

Surgery Access Mitigation Plan

It is recognised that some patients may find it easier to access the new surgery due to the following improvements:

- disabled parking & building access
- increased car parking spacing
- proximity to neighbourhood centre amenities
- improved bus services to the site (every 20 minutes)
- walking route of approximately 12 minutes from High Trees Surgery.

However the practice realises that some of our elderly & disabled patients may find difficulty in travelling the extra distance from High Trees Surgery to Rowallan Way. We currently have 1056 patients (14.6% of surgery population) aged 65+ registered at High Trees. Many will have transport, but we appreciate that some may not. There may also be patients who are able to walk to the current premises, but who may find the extra half a mile too much. The practice has given this careful consideration as follows:

1. **Home Visits** - We already provide a home visits service to our housebound elderly and/or disabled patients, who need medical attention but are unable to come to the surgery. It is our intention to continue to do so at the new surgery. We have audited our home visits and are aware that we currently have spare capacity for additional home visits each day. It is currently difficult to assess future needs due to the proposed move, as it is difficult to estimate how many of our housebound elderly and/or disabled patients, will need medical attention. Whilst it is impossible to accurately predict these future demands, we are confident that with the planned increase in medical staffing there will be sufficient capacity to meet demand. Once the new surgery is in operation we will review the demand for home visits periodically and adjust capacity accordingly.
2. **Local Bus services** – Arriva bus services have changed routes and now offer a route from the Red Lion site (across the road from High Trees), along Parkway to the Rowallan Way neighbourhood centre, every 20 minutes. This service is free to concessions with bus passes.
3. **Community Transport** – Derby CT no longer exist, however we have approached Melbourne Community Care Group, South Derbyshire Community Transport & also Door2Door transport, Derby. They have offered the following for consideration:
 - **Melbourne CCG** – volunteer drivers for accompanied visits to GP appointments. Drivers will assist client in & out of car & wait whilst they attend the surgery, taking them home afterwards. (01332 863585)
 - **Health Ring&Ride Transport** – offer a people carrier which can be booked in advance to transport client, plus carer to the surgery for just £3 (Tel: 01332 380738).
 - There is also the possibility of a mini-bus, plus driver once a day to collect patients from High Trees and transport them to Rowallan Way – however this would mean patients waiting for some time whilst others attend appointments & then also waiting for the bus to return. We will assess demand for this service.
 - South Derbyshire Community Transport – still awaiting response.
4. **Telephone Consultations** – the possibility of offering telephone GP consultations for those patients who do not necessarily need to be seen, but who can have advice or a prescription issued, to save a journey to the surgery. We will liaise with local pharmacies for collection of scripts & delivery of medicines to housebound patients.
5. **Appointment allocations** - appointment times can be set aside during the day to enable patients to either use transport detailed 2-3 above, or to fit around availability of buses or family members with transport.
6. **Route finder** – the practice will provide patients with a map of the shortest walking route from High Trees to Rowallan Way. We hope to liaise with the council to provide route-finder signage along this route.

Summary

Dr Black & Partners are fully aware of the concerns being raised in respect of our housebound elderly & disabled patients being able to access the new surgery premises. We are committed to working with our patients and community groups to address these concerns.