

New Cross Health Centre Patient Engagement Feedback May 2017	
Patient Comments	Hurley Group Responses
it is easy to access from New Cross Gate but moving to a building with more services seems like an extremely positive proposal.	We are very pleased that you see this as a positive step.
Good surgery with great staff and proposal would be good for me too.	As above
Very important to keep the GP practice open and as local as possible. The Waldron health centre is a very good option for relocation.	As above
How lovely of you to ask your patients opinion. This is the best health centre I have been to. Awesome staff. Glad you aren't closing.	As above
In Favour as it is still near by.	There are good transport links to the practice with bus routes 53, 177, 225, 453, N89, 172, Over ground and Southern Rail available at New Cross Station.
As long as the GP practice continues to run, why not.	This is a proposal to relocate the practice to suitable premises while we have a choice to make recommendations.
This is not the first location change and each time it has provided benefits. The existing location replaced a very cramped converted house. Quite unsuitable really but space was difficult back then. The Good wood Road location whilst better the Laurie Grove has had several problems ranging from sewerage leaking into the basement to being a little isolated when leaving at night (especially in the winter) for staff.	There have been quite a few issues recently with sewage which have caused problems for the practice. The practice is at the end of a no-through road so is quite isolated. The Waldron Centre has more through put of traffic and pedestrians and the building has multiple occupancy, which makes it feel a safer place of work and to visit. There is a manned building reception desk during opening hours which has security too.
Goodwood Rd still gets confused with the walk in centre so sharing the location is not new.	The New Cross Health Centre was once the site of the Walk In Centre and patients do still come in looking for this service. The proposed move to the Waldron Health Centre may be easier for patients making the journey to either the GP practice or the Walk in service.
Sound conductivity means confidentiality is a problem. This has been raised several times but the building management have not addressed this issue.	Confidentiality is very important and we would look at how we can maintain patient confidentiality by looking at a variety of solutions. There may be the opportunity to utilise the space outside suite 3 and use a patient call system. This may make the waiting area feel more patient friendly. The appointment system in use at New Cross Health Centre means that very few patients wait to be seen for their appointment. We anticipate that the number of NXHC patients will not impact too much on seating availability.
Will NCHC staff be roped into staffing the walk in centre? If staff shortages or cover. Hurley control both so will think nothing of moving staff around to suit itself collectively rather than maintaining staffing at the Practice. It will start with a shift here and there and once this line has been crossed you will lose control of the Practice.	The New Cross Health Centre staff will work alongside the staff of the New Cross Walk in Centre. The staffing levels for both practices will remain the same and patients will continue to see the familiar faces of the staff of the New Cross Health Centre. We would want the patient experience to be easy and therefore the reception staff for both practices will be able to assist patients from both practices when they present at the reception desk. We would not wish for the proposed location arrangement to cause confusion or inconvenience to our patients.
The new premises sound great is parking okay as it can be difficult round that area.	We recognise that parking in London is difficult however there is limited street parking available in the streets nearby the Waldron Centre and a small number of parking spaces for the disabled.
Sometimes the lift at Waldron does not work	There are 2 lifts at the Waldron. It has not been known for both to fail at the same time
Some patients are unable to climb to Suite 3	There are 2 lifts at the Waldron. It has not been known for both to fail at the same time
Availability of parking is rare or difficult to get	There is some on street parking available
No reason given for the lease expiring. Why not extend?	The lease is coming to the end of it's term and if it were to be extended would be at a higher rate. NHS Property Services are reviewing premises as part of the GP Five Year Forward Plan to save costs that can be reinvested into upgrading Primary Care facilities. The Waldron Building is under-utilised and it has been discussed as a viable alternative solution that meets those needs by using a purpose built building that has available space.
I'll be on annual leave during that period.	We are not sure of the relevance of this comment

<p>Are there any plans to merge other practices into NCHC?</p>	<p>Most GP surgeries will increasingly work together in primary care networks or hubs. This is because a combined patient population of at least 30,000-50,000 allows practices to share community nursing, mental health, and clinical pharmacy teams, expand diagnostic facilities, and pool responsibility for urgent care and extended access. They also involve working more closely with community pharmacists, to make fuller use of the contribution they make. This can be as relevant for practices in rural areas as in towns or cities, since the model does not require practice mergers or closures and does not necessarily depend on physical co-location of services. We are not aware of any other surgeries planning to move into the Waldron but we would not necessarily know if there were.</p>
<p>The Hurley Group now Mark Ashworth has gone is even more concerned with profit profit profit. There is nothing wrong with making a profit but careful checks need to ensure it is not at the expense of poorer services. I spent 30 years with HMRC so I know a few things about how businesses operate especially with my time as an auditor.</p>	<p>Dr Mark Ashworth did retire last year and the number of Hurley Group Partners increased from 4 partners to 7 following his retirement. The Hurley Group are and will continue to remain an NHS GP partnership with an ambition to offer the highest standards of care to even the most deprived communities. We work with challenged patient groups, such as substance misusers, the homeless and asylum seekers. GP contracts include a requirement to meet Public Health and other health targets. These are closely monitored by the CCG and Public Health to ensure that patient care and services are delivered to a high degree. The proposed relocation will reduce costs to the Commissioners as they will not be supporting rental costs of both premises.</p>
<p>2019 is not too far away. Hurley are not slow at closing a Practice down if they can't make money from it. If the Waldron suite lowers the running costs that's an important consideration.</p>	<p>The Hurley Group have never closed a practice down, nor is it in their power to do so. The proposed relocation will reduce costs to the Commissioners as they will not be supporting rental costs of both premises. From the HG perspective the service charges associated with working from one practice rather than two would also be reduced.</p>
<p>Here is better.</p>	<p>While we appreciate that you are happy with the practice location, we do not anticipate that the lease will be extended due to the increased costs. We are looking for alternatives whilst we have the choice.</p>