

## **Proposal to merge Oakwood Surgery, Rutland Lodge Medical Practice and Shadwell Medical Centre**

Share your views on the proposed changes

### **What this survey is about?**

We need to do things differently across our GP practices to ensure that our services are sustainable in the future. Representatives from Oakwood Surgery, Rutland Lodge Medical Practice (including the branch, Carlton Gardens Surgery), and Shadwell Medical Centre are currently in discussions about combining the three practices (a merger).

We think that by working more closely together we will be able to: attract and retain high quality medical staff; better meet increasing demand on services and provide a wider range of services to patients.

Oakwood Surgery, Rutland Lodge Medical Practice, and Shadwell Medical Centre have together submitted a proposal to the NHS Integrated Care Board in Leeds (ICB in Leeds), to work with the registered patient populations of their practices about combining the practices.

The NHS ICB in Leeds (previously called the NHS Leeds Clinical Commissioning Group) is responsible for planning and funding most of your local healthcare services. It has the responsibility to make sure that any significant changes in primary care involve the people who might be affected by a proposed change. It has agreed for this work with patients to take place. They are providing support to the practices to ensure that as many people as possible can have their say.

The purpose of this survey is to inform patients, staff, and local people about these plans and to hear feedback about this proposal.

We are keen to hear your feedback and comments about this proposal.

The survey will be open until midnight on **16 July 2023**.



## How can I provide feedback about this proposal?

There are a few ways that you can share your thoughts about the proposal:

- **By completing this survey online**, or by requesting a paper copy which we will send to you by post. To request a paper copy, an EasyRead or translated version of the survey, please contact us by phone or email (please see details below).
  - Online survey: <https://www.healthandcareleeds.org/get-involved/your-views/proposal-merge-shad-oak-rut-2023/>
- **By email to** [rutland.reception@nhs.net](mailto:rutland.reception@nhs.net)
- **By telephone** – 07751 544 668
- **By attending a public meeting** where you can hear more about our proposals and submit questions in advance. We will take note of your questions and comments at this meeting, and they will be added to the feedback other people give through the survey to contribute to our involvement report.

Public meetings will be held at on:

- **Tuesday 13 June 2023**, 1pm – 2pm at Shadwell Medical Centre
  - (137 Shadwell Lane, Shadwell, Leeds, LS17 8AE)
- **Thursday 15 June 2023**, 2pm – 3pm at Rutland Lodge Medical Centre
  - (Scott Hall Road, Leeds, LS7 3DR)
- **Monday 19 June 2023**, 6:30pm – 7:30pm at Oakwood Surgery
  - (Gledhow Rise, Roundhay, Leeds, LS8 4AA)

You don't have to go to the practice you are registered at to attend, please come to the one that is most convenient for you. They are open sessions; you don't need to book. Partners and Practice Managers from our practices will be there to answer questions, as well as a representative from the ICB in Leeds.

## What happens next?

We will post updates about the engagement on the Leeds Health and Care Partnership website with the final engagement report along with the decisions taken as a result. You can get to this page through your practice website too:

- Leeds Health and Care Partnership website: <https://www.healthandcareleeds.org/get-involved/your-views/proposal-merge-shad-oak-rut-2023/>
- Rutland Lodge: <https://www.rutlandlodge.co.uk/>
- Shadwell: <https://www.shadwellmedicalcentre.com/>
- Oakwood: <https://www.oakwoodsurgeryleeds.nhs.uk/>

We will share the involvement report with NHS ICB in Leeds. They will use your feedback to make a decision about whether the merger can go ahead. The ICB will also use feedback to make other decisions about future planning in Leeds' GP practices.

## Background

Across the three practices, there have been several resignations from GPs, with a few known retirements coming soon. It has been difficult to recruit new GPs to the practices as they currently stand, despite a number of efforts.

Rather than running the risk of struggling to recruit enough GPs, or other staff, coming together under one contract will allow the practices to share various resources (including staff) to ensure consistent care for patients. This also provides opportunities for our staff, which will provide them more flexibility and opportunities to develop.

If the proposal is approved, this would create a larger patient population for the area under one contract, approximately 19,000 patients. This provides future opportunities to invest in developments in what can be offered to patients, such as access to new services, or opportunities work more efficiently.

It will also enable all three practices to continue to provide a good service to the local community supported by one another. It will also help the practices develop as a GP training practices.

## What will this mean for me?

With this proposal, you should not see any significant changes to how you access health and care services from your GP practice. The aim of this merger is to support the practices in their resources and how they work together.

However, some of the expected benefits from the merger include:

- **Better continuity of care** – sharing resources and staff, it is expected that the practices can reduce the use of locum staff. So, you are more likely to see the same staff.
- **Improved choice** – there is expected to be the opportunity for you to choose where you receive healthcare appointments. For example, if you are happy to travel, and should an appointment be available, you could choose to attend an earlier appointment at a different GP practice
- **Better access** – you will have access to a wider range of services and appointments.
- **Improved appointment system** – as part of the proposal, the practices will create a new way for you to book appointments, using one telephone number for all practices, as well as online booking platforms. You'll still be able to book in-person and with the practice if you want.

Your pharmacy arrangements will remain the same. There will be no changes to how your medical records are stored.

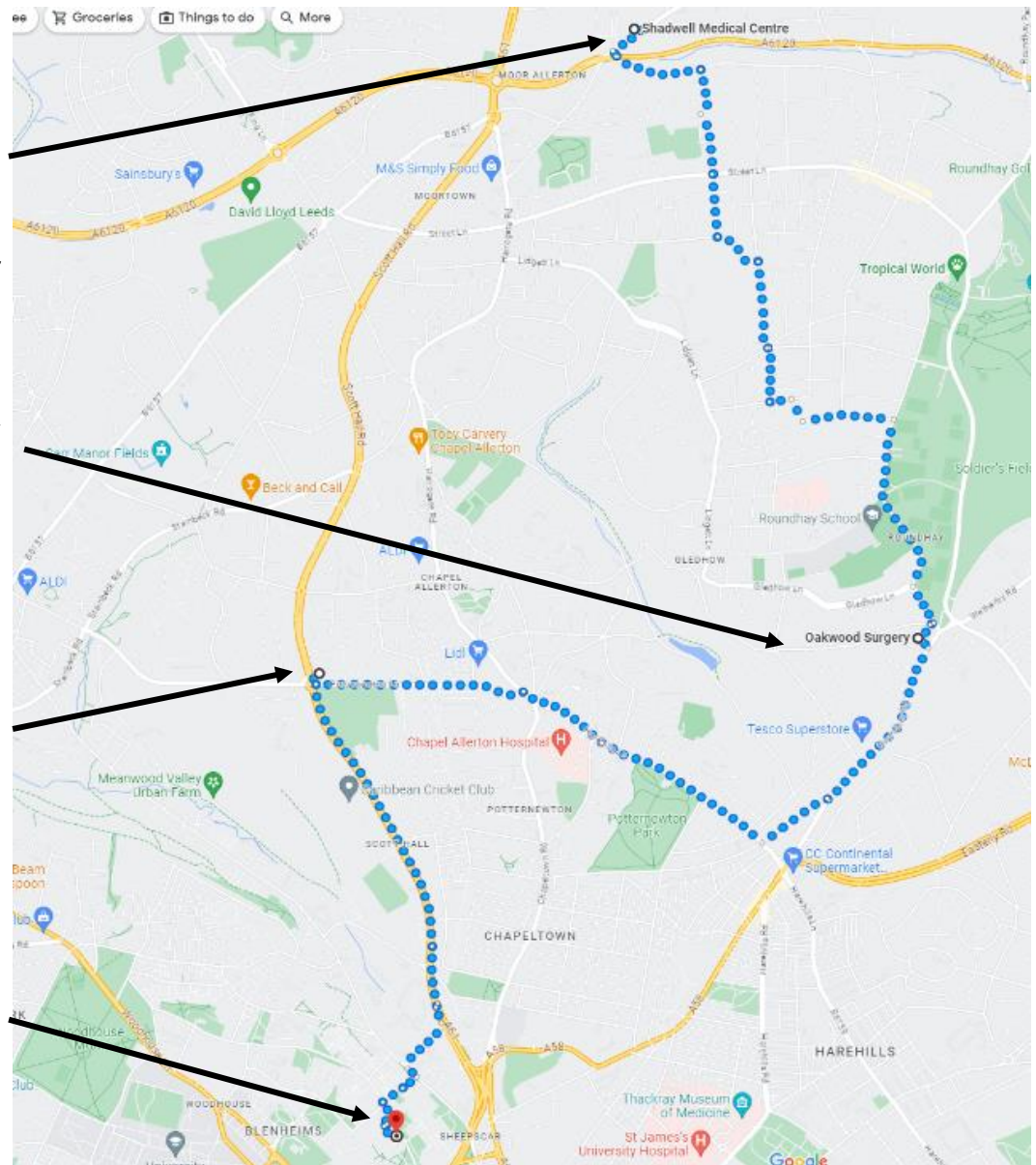
## Practice locations

**Shadwell Medical Centre** is on Shadwell Lane (LS17 8AE), not far from Harrogate Road.

**Oakwood Surgery** is on Gledhow Rise, Roundhay, Oakwood (LS8 4AA), just off of Roundhay Road.

**Rutland Lodge** is on Scott Hall Road, Chapel Allerton (LS7 3DR), near Chapel Allerton Hospital.

**Carlton Gardens Surgery** is on Carlton Gardens in Woodhouse (LS7 1JL), not far from the city centre.



## Further information

We are collecting a list of Frequently Asked Questions (FAQs) which is available on the Leeds Health and Care Partnership website. We will also post updates about the involvement work on the website: <https://www.healthandcareleeds.org/get-involved/your-views/proposal-merge-shad-oak-rut-2023/>

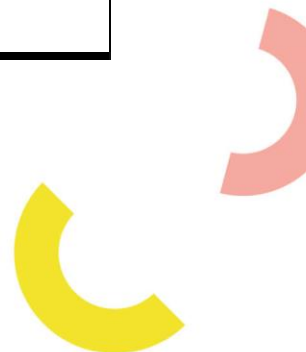
## Feedback Survey Questions

Please take a few minutes to share your views.

1. Please tell us who you are:

- I am currently a patient at Oakwood Surgery
- I am currently a patient at Rutland Lodge
- I am currently a patient at Carlton Gardens Surgery
- I am currently a patient at Shadwell Medical Centre
- I am a relative, friend or carer of someone who is a patient at Oakwood Surgery
- I am a relative, friend or carer of someone who is a patient at Rutland Lodge
- I am a relative, friend or carer of someone who is a patient at Carlton Surgery
- I am a relative, friend or carer of someone who is a patient at Shadwell Medical Centre
- Other – please provide details in the box below

2. Please share any thoughts you have about the proposed merger in the box below:





3. As part of the proposed merger, the practices will be creating a single phone number that you ring for appointments. This could get you an appointment at your surgery, or another if convenient and available, with a larger team able to answer calls. This is in addition to other ways of booking appointments including in-person, and online. Do you think this will improve the way you book appointments?

- Yes
- No
- Not sure

Please give us a reason for your choice:

4. Do you use online services to contact your practice (e.g., online appointment booking or ordering repeat medication)?

- Yes
- No (please tell us more about why not in the box below)

(If you don't currently use online services for your practice but are interested in doing so, please speak to one of the practice staff the next time you visit).



5. Which three things are most important to you when you make an appointment at our practice (please pick three)

- Getting a face-to-face appointment quickly when needed
- Being able to speak to a GP that day when the problem is urgent
- Seeing a specific person at the practice
- Being able to book ahead to plan around the appointment
- The quality of care I receive from the clinical team
- Feeling that it is a safe and secure environment
- Good communication
- The opening times of the practice
- Being able to access a range of different services locally
- How welcoming and accommodating the staff are who answer the phone
- Other – please provide details in the box below.

6. Please tell us if you have any further comments about the proposal to merge the practices, or any other suggestions that could help with future planning of local health services, in the box below.





7. Did you know that every GP practice has a Patient Participation Group (PPG)? This group, made up of patient volunteers, works with the practice to help make improvements to the service patients receive.

- Yes
- No

### Stay in touch

If you are interested in joining your local PPG, finding out more about opportunities to shape health and care decision making or receive the report from this involvement work, please tick the relevant boxes below and share your contact details below.

- I would like to find out more about getting involved and the PPG at my surgery
- I am interested in finding out more about future changes to my local health services
- I would like to receive the involvement report

### Contact Details

Your personal information will be kept separate from the answers and your response to the questions will be anonymous. We will be in touch with you soon.

Name:

---

Address:

---

Email:

---

Telephone:

---



## Equality Monitoring Form

It is important to us that all communities across Leeds have their say in shaping local services.

Equality monitoring collects data about people, it is important for us to collect and make sense of this information to make sure we provide the right services and the impact of services on different communities. This information helps us understand which communities' views are being heard and which are not.

Your information will be protected and stored securely in line with data protection rules and no personal information will be shared. If you would like to know how we use this information, please visit our privacy notice: <https://www.westyorkshire.icb.nhs.uk/privacy-notice>

Please answer the questions below. Some of the questions may feel personal and you do not have to answer them but telling us more about yourself will help us improve our services in Leeds'

### What is the first part of your postcode?

Example LS23, LS7:

### What is the second part of your postcode?

Prefer not to say

### What is your gender? (Please tick one option)

- |   |  |
|---|--|
| <input type="checkbox"/> Male                                 | <input type="checkbox"/> Non-Binary        |
| <input type="checkbox"/> Female                               | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> I describe my gender in another way. |  |

(Please tell us):

### How old are you?

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 56 - 65           |
| <input type="checkbox"/> 16 - 25  | <input type="checkbox"/> 66 - 75           |
| <input type="checkbox"/> 26 - 35  | <input type="checkbox"/> 76 - 85           |
| <input type="checkbox"/> 36 - 45  | <input type="checkbox"/> 86 or over        |
| <input type="checkbox"/> 46 - 55  | <input type="checkbox"/> Prefer not to say |

### What is your religion?

(Please tick one option)

- |  |  |
|--|--|
| <input type="checkbox"/> No religion   | <input type="checkbox"/> Hindu             |
| <input type="checkbox"/> Buddhist  | <input type="checkbox"/> Jewish            |
| <input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other denominations) | <input type="checkbox"/> Muslim            |
|  | <input type="checkbox"/> Sikh              |
|  | <input type="checkbox"/> Prefer not to say |

Other religion (**please tell us**):

### What is your ethnic group?

(Please tick one option)

- Prefer not to say

#### Asian or Asian British

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> Bangladeshi    | <input type="checkbox"/> Chinese   |
| <input type="checkbox"/> British Indian | <input type="checkbox"/> Pakistani |

Any other Asian background (**please tell us**):

#### Black, Black British, Caribbean, or African:

- |                                  |                                    |
|----------------------------------|------------------------------------|
| <input type="checkbox"/> African | <input type="checkbox"/> Caribbean |
|----------------------------------|------------------------------------|

Any other Black background: (**please tell us**):

#### Mixed or multiple ethnic groups

- |  |  |
|--|--|
| <input type="checkbox"/> White and Asian         | <input type="checkbox"/> White and Black Caribbean |
| <input type="checkbox"/> White and Black African |  |

Other Mixed background (**please tell us**):

#### White

- |  |   |
|--|---|
| <input type="checkbox"/> English, Welsh, Scottish, Northern Irish or British | <input type="checkbox"/> Gypsy or Irish Traveller |
| <input type="checkbox"/> Irish   | <input type="checkbox"/> Roma                     |

Other White background (**please tell us**):

#### Other ethnic groups

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Arab    | <input type="checkbox"/> Kashmiri |
| <input type="checkbox"/> Ghurkha | <input type="checkbox"/> Kurdish  |

Any other ethnic background (**please tell us**):

### Do you have a disability?

- Yes  No  Prefer not to say

## Do you have any long-term conditions, impairments, or illness?

(Please tick all that apply or go to next question if not relevant)

- |  |   |
|--|---|
| <input type="checkbox"/> Prefer not to say   | <input type="checkbox"/> <b>Learning, understanding, concentrating or memory:</b> (such as Down's Syndrome, stroke, or head injury) |
| <input type="checkbox"/> <b>Physical or mobility impairment:</b><br>(such as using a wheelchair, difficulty walking or using your hands) | <input type="checkbox"/> <b>Learning disability</b>   |
| <input type="checkbox"/> <b>Hearing impairment:</b> (such as being D / deaf or hard of hearing)  | <input type="checkbox"/> <b>Neurodivergent condition:</b> (such as autism, ADHD, dyslexia)  |
| <input type="checkbox"/> <b>Sight impairment:</b> (such as being blind or partially sighted)   | <input type="checkbox"/> <b>Long term condition:</b> (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)            |
| <input type="checkbox"/> <b>Mental health condition:</b> (such as having depression, schizophrenia, bipolar disorder)                    |   |

Other: (please write in):

## Are you a carer? (Do you provide unpaid care or support for someone who is older, disabled or has a long-term condition)

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No  |  |

## What is your sexual orientation?

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Asexual  | <input type="checkbox"/> Heterosexual / Straight |
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Lesbian                 |
| <input type="checkbox"/> Gay      | <input type="checkbox"/> Pansexual               |
|                                   | <input type="checkbox"/> Prefer not to say       |

I prefer to use another term (please tell us):

## Does your gender identity match the one you were given at birth?

(This refers to people who are 'Transgender', which is a term used to describe people whose gender identity is not the same as the sex registered at birth.)

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No  |  |

**The cost of living can affect our mental and physical health. How would you describe your current financial situation?**

(Please tick one option)

- |   |   |
|---|---|
| <input type="checkbox"/> <b>Very comfortable</b> (I have more than enough money for food and bills and a lot left over) | <input type="checkbox"/> <b>Really struggling</b> (I don't have enough money for food and bills and sometimes run out of money) |
| <input type="checkbox"/> <b>Quite comfortable</b> (I have enough money for food and bills, and some left over)          | <input type="checkbox"/> I don't know   |
| <input type="checkbox"/> <b>Just getting by</b> (I have just enough money for food and bills and a nothing left over)   | <input type="checkbox"/> Prefer not to say  |

(We ask this question to help us understand the impact of income on experiences of services or health)

**Are you pregnant or have you given birth in the last six months?**

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No  |  |

**Do you care for a child / children under the age of 19? If so, what ages are they?**

(Please tick any that apply)

- |                                 |  |
|---------------------------------|--|
| <input type="checkbox"/> No     | <input type="checkbox"/> 10 to 14          |
| <input type="checkbox"/> 0 to 4 | <input type="checkbox"/> 15 to 19          |
| <input type="checkbox"/> 5 to 9 | <input type="checkbox"/> Prefer not to say |

**What is your relationship status?**

(Please choose one option)

- |   |  |
|---|--|
| <input type="checkbox"/> Live with partner            | <input type="checkbox"/> Single            |
| <input type="checkbox"/> Divorced                     | <input type="checkbox"/> Widowed           |
| <input type="checkbox"/> Married or Civil Partnership | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other: (please write in):    |  |

**What is your employment status (please tick any that apply)?**

- |  |   |
|--|---|
| <input type="checkbox"/> Student – Further education (Sixth Form, College) | <input type="checkbox"/> In receipt of state benefits (e.g., Personal Independence Payment, Universal Credit) |
| <input type="checkbox"/> Student – Higher Education (University)           | <input type="checkbox"/> Not in employment  |
| <input type="checkbox"/> Employed - Full time                              | <input type="checkbox"/> Apprenticeship or training   |
| <input type="checkbox"/> Employed - Part time                              | <input type="checkbox"/> Retired  |
| <input type="checkbox"/> Other: (please write in):                         | <input type="checkbox"/> Prefer not to say  |

**Are you homeless? (e.g., in temporary housing, rough sleeping, sofa surfing)**

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No  |  |

Thank you for taking the time to complete this survey. If you have left your contact details, we will be in touch soon. If you would like to stay up to date with this work, please visit: <https://www.healthandcareleeds.org/get-involved/your-views/proposal-merge-shad-oak-rut-2023/>