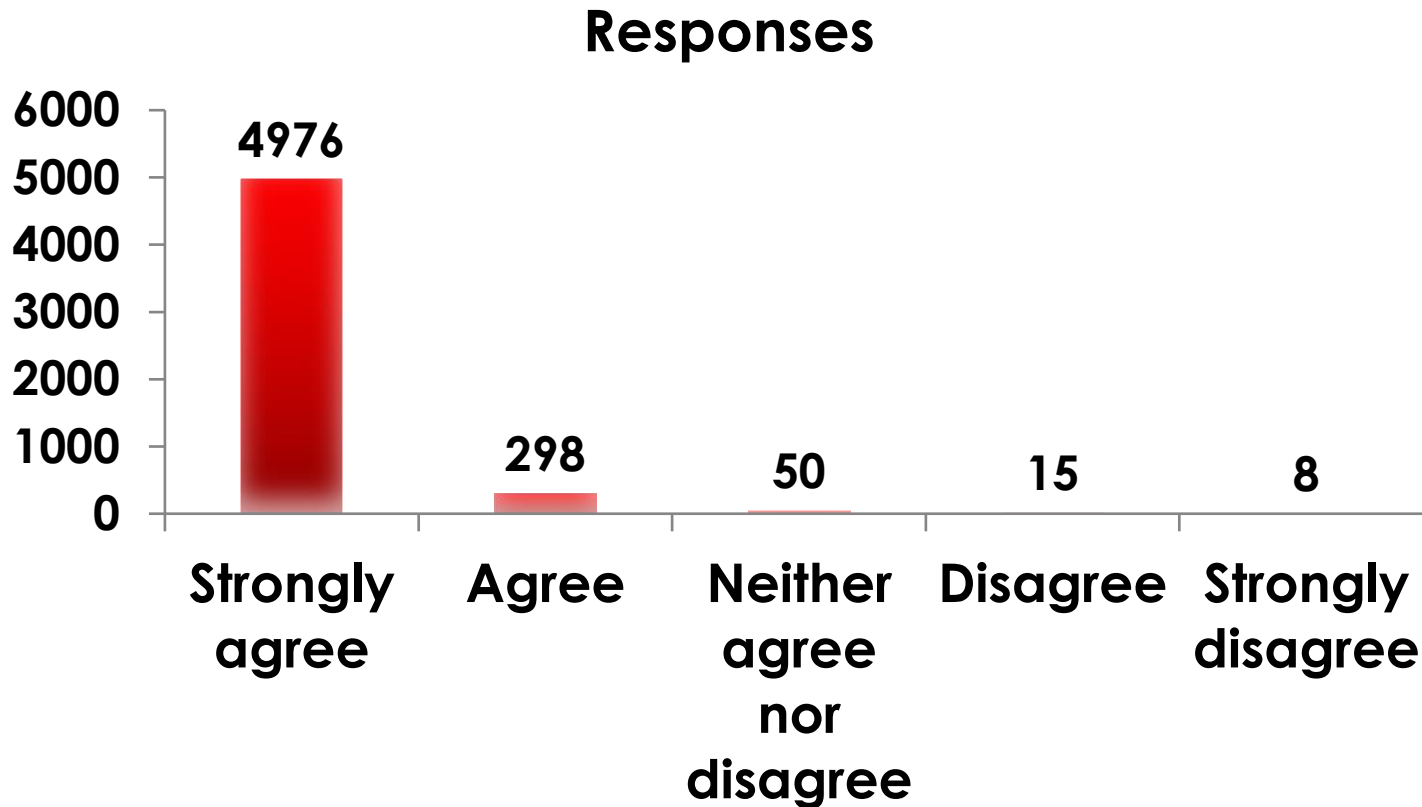
- **Too stressful and too time-consuming**
- **Unable to get time-off work**
- **No family/friends to provide transport**
- **Short notice of appointments**

30

Q6 'Leighton-Linslade needs its own medical premises for an Urgent Treatment Centre/Minor Injuries Clinic for non life-threatening injuries, medical tests and treatments not currently available from its GP surgeries.'

5347

98.6%
Agree/Strongly Agree



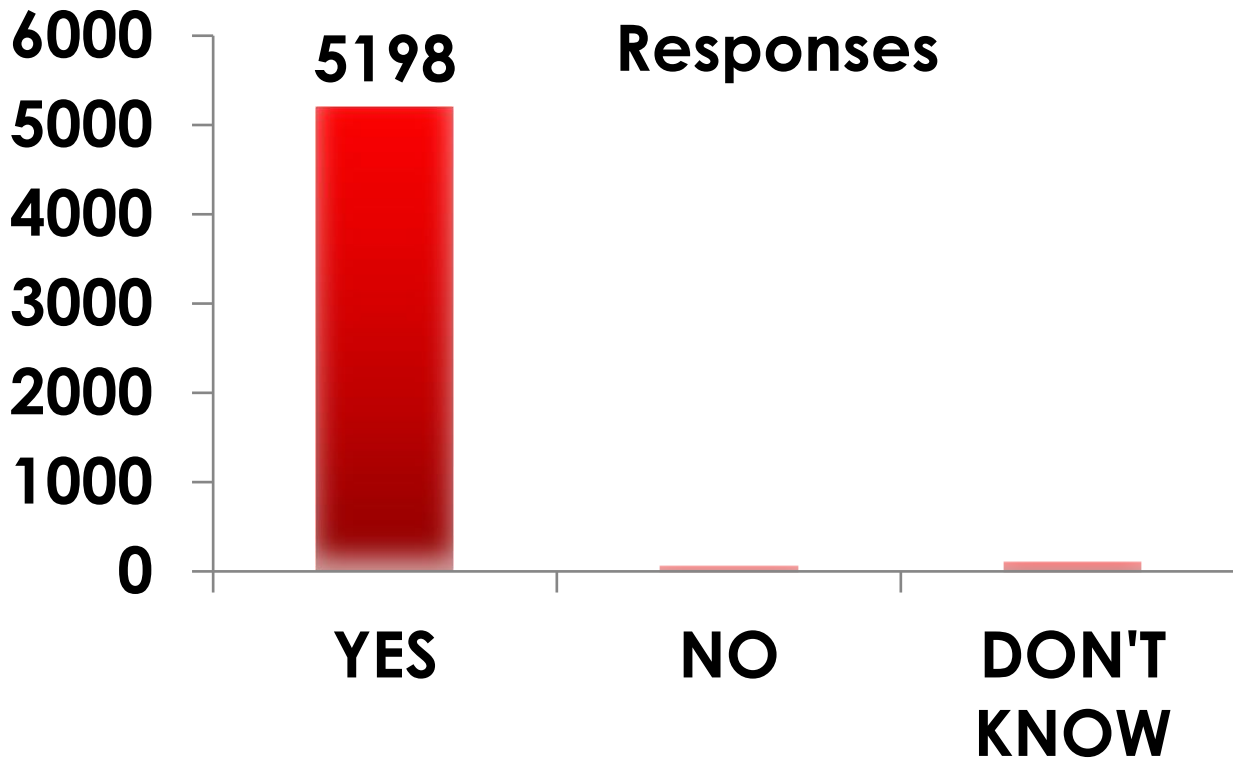
NB: 4976 represents 97.8% of all 3953 survey participants – 46 did not respond to Q6

Q7. BURNING ISSUES

- **Concerned about current and future local health provision?**
- **Are there sufficient GP surgeries?**
- **Public meetings to update residents on healthcare plans and progress?**
- **Community provision for prevention activities?**

32

Q7a. Are you concerned about the current and future health provision in Leighton-Linslade?



5,356

97%
'YES'

Q7b. Do you feel Leighton-Linslade has sufficient GP surgeries for its growing population?

33

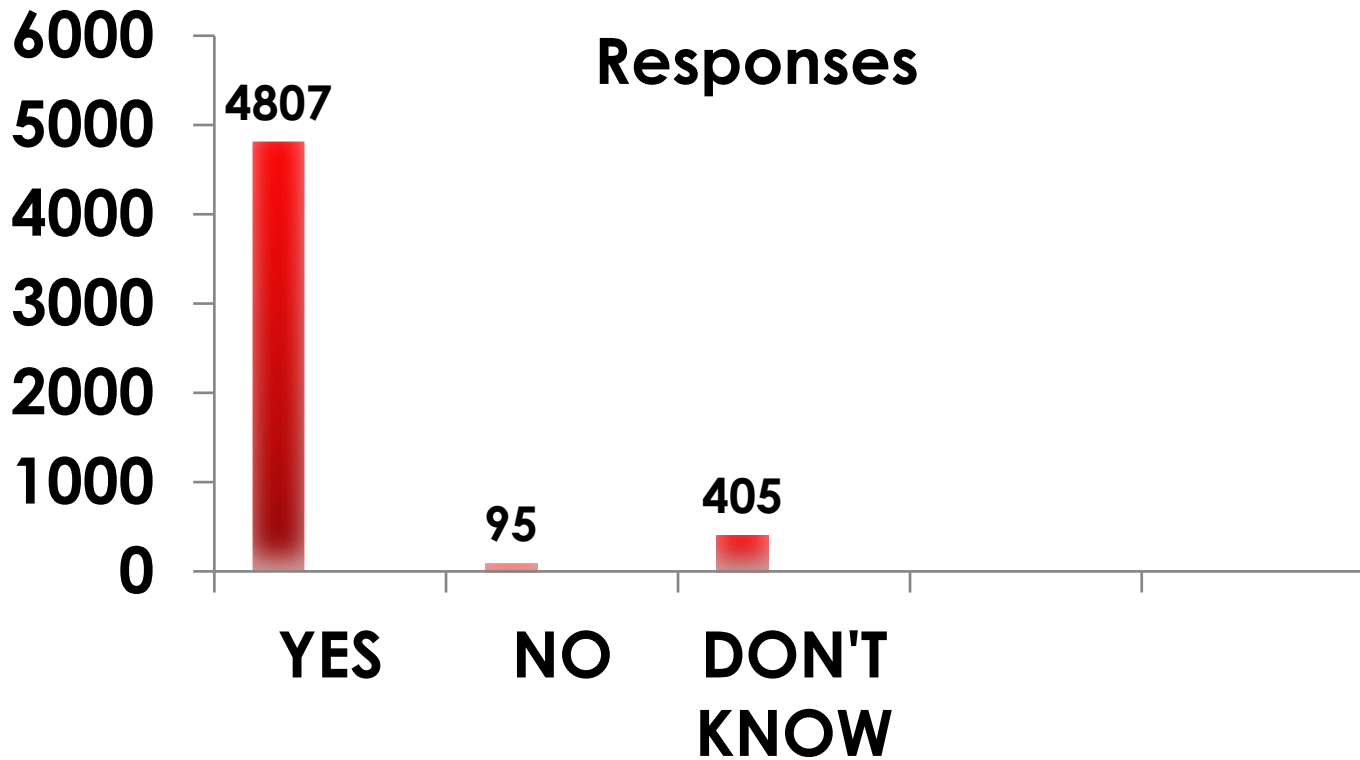
5,352

95%
'NO'



34

Q7c. Should there be a series of public meetings to discuss plans and be kept informed of healthcare provision developments in Leighton-Linslade?



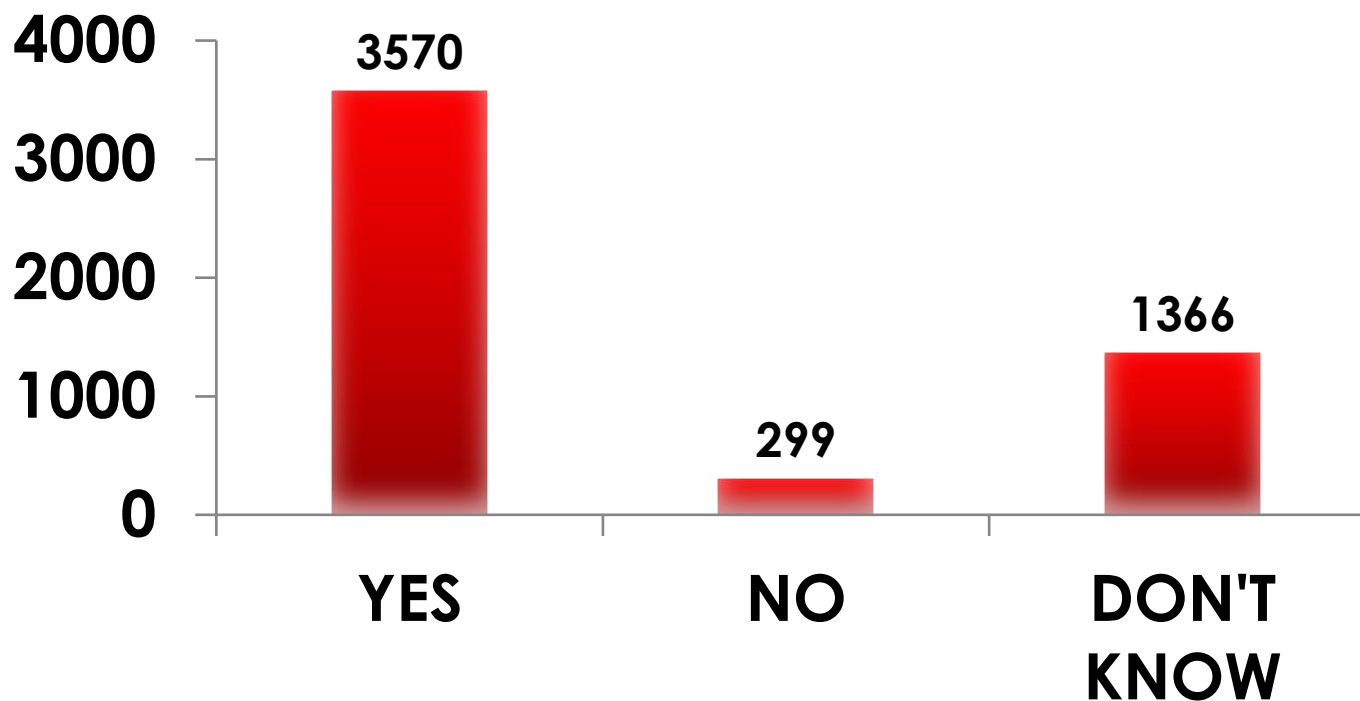
5,307

91%
'YES'

Q7d. Should Central Beds Council provide a community facility for healthcare prevention activities e.g. art/music, men in sheds, knit and natter etc?

35

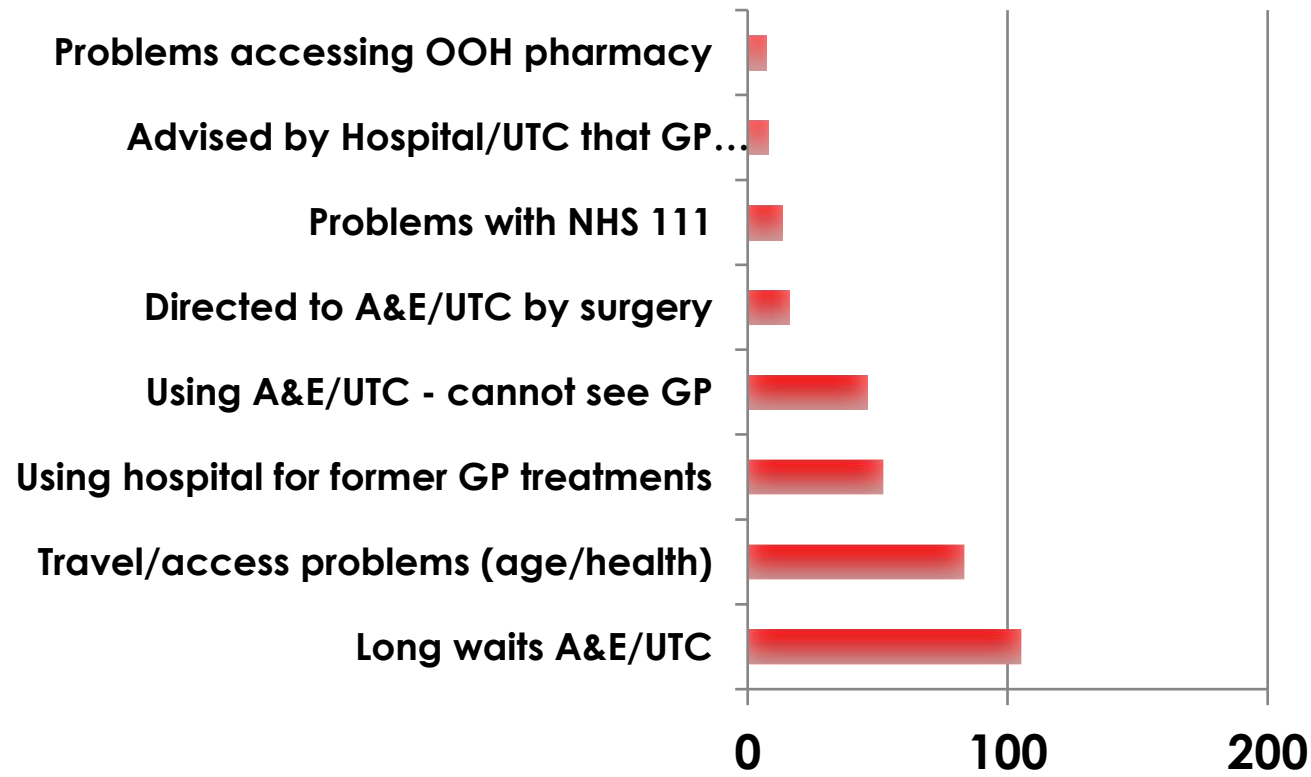
Responses



5,235

**68%
'YES'**

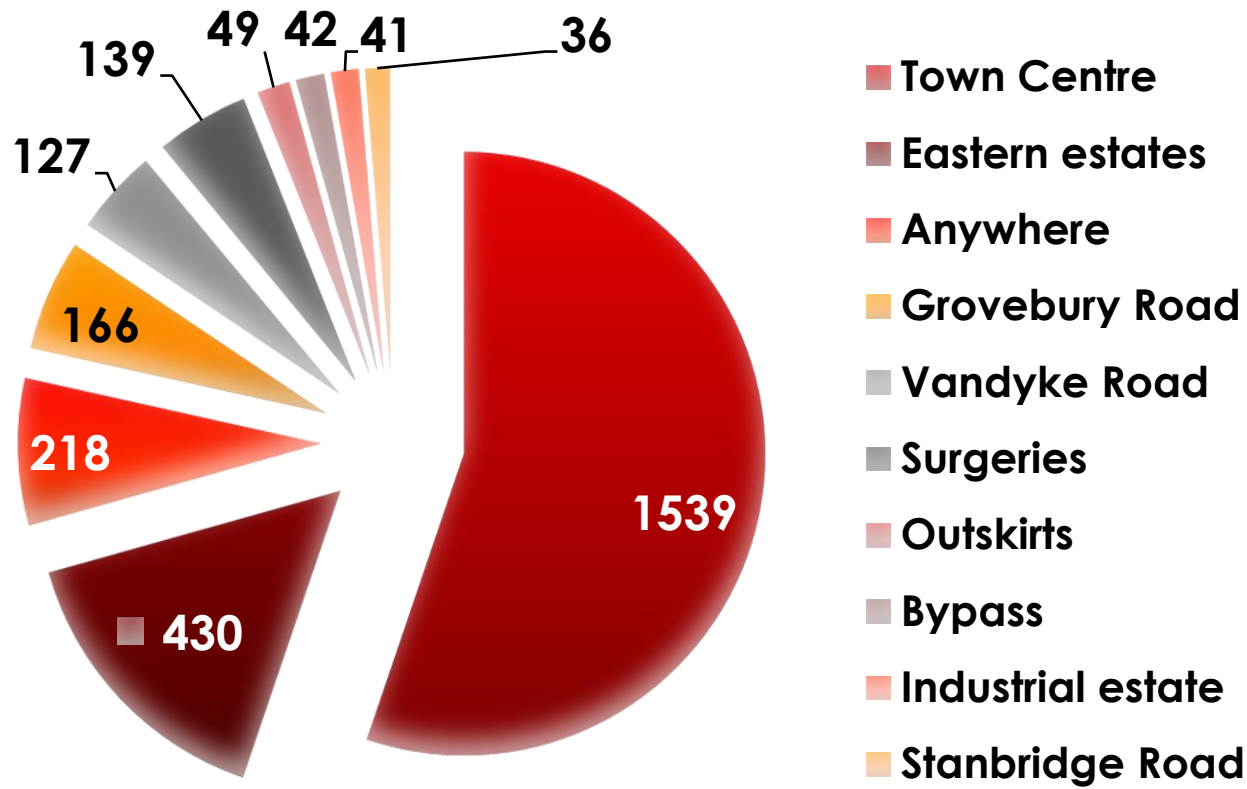
Q8. Issues Accessing Hospital/Clinic Care outside Leighton-Linslade – anecdotal evidence



1,241

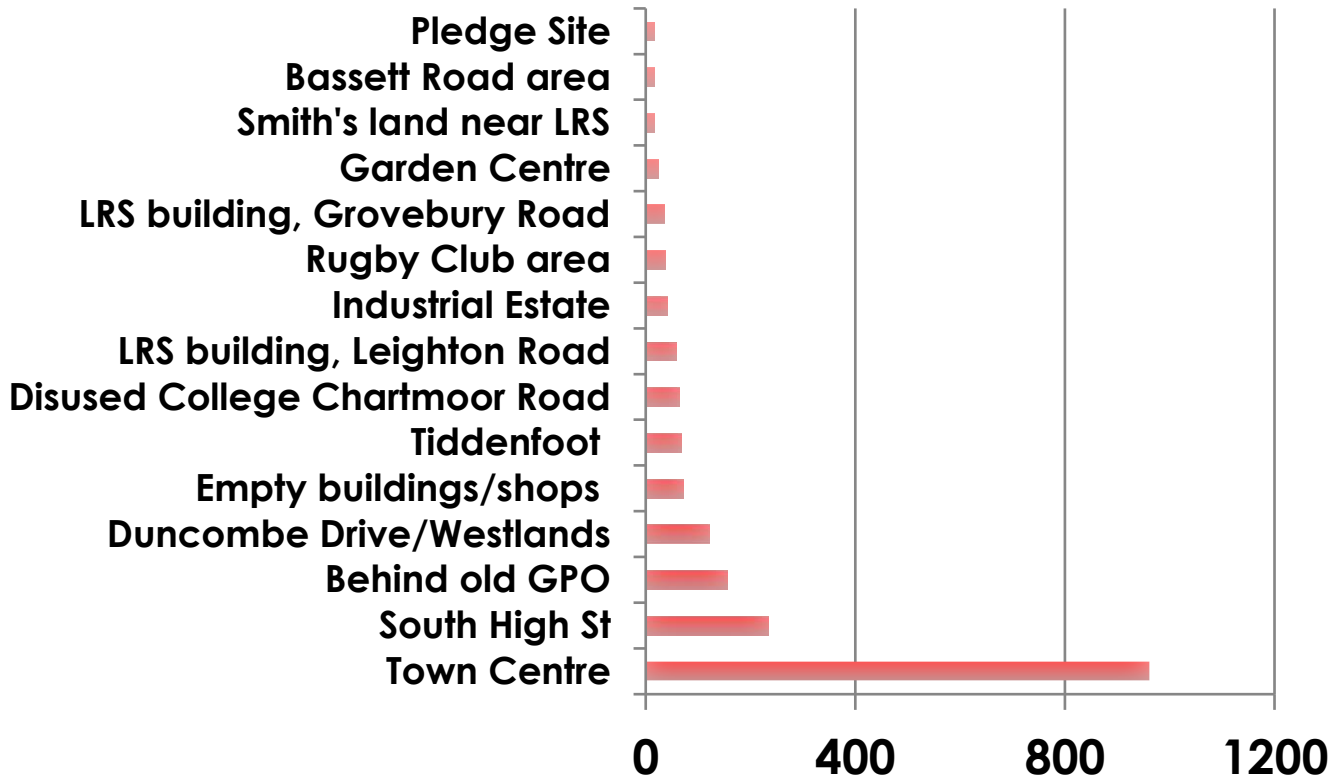
Q9. Where would any additional local medical facilities best be located?

37



3,045

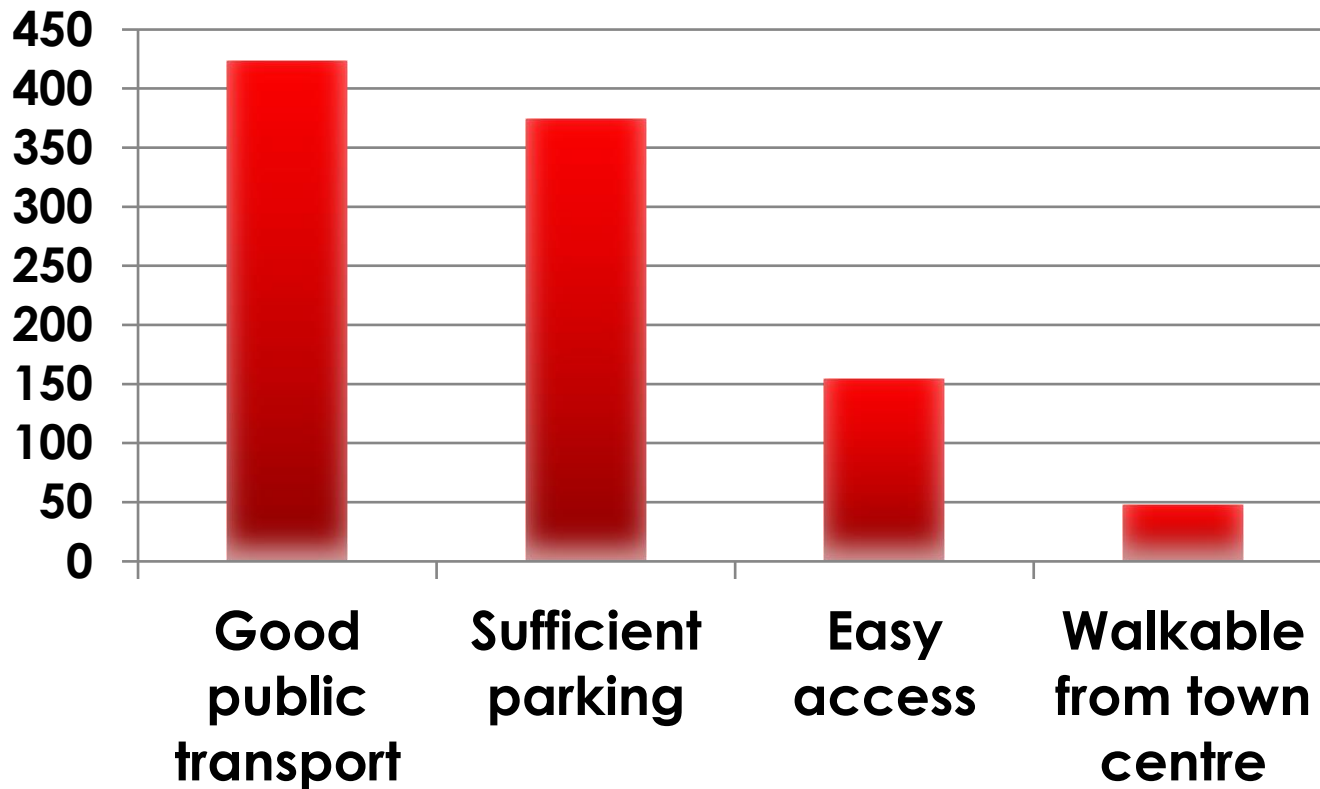
Q9. Specific Locations



1,485
Mentions

39

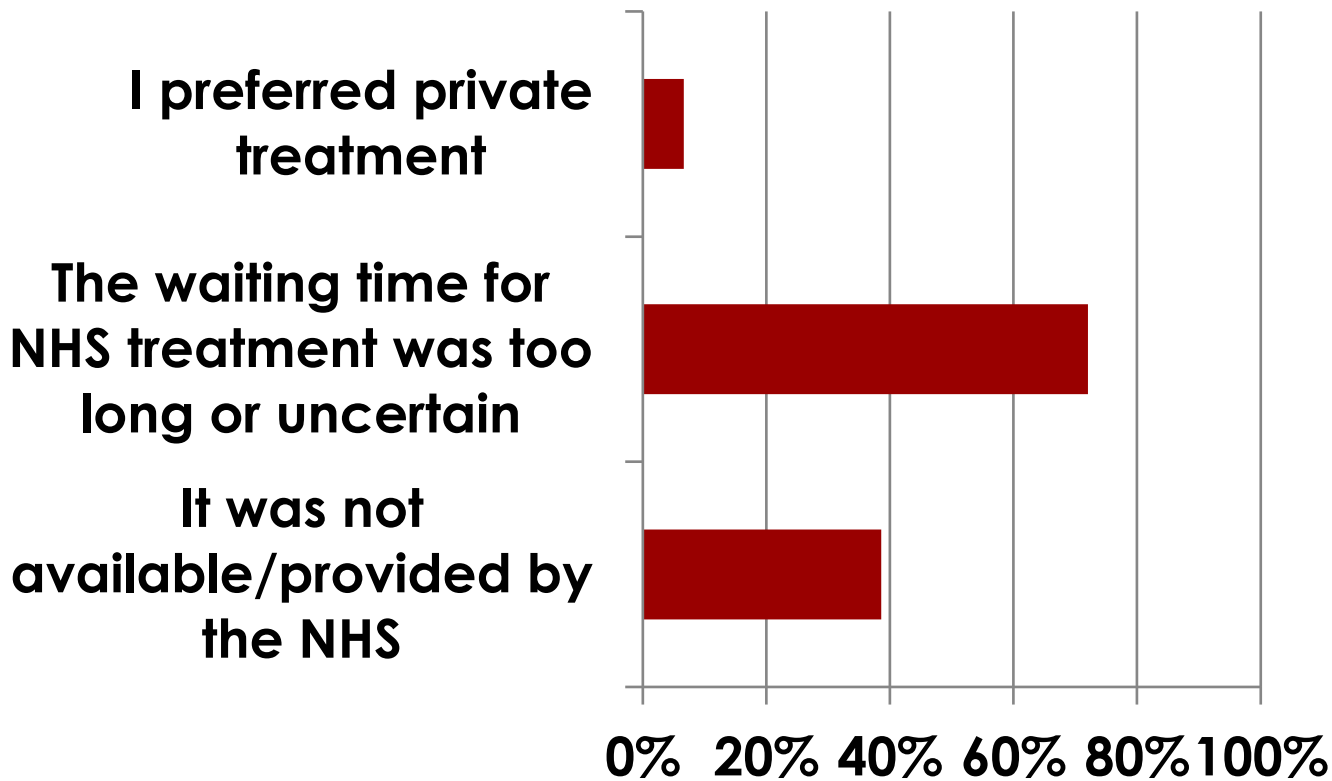
Q9. Location: Desired Attributes



998
Mentions

40

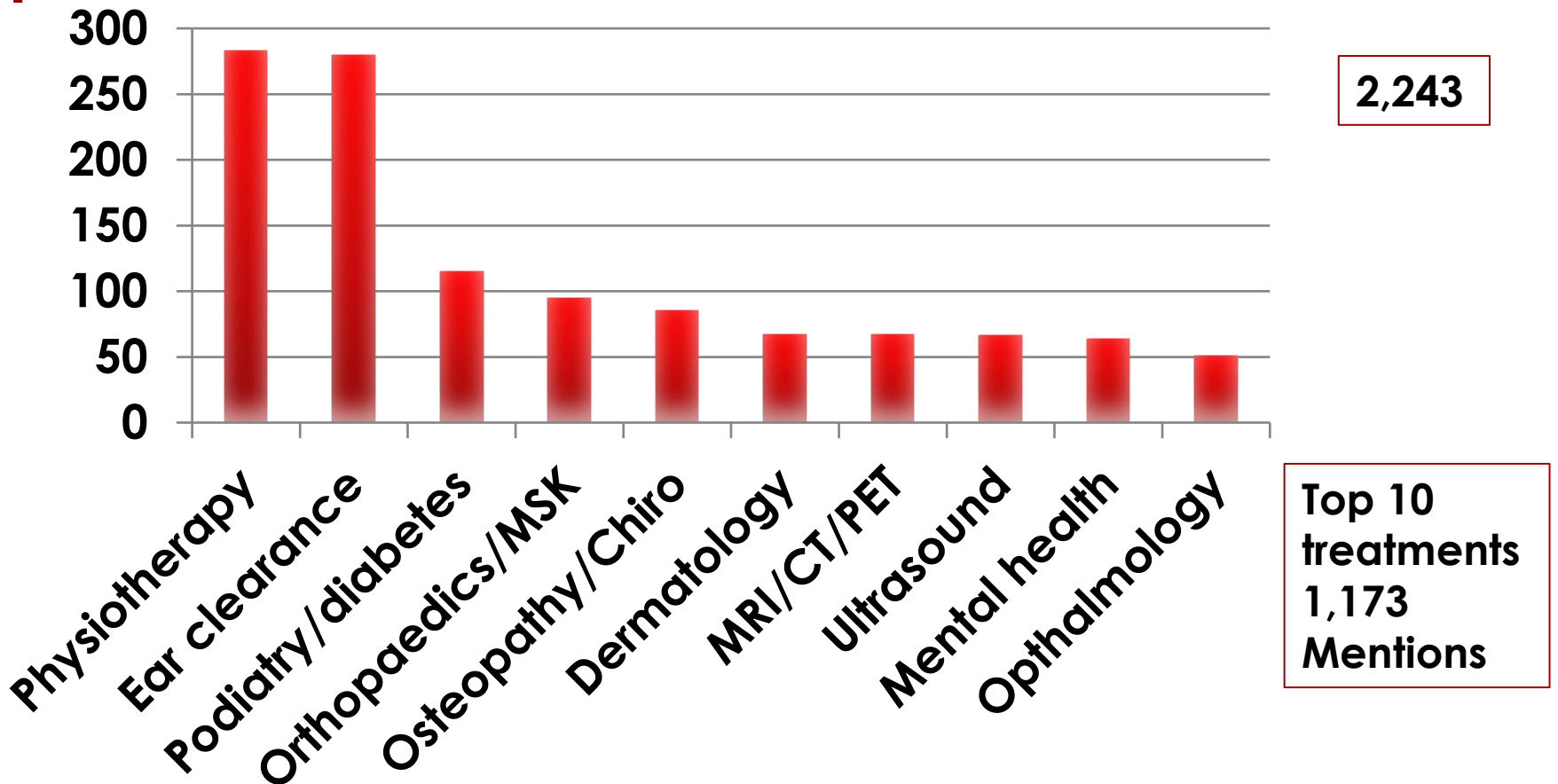
Q10. If in the last 3 years you have paid privately for minor treatments/procedures please indicate the reason



2,243

2,702
Mentions

Q10. Top 10 treatments sought from private healthcare?



What are the implications of these survey results?

Steve Owen

Bassett Road Surgery PPG

Residents are asking for

- **A new GP Surgery facility. (Planning application/promotional messaging for the eastern Leighton Buzzard estates included a site for a GP surgery.)**
- **Delivery of a range of services currently located in surrounding hospitals or not at all, from a central Leighton Buzzard location.**

ICB Feasibility Study

- Mentions new Eastern LB GP surgery if someone else pays
- No mention of localising secondary health services
- Mentions the “prevention” agenda – not the Survey’s highest priority
- Makes no mention of central location
- Carries no urgency

Government policy is to

- Couple major housing development to GP new provision
- Localise hospital services to localities

Current ICB/Central Beds Council Strategy (2014)

- Deliver Integrated Healthcare Hub programme
- But no Financial Plan
- No prioritisation yardsticks (LB is bottom, no date)

Funding

- ICB/CBC have cobbled together finance for first two Hubs
- Vandyke Road land yields £2.5m (est) - LB needs £50m (est)?
- CBC have not systematically garnered S106 yields

.....Funding

- ICB appear unwilling to use their £1.7 bn p.a. to invest in LB Health
- Some limited cosmetic spend, eg Bassett Road Clinic
- No mention of NHS Secondary Care funding

Hub, Urgent Treatment Centre or something else?

- ICB/CBC use “Hub” but the LB Hub is a mirage
- Current NHS terminology favours UTC but the NHS UTC definition may exclude some desired priority services.

.....Hub, Urgent Treatment Centre or something else?

- The LB community needs services, available centrally
- Not a strategy of small accretions to existing GP surgeries that are already maxing out their space footprints
- Dealing with eg minor injuries requires equipped treatment rooms, not just consulting rooms.

ACTION NEEDED 1 BY NHS

- **Produce joined-up NHS Strategic Plan that couples primary and secondary care investment in LB.**
- **Before the end of 2023:**
 - **The Plan to contain all the priority demands from our Survey.**
 - **And to specify funding sources**

ACTION NEEDED 2 BY CBC

- **Review the Healthcare Hub programme with agreed prioritisation metrics and a financial plan**
- **Before the end of 2023**

ACTION NEEDED 3 BY LEIGHTON BUZZARD COUNCILLORS

- **To attend a PPGs' presentation and give this Action Plan their active support particularly with the CBC Portfolio-Holder.**
- **To support and co-present a Public Meeting(s) to inform the public of the Survey results and this Action Plan.**

ACTION NEEDED 4 BY MP

- **To publicly endorse this Survey's results**
- **To publicly endorse this Action Plan**
- **To lead a delegation of PPGs and Councillors to the Health Minister to demand funding support to meet the Survey demands.**