

St James Medical Practice

Patient involvement and consultation



Challenges in current building



Significantly too small to support registered list or future growth



Appointment availability constrained by number of clinical rooms



No on-site patient parking. Two disabled spaces on the road outside



Does not support equality of access. Steps and narrow corridors throughout



Does not support social distancing or the new E consulting arrangements



Non-compliance with infection control standards

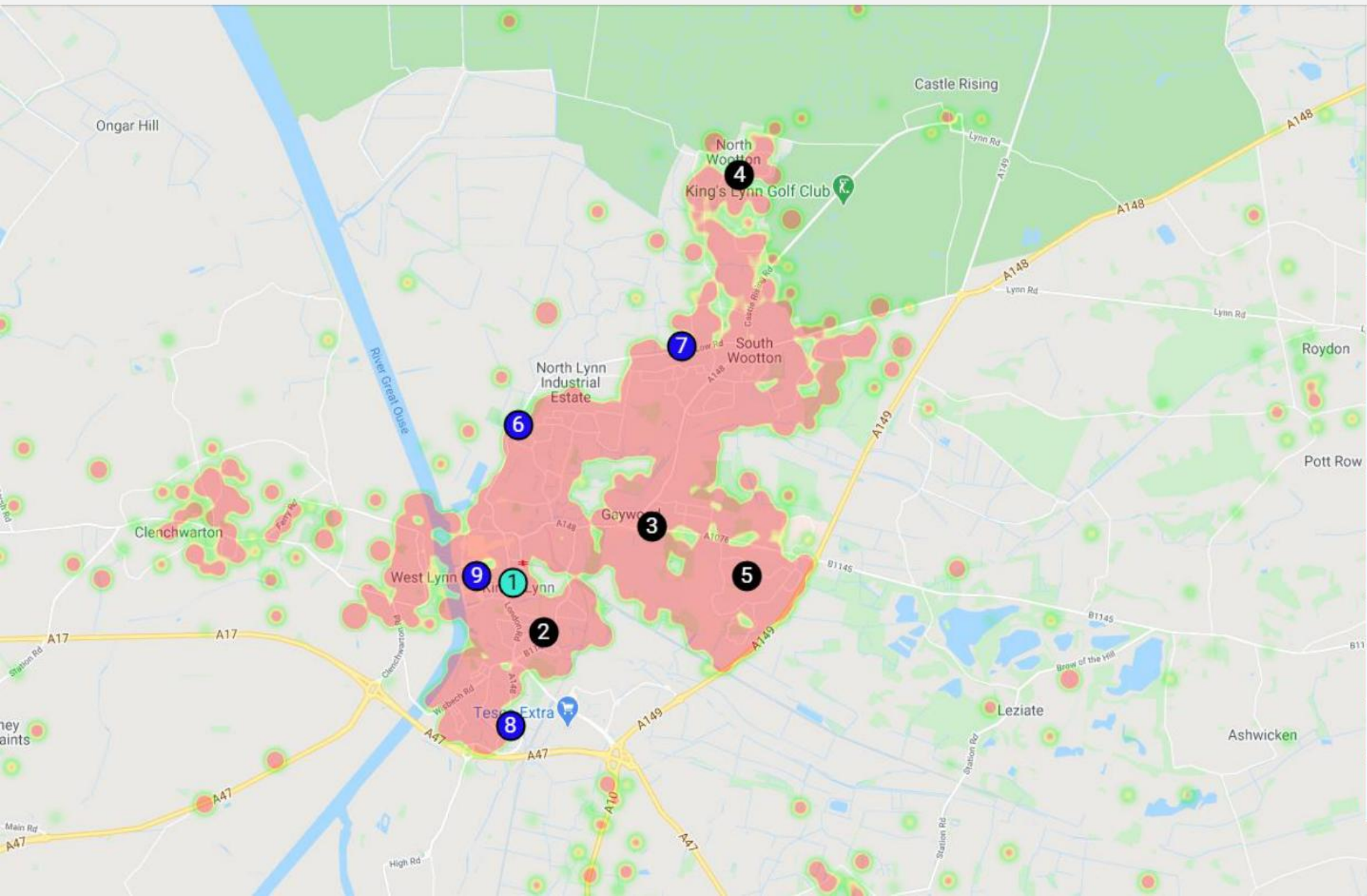


Challenges in compliance with fire safety standards



Does not support multi-disciplinary working or expansion of services closer to home

Patient density of registered list



Provision for current registered list crucial to effective site selection

Key	
1	St James Medical Practice (16,687)
2	Southgates Medical Centre (16,933)
3	Gayton Road Health Centre (Vida Healthcare total: 32,383)
4	The Wootons Surgery (5,742)
5	Fairstead Surgery (Vida Healthcare)
6	Option 1: District Council site
7	Option 2: County Council site
8	Option 3: Debenhams
9	Option 4: Nar Ouse Way

Patient and stakeholder involvement

- A substantial site search – 17 sites considered
- A formal option appraisal led by the practice's Patient Participation Group
- A patient survey with 2,098 responses
- Structured interviews with locally based health and social care specialists
- Follow up meetings with councillors and NHS commissioners

These activities have led to:

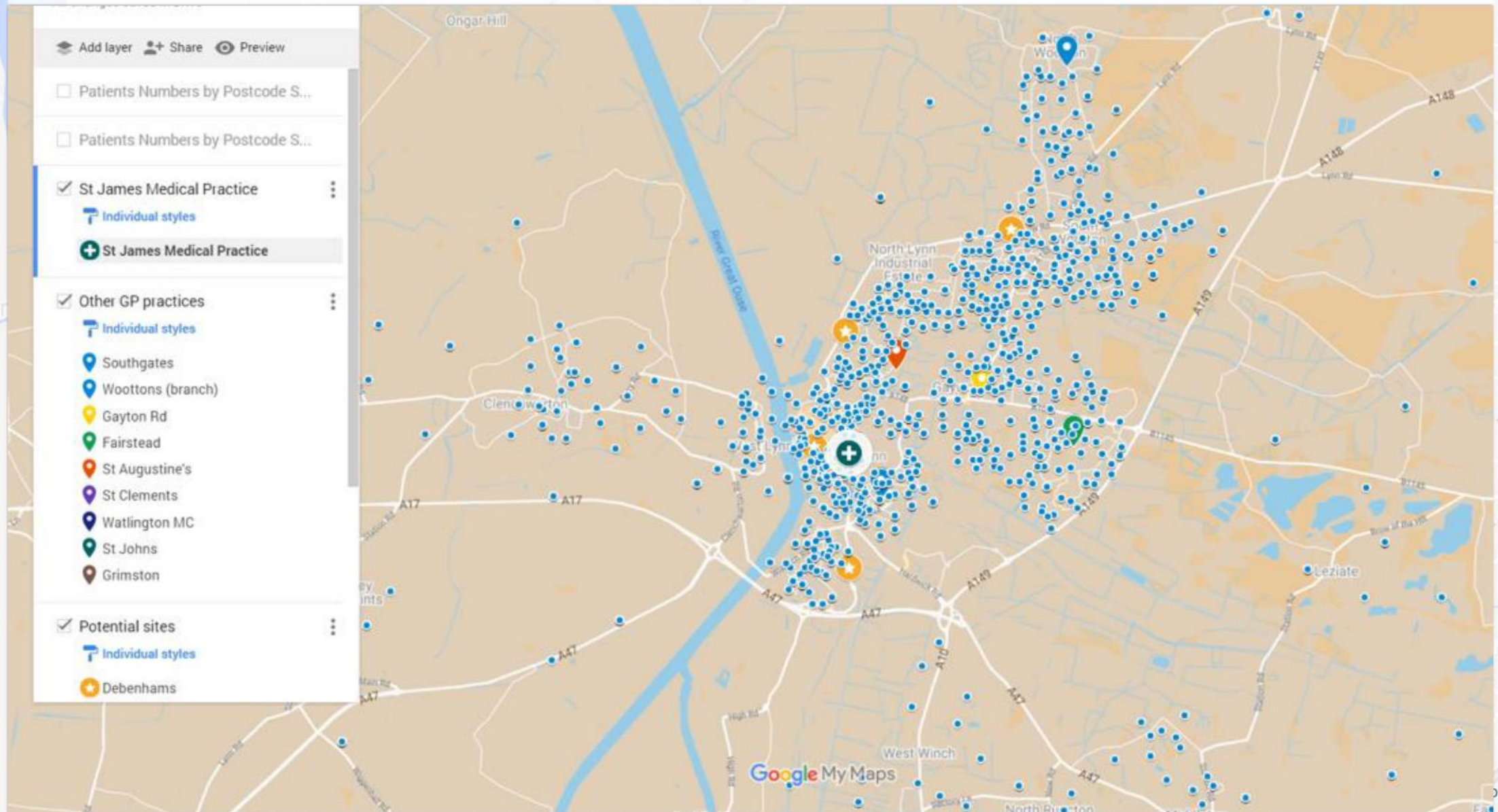
- Confirmation that the preferred site to be recommended in the Full Business Case which is currently being written will be for the practice to move to the County Council site on Edward Benefer Way
- A clear understanding that it is essential find ways to mitigate the disadvantages that some 300 to 500 patients will experience due to the practice moving from it's current central location
- A realisation that there is a requirement for the development of a second new surgery on land near Nar Ouse Way, and a clear route to achieving this is now in place

The background of the slide is a map of a region in the UK. The River Great Ouse is shown in blue, flowing from the top left towards the bottom left. Several areas are highlighted in yellow, including a large area in the top center and a smaller one in the bottom center. The map also shows a network of roads and other geographical features.

Patient and stakeholder involvement

- County Council's surveyor has advised that the site on Edward Benefer Way has been declared surplus to educational requirements. This relates to a proviso that the site is used for healthcare and extra care purposes
- District Council's Estates Surveyor has indicated that land at Nar Ouse Way can be provisionally allocated for a healthcare use. In principle, this secures land in that location if, for any reason, it is needed for the main development, or for a second surgery.

Where the survey responses came from



Key reasons for this outcome

- Patient mapping shows that the patient list is spread across Kings Lynn, with greater numbers in the north
- Although some 13% of patients surveyed have concerns about a move to the north, the majority of these can be addressed by ensuring adequate parking and good walking, cycling and public transport access
- The scores for the two sites on Edward Benefer Way and Nar Ouse were very close, and a summary of the discussions around these, and the Debenham's town centre site, are given in the following two slides
- Various site options are available for a large facility within the Nar Ouse Way Enterprise Zone but the location was considered generally less attractive to those taking part in the option appraisal
- There are a number of smaller sites in the Nar Ouse area available for a another facility as discussed with the local councillors at a meeting on the 12 October, and these are very likely to be suitable for a second practice which is now reaching a stage where an Outline Business Case can be prepared. The CCG is now actively facilitating this process.

Options appraisal | Discussion

Option 4: D C Site EBW

- ◆ New build = Huge improvement in space and built environment to support list growth, access, service provision and training
- ◆ Good parking and car access
- ◆ Average public transport links
- ◆ Not walkable for many who walk to the current site
- ◆ Will improve access for patients in North Lynn, but harder for those in South
(The practice has more patients registered North of the town centre)
- ◆ Immediate industrial setting not attractive

Option 5: C C Site EBW

- ◆ New build = Huge improvement in space and built environment to support list growth, access, service provision and training
- ◆ Good parking and car access
- ◆ Average public transport links
- ◆ Not walkable for many who walk to the current site
- ◆ Will improve access for patients in North Lynn, but harder for those in South
(The practice has more patients registered North of the town centre)

Option 6: Debenhams

- ◆ Central location would be preferred by many but may be difficult to access for those residing away from the centre
- ◆ Limited/no free parking
- ◆ Working within existing building would lead to compromise in terms of natural light and future flexibility
- ◆ Value for money to the NHS in question due to site ownership

Options appraisal | Discussion

Option 7: Nar Ouse Way

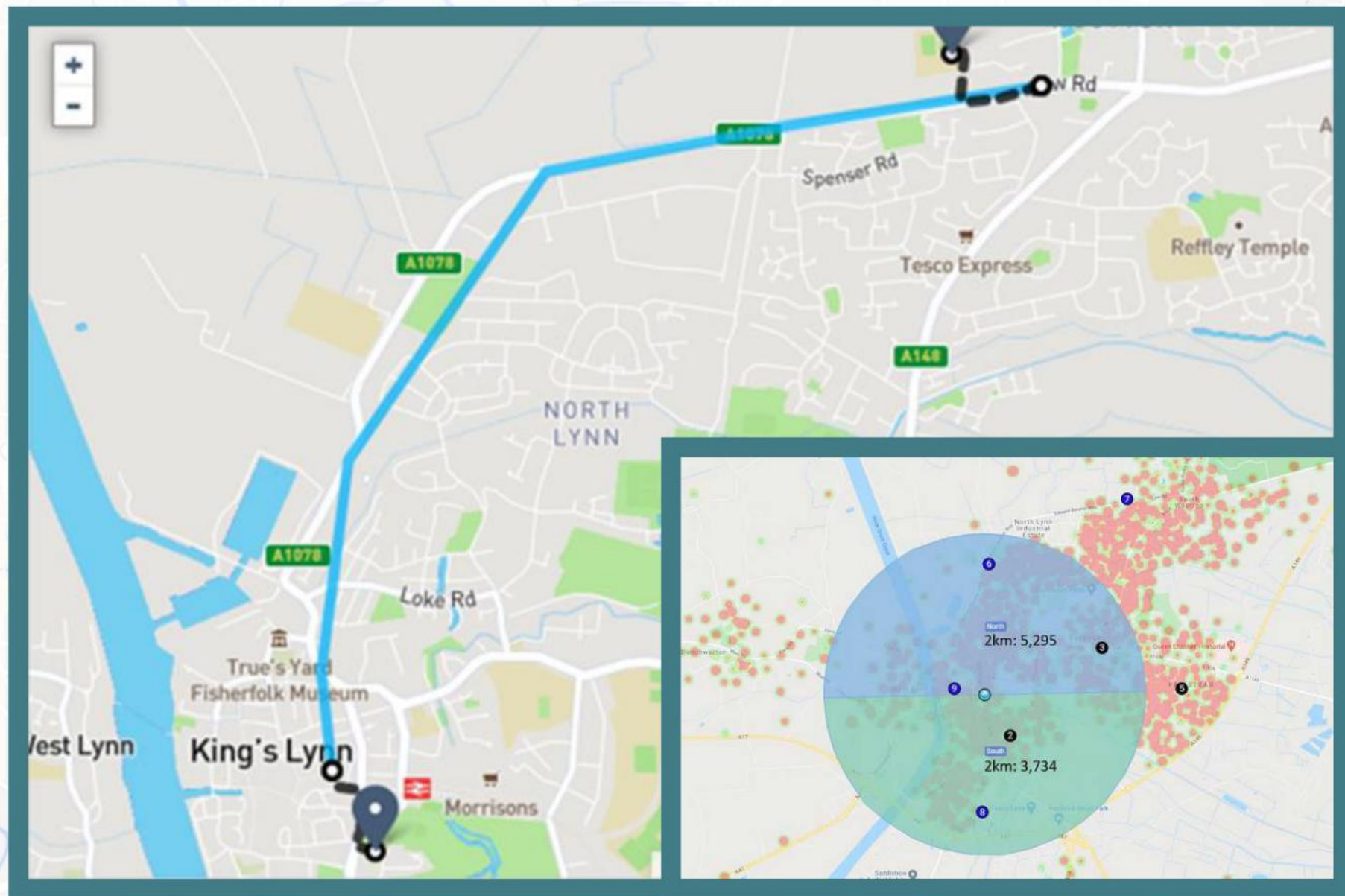
- ◇ New build = Huge improvement in space and built environment to support list growth, access, service provision and training
- ◇ Average public transport links
- ◇ Pedestrian access may be difficult
- ◇ Road access is good, but traffic can get very heavy
- ◇ Free parking could be provided
- ◇ Would improve access for areas of need in the South
- ◇ Area likely to be developed in near future
- ◇ Site investigation will be needed to ascertain cost of removing concrete structures

Evaluation

- ◇ Scores agreed by group 1 and group 2 were very similar
- ◇ There was some discussion about the need to score inclusive design, but it was agreed that this would be inherent in a new build
- ◇ Adding the scores from group 1 and 2 results in ranking:
 1. Count Council site EBW (1,901)
 2. Nar Ouse Way (1,758)
 3. District Council site EBW (1,745)
- ◇ Helpful to consider options in a structured way
- ◇ Agreement that outcome was reflective of discussion

Buses

- ◆ Lynx buses 35 & 36 take 6 - 10 minutes and are at 30-minute intervals during the day. £2 single, £3 return, day ticket £3.50
- ◆ West Norfolk Community Transport buses 3 take 12 - 18 minutes, go every 30 minutes during the day – fare single is £2, or £1 before 9 am, day ticket is £3.20





King's Lynn Key Cycleways

A Tube-style View

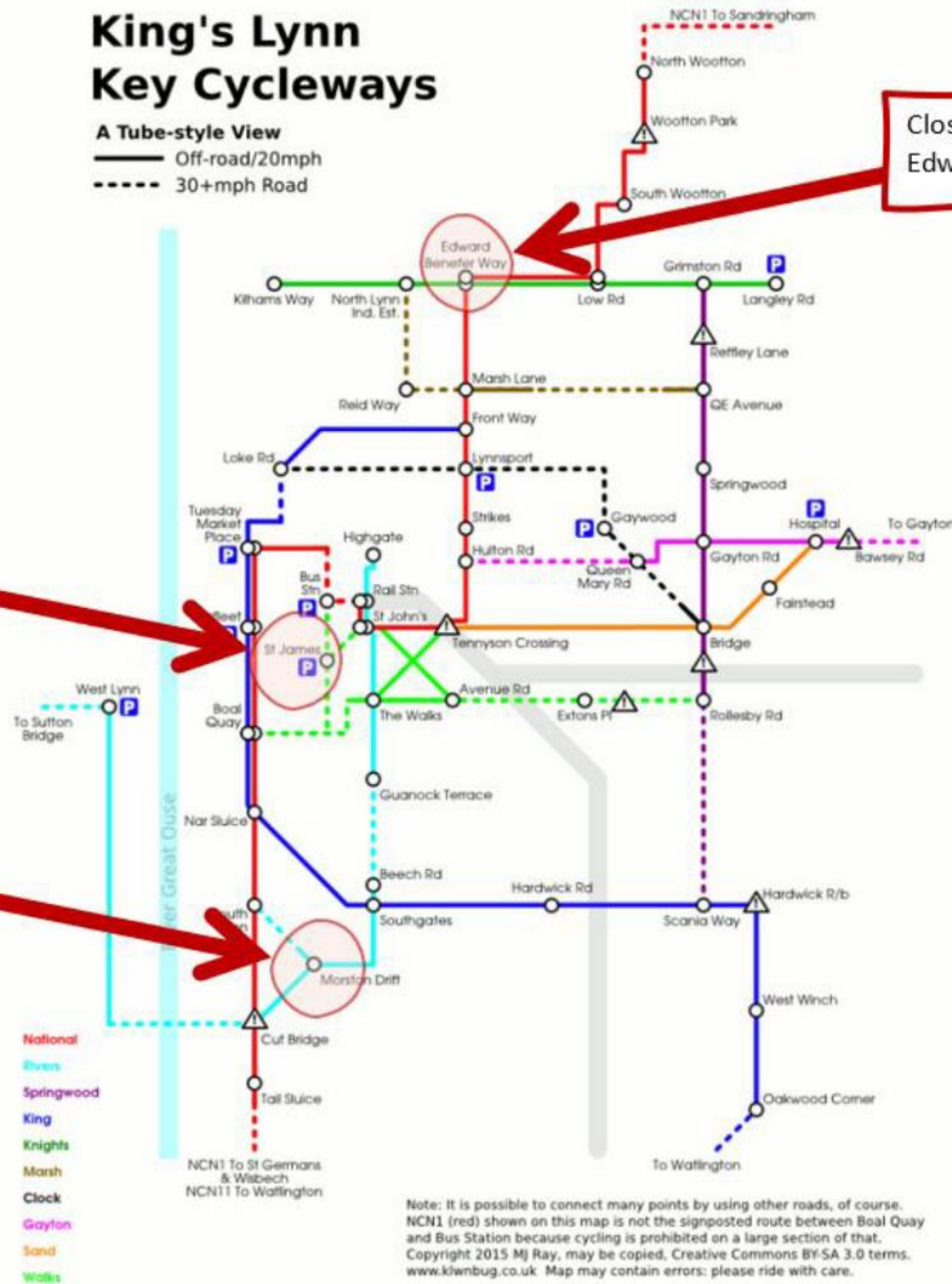
— Off-road/20mph

- - - 30+mph Road

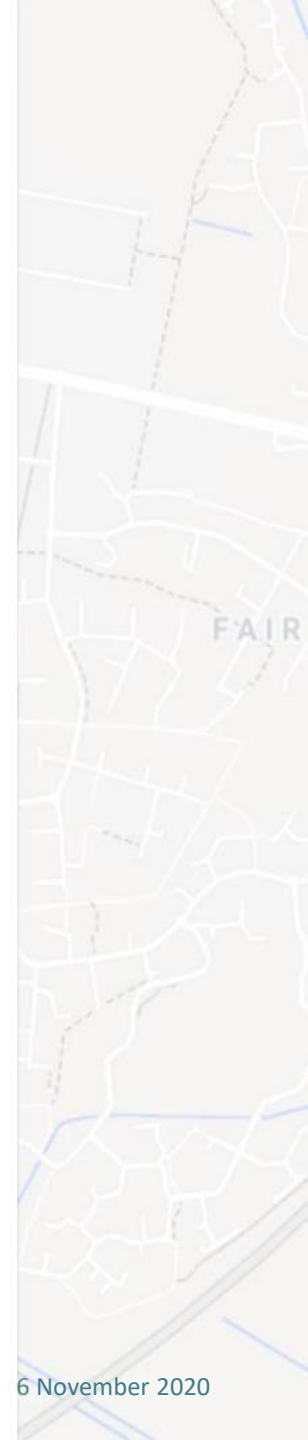
Closest cycleway to
current SJMP

Closest cycleway to
Nar Ouse site

Closest cycleway to
Edward Benefer Way sites



Note: It is possible to connect many points by using other roads, of course. NCN1 (red) shown on this map is not the signposted route between Boal Quay and Bus Station because cycling is prohibited on a large section of that. Copyright 2015 Mj Ray, may be copied, Creative Commons BY-SA 3.0 terms. www.klwnbug.co.uk Map may contain errors: please ride with care.



Genuinely a positive story

- ◆ The Norlife report is clear that there is a shortage of GP capacity throughout Kings Lynn
- ◆ That situation will only worsen if this scheme does not go ahead
- ◆ New housing needs more infrastructure – in both the south and north
- ◆ We are currently in a position to meet this need – through St James having new premises in the north and Wave 4b funding in the south
- ◆ There will be consequences of not supporting the St James practice – funding will be put at risk
- ◆ The Local Authority could play a significant role in facilitating a hub proposal in the central area, which could assist in service integration and ease pressure across all the town's practices.
- ◆ This type of scheme cannot be facilitated by a single practice who are only able to submit a business case for their list alone.

A map of the Kings Lynn area in Norfolk, England. The map shows the River Great Ouse flowing through the town, with the Gaywood River joining it. A hospital is marked with a cross icon and labeled 'Kings Lynn'. The map also shows various streets and surrounding areas like West Lynn and Gaywood.

We are grateful to NHOSC for making comments and recommendations to St James' Medical Practice and the CCG in response to this work.