

# Burleigh Medical Centre - Proposal to close our branch surgery based at Roundhouse Health Centre

## Summary Engagement Report

### **Background**

At Burleigh Medical Centre, we continuously evaluate our service delivery to maintain the highest quality and safety standards within our resources. The closure of the branch site of Burleigh Medical Centre has been a topic of consideration for several years, due to the difficulties faced in providing high quality services. We feel that we cannot sustain working from the branch site as we face difficulties in managing the branch site. We feel unable to deliver the level of service we aim for, from the Roundhouse Branch site. As GPs, our priority is the well-being of our patients, and we feel the best way forward is closing the branch site and focus on delivering high quality services from Burleigh Medical Centre for the benefit of both our patients and staff.

In February 2011, when the PCT arranged relocation of our branch site to Roundhouse Centre, we used the opportunity to request extra rooms to enable us to use the branch site for extra space to see patients who were closer to the main site, as we did not have enough clinical or admin space at our main site. The PCT estates and facilities team took our request into account and approved the request. They advised that we could have extra rooms in the branch site to enable us to see the patients who would otherwise have been seen in the main site and could not be accommodated at the previous main site due to inadequate space.

The COVID-19 pandemic has been really challenging for all of us and, we have tried various ways to keep the branch surgery fully open and made considerable adaptations in response. To maintain social distancing effectively and to cope with the workload and changing guidance, we took the decision to work primarily from our main site at Burleigh Medical Centre with normal opening hours and have done so throughout the pandemic. We have tried our very best in utilising modern technology and innovative methods, in addition to our traditional way of working, to continue offering services for the patients we serve.

In the last few years, due to a number of factors, we feel unable to continue to deliver the level of services we would like to, from the branch site. Therefore, we made a request to NHS Barnsley Clinical Commissioning Group to close our branch site and continue provision of services from our main site alone.

The COVID-19 pandemic in 2020 resulted in the temporary centralisation of all services to the main surgery site. After considering the benefits and outcomes of this centralisation, we would like to formalise this way of working and make it permanent and close the branch surgery. By providing all services from a single location, Burleigh Medical Centre, we are confident that we can offer improved accessibility and a more streamlined GP service to our patients. This decision will allow us to better utilise our resources, reduce operational costs, and improve the quality of care we provide.

Being located in one site provides several benefits to patients, including:

- Access to a wider range of clinical expertise at all times.
- Enhanced patient safety through continuity of care.
- A larger team that can provide essential primary care services more effectively.
- Availability of multiple GPs, ANPs, nurses, healthcare assistants, clinical pharmacists, health and well-being trainers, care coordinators, administrative and secretarial teams on one site, enabling personal and remote consultations every day.
- Improved patient access to book or cancel appointments and request prescriptions.

- Increased continuity of care at one site instead of waiting to see the same GP at a branch.
- Improved telephone access with 14 lines at the main site compared to 1 at the branch.
- Increased access by phone and face-to-face during core hours.
- Improves Staff satisfaction and retention

We feel that to give the best service to the local residents who access their services from Roundhouse, the best option would be to close this branch surgery as there are many drivers for change within health and social care, the most significant of these is the ever-increasing rise in the volume of demand for services. This is being experienced across all parts of the system, and in most aspects; the resultant pressure from this will impact on the quality of services if it is not addressed.

### **Options for patients as part of the proposal to permanently close the branch surgery at the Roundhouse**

1. Patients who use the branch surgery can remain registered with Burleigh Medical Centre and have appointments with any of our health and care team. All face-to-face appointments will be carried out on site at Burleigh Medical Centre. GPs will still visit patients in their own homes if they are too ill or too frail to visit the surgery.
2. Patients who choose not to remain registered with the practice have a choice of re-registering at one, of a number of other practices who cover the area around Roundhouse Health Centre and support will be provided to patients where required to identify a new practice within their local area.

Patients can find out more about different GP practices by visiting [www.nhs.uk](http://www.nhs.uk). This website is very useful and provides information on the number of GPs at a practice, what services are offered to patients and what people think of those services.

A new GP finder launched in September 2022 on the same website is a useful way to help patients find GP practices, which they are able to register with by just entering your postcode: [Find a GP - NHS \(www.nhs.uk\)](http://www.nhs.uk).

All neighbouring practices offer a full range of services and patients should see no significant change in the type of service they are currently offered.

If patients decide to go with option 2, they will need to register with a new practice. To register with a GP practice, individuals would need to call or visit and ask to register with them. Patients will need to obtain a registration form to be completed and returned to their new chosen practice, who will be able to advise them fully on the information they require.

Individuals will need to ensure that members of the household including children are also registered at your new practice should they choose to move practice.

Please note that anyone can always change GP practices at any time should they wish to do so, as long as they fall within the practice catchment area. Patient medical records are electronic and will be transferred automatically to the new practice once they have registered.

The Primary Care Team at NHS South Yorkshire Integrated Care Board (SYICB) will be able to help with any queries that you may have specifically in relation to registration with a new practice and they can be contacted via email at: [syicb-barnsley.primarycare@nhs.net](mailto:syicb-barnsley.primarycare@nhs.net) or telephone **01226 433774**

## **Patient and Public Engagement Planning and Activity**

With a support from the CCG team and SYICB team, in October 2022, after a briefing paper was submitted to the Overview and Scrutiny Committee, Healthwatch Barnsley, and other relevant stakeholders, the plans to evaluate the future of the Roundhouse site were approved and a public engagement exercise was initiated. We carried out comprehensive measures to identify the different groups of patients, stakeholders, and individuals who might be affected by the changes being proposed for the existing service offered by Burleigh Practice. We were committed to ensure that the public engagement process was fair and provided ample opportunities for residents to express their opinions and concerns.

We firmly believe that the public engagement was designed to be as inclusive as possible, and that we made every effort to encourage a broad range of individuals and groups within the practice area to participate and share their views and feedback.

We were proactive in our approach to obtaining the perspectives of those who reside in the geographical location of the current service and reached out to voluntary sector partners to spread information and hear the opinions of patients, including those who have long-term conditions and learning disabilities.

### **Key groups communicated with**

- Patients and carers
- Patient Participation Group
- Neighbouring GP practices
- Healthwatch Barnsley
- Barnsley Overview and Scrutiny Committee
- Cabinet spokesperson for place, Health & Adult Social Care
- LMC
- Executive Place Director for Barnsley
- Barnsley Healthcare Federation
- Local Pharmacies
- Care homes
- Local voluntary organisation partners through the Primary Care Network models
- Local MPs and Councillors

### **Materials used to support engagement activities**

All adult registered patients at Burleigh Medical Centre were contacted directly by letter and notified of their practice proposals to close our branch practice site based at Roundhouse Medical Centre.

The patient letter set out the process that the practice was required to carry out as part of the application process and provided details of the different ways in which the patients could provide feedback as part of the engagement phase.

Feedback forms were made accessible to all patients and stakeholders through several channels, such as:

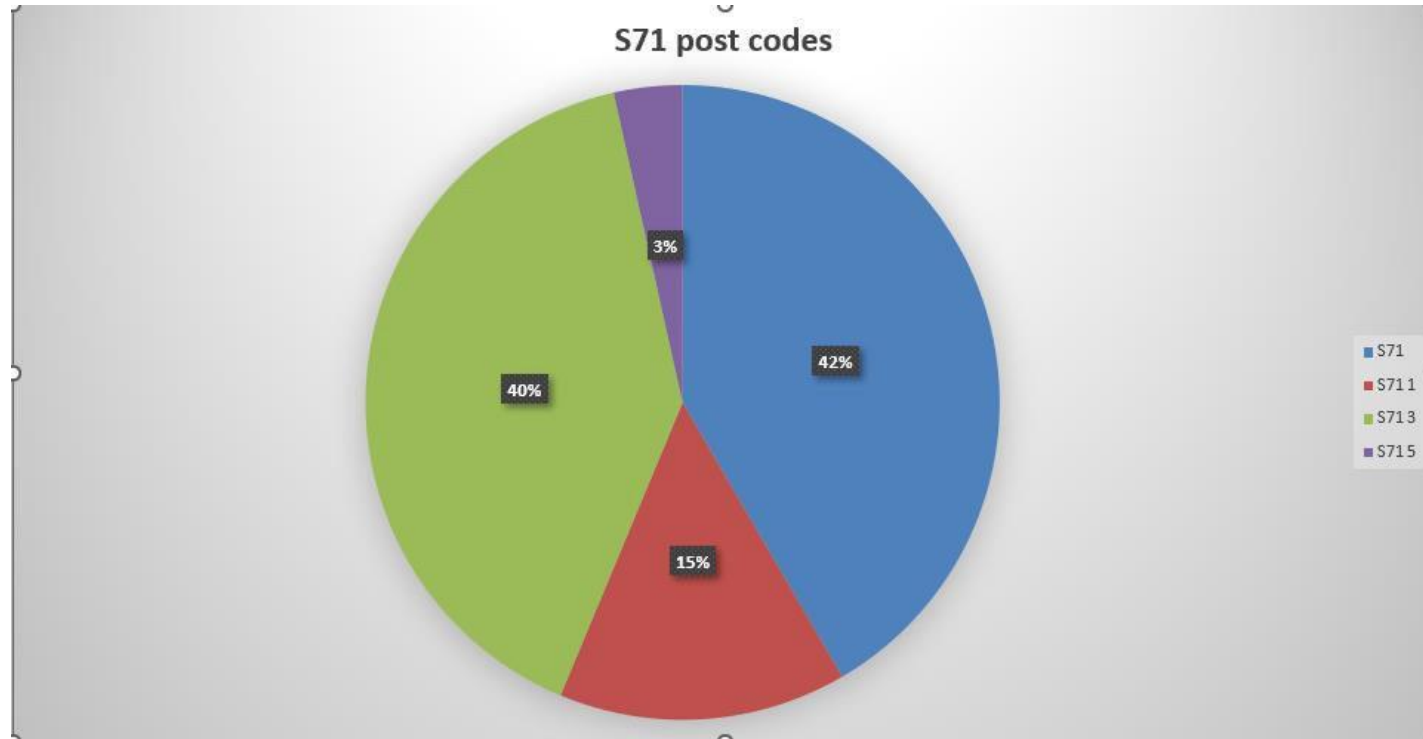
- Text messages
- Letters addressed to patients detailing the proposals, in a user-friendly manner
- Letters and surveys available on the practice website
- Posters displayed at the reception desk and waiting room to inform patients
- Four drop-in sessions held at both the main and branch sites
- During consultations
- Briefing and frequently asked questions provided to receptionist staff to ensure they could accurately respond to patient enquiries.

Patients, Public and stakeholders were able to provide their feedback and raise any queries using several different ways including face to face via dedicated drop- in sessions during the engagement period; over the telephone; via email; via online feedback form and via a paper feedback form.

**Responses:**

Out of the 836 responses received in total, 335 (40%) were from patients residing in the S71 postcode, the area where the branch site is located and extends between the branch and the main site. We were satisfied that the survey captured a significant number of responses from patients who are directly affected by the proposed closure.

The below chart shows the number of responses, from patients/ public from the S71 postcode.



- S71 1: 42,
- S71 2: 51,
- S71 3: 113,
- S71 5: 10,
- S71 --: 119

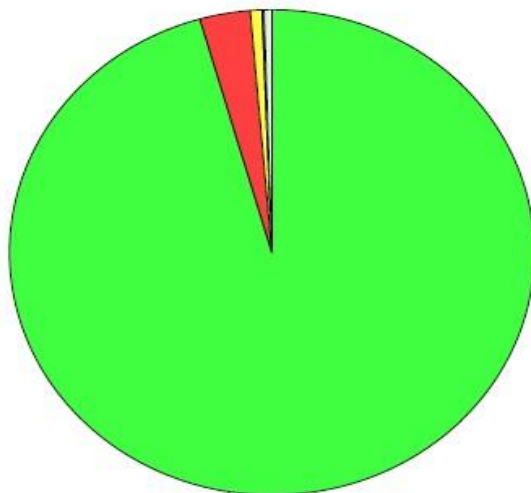
The engagement documents included the proposal, patient feedback survey questions and equality monitoring form

In response to question 1, of the 832 responses that we received, 96 % of respondents were responding to the survey themselves and 3% of carers or family members responded on behalf of patients.

### Question 1

Question responses: **832 (99.52%)**

Please can you tell us who you are responding on behalf of



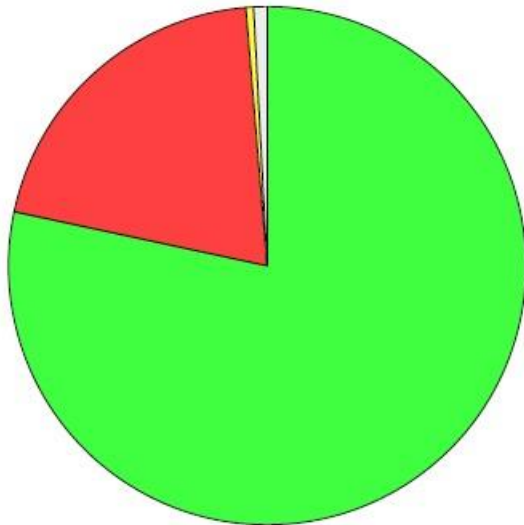
	% Total	% Answer	Count
<span style="color: green;">■</span> I am responding for myself as a registered patient of the practice	95.57%	96.03%	799
<span style="color: red;">■</span> I am responding as a carer/ family member of a registered patient of the practice	3.11%	3.13%	26
<span style="color: yellow;">■</span> I am responding as a member of public who is not registered with the practice	0.72%	0.72%	6
<span style="color: blue;">■</span> I am a member of staff responding on behalf of a patient	0.00%	0.00%	0
<span style="color: orange;">■</span> I am a member of the Practice Patient Reference Group	0.00%	0.00%	0
<span style="color: brown;">■</span> I am responding on behalf of a local organisation or group (please state which in the space provided below)	0.00%	0.00%	0
<span style="color: darkgreen;">■</span> Other (please state in the space provided below)	0.12%	0.12%	1
<span style="color: grey;">■</span> [No Response]	0.48%	--	4
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>836</b>

In response to Question 2, regarding preference of which site patients wanted to attend, 79% of responses preferred to access the main surgery site and 20% preferred to access the branch site when they are able to do so.

## Question 2

Question responses: **829 (99.16%)**

Do you have a preference of which site you use to access GP services?



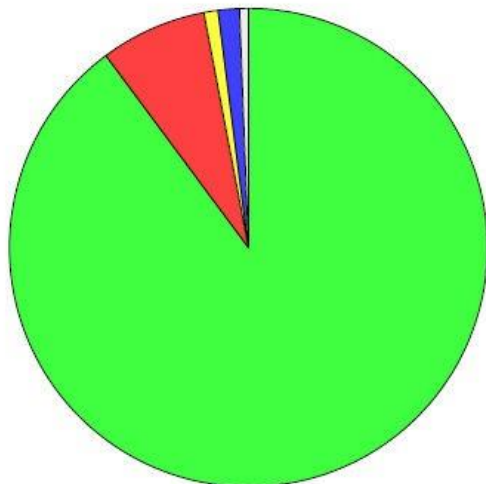
	% Total	% Answer	Count
<span style="color: green;">■</span> I prefer to access the main surgery at Burleigh Medical Centre when I am able to do so.	78.35%	79.01%	655
<span style="color: red;">■</span> I prefer to access the branch site based at Roundhouse Medical Centre when I am able to do so.	20.33%	20.51%	170
<span style="color: yellow;">■</span> Not applicable (I am not responding as a registered patient of the practice)	0.48%	0.48%	4
<span style="color: grey;">■</span> [No Response]	0.84%	--	7
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>836</b>

Out of the 831 responses to question 3, 90.37% of patients indicated that they would remain registered with Burleigh Medical Centre even if the branch practice at Roundhouse Medical Centre were to close permanently. Only 7.2% of patients responded that they would register with one of the alternative GP practices.

### Question 3

Question responses: 831 (99.40%)

In the event of the branch practice closing permanently at Roundhouse Medical Centre, how would you access GP services?



	% Total	% Answer	Count
<span style="color: green;">■</span> I would continue to be registered with Burleigh Medical Centre and access the main surgery site at Burleigh Street, Bamsley.	89.83%	90.37%	751
<span style="color: red;">■</span> I would register with another practice	7.18%	7.22%	60
<span style="color: yellow;">■</span> Not applicable (I am not responding as a registered patient of the practice)	0.96%	0.96%	8
<span style="color: blue;">■</span> Other (please state in the space provided below)	1.44%	1.44%	12
<span style="color: grey;">■</span> [No Response]	0.60%	--	5
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>836</b>

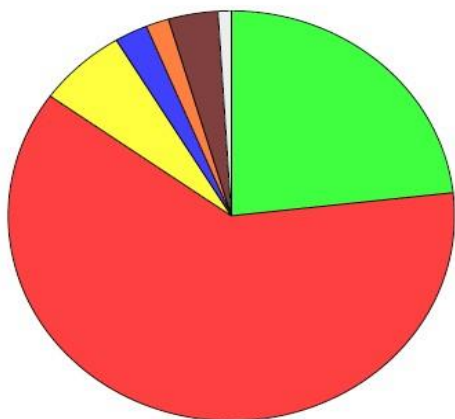


Regarding question 4 on travel, while 23% of respondents felt it would make it harder to travel, only 2.7% of respondents from the S71 postcode mentioned travel issues in additional comments. There were 30 comments about the impact of the practice closure, mostly related to travel, parking, and appointment availability at the main site if the branch site were to close. Some comments also highlighted concerns about housebound or disabled patients.

### Question 4

Question responses: **828 (99.04%)**

How would the potential closure of the branch practice impact you?



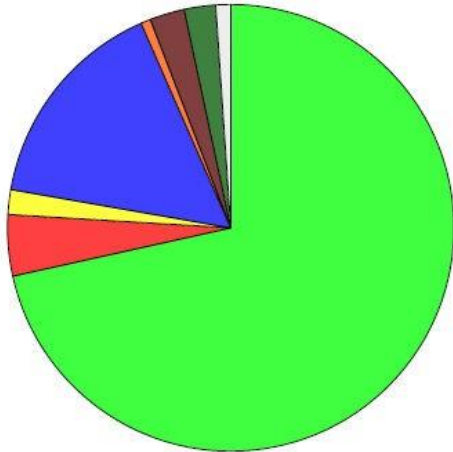
	% Total	% Answer	Count
It would make it harder for me to travel to appointments	23.21%	23.43%	194
It would have no impact	61.72%	62.32%	516
Unsure at this time	6.46%	6.52%	54
Closure would mean having to register at a new practice	2.39%	2.42%	20
Not applicable (I am not responding as a registered patient of this practice)	1.67%	1.69%	14
Other (please state in the space provided below)	3.59%	3.62%	30
[No Response]	0.96%	--	8
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>836</b>

Regarding question 5, which asked how things could be made easier for patients, 71% of patients suggested that the availability of appointments at the main practice site, Burleigh Medical Centre, should be increased. Additionally, 4% of patients recommended improving access to the practice via telephone. Other suggestions included enhancing the parking service at the main site, implementing online booking options, providing evening and extended hour appointments, increasing the number of face-to-face appointments, and offering more options for communication through text and email.

### Question 5

Question responses: **827 (98.92%)**

If the branch practice was to close, how could we make things easier for you?



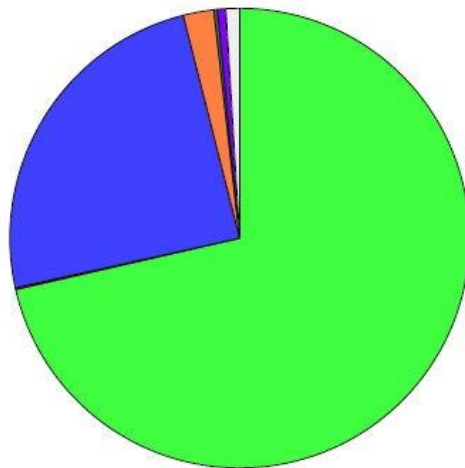
	% Total	% Answer	Count
Ensure enough appointments are available at the main practice site at Burleigh Medical Centre	71.53%	72.31%	598
Improve access to the practice via telephone	4.43%	4.47%	37
Unsure at this time	1.79%	1.81%	15
Don't close the branch site	15.67%	15.84%	131
Provide support registering with another practice	0.72%	0.73%	6
Not applicable (I am not responding as a registered patient of the practice)	2.51%	2.54%	21
Other (please state in the space provided below)	2.27%	2.30%	19
[No Response]	1.08%	--	9
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>836</b>

Feedback forms were made available to all patients and stakeholders through various channels. Of the total responses received, the postal receipt of the engagement documents proved to be the most successful in eliciting feedback from the public and patients. At least 24.52% of respondents replied to text messages and text reminders, and 4% of responses were from other sources such as drop-in sessions, patient participation groups (PPG), GP reception, local partner organizations, place of work, and others.

**Question 6**

Question responses: **828 (99.04%)**

How did you find out about this survey?



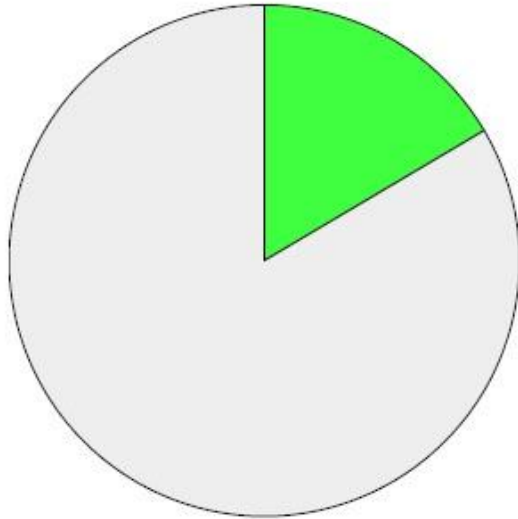
	% Total	% Answer	Count
I received a copy through the post from the practice	71.41%	72.10%	597
I attended one of the in person drop-in sessions at Burleigh Medical Centre	0.12%	0.12%	1
I attended one of the in person drop-in sessions at Roundhouse Medical Centre	0.00%	0.00%	0
Via direct text message from the GP Practice	24.52%	24.76%	205
Via direct email from GP Practice	2.15%	2.17%	18
Via GP Practice Patient Participation Group (PPG)	0.00%	0.00%	0
Via GP reception	0.24%	0.24%	2
Via local partner organisation	0.00%	0.00%	0
Via my place of work	0.00%	0.00%	0
Other (please state in the space provided below)	0.60%	0.60%	5
[No Response]	0.96%	--	8

Comments:

Any other comments

Question responses: 138 (16.51%)

Any other comments



	% Total	% Answer	Count
[Responses]	16.51%	100.00%	138
[No Response]	83.49%	--	698
Total	100.00%	100.00%	836

Of the 836 responses, 16% of respondents had included a additional comments which has been analysed in appendix 4.

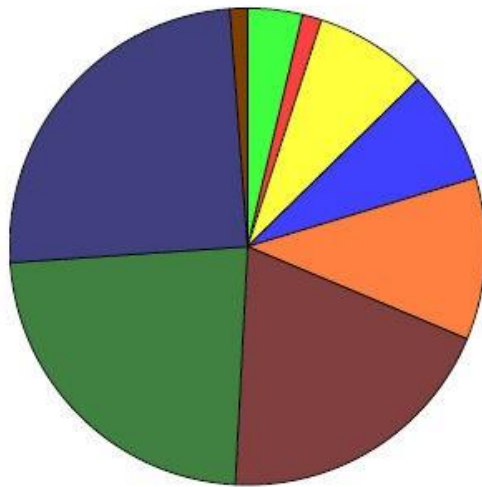
## Equality monitoring










AGE: 67.3 % of responses were from over 55s and 31.3 % of responses were from under 55s

### Age

Question responses: 836 (100.00%)

What is your age?



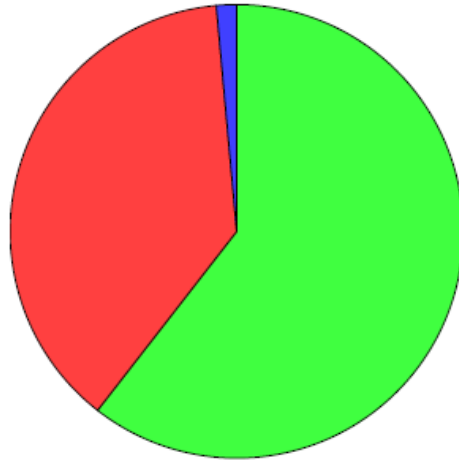
	% Total	% Answer	Count
 Under 18	3.71%	3.71%	31
 18 - 24	1.32%	1.32%	11
 25 - 34	7.66%	7.66%	64
 35 - 44	7.66%	7.66%	64
 45 - 54	11.00%	11.00%	92
 55 - 64	19.50%	19.50%	163
 65 - 74	23.09%	23.09%	193
 Over 75+	24.88%	24.88%	208
 Prefer not to say	1.20%	1.20%	10
Total	100.00%	100.00%	836

Of the 836 responses, 60.5% were female, 38% of patients were male, 2 patients identified as their gender being different that it was at birth and 13 patients preferred not to state their gender.

## Gender

Question responses: 836 (100.00%)

How would you describe your gender?



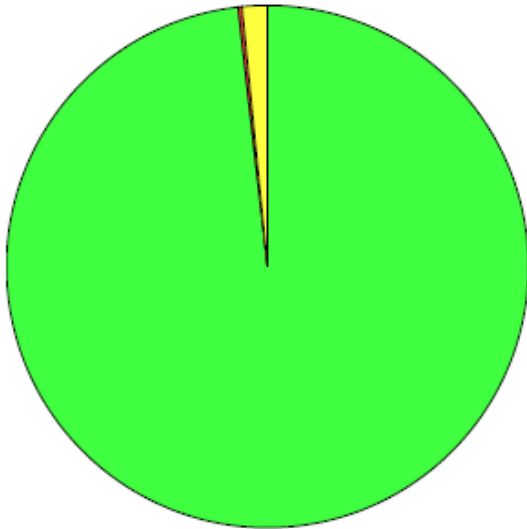
	% Total	% Answer	Count
Female	60.53%	60.53%	506
Male	38.04%	38.04%	318
Non-binary	0.00%	0.00%	0
Prefer not to say	1.44%	1.44%	12
Total	100.00%	100.00%	836

Two patients reported a gender identity that differs from the sex assigned to them at birth, and 13 patients chose not to disclose their gender. We recognise that some patients may identify as a different gender but may not feel comfortable or ready to inform us as a practice. Additionally, some of the respondents may be carers or family members of the patient rather than the patient themselves, which could contribute to the number of patients who did not disclose their gender.

## Trans

Question responses: 836 (100.00%)

Is your gender the same as the sex you were registered at birth?



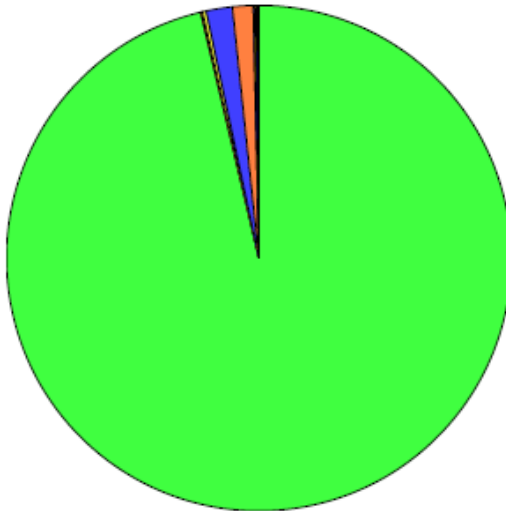
	% Total	% Answer	Count
Yes	98.21%	98.21%	821
No	0.24%	0.24%	2
Prefer not to say	1.56%	1.56%	13
Total	100.00%	100.00%	836

## Ethnicity

### Ethnicity

Question responses: 836 (100.00%)

How would you describe your ethnicity?



	% Total	% Answer	Count
White - UK	96.29%	96.29%	805
White - Irish	0.12%	0.12%	1
White - Gypsy or Traveller	0.24%	0.24%	2
Other White Background	1.67%	1.67%	14
Prefer not to say	1.32%	1.32%	11
Arab	0.00%	0.00%	0
White and Black African	0.00%	0.00%	0
White and Black Caribbean	0.12%	0.12%	1
White and Asian	0.00%	0.00%	0
Other Mixed/ Multiple Ethnic Background	0.00%	0.00%	0
Other Black Background	0.00%	0.00%	0
Black Caribbean	0.00%	0.00%	0
Black African	0.12%	0.12%	1

3.7% of respondents were from a nonwhite (UK) ethnic background responded to the survey and is reflective of our registered list size.



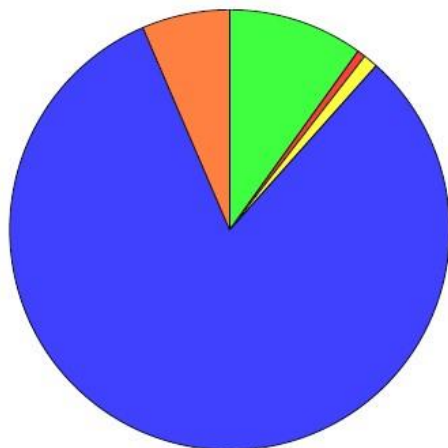
## Sexual Orientation

Question responses: 836 (100.00%)

### Sexual Orientation

Question responses: 836 (100.00%)

How would you describe your sexual orientation?

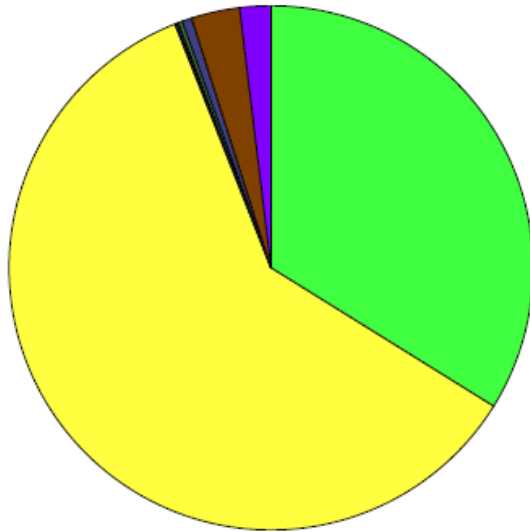












	% Total	% Answer	Count
Bisexual	9.93%	9.93%	83
Lesbian	0.60%	0.60%	5
Gay	1.08%	1.08%	9
Heterosexual/ Straight	81.94%	81.94%	685
Prefer not to say	6.46%	6.46%	54
Total	100.00%	100.00%	836

## Religion

Question responses: **836 (100.00%)**

How would you describe your religion?



	% Total	% Answer	Count
 No religion	33.85%	33.85%	283
 Buddhist	0.00%	0.00%	0
 Christian	60.17%	60.17%	503
 Hindu	0.12%	0.12%	1
 Sikh	0.00%	0.00%	0
 Jewish	0.12%	0.12%	1
 Muslim	0.24%	0.24%	2
 Agnostic	0.60%	0.60%	5
 Prefer not to say	2.99%	2.99%	25
 Other	1.91%	1.91%	16
Total	100.00%	100.00%	836

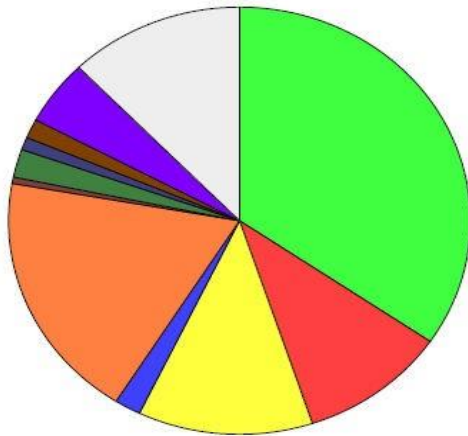
## Disability

Based on national data, disability affects 16% of working-age adults and 45% of those beyond the state pension age. Out of 836 survey responses, 709 were accounted for. Of those, 41% identified as disabled, including some who reported multiple disabilities. Additionally, some patients chose not to disclose their status or did not respond to this section. Our results align with national statistics. Our survey also received a significant response from patients with learning difficulties and disabilities (25 total), which was achieved through active outreach during annual reviews and consultations.

### Disability

Question responses: **709 (84.81%)**

Do you have any of the following disabilities? (Please tick all that apply)



	% Total	% Answer	Frequency	Count
<span style="color: green;">■</span> I do not have a disability	34.56%	39.38%	42.82%	358
<span style="color: red;">■</span> Mental Health Condition	10.33%	11.77%	12.80%	107
<span style="color: yellow;">■</span> Physical Impairment	12.26%	13.97%	15.19%	127
<span style="color: blue;">■</span> Cognitive Impairment	1.83%	2.09%	2.27%	19
<span style="color: orange;">■</span> Long Standing Illness	18.82%	21.45%	23.33%	195
<span style="color: brown;">■</span> Speech Impairment	0.48%	0.55%	0.60%	5
<span style="color: green;">■</span> Sensory Impairment	2.12%	2.42%	2.63%	22
<span style="color: darkblue;">■</span> Learning Disability	0.97%	1.10%	1.20%	10
<span style="color: brown;">■</span> Learning Difficulty	1.45%	1.65%	1.79%	15
<span style="color: purple;">■</span> Prefer not to say	4.92%	5.61%	6.10%	51
<span style="color: grey;">■</span> [No Response]	12.26%	--	15.19%	127
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0%</b>	<b>1,036</b>

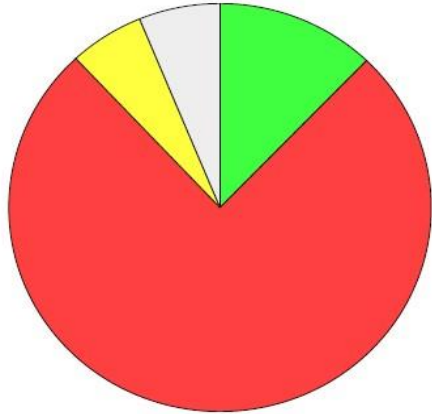
Of the respondents, 45% of responses were from the S71 Postcode and the responses are broken down into the following categories as highlighted below

	All responses	S71 postcode
Physical Impairment	127	59
Cognitive Impairment	19	8
Long Standing Illness	195	93
Speech Impairment	5	4
Sensory Impairment	22	10
Learning Disability	10	5
Learning Difficulty	15	8

## Carer

Question responses: 784 (93.78%)

Do you provide unpaid care for someone (friend/family member) ?



	% Total	% Answer	Count
Yes	12.20%	13.01%	102
No	75.84%	80.87%	634
Prefer not to say	5.74%	6.12%	48
[No Response]	6.22%	--	52
Total	100.00%	100.00%	836

12% of respondents identified themselves as providing unpaid care to family or friends and this compares to national statistics of an age standardized proportion of 9% ( 2021 ) and 11.4 % ( 2011) in England and Wales.

## **Analysis of Concerns raised in the responses, evidence Supporting the application and mitigation factors**

The survey results showed that some patients expressed concerns about the accessibility and capacity of the primary care service. A few patients commented about the impact that the branch site closure could have on the sustainability of the primary care service in the area. Some respondents also mentioned travel and transport costs. There were also a few patients who expressed concern about the parking arrangements at the main site.

Interestingly, a small number of respondents did not know about the branch site or thought it had been closed for some time. Although this was a small group, it's still important to note that they may have missed some of the information about the changes, but this was addressed by the detailed patient engagement letter that was sent to them with the proposal to close the branch site. A few patients were worried about the impact of the closure on housebound patients, and some felt that there could be longer waiting times at the main site if the branch site closed.

Finally, some respondents were concerned about the impact of the closure on primary care services more broadly, but it's worth noting that there are multiple providers of primary care services in the area that are accepting new patients. Most patients did not express any concerns about the changes.

The survey responses also contained some suggestions for how patients' concerns could be addressed. For instance, some patients suggested that the practice could provide more telephone lines or face-to-face appointments or extend its opening hours. A few patients suggested that the practice could redesign its services to include more online consultations, online bookings, and repeat prescriptions, and coordinate appointments to avoid multiple visits. Some respondents also recommended keeping the branch site open. Of the 836 responses, 16% of respondents had included additional comments. Of the 831 responses, 90.37% of patients indicated that they would remain registered with Burleigh Medical Centre even if the branch practice at Roundhouse Medical Centre were to close permanently.

## **Comments by patients living in the S71 area about accessibility via public and private transport:**

Of the total 836 responses 2.7 % of respondents living in the S71 postcode have commented about travel issues. Of the 336 responses from the people living in S71 postcode, approximately 6.8 % of respondents commented about transport issues. Analysis of bus stops in S71 postcode shows excellent connections between all wards in the S71 area with the bus stops near the main site.

The surgery commissioned a transport statement by Matrix transport and infrastructure consultant limited in March 2016 and the detailed statement prepared in reference to both national and local policy demonstrated that the main site complies with BMBC maximum car parking guidelines and minimum cycle and motorcycle requirements and that it is served well by both public transport with a good selection of bus services serving a wide range of locations within the catchment area. The site is within walking distance of Barnsley interchange which provides additional bus and rail services.

LSOA maps and other maps show:

- There is access to the centre by public transport from all wards and several car park locations in and around the practice.
- Example of Journey times from a ward in S71, to the Branch site (3 minutes) and the Main site (8 minutes) respectively shows that the additional journey is approx. 5 minutes, subject to traffic conditions.
- Bus routes- Examples of Services that connects the branch site / S71 post code to the bus stops adjacent to the practice/ Alhambra centre and the community diagnostic centre (CDC) which are all within walking distance from the practice.
- Given the central location of our Health centre, Patients from all wards can reach the 6 bus stops adjacent to the practice, without the need to change buses.
- Journey Time to Burleigh medical Centre from 4 peripheral zones of our catchment area via public transport





Your journey


Barnsley Interchange - N-bound to Laithes Lane/Laithes Crescent - NE-bound at 21-November-2021 10:45

- Edit Journey
- Earliest service
- Leave earlier
- Original journey
- Leave later
- Last service

Walking + Bus • Leave: 11:05 • Arrive: 11:15


10 minutes  
0 changes

- Barnsley Interchange - N-bound**

 Walking (0 minutes)

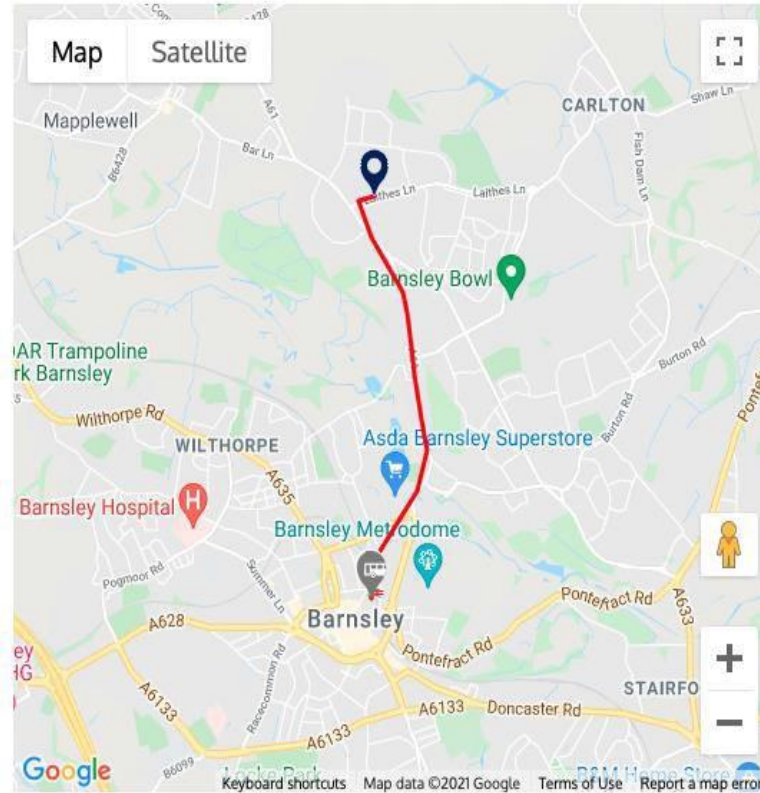
[View directions](#)

- Barnsley Interchange/A9 (A9), Barnsley Interchange, Barnsley Town Centre**

 Bus departs at 11:05 (10 minutes)  
Service: 11 to Barnsley Town Centre

**On time**

[View Timetable](#)

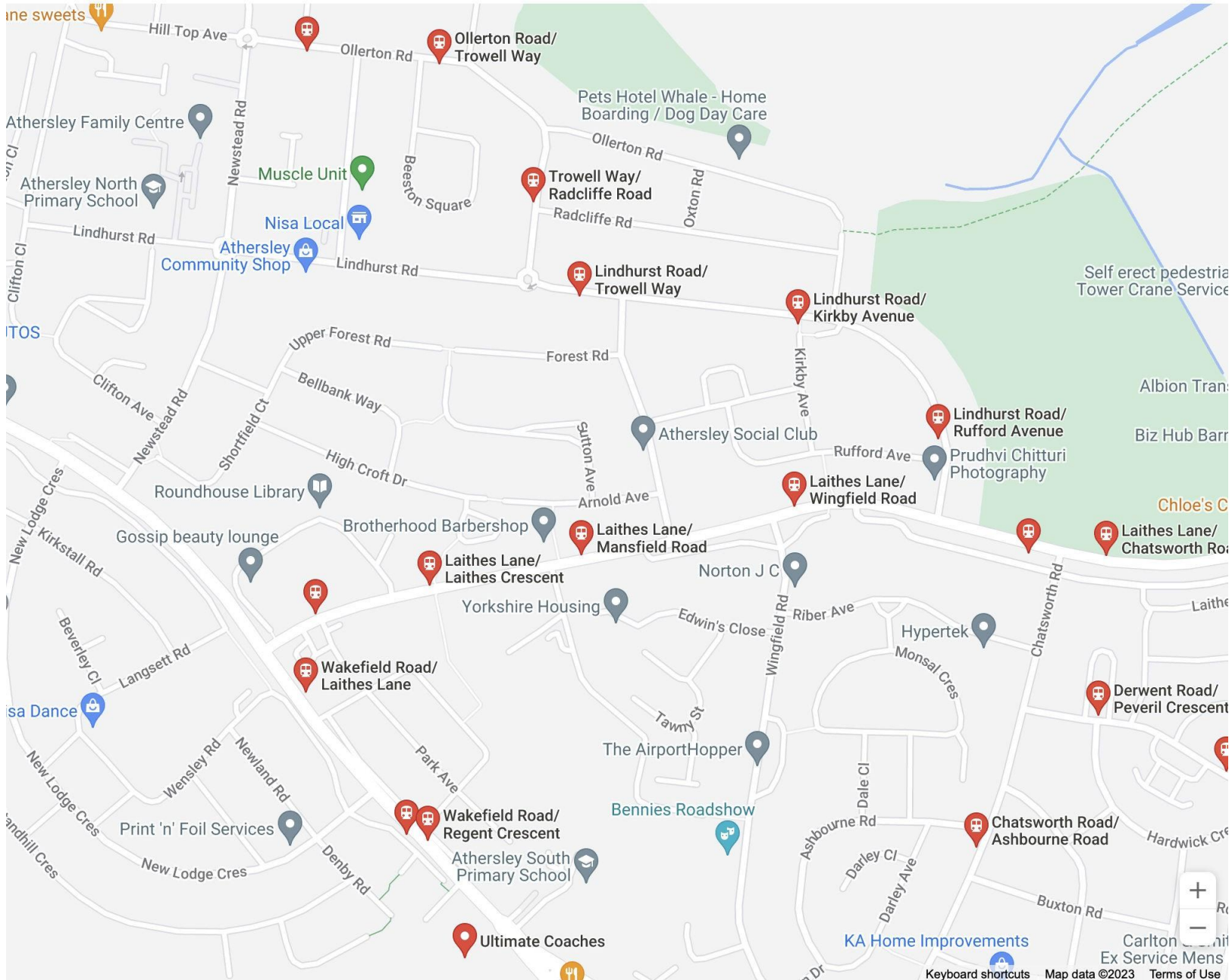








**Bus Stops servicing the S71 postcode around the branch site**



**Example of Journey times from a ward in S71 to the Branch site (3 minutes) and the Main site (8 minutes) respectively shows that the additional journey is approx. 5 minutes, subject to traffic**

The screenshot displays a Google Maps navigation interface. The sidebar on the left shows the starting point as 'Ollerton Rd, Barnsley' and the destination as 'Roundhouse Medical Centre, Wakefield'. Below this, there are options for 'Leave now' and 'OPTIONS'. A section titled 'Send directions to your phone' is visible. The main part of the sidebar lists three route options:

- via Ollerton Rd and Newstead Rd: 3 min, 0.8 mile (Best route)
- via Lindhurst Rd: 3 min, 0.8 mile
- via Laithes Ln/B6132: 4 min, 1.0 mile

Below the route options is a section titled 'Explore Roundhouse Medical Centre' with icons for Restaurants, Hotels, Gas stations, Parking Lots, and More. The map view on the right shows the selected route (3 min, 0.8 miles) in blue, starting from Ollerton Road and heading towards the medical centre. The map includes various landmarks such as Barnsley Golf Club, SOAR Trampoline Park Barnsley, Wilthorpe, and Barnsley Hospital. The Google Maps logo is visible in the bottom right corner of the map area.

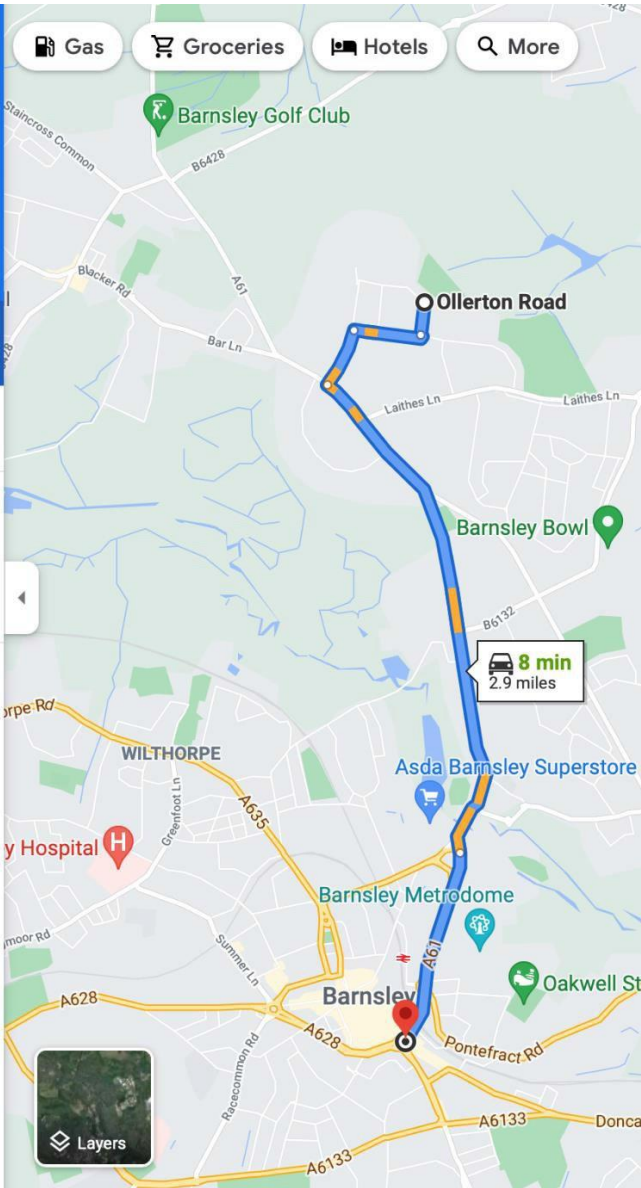
Navigation menu with icons for car, bus, walking, cycling, and flying. A search bar contains the text "Ollerton Rd, Barnsley". Below it, another search bar contains "Barnsley S70 1DF". A third search bar has a plus icon and the text "Add destination". At the bottom of this section, there is a "Leave now" dropdown menu and an "OPTIONS" button.

Send directions to your phone

via A61  
7 min without traffic  
8 min  
2.9 miles  
DETAILS

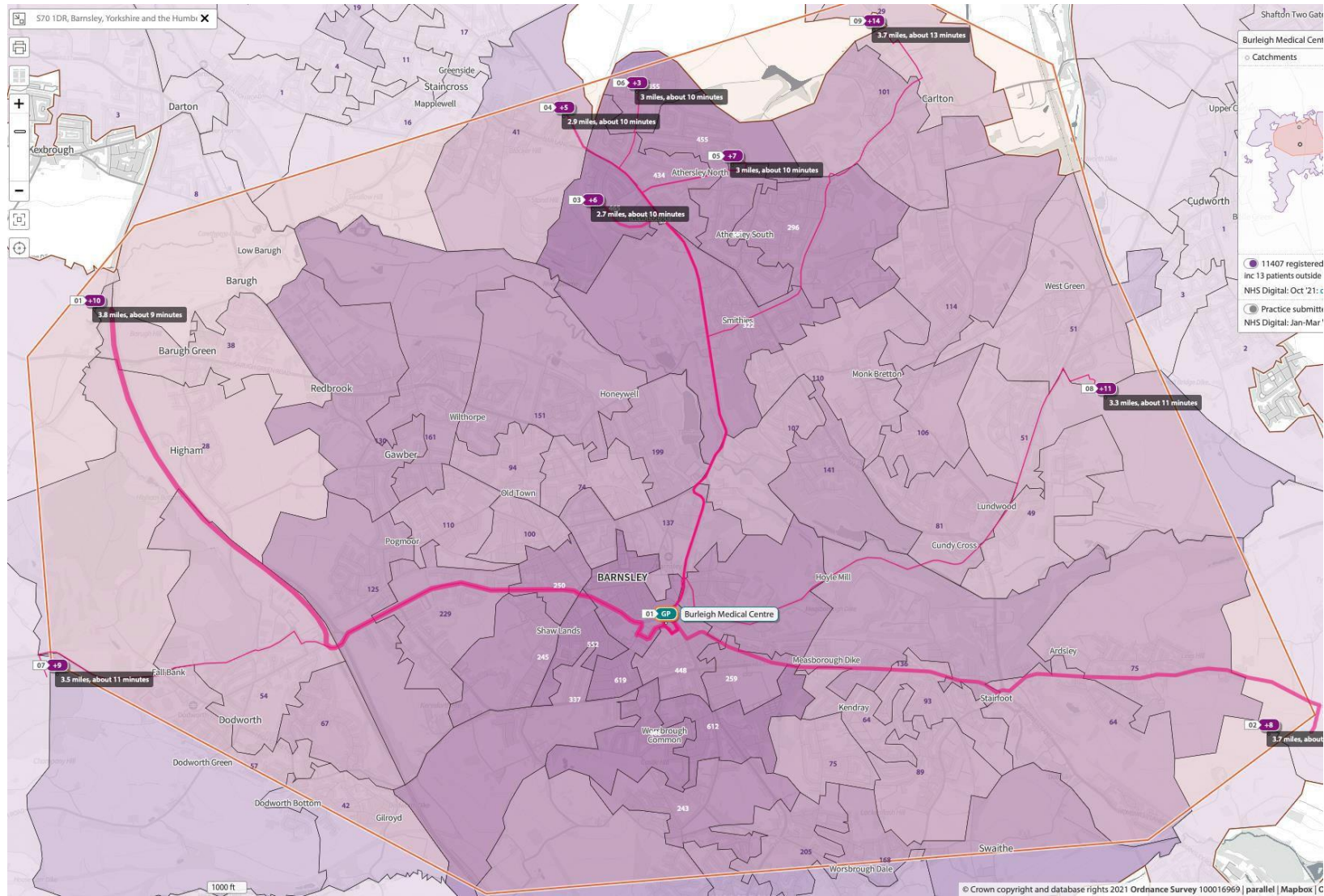
Explore Barnsley

- Restaurants
- Hotels
- Gas stations
- Parking Lots
- More

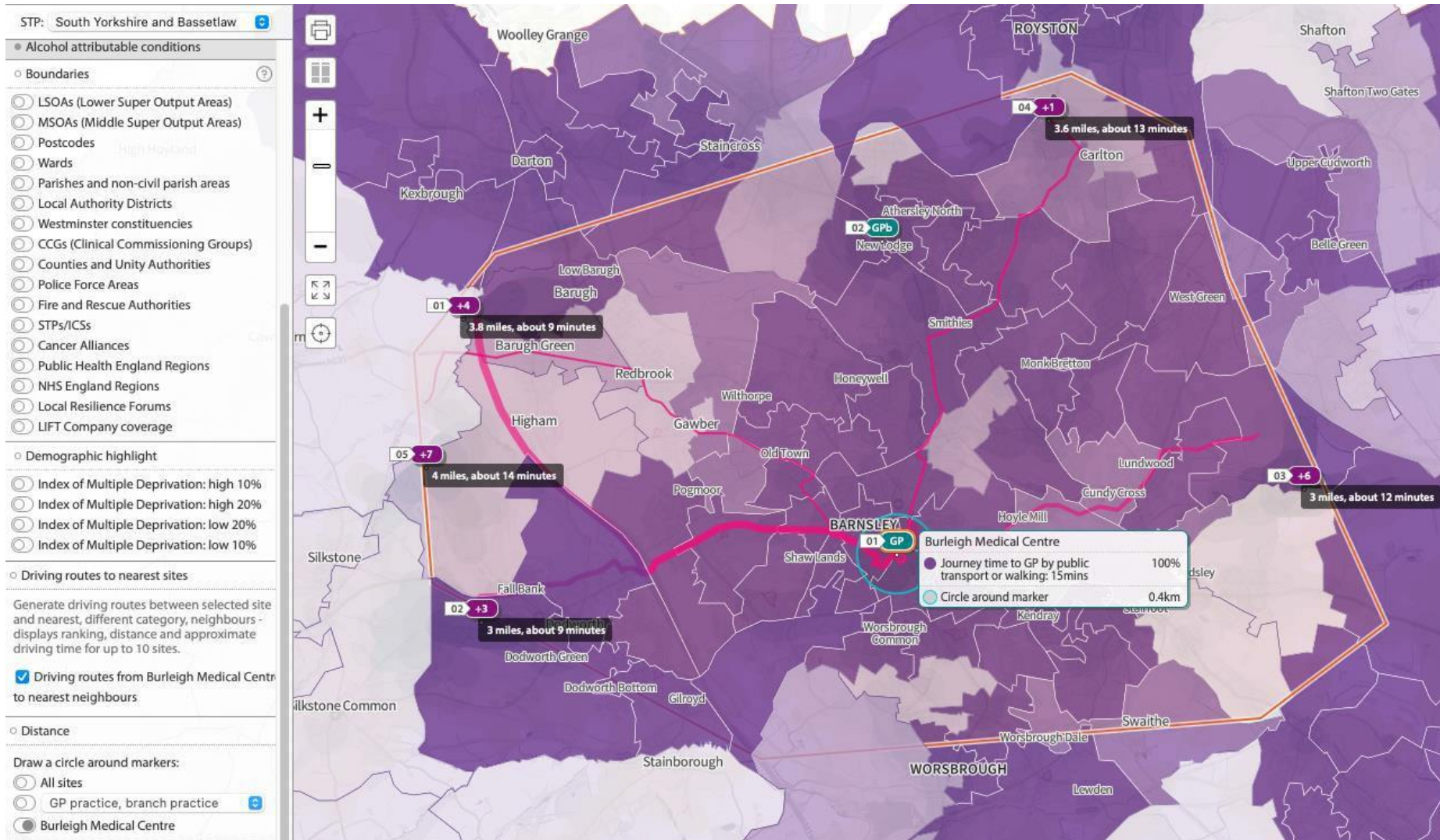




**Journey times from the furthest zones in our catchment area to the main site (between 9 to 13 minutes)**

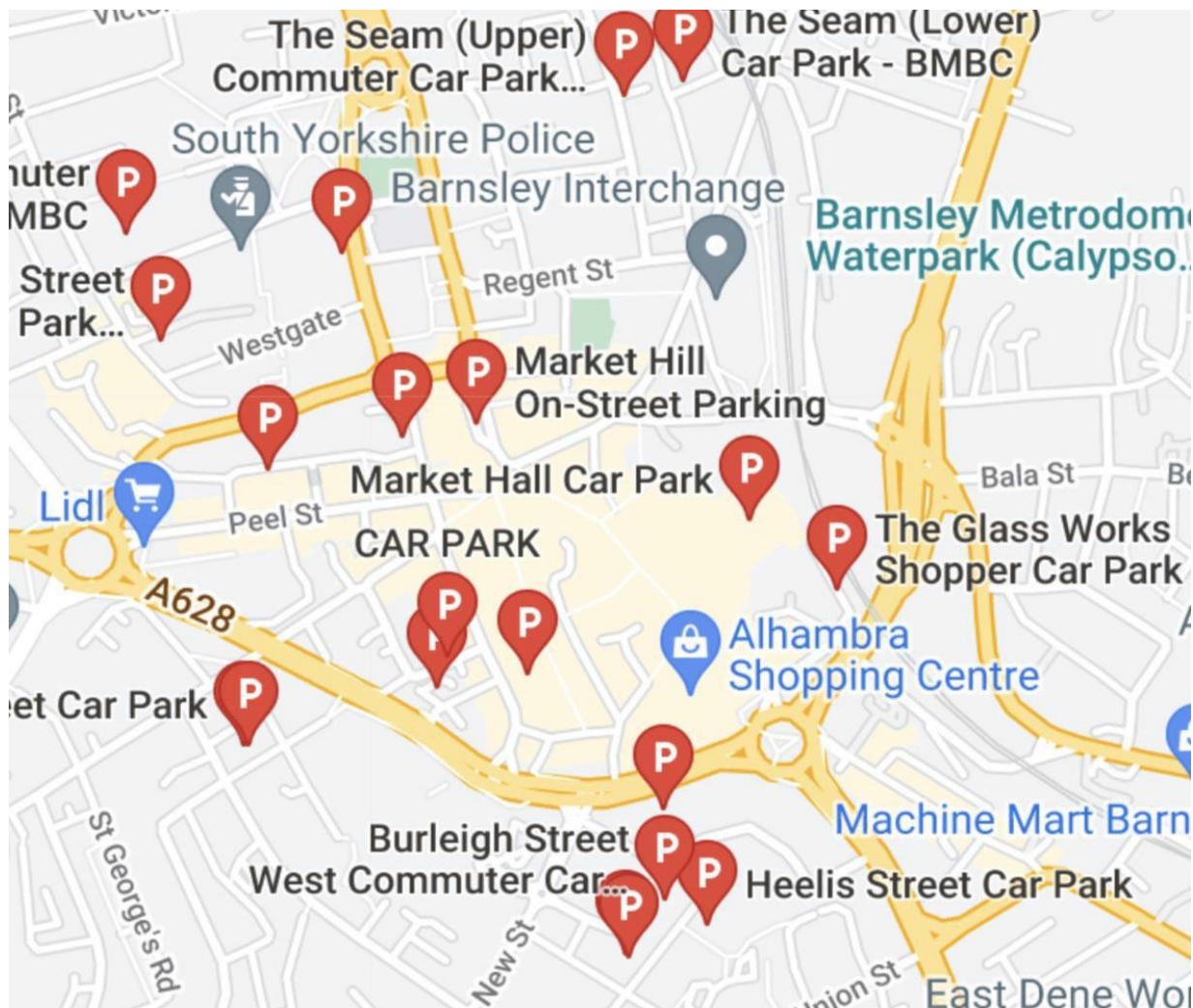


# 100% NHSE target of Access to main site within 15 min by walking or public transport achieved





**Parking:** There are 48 car parking spaces in the main site and in addition there are over 1000 parking spots in the car parks within a few hundred yards from the practice.



## **Availability of other healthcare services near the main site (accessed by patients living in the branch site area)**

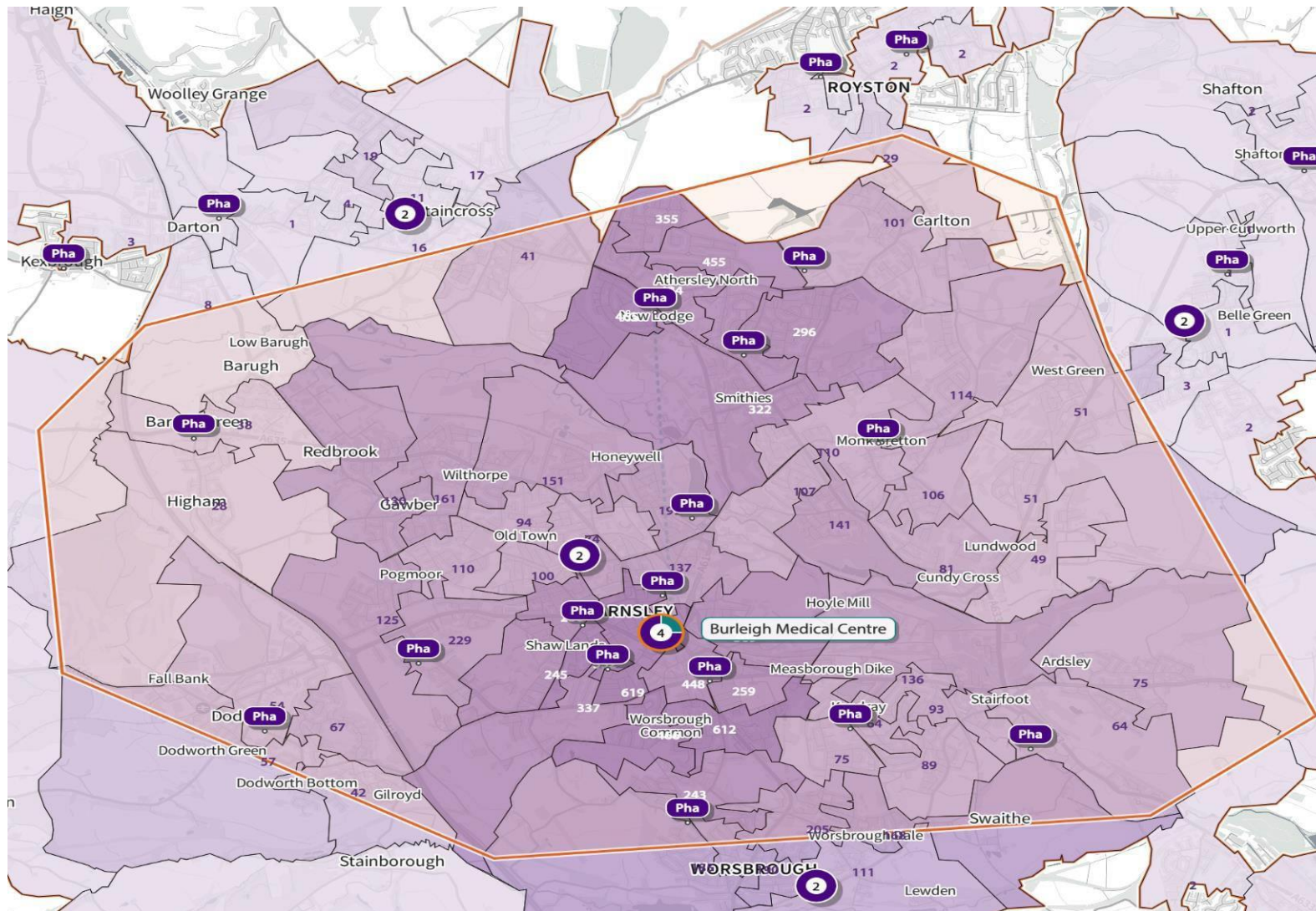
There are several health care services as below, that are located close to the Main site, and these are accessed by patients living in all wards in Barnsley.

Community diagnostic centre (CDC) is only a few hundred yards and is within walking distance from the practice. The CDC is a state-of-the-art facility in the Town Centre that forms part of BHNFT Strategy going forward with more services expected to be located from the Facility. It currently offers appointments for phlebotomy, ultrasound, breast screening (Mammography), X-ray, and DEXA (bone density) scanning and the Community Diagnostic Centre is conveniently located in the Glass Works in Barnsley town centre and has approximately 500 car parking spaces.

Community dental services based at new street clinic is located close to the main site. There is 1 Community Dental Service, located very close to the main site and the only community Dental service that is located within our catchment area.

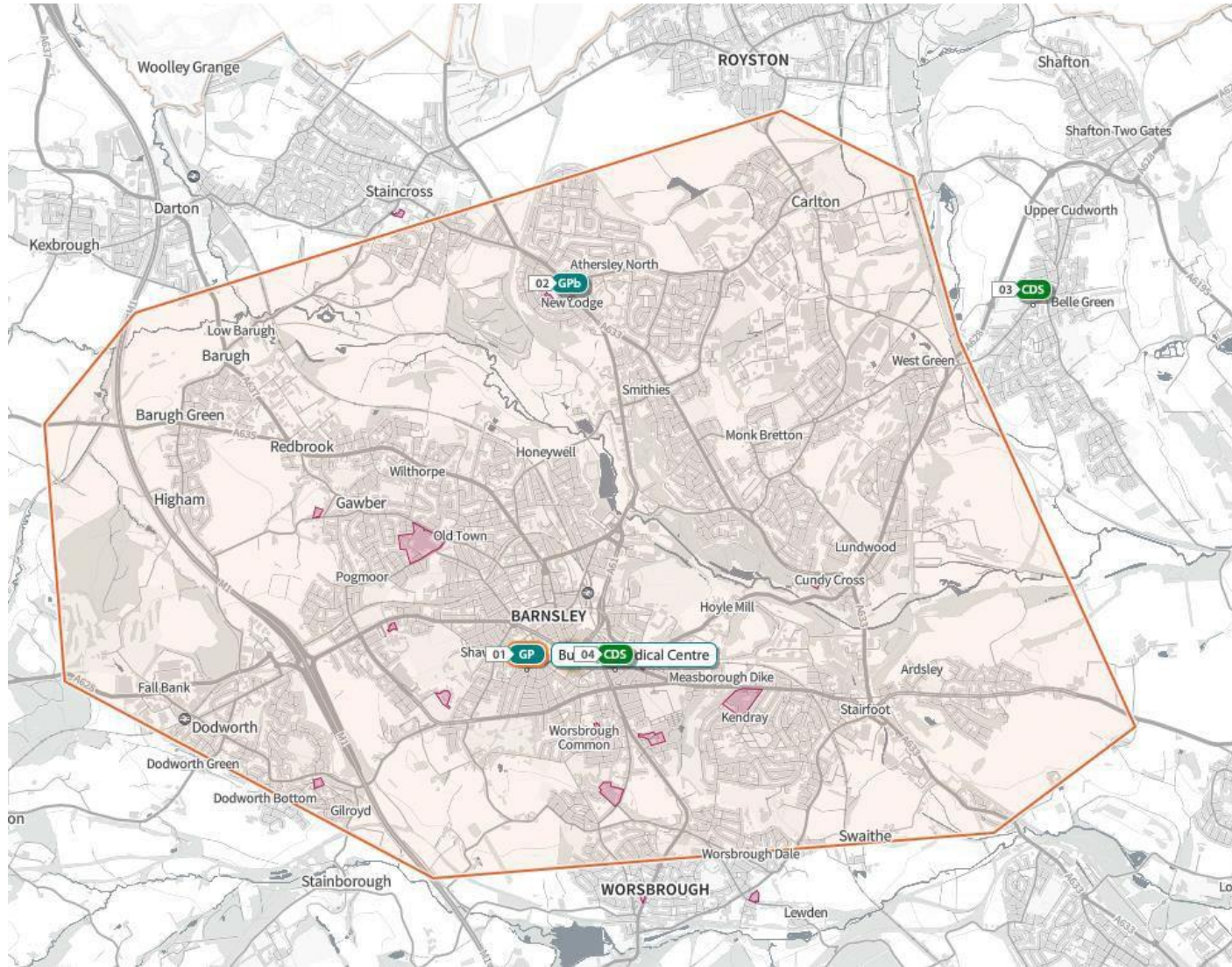
Cluster of dental and optician services around the main site that are accessed by patients living near the branch site. Map showing 12 NHS dental services around the main site and one dentist located near the branch site. Map showing Cluster of optician services located near the main site and no opticians in the vicinity of the branch site.

## Local Pharmacies





**Community dental Centre in the catchment area is located near the main site**



**Dental services: Map showing 12 NHS dental services around the main site and one dentist located near the branch site.**

← nhs dentists ×

Move map to  
83 Huddersfield Rd, Barnsley S75 1AA, UK

From Google [show all on map](#)

- Wiltorpe Park Dental Surgery NHS Dentist
- Queens Road Dental Care
- Lynton House Dental Practice
- Darton Dental Practice
- Churchfield Dental Centre
- mydentist, Peel Street, Barnsley, Advanced Oral Health Centre
- Cudworth Dental Surgery
- Gateway Dental Practice
- Anthony J Cale Associates Ltd trading as Townend Dental Centre
- Warren House Dental Surgery
- mydentist, Pontefract Road, Barnsley
- Worsbrough Dental Surgery

Map data ©2021 Google Terms 200 m



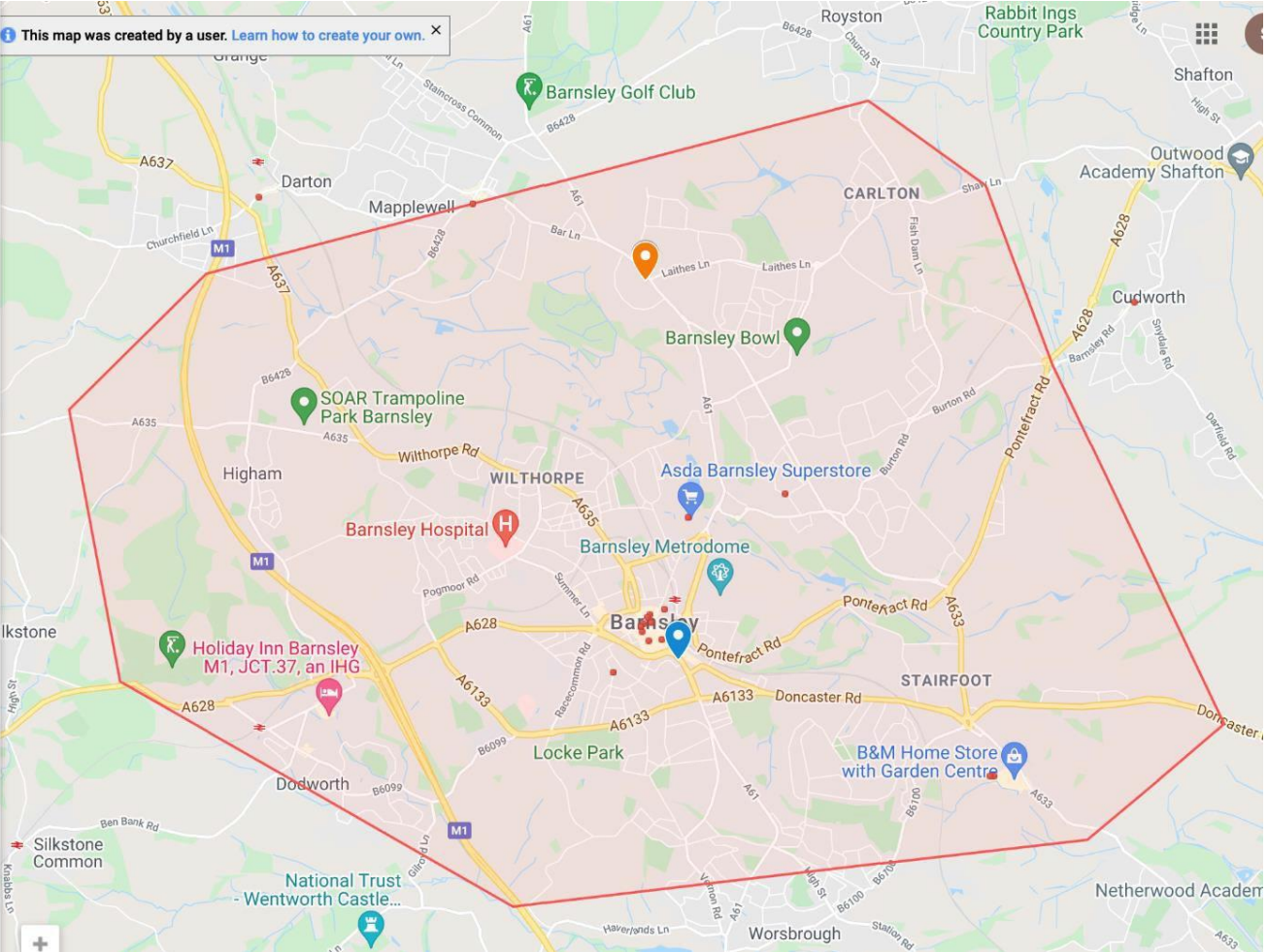
**Opticians: Map showing Cluster of optician services located near the main site and no opticians in the vicinity of the branch site.**

←  X

Move map to  
[54 Market St, Barnsley S70 1SN, UK](#)

From Google [show all on map](#)

- Boots Opticians
- C A Raison Optica Ltd
- Berry's Opticians
- Scrivens Opticians & Hearing Care
- JR Morton Opticians - Darton
- The Spectacle Shop
- Norwood Perrin Opticians
- vision express opticians, Alternatively call customer services
- ASDA Opticians
- Moorhouse Ltd
- Specsavers Opticians and Audiologists - Barnsley



This map displays the town of Barnsley, UK, with a red polygon highlighting a central cluster of optician services. The cluster includes locations such as SOAR Trampoline Park Barnsley, Asda Barnsley Superstore, and Barnsley Metrodome. Other nearby landmarks include Barnsley Hospital, Holiday Inn Barnsley, and National Trust - Wentworth Castle. The map also shows major roads like the M1 and A637, and surrounding areas like Carlton, Wilthorpe, and Dodworth. A search bar on the left lists various optician businesses, and a text box at the top indicates the map was created by a user.

## **Next Steps**

After carefully considering all the feedback received during the engagement process, the Practice acknowledges the alternative suggestions raised that aimed to either avoid the closure or mitigate the concerns associated with it. The Practice has taken note of these suggestions and is grateful for the contributions made by the members of the community. However, the Practice has decided to continue with the application process to close the branch site. This decision was not made lightly, but after a thorough evaluation of the overall service.

The Practice recognises that patients and the community may have concerns about the closure, and so it has developed a range of mitigations to reduce the risks to patients at the point the branch surgery closes in full which will be subject to final approval from South Yorkshire ICB.

Additionally, and where it is clinically appropriate to do so, the practice will look to streamline routine reviews for patients with long-term conditions so that the majority of patients will only need to attend for a review once a year for all their long-term conditions and medications.

The Practice understands the importance of providing supportive and proactive care to the most vulnerable patients, such as the frail elderly, mentally ill, and those with long-term illness.

It is important to note that the Practice will not reduce clinical resources, and staff that are currently employed will remain in post. The Practice will also continue to try to recruit quality staff to fill any vacancies that arise. Furthermore, the Practice will continually review operational models, timing of appointments, appointment types and methods, and administration systems to make systems and processes as efficient and effective as possible for patients, improving access wherever possible and reducing the requirement to travel to Surgery.

Overall, there was good representation from all protected characteristics, based on the practice's patient list and the Practice has taken a proactive approach to address the concerns raised during the engagement period. The analysis of the results by protected characteristic provided valuable insights into the issues raised by different groups and helped the Practice to address concerns effectively.

This consultation report and feedback will be used to form key part of final application process as part of the proposal to close branch practice and will be presented to the integrated care board team for consideration. The Consultation Report will be made available on our practice website and copies will be available to collect from the practice reception and patients can also get a paper copy of the report on request. The outcome of this process and the final decision of the ICB will be shared with patients and stakeholders through SMS messages, postal letters, email, the Practice website and in the practice information boards on reception desks.

Finally, the Practice will continually monitor the impact of the closure and implement new mitigations or supportive solutions as needed. The Practice understands that this may be a difficult transition for some patients, and it is committed to ensuring that patients receive the best possible care during this period of change.