



PATIENT INSIGHT EVALUATION REPORT

FAIRMORE MEDICAL PRACTICE PROPOSAL TO CLOSE PADIHAM SITE

February 2020

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5 February 2020

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1. Executive Summary

- 1.1. This report provides the findings of a questionnaire conducted with patients registered at Fairmore Medical Practice. The report provides some broad conclusions and outlines recommendations for consideration.
- 1.2. Fairmore Medical Practice is managed by PWE Healthcare, a partnership formed by Padiham Medical Centre, Waterfoot Medical Practice (previously known as Waterfoot Group of Doctors) and East Lancashire NHS Hospitals Trust.
- 1.3. It is a single practice set over three sites: Nelson, Padiham and Rawtenstall. Patients are able to access services and appointments at all three sites.
- 1.4. Due to a number of factors PWE Healthcare is proposing to close the Padiham site. Although patients have the choice of which sites to access services, there is a proportionally fewer amount of patients registered at Padiham. It is not considered to be sustainable or cost-effective to keep this site open.
- 1.5. It is appreciated that the proposal to close the Padiham site may be concerning to some patients and therefore the practice has been engaging with patients to seek their views on the plan, and to understand what, if any, the impact may be. In particular, the survey sought to elicit views on whether patients understand the rationale for the practice proposing to close the Padiham site, whether they supported it and what factors need to be considered. The report also includes the demographics of those answering the questionnaire.
- 1.6. A total of 900 patients aged over 16 registered with Padiham were contacted directly via letter. The remaining 5,600 registered patients were informed of the practice proposal via leaflets, posters and the practice website.
- 1.7. 103 responses in the form of a questionnaire have been received and evaluated; 9% of these are not a registered patient with Fairmore Medical Practice; 90% are registered at Padiham.
- 1.8. The majority of respondents (84%) don't agree with the proposal to close the Padiham site whilst 69% understand the practice's reason for it.
- 1.9. The majority of respondents (45%) were aged between 35 and 44.
- 1.10. It appears from the comments received that whilst there are a lot of concerned patients there is also some misunderstanding. Some think it is the treatment room or health centre closing, others think it is Padiham Group Practice. There are also concerns that other local GP practices are not taking on new patients.
- 1.11. The comments also seem to show some conflicting responses; quite a few negative comments have been made about the difficulty in getting an appointment

or that staff are incompetent and the practice badly managed and yet these respondents are not in support of the proposal to close.

2. Introduction

- 2.1. Fairmore Medical Practice is a single practice set over three sites: Nelson, Padiham and Rawtenstall. Patients are able to access services and appointments at all three sites.
- 2.2. PWE Healthcare who manages the contract for Fairmore Medical Practice is applying to NHS East Lancashire Clinical Commissioning Group for permission to close the site in Padiham.
- 2.3. When taking this decision, a number of factors have been taken into consideration. Due to the low number of patients registered and accessing services at the Padiham surgery it is not considered sustainable or cost-effective to keep it open.
- 2.4. In addition, because staff, including nurses and GPs, work across all of the three sites valuable time is spent wasted on travelling rather than seeing patients. This puts pressure on the whole of the service. It also affects patient safety if the practice has to cancel clinics at short notice due to staff shortages.
- 2.5. The remaining two sites – Nelson and Rawtenstall, will continue to provide GP services.
- 2.6. Patients have the option to stay registered with the practice but will have to travel to either Nelson or Rawtenstall for GP services. This will affect housebound patients and the very poorly as the practice will be unable to provide home visits.
- 2.7. If the CCG approves the plan, the Padiham site will aim to close on Friday 13 March 2020.
- 2.8. All of the existing permanent staff will continue to be employed by Fairmore Medical Practice and there will be no job losses as a result of this closure.
- 2.9. It is appreciated that the proposals to merge surgeries and relocate may be concerning to some patients and therefore the practices have been engaging with patients to seek their views on the plans, and to understand what, if any, the impact may be.
- 2.10. This report is an evaluation of the engagement exercise undertaken and proposes that the CCC considers this report when making their decision whether to approve the closure of Padiham.

3. Engagement Process

- 3.1. The main source of the information throughout the engagement period has been direct communication with registered patients. All patients aged 16 and over who are registered at the Padiham site have been contacted to explain the proposals and ask for their feedback.
- 3.2. Patients registered at Nelson and Rawtenstall have been kept informed by the display of posters and leaflets throughout the surgeries as well as information on PWE Healthcare website.
- 3.3. Information available included:
 - The rationale behind the proposals
 - FAQs
 - An online questionnaire
 - A paper version of the questionnaire
- 3.4. The information to patients provided details of the case for change, as well as how patients could feedback their comments which included the online survey, mail and email correspondence, telephone, hardcopy surveys and email return of surveys.
- 3.5. The engagement was conducted primarily through an online questionnaire. Two 'drop-in' sessions were also arranged for any patients who had further questions. These were arranged on different days and at different times to capture a cross section of the community.
- 3.6. Information was available on the home page of the practices' website and promoted via social media channels.
- 3.7. Posters were displayed in each of the surgeries.

4. Promotion

- 4.1. In addition to letters being sent to individual households registered with Fairmore Padiham, awareness of the consultation was promoted in a number of ways.
- 4.2. Correspondence was sent to the local MP, local counsellors, the borough council, and the Local Medical Committee with details of the engagement.
- 4.3. Neighbouring GP practices were informed of the proposal as was the local pharmacy.
- 4.4. In addition, paper questionnaires were distributed to each of the three surgeries for their help in actively promoting and encouraging patients to complete.

4.5. Social media was used to promote the patient drop-in sessions including the CCG's Facebook page and a local community page – Padiham Community Talk.

4.6. Leaflets and posters were also displayed throughout the three sites to promote the drop-in sessions.

5. Results

5.1. Respondents were asked:

5.1.1. If they understood the reasons behind the proposal to close the Padiham site. If not, they were asked the reasons why.

5.1.2. If they supported the plan to close the Padiham site. If not they were asked the reasons why.

5.1.3. If the Padiham site was to close, how they would access GP services i.e. remain registered with Fairmore Medical Practice but access services at Nelson or Rawtenstall, or if they would register with another practice.

5.2. Respondents were given to the opportunity to share any other comments or concerns.

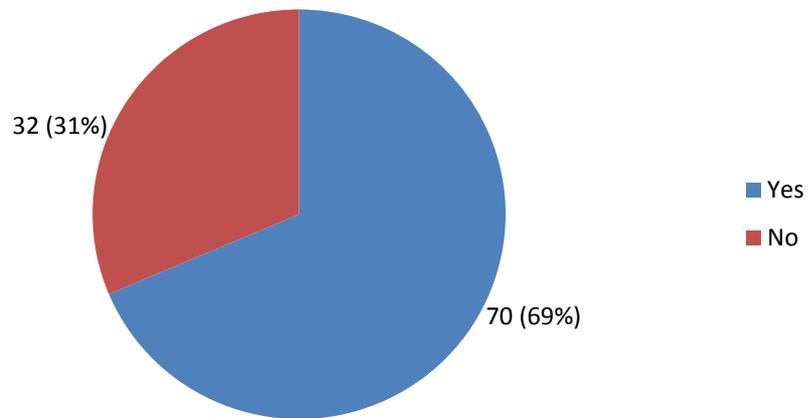
5.3. A total of 103 responses to the questionnaire were received. Of these 9 are not registered patients, but are key stakeholders with an interest in Padiham and/or the practice.

5.4. We need to take into account the whole of the practice's registered population even though this proposal would mainly affect those registered with Padiham. This equates to 1.4% of the whole registered population which is in line with the typical level of responses to consultations. The Consultation Institute cites just under 1% as the expected level of response to relatively high profile consultations such as service changes.

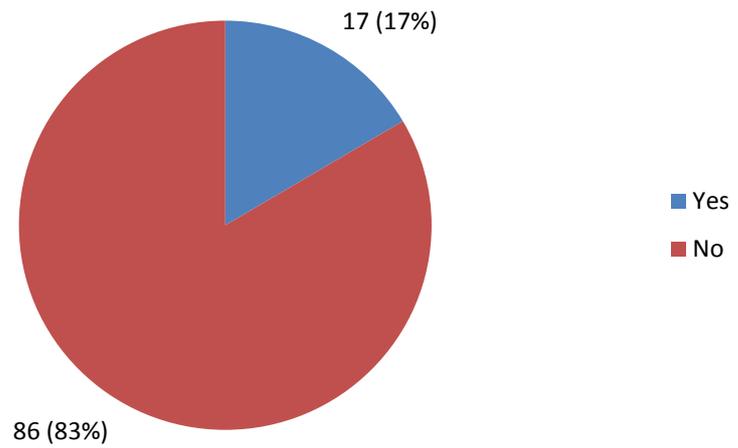
5.5. Six patients attended the two drop-in sessions. These had been arranged Thursday 30 January 2020 from 10am to 12noon and Monday 3 February 2020 from 5pm to 6.30pm.

5.6. The results which are shown in the charts below indicate that respondents are overwhelmingly against the proposal to close the Padiham surgery.

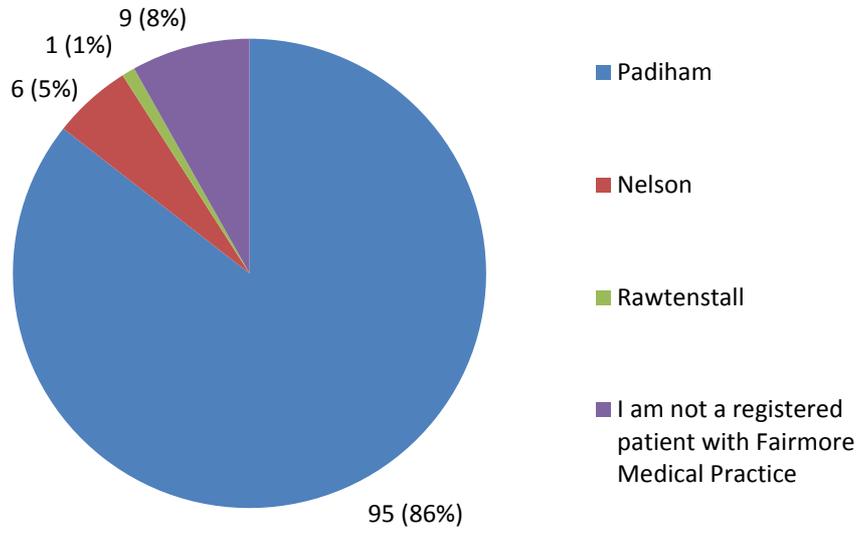
Do you understand the practice's reason for proposing to close Padiham surgery?



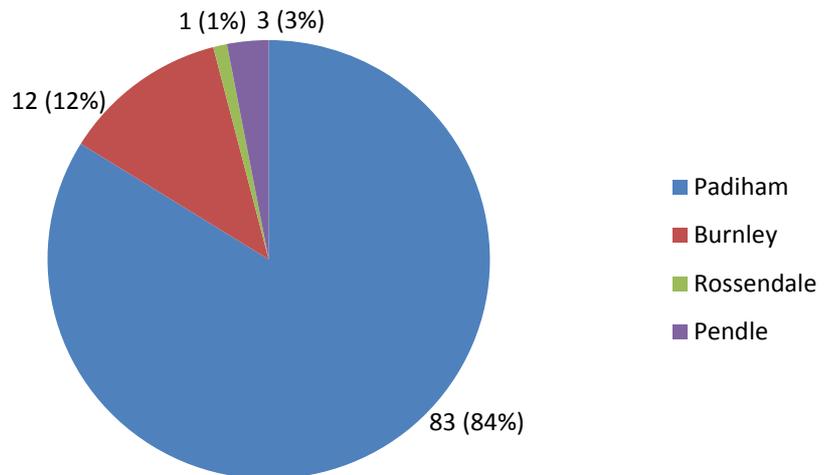
Do you support the practice's plan in principle to close the Padiham surgery?

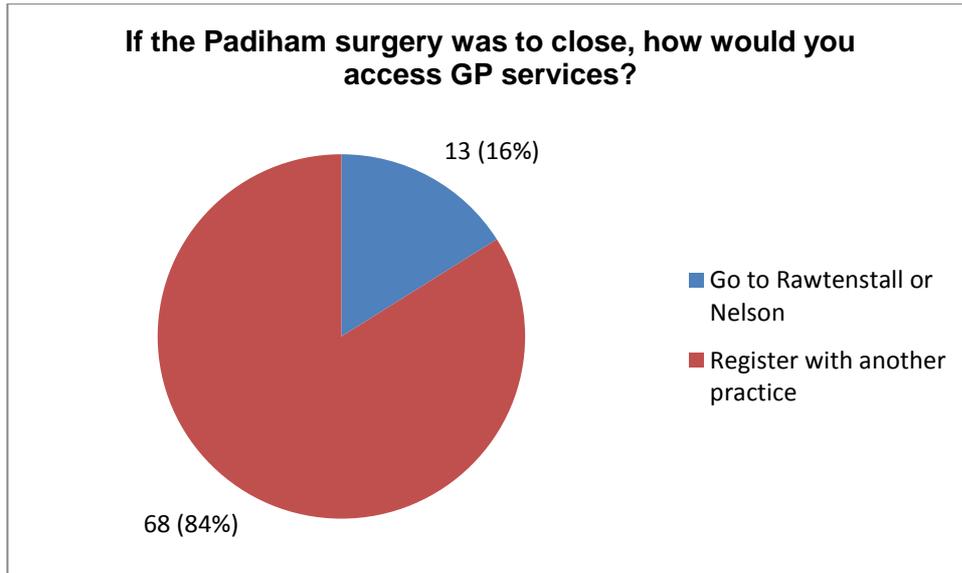


Which surgery do you normally go to for appointments? (Tick all that apply)



Where do you live?





6. Respondent Comments

6.1. If the respondent didn't understand the practice's reason for proposing to close Padiham surgery or they weren't in agreement with the proposal, they were asked to give the reasons why. There was also the opportunity for further comments.

6.2. The analysis identified seven key themes for consideration. These are as follows along with a selection of comments (*see Appendix 4 for full list of comments*) :

6.2.1. Putting patients at risk –

- Many patients are elderly and/or infirm and may not have access to private transportation. It is unacceptable that they should have to travel on public transport which may involve several changes and a significant distance to walk when they are ill and also have no access to home visits when seriously ill
- Elderly grandparents who struggle to leave the house as it is are being put at a huge risk
- I don't know how you expect existing patients some of which are very frail and elderly to travel to Nelson and Rawtenstall
- Can someone with moderate to severe ailments realistically be expected to make the extended trip and where is the consideration for elderly and/or particularly vulnerable Padiham patients
- Honestly if the Padiham branch closes I don't know what I'm going to do, I can't go to the other Drs in Padiham as I've had some really bad experiences. I don't drive and honestly don't know where I would go as I have to see a Dr regularly because of my condition
- Homebound patients are at risk including my terminally ill mum

6.2.2. **Difficulty in accessing the other sites –**

- There are many people in Padiham that do not drive and have no means of travelling to alternative practices. What about those on palliative care? The old, disabled people with little or no money for travel?
- It will be a huge loss to me and my family as we will be unable to travel to the Nelson or Rawtenstall practices
- How can somebody with moderate to severe ailments realistically be expected to make the extended trip and where is the consideration for elderly and/or particularly vulnerable Padiham patients
- I'm a single parent with 3 kids who relies on public transport. I suffer with anxiety when having to go out so closing Padiham would make it intolerable for me to attend another of your practices if needed and be impractical and impossible for me to get to either of your other practices
- I would have to drive to either Nelson or Rawtenstall which would take 15-20 minutes plus to get to either surgery. What if I am not fit enough to drive and you are saying you will not do home visits

6.2.3. **No capacity at other GP practices –**

- I don't believe there is enough capacity within the town to take on more patients at Padiham Medical Centre – it is already overstretched there
- The other practice in Padiham is oversubscribed and to be able to change to them is not an option. We would need to do this for home visits if needed as other GP practices outside Padiham would not do home visits outside their catchment area
- Closing this practice puts more pressure on other practices
- The other surgery in Padiham is not taking on new patients

6.2.4. **Difficulty in getting an appointment -**

- People are not accessing services because it's virtually impossible to get an appointment with a doctor
- When you call for an appointment to see a GP it takes a long time to get a response and you sometimes cannot get an appointment that day
- On many occasions I have tried getting appointments at the surgery only to be told that no appointments available and to ring back at 8am the following morning. I then ring back the following morning only to be told that all appointments are gone or no doctor is on duty, this practice isn't lacking patients its lacking doctors, lacking appointments and lacking management skills

6.2.5. **Not enough patients -**

- Appointments rarely available due to being busy, so I don't understand why they are saying there's not enough patients, the problem is not enough doctors at the practice
- According to the 2001 census there were 8998 people living in Padiham, this figure would have only grown and I cannot understand why you are saying you do not have enough patients

6.2.6. **Lack of GPs –**

- Why not have more than one doctor at the surgery, one that works 5 days a week then more patients can be added to the practice if that's the reason you're closing
- I feel it's not down to low patient numbers but the inconsistencies in healthcare provision
- Please consider another GP. People don't register because you only have 1 GP and they can't get into see that person. With more staff you could boost your uptake of patients

6.2.7. **Other comments -**

- I full understand the reasons behind this closure it makes perfect sense. I feel there would be a better service over two sites. I have no issue with travelling
- Padiham Fairmore practice should never have opened with Padiham Group Practice 50 years away so completely understand the reasoning
- Makes sense to close
- I have attended Fairmore Medical for many years and you cannot always get to the Nelson or Rawtenstall area. Fairmore Medical Practice is the best yet for my own selfish reasons I do not want it to close
- You took this practice on a ten year contract and because you are not making the profits you though you would you are doing a runner to save yourselves more losses and no consideration for your patients

7. Mitigation of Concerns / Comments

7.1. The majority of the comments and concerns can be addressed. Patients will be reassured of the following:

Table 1:

Issue	Mitigation
Housebound / elderly / vulnerable patients are at risk	The practice will identify any patient at risk who is housebound or vulnerable such as those on a learning disability register and will make provision to ensure they are visited and helped to register with an alternative practice.
Difficult to travel to the other Fairmore sites	Patients have the option to register with another practice. Details of how to do this will be communicated to patients if the proposal to close Padiham is approved.
No capacity at other GP practices	All of the neighbouring GP practices including Padiham Medical Centre which is situated in very close proximity to Fairmore Padiham have the capacity to take on new

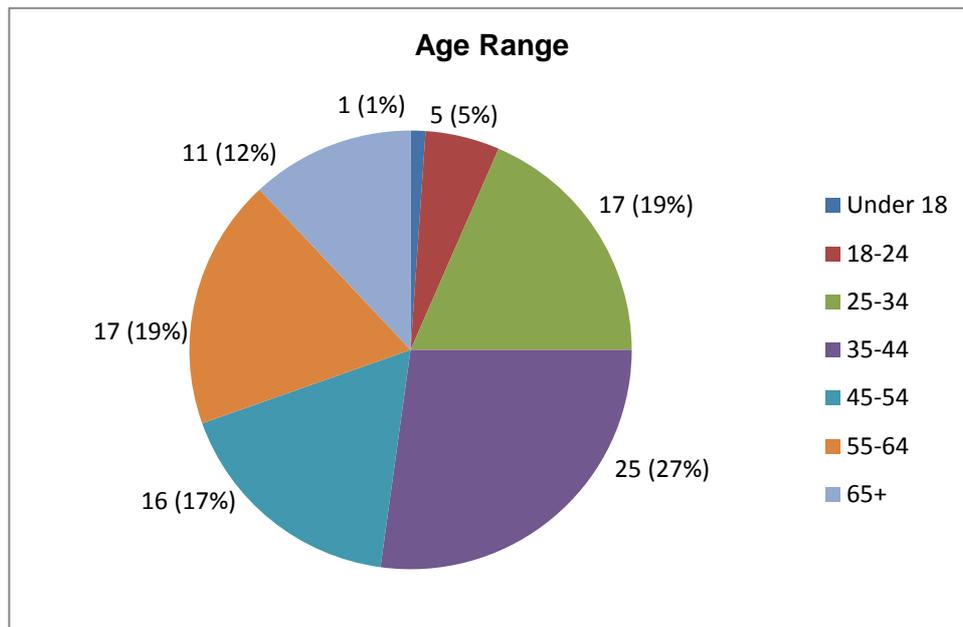
	patients. There are no closed GP lists locally.
Lack of patients	The patient list has always remained steady at around 900 registered patients.
You get a longer appointment time at Fairmore	Standard GP appointments are 10 minutes across all GP practices. No GP will cut an appointment short if the patient presents with a complex problem requiring a slightly lengthier consultation.
Population in the local area is increasing with new houses being built	All local GP practices in the area have an open patient list.
Treatment room is a valuable asset and not provided at Padiham Medical Centre	There appears to be some misunderstanding that the entire health centre is closing rather than the GP practice. It is only the GP practice that occupies some space in the health centre that is proposing to close.
Some people registered with Fairmore have received no notification of the proposed closure	Letters were sent to each registered household. These were sent out at the end of December 2019 via East Lancashire Hospitals NHS Trust.
The decision to close Padiham has already been made and patient comments will be ignored	No decision has yet been made. NHS East Lancashire CCG need to approve the application and consider all relevant factors before any decision is made to close the practice.
You can never get an appointment	With a small practice list it is very difficult to plan appointments around demand. The practice is staffed by locum GPs. If one of the doctors or nurses rings in sick then clinics have to be cancelled. Clinical staff are travelling between the three sites which impacts on clinical consultation time.
The practice manager at Padiham Medical Centre has had great involvement in the running of Fairmore Padiham and has been very biased	Padiham Medical Centre is one of the partners in PWE Healthcare – the organisation that provides healthcare at Fairmore Medical Practice. The practice manager at Padiham Medical Centre is also a director at PWE Healthcare. The two organisations (PMC and PWE) are distinctly separate.
More doctors working 5 days a week so more patients can be added to the register	There is a shortage of GPs nationally and it is no different throughout East Lancashire. It is extremely difficult to recruit full time permanent GPs. The practice relies on locum GPs.

If this facility was to close it would be just another empty building

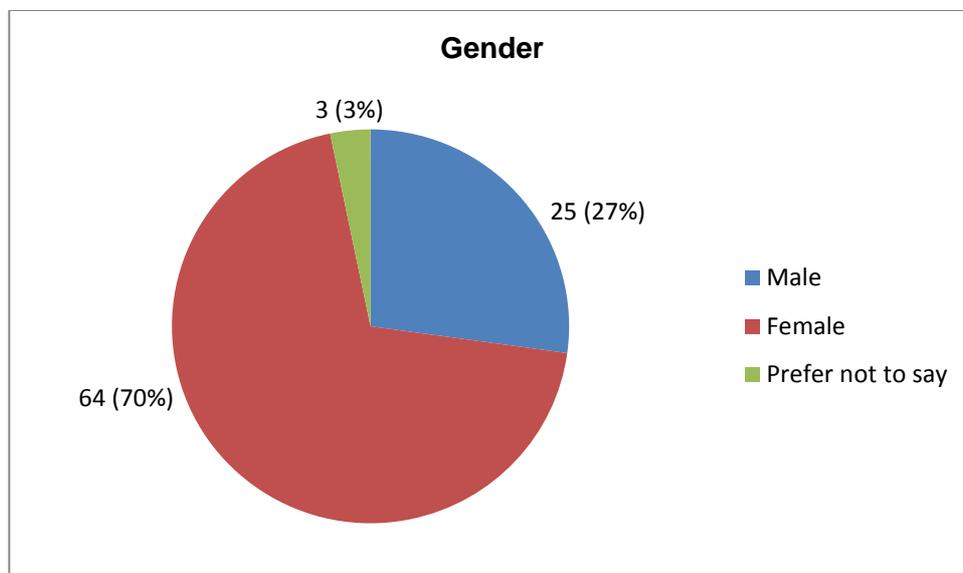
There appears to be some misunderstanding that the entire health centre is closing rather than the GP practice. It is only the GP practice that occupies some space in the health centre that is proposing to close.

8. Equality Monitoring

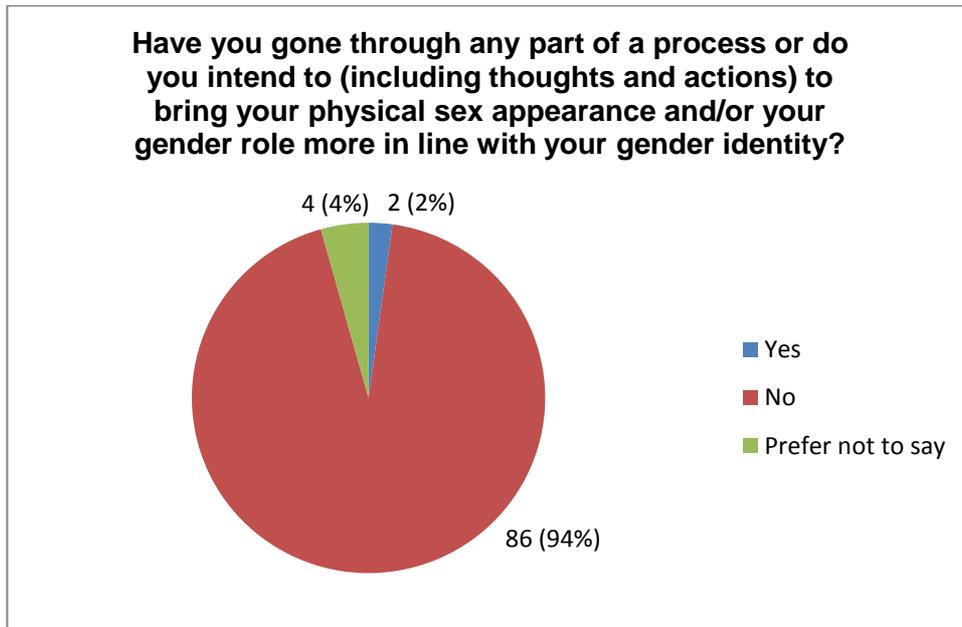
8.1. The majority of respondents (27%) were aged between 35 and 44.



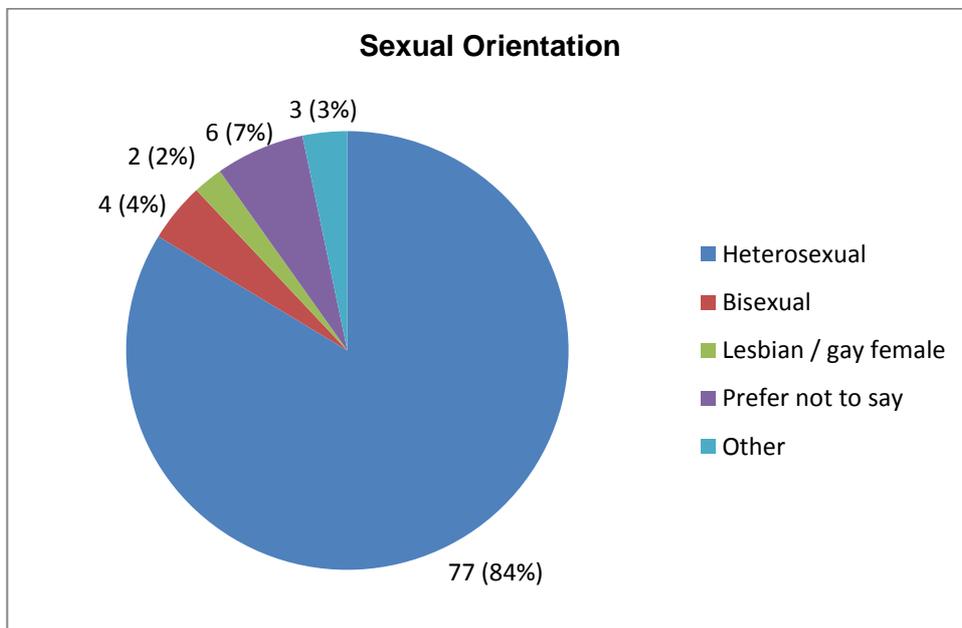
8.2. More than twice as many females than males responded. This is consistent with other surveys, and literature which indicates women are more engaged in health matters than men.



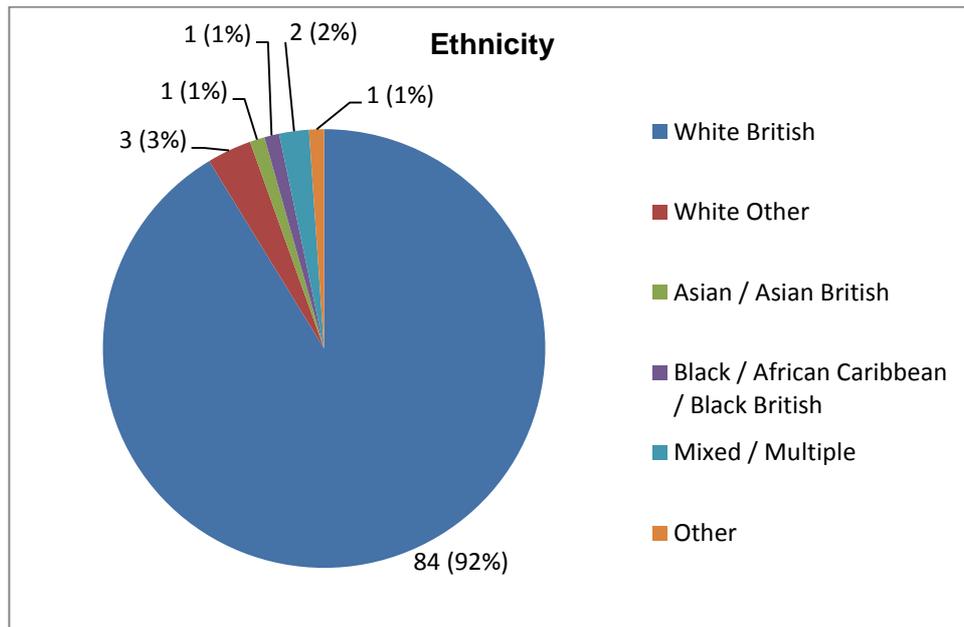
8.3. Only 2% of respondents had gone through, or thought of, bringing their physical sex appearance more in line with their gender identity.



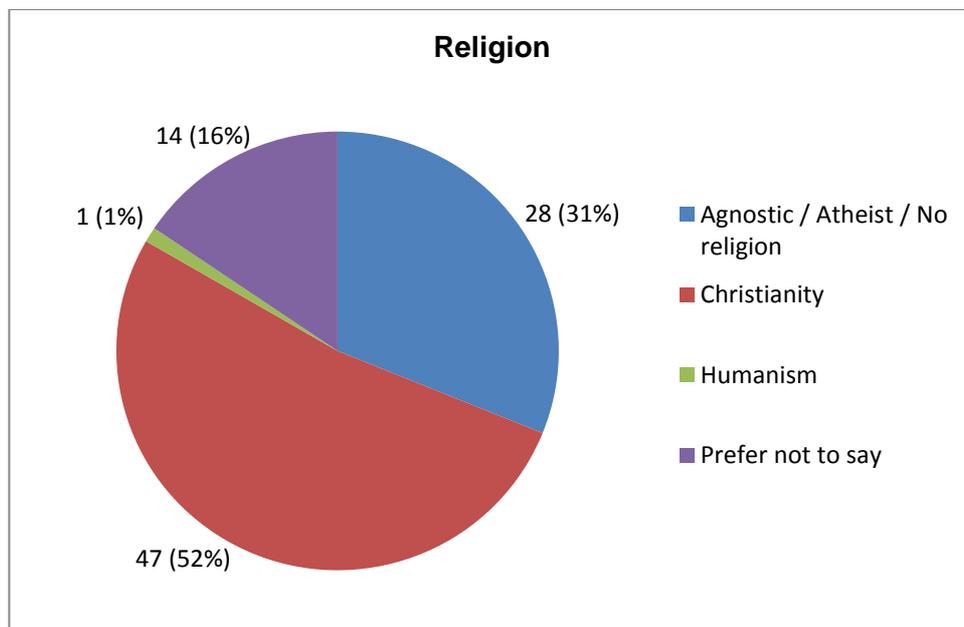
8.4. The majority of respondents (84%) were heterosexual whilst 7% preferred not to say.



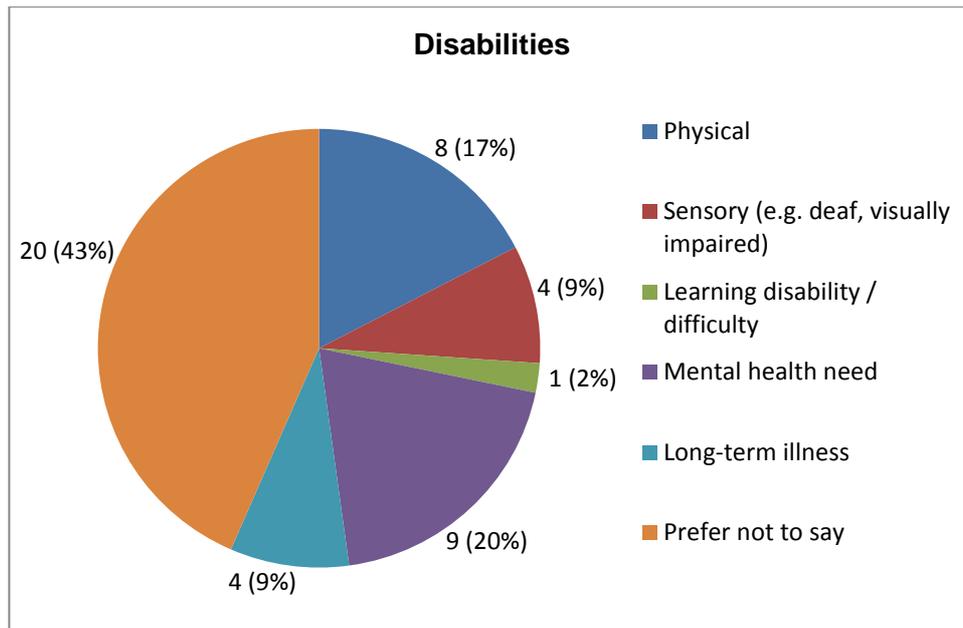
8.5. The majority of respondents (92%) were White British followed by White other (3%).



8.6. The majority of respondents (52%) followed Christianity.



8.7. Of those who considered themselves to have a disability (70%), 43% of these actually preferred not to say what that disability was.



9. Recommendations

- 9.1. East Lancashire CCG Primary Care Committee consider the proposal to close Fairmore Padiham taking into the results of this report and the mitigation of issues/concerns raised
- 9.2. Registered patients aged over 16 are corresponded with further to explain the decisions that have been made
- 9.3. The practice makes provision to contact each housebound and vulnerable patient to ensure they are registered with an alternative local GP practice if East Lancashire CCG Primary Care Committee approve the proposal to close Padiham
- 9.4. This report and the minutes from East Lancashire CCG Primary Care Committee are available publicly within Fairmore Medical Practice as well as on the practice website and CCG website

10. Appendices

- 10.1. Appendix 1 – Patient questionnaire
- 10.2. Appendix 2 – Letter to patients
- 10.3. Appendix 3 – FAQs
- 10.4. Appendix 4 – Respondent comments

Appendix 1 – Patient Questionnaire

Fairmore Medical Practice - Proposal to close Padiham branch

Introduction

Fairmore Medical Practice is a single practice set over three sites: Nelson, Padiham and Rawtenstall. Patients are able to access services and appointments at all three sites.

We are applying to the East Lancashire Clinical Commissioning Group for permission to close the site in Padiham.

We have taken a number of reasons into consideration when making this decision. Due to the very low number of patients accessing services at the Padiham surgery it is not sustainable or cost-effective to keep it open. In addition, because staff, including nurses and GPs, work across all of the three sites valuable time is spent wasted on travelling rather than seeing patients. This puts pressure on the whole of the service. It also affects your safety if we have to cancel clinics at short notice due to staff shortages.

The remaining two sites - Nelson and Rawtenstall, will continue to provide GP services. The closure of the Padiham site will not affect your registration with Fairmore Medical Practice. However, please note that we will be unable to provide home visits to patients living in Padiham and the surrounding area.

If our plans are approved, the Padiham site will close on Friday 13 March 2020. Please be assured that all of the existing permanent staff will continue to be involved in your care at the Nelson and Rawtenstall sites and there will be no job losses as a result of this closure.

We appreciate that the proposal to close the surgery in Padiham may be concerning. We would like to know your views on this as these are important to us, including any impact it would have on you.

We would be grateful if you could answer the following questions. Please be assured that your answers are anonymised and unidentifiable.

The survey will close on Friday 31 January 2020.

1. Where do you live?

Padiham

Burnley

Rossendale

Pendle Ribble

Valley

Other (please specify)

2. Do you understand the practice's reason for proposing to close Padiham surgery?

Yes

No

If not, why not?

3. Do you support the practice's plan in principle to close Padiham surgery?

Yes

No

If not, why not?

4. Which surgery do you normally go to for appointments? (Tick all that apply)

Padiham Nelson

Rawtenstall

I am not a registered patient with Fairmore Medical Practice

5. If the Padiham surgery was to close, how would you access GP services?

Go to either the Rawtenstall or Nelson surgeries

Register with another practice

Other (please specify)

6. Do you have any other comments you would like to make?

Appendix 2- Letter to patients

Dear Patient

Important information - proposal to close Padiham branch surgery

We are writing to let you know about our proposal to close our surgery in Padiham and would like your views and feedback.

As you know, Fairmore Medical Practice runs as a single practice but across three sites – Padiham (Padiham Primary Health Care Centre), Nelson (Pendle Community Hospital) and Rawtenstall (Rossendale Primary Health Care Centre).

We are applying to the East Lancashire Clinical Commissioning Group for permission to close the site in Padiham.

We have taken a number of reasons into consideration when making this decision. Due to the very low number of patients accessing services at the Padiham surgery it is not sustainable or cost-effective to keep it open. In addition, because staff, including nurses and GPs, work across all of the three sites valuable time is spent wasted on travelling rather than seeing patients. This puts pressure on the whole of the service. It also affects your safety if we have to cancel clinics at short notice due to staff shortages.

The remaining two sites – Nelson and Rawtenstall, will continue to provide GP services. The closure of the Padiham site will not affect your registration with Fairmore Medical Practice. However, please note that we will be unable to provide home visits to patients living in Padiham and the surrounding area.

If our plans are approved, the Padiham site will close on Friday 13 March 2020.

Please be assured that all of the existing permanent staff will continue to be involved in your care at the Nelson and Rawtenstall sites and there will be no job losses as a result of this closure.

You do not need to register with another practice as we will continue to see all our registered patients from the Nelson and Rawtenstall sites although you will have the option to register with another practice if you wish to do so. We will send you further details about how to do this if our plans are approved.

We appreciate that the proposal to close the surgery in Padiham may be concerning. We would like to know your views on this as these are important to us, including any impact it would have on you.

There are a number of ways that you can feedback your comments to us. You can:

- 📞 call us: 01282 731415 / 01282 64460 / 01706 253530
- ✉ email us: waterfoot.medicalpractice@nhs.net
- ✉ write to us at: Padiham Medical Centre, 36 Burnley Road, Padiham, Burnley BB12 8BP and mark your envelope for the attention of Mr Des McEvoy
- 🗣 call in to any of the practice sites and speak to us
- 💻 Complete our questionnaire online at: <https://www.surveymonkey.co.uk/r/LHNXFGT> or ask at reception if you would like a paper copy to complete.

Please feedback your comments to us by Friday 31 January 2020.

All comments will be taken into consideration and we will write to you again in due course with our next steps and post the results of the questionnaire in the respective surgeries.

Yours faithfully

Appendix 3 – FAQs

Frequently asked questions

You may have several questions about the proposed closure of the Fairmore Medical Practice - Padiham site; below we have tried to answer the most common questions.

1. Why is there a proposal to close the Padiham site of Fairmore Medical Practice?

The Padiham site situated in Padiham Primary Health Care Centre, Station Road, Padiham BB12 8EA is one of three sites operated by Fairmore Medical Practice. The other two sites are based in Nelson and Rawtenstall.

There are approximately 1,200 patients registered with the Padiham practice and approximately 2,600 at each of the Nelson and Rawtenstall practices.

The practice has advised NHS East Lancashire CCG (the commissioners) that keeping the Padiham site open is not sustainable, economical or efficient due to the low numbers of patients accessing services there. In addition because of staff working across multiple sites and the geographical distance between the practices, staff spend valuable time travelling between sites rather than seeing patients. This puts pressure on the service as a whole. It also affects patient safety if clinics are cancelled at short notice due to staff shortages.

2. If the Padiham site of Fairmore Medical Practice was to close, which GP practice would I attend?

All existing patients will remain registered with Fairmore Medical Practice and will still be able to access GP services at the Nelson site (PWE Fairmore, Pendle Community Hospital, Leeds Road, Nelson BB9 9SZ) and the Rawtenstall site (Rossendale Primary Health Care Centre, Bacup Road, Rawtenstall BB4 7PL).

Patients can also choose to register at another practice if they so wish – although this will depend if the patient lives in the GP practice boundary.

3. How do I get a new GP?

You do not need to register with another practice as we will continue to see all our registered patients from either the Nelson or Rawtenstall sites. You can choose to register with another practice though if you wish to do so. We understand that if the Padiham site was to close, for some patients the impact will be much greater than we would have desired and it may be easier for them to move to an alternative surgery rather than travel to Nelson or Rawtenstall.

You have the legal right to choose a GP practice that best suits your needs. The GP practice must accept you, unless there are reasonable grounds to refuse you. You can approach your chosen GP practice and apply to join its list of patients. You can find a list of your nearest GP practices at www.nhs.uk.

When you have found a practice you like, you'll have to formally register with it as an NHS patient by submitting a registration form to them. The GMS1 registration form is available at the practice, or you can download it from [GOV.UK](http://gov.uk). Forms may vary slightly, and some practices use their own version.

When you have completed and returned the form, NHS England will transfer your medical records to your new practice and write to you to confirm your registration as a patient with that practice.

4. I receive home visits. If the Padiham site closes will I still be able to receive a home visit?

No. If the proposal to close Padiham surgery is approved we will no longer be able to offer home visits to patients in the Padiham area. For house-bound patients registered with the Padiham practice, we would advise that they register with an alternative practice.

5. If this proposal is approved, when will the Padiham site surgery close?

If approved, the Padiham surgery will close on Friday 13 March 2020.

6. I don't drive or have access to a car. How will I manage to get to and from the other surgeries?

We will continue to provide daily telephone consultation appointments just as we do now. We understand that if the Padiham site was to close, for some patients the impact will be much greater than we would have desired and it may be easier for them to move to an alternative surgery rather than travel to Nelson or Rawtenstall.

7. Will opening hours be affected?

No, there will be no change in opening hours or clinics; the only difference will be that we will be working from two sites instead of three sites.

8. How can I feedback my views?

There are a number of ways that you can feedback your comments to us. You can:

- 📞 call us: 01282 731415 / 01282 64460 / 01706 253530
- ✉ email us: waterfoot.medicalpractice@nhs.net
- ✉ write to us at: Padiham Medical Centre, 36 Burnley Road, Padiham, Burnley BB12 8BP and mark your envelope for the attention of Mr Des McEvoy
- 🗣 call in to any of the practice sites and speak to us
- 💻 Complete our questionnaire online at: <https://www.surveymonkey.co.uk/r/LHNXFGT> or ask at reception if you would like a paper copy to complete.

Please feedback your comments to us by Friday 31 January 2020.

9. What happens after the 31 January 2020?

Once this engagement exercise closes an outcome report will be written which will include an analysis of the responses and key issues and recommendations. This report will be presented to NHS East Lancashire CCG Primary Care Committee for consideration.

Following consideration and a decision the outcome will be shared with patients through the practice and will be available on the Fairmore Medical Practice website at <https://www.pwehealthcare.co.uk/>

Appendix 4 – Respondent Comments

*** Comments verbatim ***

Do you understand the practice's reason for proposing to close Padiham surgery? If not, why not?

Because it's always difficult to get an appointment because it's fully booked and it's difficult getting through on the Padiham telephone line. Once I was on hold for 40 minutes from being 10th in the queue and when I got to position 1 in the queue the line went dead.
It always seemed busy to me on the occasion I needed to visit, always seemed to be booked and could only get an appointment by phoning at 8 am on the day or had to plan acoupm of weeks in advance if you were on going to be ill or non urgent app.
It is a lie, you can never get an appointment when you call at specified times, 6 weeks plus waiting if you do get one, the dr was late regularly or full on cancelled. Home bound patients are at risk including my terminally I'll mum.
The reasons given are for the benefit of the practice rather than the patient.
Padiham need a GP Practice,the community is made up of a lot of elderly people who will struggle to go to nelson or further.
As I am aware(family living in Padiham) there is no lack of patients it's more a lack of doctors and available appointments think your being fed Mia information
Crazy proposal. The community needs the practice
They have more patients than they had appts for only 3 half day a week GP surgeries and they often got cancelled
We only found out when I rang to see why yet again as a palatine care patient my medication has gone astray and I am left with out,also was told I could not speak to my doctor Atkinson as she left on Friday,,,no warning,no reason,just one mess after another, also being treated with the wrong drugs has not been sorted after 16wks
Because you say lack of numbers when it takes over 3 weeks to get an appointment
If you can't get appointments you are going to change practice. Self fulfilling prophecy.
It has not been explained to me
Because it's needed
People who need to see a GP are unwell. Therefore, unlikely to travel out of town, especially on public transport, to see 1 they trust
Because, we get told their aren't appointments... hence not being seen... so basically your saying... you cut the service down (due to being busy) when in reality you've fobbed us off!!! so it looks like the service isn't needed!!!!!!
But it's appalling what you are doing 😞
Appointments rarely available due to being busy, so I don't understand why they are saying there's not enough patients, the problem is not enough Doctor's at the practice.

I dont believe its true
It provides a good service to Padiham people
I disagree with the reasoning and feel the Padiham surgery has purposefully under catered.
First I heard was from a post on Facebook
People are not accessing services because it's virtually impossible to get an appointment with a Dr. It was a good surgery before this always busy.
As there is patient that can't get to Nelson or rawenstall
They say that it is in part due to low number of patients accessing Padiham medical centre but it is always impossible to get an appointment there!! I have previously been in a queue on the phone for up to an hour only to be told there are no appointments!
Never heard anything so ridiculous! Have you seen how many people now live in Padiham, how can you say you do not have enough patients?
Its needed
ACCORDING TO THE 2001 CENSUS THERE WERE 8998 PEOPLE LIVING IN PADIHAM, THIS FIGURE WOULD HAVE ONLY GROWN AND I CANNOT UNDERSTAND WHY YOU ARE SAYING YOU DO NOT HAVE ENOUGH PATIENTS??
Stated no demand, if that the case why is there a 3-5 week wait for an appointment

Do you support the practice's plan in principle to close Padiham surgery? If not, why not?

I would like to know what has been done to save the surgery e.g working with the other doctors surgery to help keep it open. I don't understand how suddenly there arent enough patients when there were at the start. Seems a bit radical to suddenly say the only option is to close it. The population of Padiham may increase in the coming years and then there will only be 1 surgery
We supported the Padiham surgery since it first opened its doors and it's only since it became PWE that the service has gone down hill. Why should patients suffer in the closure of a surgery through bad management of the practice?
There have been times throughout the last year that I have tried to get an appointment and I havent been able to. I was unable to select the surgery online and had to go to Nelson instead. I would like to see numerical evidence to suggest that the Practice has low number of patients
Nelson and Rawtenstall are too far away
I do not believe there is enough capacity within the town to take on more patients at Padiham Medical Centre- it is already overstretched there.
It has put lives at risk for people in my family and has stopped me from progressing in diagnosis of current illnesses.

You took this practice on a ten year contract and because you are not making the profits you thought you would you are doing a runner to save yourselves and more losses and no consideration for your patients
The other practice in Padiham (Padiham Group Practice) is over subscribed and to be able to change to them is not an option. We would need to do this for home visits if needed as other GP practices outside Padiham would not do home visits outside their catchment area.
The proposed closure of the Padiham practice cites difficulties with staff finding it difficult to commute between the present three practices. This would have been the case from the outset. It is not a problem that has suddenly occurred. A lack of patients was also stated as a reason for the closure of Padiham. This does not explain the length of time people have to wait for an appointment. If the practice was not busy, waiting times for appointments should naturally be less. There is a possibility of course that members of the public are reluctant to enrol with a surgery that does not have a Doctor there Monday to Friday. My understanding is that the present Doctor only works three days a week, causing concern, in some cases, that the patients condition may get worse in the intervening period.
It will be very inconvenient to change practices for my family. I like the relationship I have with my gp and the staff are helpful. I cannot attend another branch of the practice as its not practical.
Not supporting the elderly people and infirm who rely on close proximity to local service .
It would be too far to travel and very inconvenient to have to see a doctor or nurse in either Rawtenstall or Nelson.
If the surgery has low numbers of patients why can you not get a routine appointment for approximately a month. When you call for a appointment to see a GP it takes a long time to get a response and you sometimes cannot get an appointment that day.
Very much needed, Padiham medical centre is over crowded and understaffed. Fairmore lets you have more time with the doctor to discuss the issues of illness or treatment.
I have always managed to get an appointment quickly at the practice through their new website booking. The place is always busy and you can never get an appointment through the phone but it's the doctors that I've always used.
A lot of people cannot go further away to access services
As above there are many people in Padiham that do not drive and have no means of travelling to alternative practices. What about those on palative care? The old the disabled the people with little or no mon for travel ? Do you seriously expect on surgery to cover the whole of this town ?
Padiham needs this practice. It's always packed out which suggests it's well used. The doctors have spent years building rapport with the community and providing services which are needed. Closure of a gp practice puts massive pressure on urgent care services
Because it has been managed badly and is unfair on the elderly people in Padiham
Padiham needs an alternative to the medical centre and if more resources and staff medical staff had been put into them or it would have been more
Elderly grandparents who struggle to leave the house as it is, they are being put at a huge risk. They moved to this surgery because they couldn't get an appointment at the other surgery in Padiham. Furthermore you have not considered that over 200 houses are being built in Hapton right now? Perhaps you should be letting new home owners be aware of your practice? You have so many patients in the pipeline if you got out there and let them know about you.

I don't know how you expect existing patients some of which are very frail and elderly to travel to nelson and rawtenstall. Not to mention the cost and time of this travel to the patients, and if they are not able to be seen by district nurses because they are classed as mobile albeit barely and can just manage to get to padiham as it's where they live are you going to allow them to be seen by the district nurse team as the added pressure on them to travel could be detrimental to their existing health related issues. If you close I think you need to have some system in place so that these patients who can barely get to padiham are seen by some healthcare professionals so that they do not fall through the cracks
Because at the end of your life you do not want to start all over again,,,not only that if they had listened to me in the first place I would not be a palliative care patient now,,after a year of chronic pain,,it's psychoseomatic ,,it's depression,,your anxiety causes your stomach to react,,then Finally collapse to find a huge cancer lump that had been growing for a long time to reach that size,,,and going through all the mess of prescriptions being messed up,,waiting up to 9wks to see the doctor,,I had just got a plan sorted with dr Atkinson,,when BAM,,you hit me again..sorry she's gone,,we are closing and we can't find the medication you need,,oh and we will mistreat your husband this morning while we are at it ,,disgusting way to treat a human
You are leaving because of the low number of patients? Ok let's think about this, instead of dismissing a doctor or two, you decide to up and leave, therefore losing most if not all of the patients from Padiham. That means you will have even fewer patients to treat. Where is the logic in your decision?
My son uses this building for his speech and language and its way use for him during school times to be able to access it and get back to school otherwise it's a trip to Burnley
Because I'm not willing to travel to the other two sites
Where do we go if no transport & left pmc because not happy there
Because they aren't interested in Padiham and money would be better spent elsewhere
This practice has helped me alot over the last 2 years the staff are friendly and will help in anyway they can I will be sad to see it go
Because you get to know doctors and staff
Because it's small and you get to know the doctors
It is unrealistic and unreasonable to expect I'll, elderly, disabled or pregnant patients to travel out of town when a gp/nurse is needed.
It's appalling what you are doing, where are we supposed to go now ??, can't get in any doctors in my area and don't drive, I'm fuming
I have attended fairmore medical for many years and can not always get to the Nelson or rawtenstall area. Fairmore medical practice is the best one yet for my own selfish reason I do not want it to close.
Padiham town is growing in size and population and more doctor's are needed, not less.
I dont believe this practice has a lack of patients i believe its a lack of doctors lack of appointments and lack of ability to run the practice correctly that is the main problem
So many people struggle to see a doctor at padiham medical centre why cant you come to some arrangement and offer places so people could move to your practice. My 94 year old father is the patient at Fairmore and has been very pleased with the service.
People in Padiham would have a long way to go.
What will happen to the services currently provided. How will they be accessible for Padiham people?

I attend this surgery regularly. I can travel but my son with additional needs requires attention. He finally started to like and grow a relationship with a GP and now he wont be abld to see her anymore.
closing this practice places more pressure on other practices,. with so many new houses being built greater effort should have been placed on keeping this going for at least another couple of years, whilst determining likely increase in local population
closing this practice places more pressure on other practices,. with so many new houses being built greater effort should have been placed on keeping this going for at least another couple of years, whilst determining likely increase in local population
It will be a huge loss to me and my family as we will be unable to get to the Nelson or Rawtenstall practice.
It is, in my opinion, unreasonable to expect patients to have to travel to Nelson and Rawtenstall to access time with their GP. Can somebody with moderate to severe ailments realistically be expected to make the extended trip and where is the consideration for elderly and/or particularly vulnerable Padiham patients? The plan is absolutely ridiculous.
Elderly people who can't walk very far will struggle to get to their GP surgery when they need it the most. They can struggle to use public transport and can't afford taxis on a pension
I myself and a lot of over patience have left the other Padiham doctors young and elderly to fairmore for a lot better service and care Whitchurch we were receiving at fairmore with more houses being built the practice will be needed a lot of patience don't have transportation to attend one of the other practices the nearest one to fairmore is kiddrow Lane Witch is still a long walk from the bus root that way from Padiham not ideal for old or disabled if this practice closes I can see a lot of people suffering and will not go to another practice
I'm a single parent with 3 kids who relies on public transport I suffer with anxiety when having to go out so closing padiham would 1 make it intolerable for me to attend another of your practices if needed 2 be impractical and impossible for me to get to either of your other practices
The doctors and staff here are fantastic when you fan actually get an appointment this is the problem no appointments
The reason there aren't people using the services is because its practically impossible to get an appointment. People would come of there was actually doctors there.
Not everyone can easily go further afield.
As if my husband can't drive any more how I suppose to get his medicine I have to do at the desk every month.
I would prefer a local doctor instead of having to travel and the care provided is always brilliant.
If anything it should be open longer. Houses being built in Hapton, Burnley near Padiham side and proposed houses in Padiham. I was going to change but it wasn't practical as it meant driving further than what I already do. If there was a doctor there more often I would change.(partner does not drive) There are 4 of us and I expect more people would as lots of people complain about Padiham medical practice and I didn't join due to the rudeness and shabby service when I filled out new patients forms.
I will struggle to access the other surgeries as they are to far away
Padiham surgery is busy and it is needed! I think it is ridiculous to consider closing it.
Don't think it's fair got used to Dr atkinson

The surgery has declined in staff through the years not a decline in patients. The low number of people accessing services is surely due to the services being inaccessible and not because they are not needed. Having a part time doctor has always been a risk, myself and my three children are registered here and it has always been a worry to me if they were ill on a day where the Dr isn't there. Luckily for me I can drive and I can get to other sites but surely this puts pressure on services in other areas. I now feel forced into registering at a different practice which I left in the first place for good reasons.
The need to travel for care would make it difficult
I can't travel to another branch
I live in Padiham, not Nelson! Why should Padiham be the only town around this area with no convenient medical center? I notice that no statistics have been provided that demonstrate this very low attendance. Just how do you possibly expect to accommodate all these extra people into Nelson Pwe (people will not travel from padiham to Rawtenstall for treatment, and should not be expected to!)? Will parking and travel costs be reimbursed, because most of the people who currently use the medical center at padiham can effectively walk or find parking easily. This proposal will cause a great deals of stress when finishing work, travelling to the medical center(I work in Clitheroe) ,finding a parking space, paying for it, then rushing in to attend an appointment that you have had to wait a number of days for due to over crowding, then wait in an over crowded waiting room and see your appointment slot come and go, then travel all the way back to padiham (whilst I'll remember) out of pocket and out of your mind with stress due to the ridiculous decision made by councillors and senior medical who should push the problem back up the chain instead of down it!
The treatment room is a valuable asset to Padiham and is not provided at the other medical centre in Padiham
There is a plethora of reasons how this will negatively impact the community of Padiham, it would be wholly irresponsible of you to close it. How will the elderly and disabled, the most marginalised in our society get to any other surgery. The other surgery in Padiham is not taking on any new patients and is renowned for being incompetent
100% NO
ABSOLUTELY NOT. THE OTHER DOCTORS IS INCOMPETENT AND RUDE. THIS SURGERY IS ACCESSIBLE AND ACCOMMODATING.
Care in the community needed and more could be done at this site to make it more viable

Any other comments

Yes I do. 1. I'd like to know what will happen to this consultation information and where it will go to. Will there be a response? 2 is the CCG able to turn down the proposal to close so that the practice can stay open. On what grounds may this happen? 3.Has anything been done to try and save the practice?
Please do all that can possibly be done in your power to keep Fairmore Padiham remaining open and providing the people with Padiham a service that is very needed. Patients would be put at risk due to this closing Especially a lot elderly people who happen to be in Padiham surgery.

<p>Just that I disagree, and that I feel the patients have been pushed to Rawtenstall or Nelson to reduce numbers and therefore push through through the closure that was saved a couple of years ago. I had an ear infection and one Friday my wife spent 40 minutes on the phone waiting for an appointment and NEVER got through even though she was first in the queue? I really do wonder what the staff do there??</p>
<p>I fully understand the reasons behind this closure it makes perfect sense. I feel there would be a better service over two sites. I have no issue with travelling</p>
<p>Should never have been opened</p>
<p>Makes sense to close</p>
<p>Padiham Fairmore practice should never have opened with Padiham Group Practice 50 yards away so completely understand the reasoning.</p>
<p>NHS cutbacks not thinking of the patient first, it feels like your forcing people make a poor decision to so call save money</p>
<p>I am the local Councillor for this area. My main concerns are: -some people who are registered with Fairmore have received no notification of the closure - how can they be expected to fill in a survey and make their feelings known if they don't know about it. - you also seem to have made your mind up about the closure already - Padiham is growing. There will soon be many new houses in the area within a 2 mile radius of Station Rd. We need to plan not just for now but for all future demands on our Health Service. I believe it is very shortsighted to withdraw the capacity Fairmore provides. People I speak to tell me that there has always been a good level of local care at Fairmore. They also say that they would not be able to get across to Nelson or Rawtenstall. - our Health Service is always telling us how important health and wellbeing is and yet this seems to be yet one more facility being withdrawn from Padiham. - it seems as though there are joint admin facilities for Padiham Medical Centre and Fairmore and yet it doesn't seem as though there is any co-ordination in attempts to help Padiham people access actual doctors. I am not sure how this all works together but it seems a very strange set-up to me and one that doesn't necessarily benefit patients. - if this practice does close down then where is the guarantee that if demand grows services will be put back? I would very much welcome the opportunity to speak further about all this to someone who can help me understand how this system works (or actually doesn't)</p>
<p>This surgery is important and needs to be staffed. It is a complete lie about low patient numbers. If it was true there free appointment slots daily.</p>
<p>Keep Padiham open</p>
<p>The surgery provides a service to the people of Padiham. Many patients are elderly and/ or infirm & may not have access to private transportation. It is unacceptable that they should have to travel on public transport which may involve several changes and a significant distance to walk when they are ill and also have no access to home visits when seriously ill</p>
<p>I am of the opinion that the decision to close Padiham has already been made, and any observations about the closure made by the public, will be ignored.</p>
<p>It has took me 10 years to find a GP surgery that i feel truly comfortable with. It doesnt matter that you can never get an appointment. The fact the matter is, people are using the surgery, your comment about people not accessing the service is utter rubbish!</p>
<p>The premises at Padiham are first class and can't be sensibly replaced by an out of town replacement.</p>

The doctors and nurses at Padiham have been excellent and , especialy since Dr Atkinson joined the practice, the health care has been wonderful.
Honestly if the Padiham branch closes I don't know what I'm going to do, I can't go to the other drs in padiham as I've had some really bad experiences. I don't drive and honestly don't know where I would go as I have to see a dr regularly because of my condition
Maybe because people can't get appointments for a month then they go elsewhere. At my last surgery I could book appointments for blood tests 6 months in advance. You will not allow to book appointments more than a month. I live a five minute walk away from your surgery. I would have to drive to either Nelson or Rawtenstall which would take 15-20 minutes plus to get to either surgery. What if I am not fit enough to drive and you are saying you will not do home visits. Giving me no choice but to move to another GP. I have been trying to get a Smear test since October. I have had to cancel one myself due to waiting a month for the appointment. Then surgery cancelled appointment and now you have no appointments in a month's time for Padiham so I have to travel to Rawtenstall.
It is essential to patients who live in padiham to have a gp surgery nearby. Unfortunatly Nelson or rawtenstall are neither
I think to close this surgery would just be an utter disaster for the people of the town the population is growing but the services are diminishing, your information is untrue how can you possibly say there is a lack of patient's when everyday there is someone saying the have tried for over two hours to get through on the phone only to be told there is no doctor on that day , how can you run a practice with one doctor only available 1-2 days a week? Put more doctors in place and your patients will be there is simple enough.
Save our Padiham surgery, it's very much needed
Yes. There is a huge waste on underperforming services that you commission at burnley general yet you want to pull a servive that the whole community relies on its crazy
The worst thing CCG did was to let PWE take over Fairmore, it was far better run before they got hold of it, I also believe the practice manager for Padiham Group Practice has had great involvement in the running of Fairmore Padiham and has been very biased
I have decided after long deliberation that du E to all the things I have had to go through with this surgery since Dr palest rand left,I am in need of taking matters further I have been mistreated,misdiagnosed,let down,gone without medication,given the wrong medication,been told that all my illnesses were in my head,,,,I think I deserve answered and at least the dignity of the record being put straight before I have to say goodbye to my family,,,also what about my husband,,,he's 70 in April and very poorly,,my son,,he needs referrals that have not been done in three years,,my granddaughter and baby who need support what happens to hem you have no idea what you have just caused to many families in padiham it is so wrong,someone has to stand up for what is right,and this is not hanky out for your time
Remember your oath, you swore to do no harm!
This surgery is easy access for a weekly appointment for my son and with his having autism its simple to get to I would use this as a gp for my children but unfortunately I cont get them in if I'm not and unfortunately I cont change my doctors
I just moved from Whaley doctors to make things easier and now this it's a joke my wife doesn't drive to be able to pick things up for me
Please don't close it
Please keep open the staff and doctors are understanding

<p>Yeah.... who is the idiot that thought this is a good idea ☐ By closing this surgery you are isolating people that can't access other surgeries! Padiham isn't on any train route... it's £££ to get to the other surgeries which no one has we can't even get a call out doctor???</p> <p>Wow.... absolute disgrace! I'll make sure me and my 5 yr old don't get poorly ☐ ♥</p>
<p>Why not have more than one doctor at the surgery, one that works 5 days a week then more patients can be added to the practice if that's the reason your closing, no thought for anyone here, what about all the elderly that come here ? For appointments, feet, ears, nurses, what happens to them now???</p> <p>Absolutely ridiculous outcome, IF and WHEN we find another doctor, then we have to go through all the explaining yet again as to what's wrong with you and why you are having follow up appointments etc, don't tell me it's all on computer because they don't look at it..... fuming and disgusted I am</p>
<p>Amazing surgery it would be a shame to see it close</p>
<p>The closure would be detrimental to the town and the patients.</p>
<p>I feel it's not down to low patient numbers but the inconsistencies in healthcare provision</p>
<p>On many occasions i have tried getting appointments at the surgery only to be told that no appointments available and to ring back at 8am the following morning, i then ring back the following morning only to be told that all appointments are gone or no doctor is on duty,this practice isnt lacking patients its lacking doctors lacking appointments and lacking management skills</p>
<p>I am disappointed that we haven't been informed just found out the Padiham practice is closing on facebook!</p>
<p>Please don't take this option away Advertising for new patients would be better</p>
<p>Please consider another GP. People dont register because you only have 1 GP and they cant geg in to see that 1 person. With more staff you would boost your uptake of patients. Padiham needs Fairmore</p>
<p>Disappointing that this medical practice is closing</p>
<p>Please keep the Padiham practice open!!!</p>
<p>Your service in Padiham has been absolutely abysmal for several years now and it has been an impossibility to get appointments on multiple occasions - yet when I have visited your surgery there has been hardly anybody there... This feels like an engineered move.</p>
<p>Padiham has lost their post office, banks and now their GP surgery. This just adds to more strain on the elderly in our town. That surgery has been there ever since I was a baby, I remember going there with my mum for weighing my siblings, getting baby milk and having immunisations there. It seems a shame to lose another service yet again to Padiham</p>
<p>Not alerting your current patients regarding the closure by letter is disgraceful if I did not have social media i would not have known it would be closing</p>
<p>Didnt offer a very good service, had to complain on more than one occasion</p>
<p>Sometimes it takes over a week to get in to see a doctor</p>
<p>Several times I've been ill and called every day to be told theres no doctor in or no appointments .if you want to see a doctor you will need to know 3 weeks in advance if you want to see anybody. I know several people with the same practice who also have the same issue. The issue isnt lack of patients.</p>
<p>Disgusted! I knew this practice had been let go ridiculously down hill but a lot of people relied on it.</p>

<p>Why My husband is happy with his help for his diabetes seeing the nurse every 3 months and if we change doctors practice the new dr will change everything it's not fair I just don't understand .</p>
<p>the padiham surgery is one of the best surgeries I use and I would be sad if it was to close</p>
<p>It is insane that Padiham surgery is even under consideration to be closed, especially when the nearest one is then Nelson! That distance is so impractical for a lot of people and I think that the majority of patients would simply register elsewhere.</p>
<p>I feel that this decision has been made without proper input from patients. If the decision is made then you should support patients in finding alternative GP services that are suitable as this will put enormous pressure on the other surgery in Padiham.</p>
<p>Don't take away our medical centerfielder, find another way!</p>
<p>If this facility was to close then this would be another empty building</p>
<p>We only signed up 2 weeks ago. We should have been made aware of this change as we now have to do the whole process again at another practice!!</p>
<p>You need to look again at this proposal</p>
<p>I depend on your surgery, you cannot close it. I do not know what I would do if you did</p>
<p>APPLYING TO CLOSE THIS SURGERY IS VERY DISAPPOINTING AND I THINK YOU HAVE A RESPONSIBILITY TO YOUR PATIENTS TO KEEP THIS SITE OPEN. YOU NEED TO LOOK AT OTHER WAYS TO MAKE THIS 'PROFITABLE', IE RENT OUT ANY AREAS OF IT BEING UNUSED, PLAY GROUPS ETC, MARKET IT BETTER TO GET MORE PATIENTS ETC. CLOSING THIS SITE WOULD BE A DISASTER TO ITS PATIENTS AND YOU NEED TO WORK HARDER TO KEEP IT OPEN!</p>
<p>Do not accept reasons eg travel time for staff not relevant whereas travel time for patients and inconvenience seems to not matter</p>