

**LEIGHTON – LINSLADE  
PATIENT PARTICIPATION GROUPS'  
PATIENT HEALTHCARE SURVEY**

**20 March 2023 – 30 April 2023**

**PRESENTATION TO THE BEDFORDSHIRE, LUTON AND MILTON KEYNES  
INTEGRATED CARE BOARD  
13 JUNE 2023**

# ORDER OF PRESENTATION

## INTRODUCTION

Edith Griffith, Chair, Bassett Road Surgery PPG

## SURVEY RESULTS

Patricia Michael, Bassett Road Surgery PPG

## WHAT ARE THE IMPLICATIONS OF THESE SURVEY RESULTS?

Steve Owen, Bassett Road Surgery PPG

# INTRODUCTION & PURPOSE

**Edith Griffith**

**Chair, Leighton-Linslade PPG Network**

**Chair, Bassett Road Surgery PPG**

# PURPOSE

- **TO PRESENT THE FINDINGS OF THE PATIENTS' SURVEY 'ACTION FOR BETTER HEALTHCARE' TO STAKEHOLDERS AND FUNDERS.**
- **TO INFORM AND PROGRESS A SOLUTIONS-DRIVEN PLAN FOR SIGNIFICANTLY ENHANCED PRIMARY AND SECONDARY HEALTHCARE LOCALLY.**

# SURVEY BACKGROUND

- Public perception of being marginalised/let-down
- CBC/Arcadis Hub assessments and SOC 2019 – confirmed issues with current provision and NEEDS in both primary and secondary local services
- GP/PCN but low Hub-priority and lack of plan for town

# ...SURVEY BACKGROUND

- PPG/TC appeals to Cllrs, Health & Wellbeing Board
- MP. PPG Trial Survey and Public Meetings held
- ICB Feasibility Study and assured that, 'The scoping work around further health and care services in Leighton Buzzard... will include a range of services and is not solely limited to primary care.' Felicity Cox (March 2023)

# **SURVEY AIMS**

- **Invite and encourage a broad spread of registered patients to participate**
- **Elicit concrete evidence of patients' views of the current primary and secondary healthcare provision in Leighton-Linslade**
- **Elicit evidence of the IMPACT of the lack of sufficient GPs and wider healthcare provision on the residents of Leighton-Linslade and surrounding villages**

# SURVEY OBJECTIVES

- To produce a focused, comprehensive and robust report of patients' current healthcare needs to inform discussions with key stakeholders, including responsible and funding bodies for healthcare, with a view to securing significant and permanent improvements for residents across both primary and secondary healthcare.



# KEY STAKEHOLDERS

- All patients and Healthwatch
- BLMK ICB
- Central Bedfordshire Council
- Andrew Selous MP and Colleagues
- Leighton-Linslade Town Council
- Owners/Partners of BRS, LRS and SH GP surgeries
- Primary Care Network – Leighton-Linslade Health Connections

# SURVEY DISTRIBUTION & PROMOTION

- **Hyperlink/QR code to survey sent electronically to patients of 3 GP surgeries**
- **Hard copies at GP surgeries/Town Council.**
- **Local newspaper/publications/newsletters, radio, social media, presentations and networking**
- **Posters with hyperlink/QR code to retailers, associations, organisations, churches plus QR code handouts.**
- **'Meet & Greet' approaches in surgeries**

# LEIGHTON BUZZARD PPGs' PATIENT HEALTHCARE SURVEY

## RESULTS

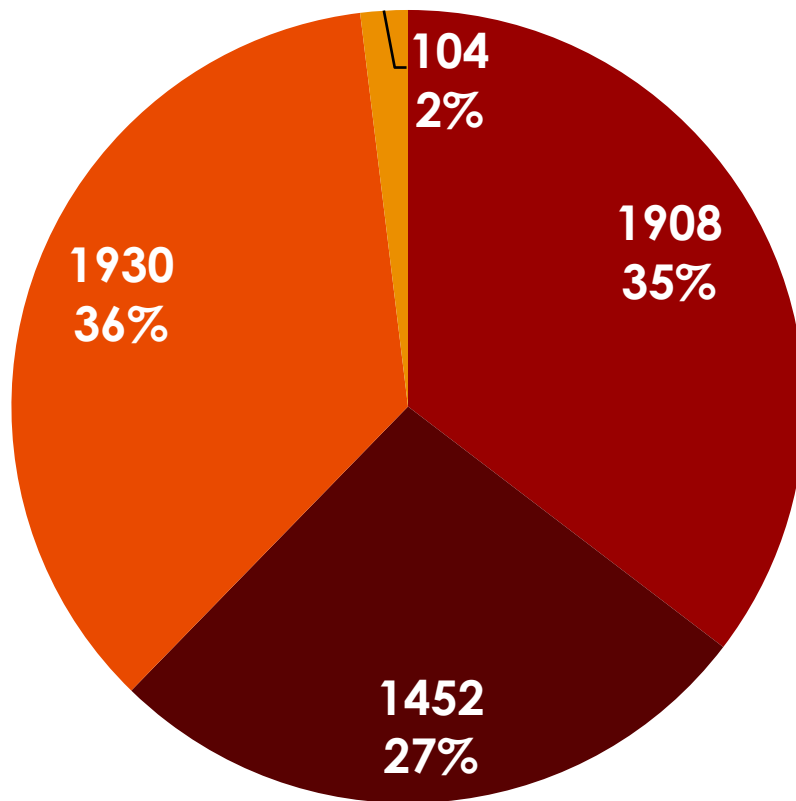
**Patricia Michael**

**Bassett Road Surgery PPG**

# LEIGHTON-LINSLADE PPGS' PATIENT HEALTHCARE SURVEY

- **5393 Respondents**
  - **13.5%\*** of adult patients (18+ years) registered at the 3 GP surgeries in Leighton Buzzard
- 
- \*78% of the population, based on ONS Population Data 2021 and BRS/SH/LRS surgeries' patient data
  - Margin of error: 1.2%

# Q11. With which GP surgery are you registered?



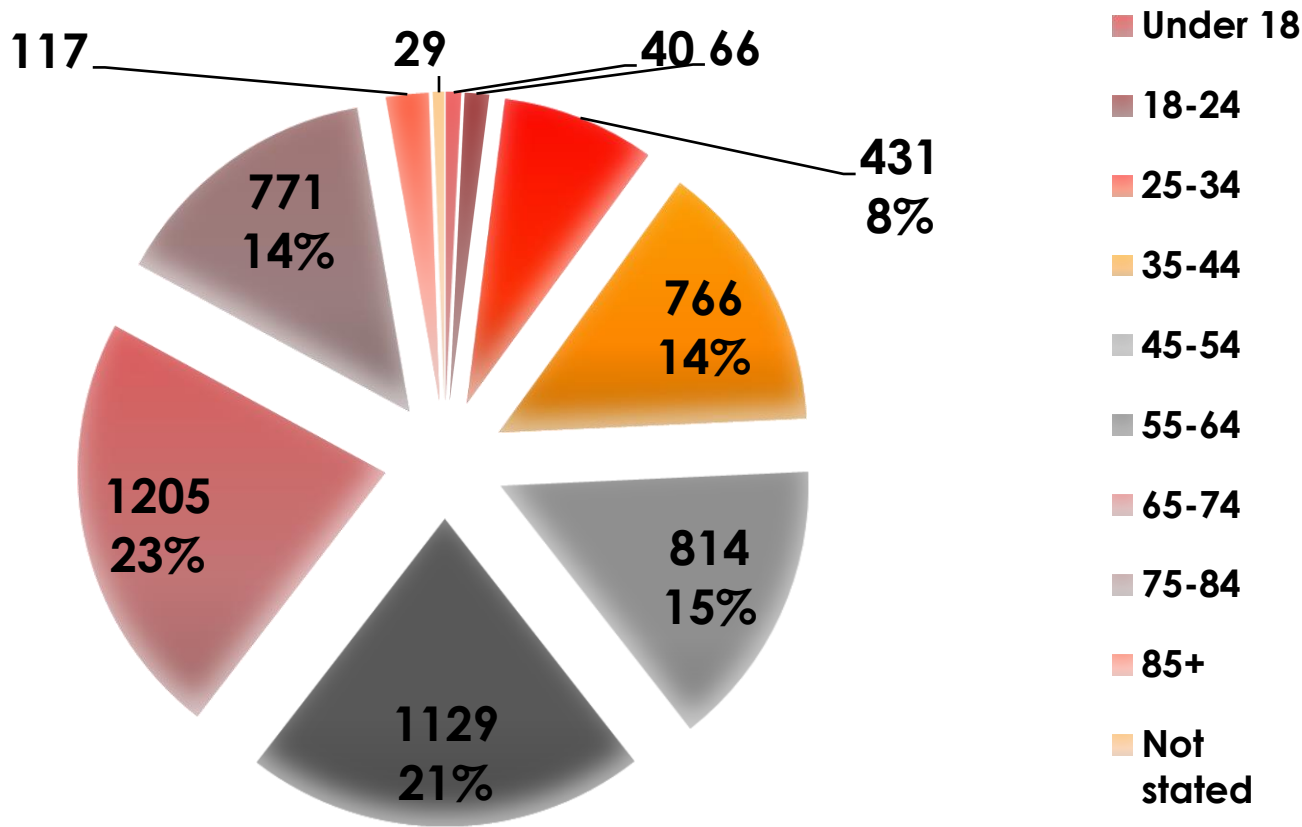
- Bassett Road
- Salisbury House
- Leighton Road
- Not stated

13

5,393

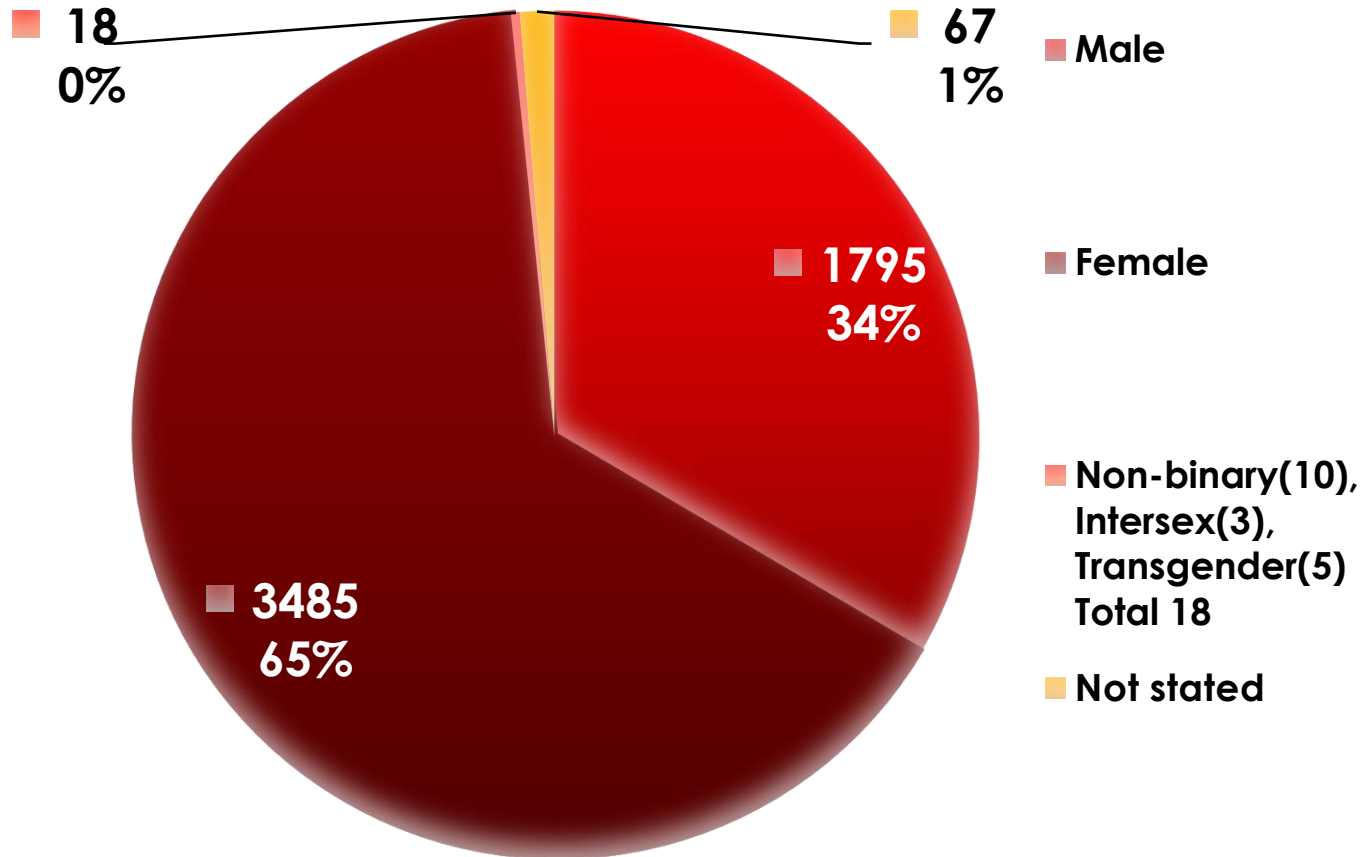
# Q12.To which age group do you belong?

14



5,393

# Q13. Gender?



15

5,365

# **COVID-19 Effect**

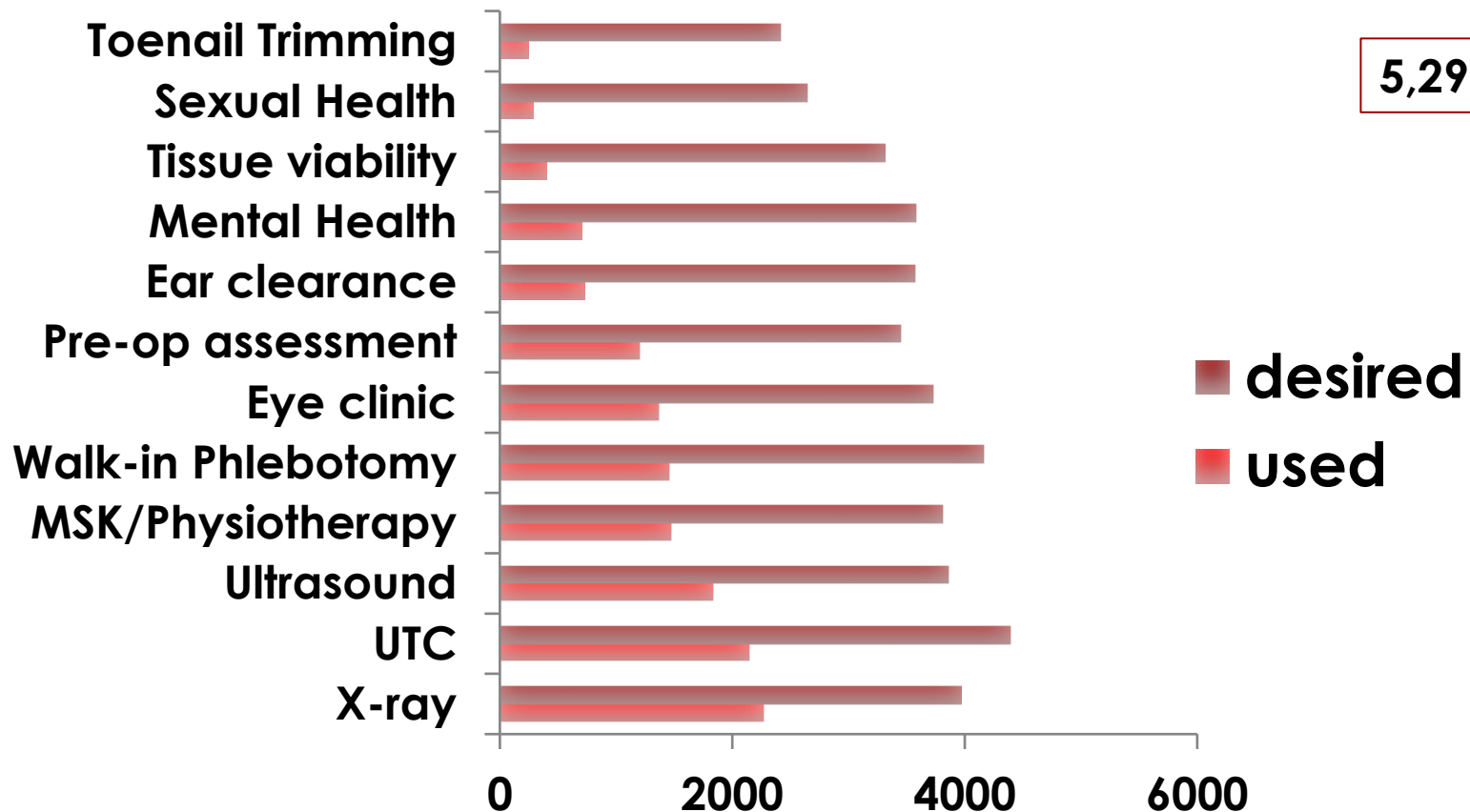
**SURVEY REVIEW PERIOD  
2020 – MARCH/APRIL 2023**

**PANDEMIC  
MARCH 2020 - APRIL 2022**



**Q1. Which NHS services have you used, outside Leighton-Linslade, in the last 3 years? Which would you like to see provided locally?**

5,290



## Q1. Which NHS Services would you like to see provided locally? (tick all that apply)

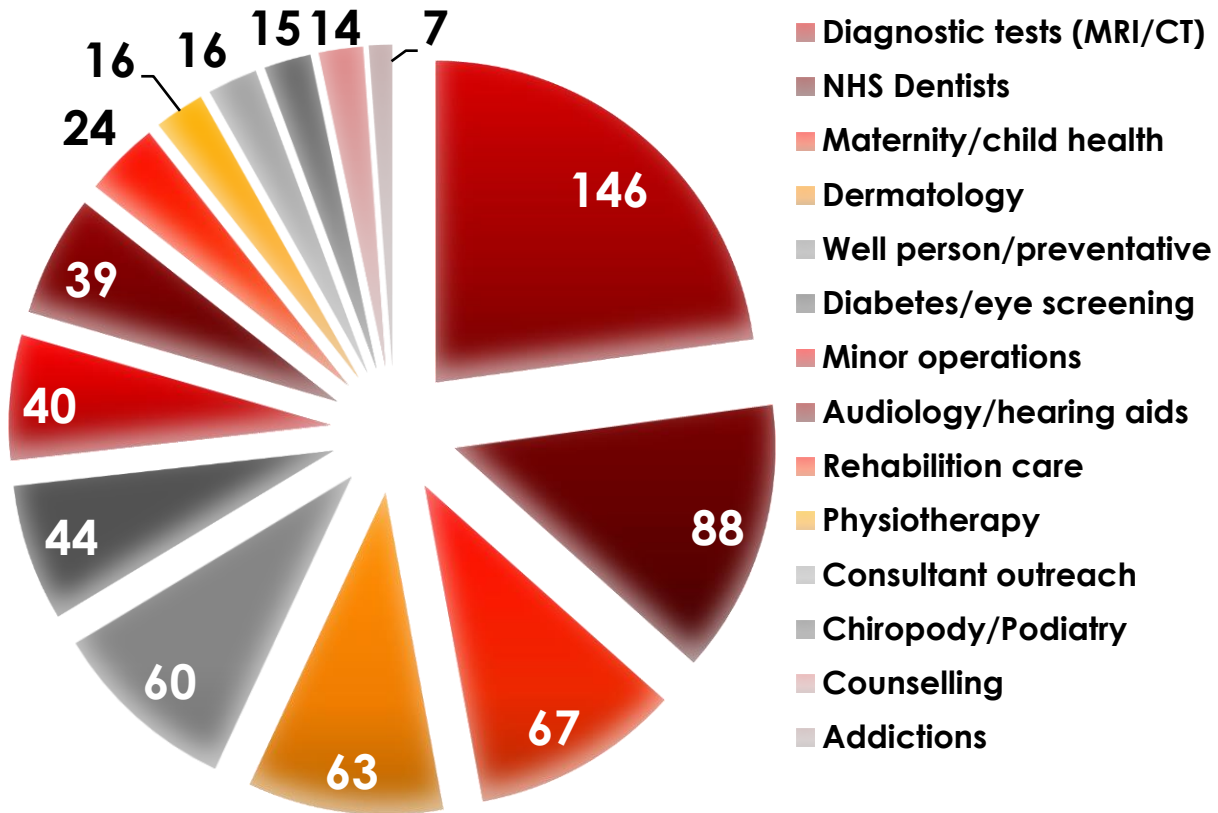
Order	NHS Service	No.*	%**
1	Urgent Treatment Centre/Minor Injuries Clinic	4,393	82.5%
2	Walk-in Phlebotomy	4,159	77%
3	X-rays	3,970	73.6%
4	Ultrasound	3,863	71.6%
5	MSK/Physiotherapy	3,806	70.6%
6	Eye clinic	3,726	69%

Order	NHS Service	No.*	%**
7	Mental Health – child & adult	3,584	66.5%
8	Ear syringing/micro-suction	3,571	66.2%
9	Pre-op assessments	3,448	63.9%
10	Tissue viability nursing/wound care/use of Doppler	3,314	61.5%
11	Sexual Health	2,641	50%
12	Toenail trimming	2,414	44.8%

\* Number of respondents per service

\*\* % of all 5393 survey respondents calling for each service

## Q2. Which other healthcare services should be provided in Leighton-Linslade?\*

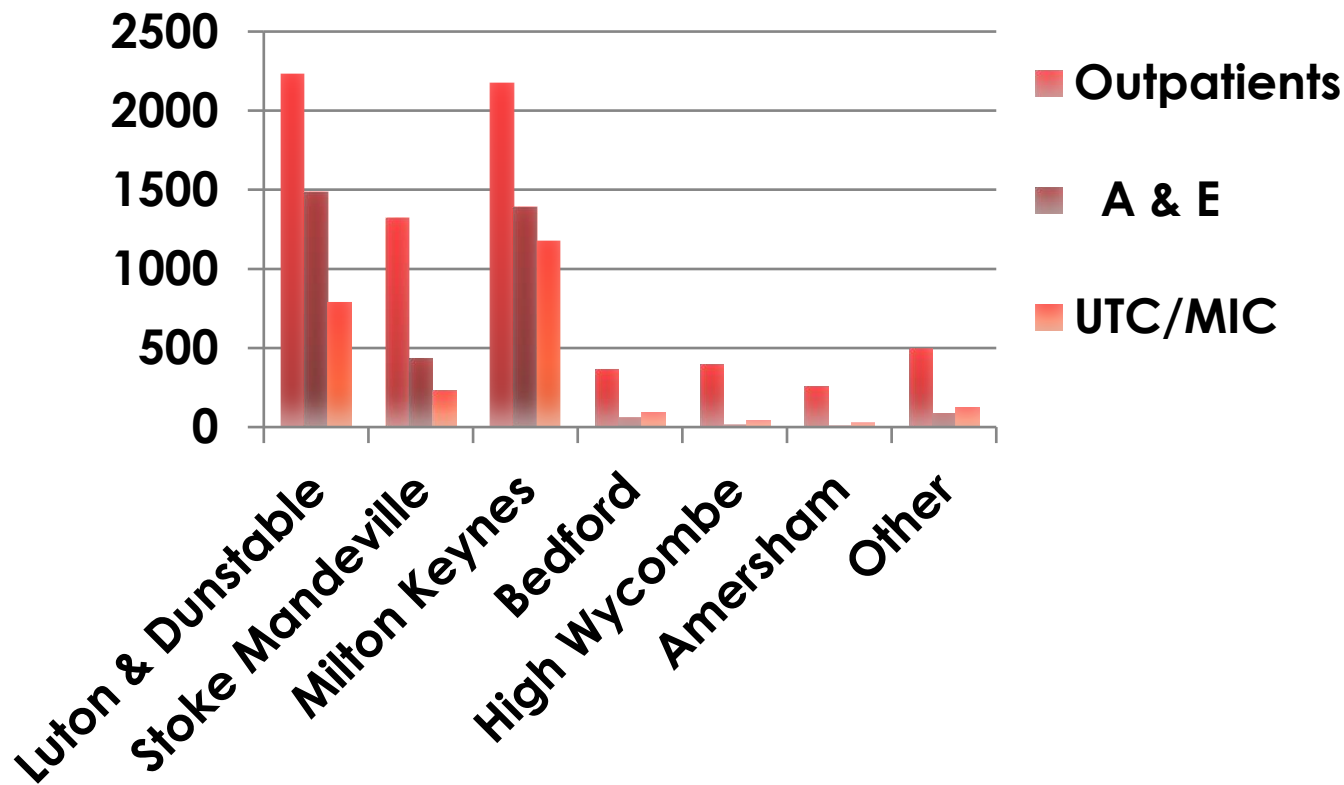


1,553

\*PRIMARY MENTIONS: More GPs = 424

UTC/A&E/Minor Injuries Clinic/Walk-in/Out of hours GPs = 328

### Q3. Which NHS Clinics/Walk-in Urgent Treatment Centres/Minor Injuries Clinics have you attended for the services in Q1?

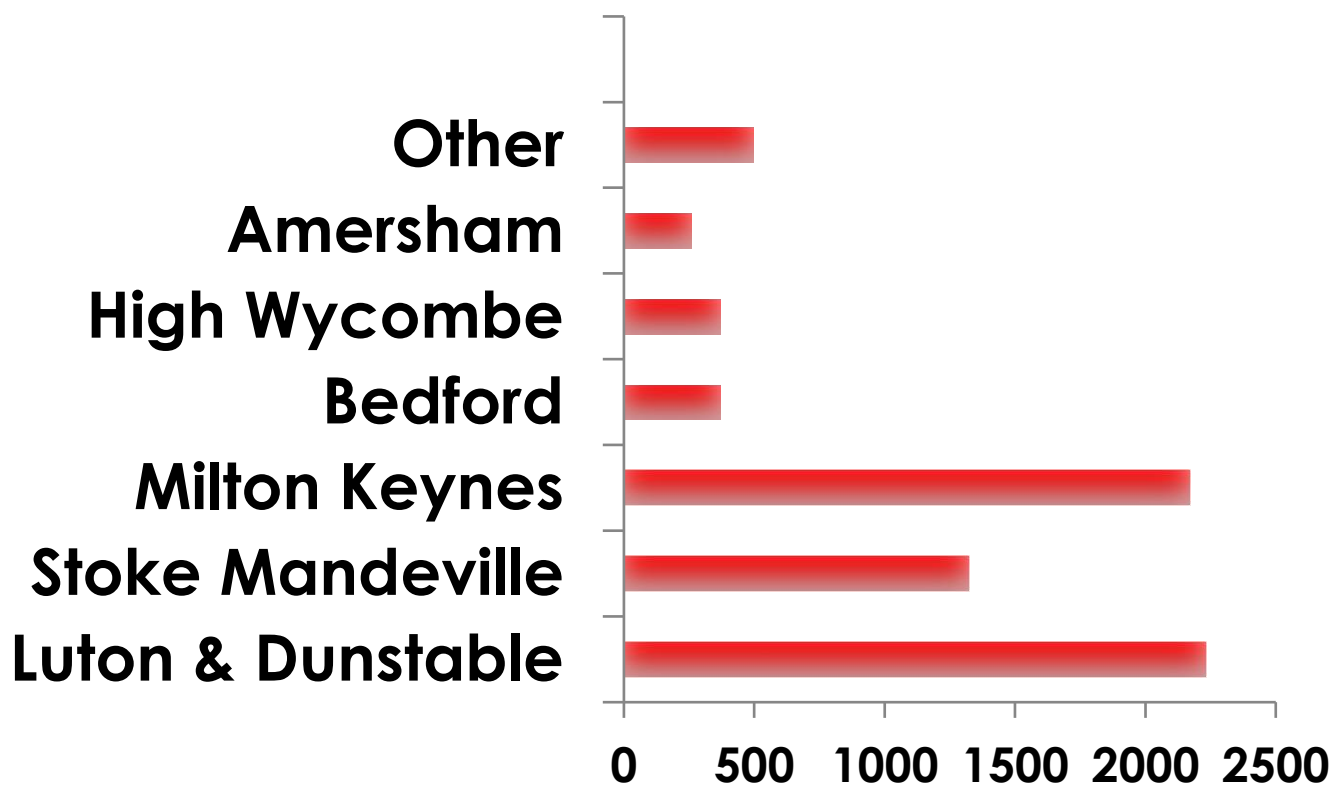


4,639

13,216  
mentions

# Q3a. Outpatients/Clinics attended by appointment

21



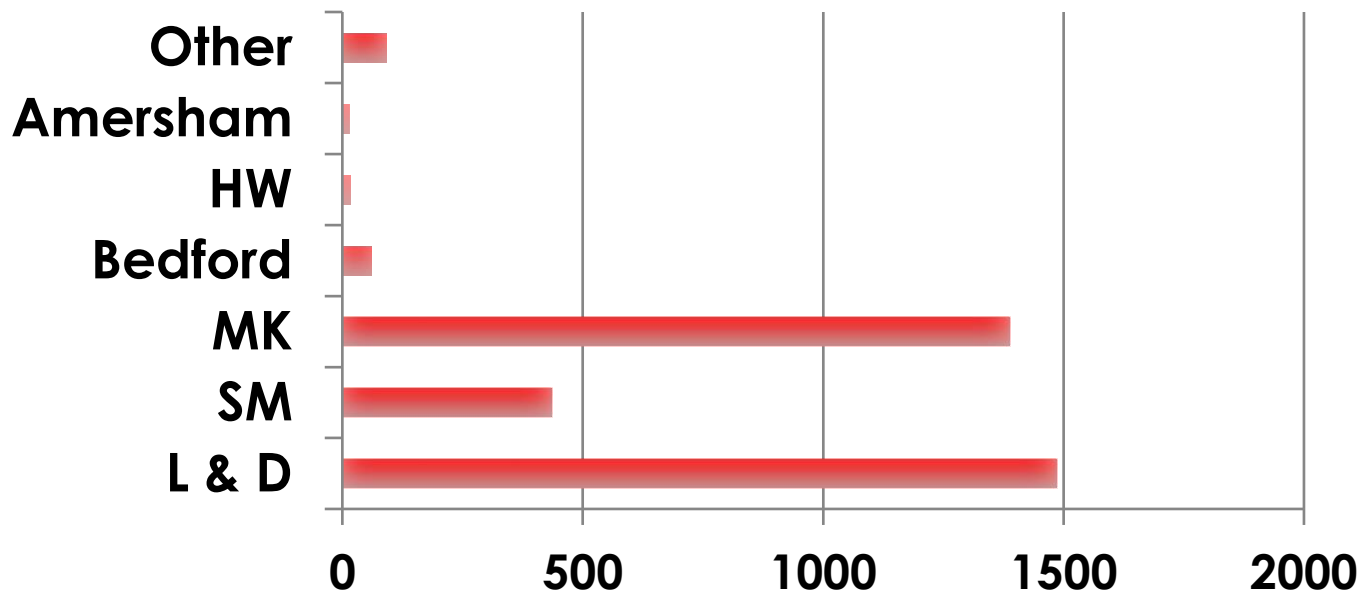
4,639

7,240  
Mentions

# Q3b. A & E Hospitals attended

22

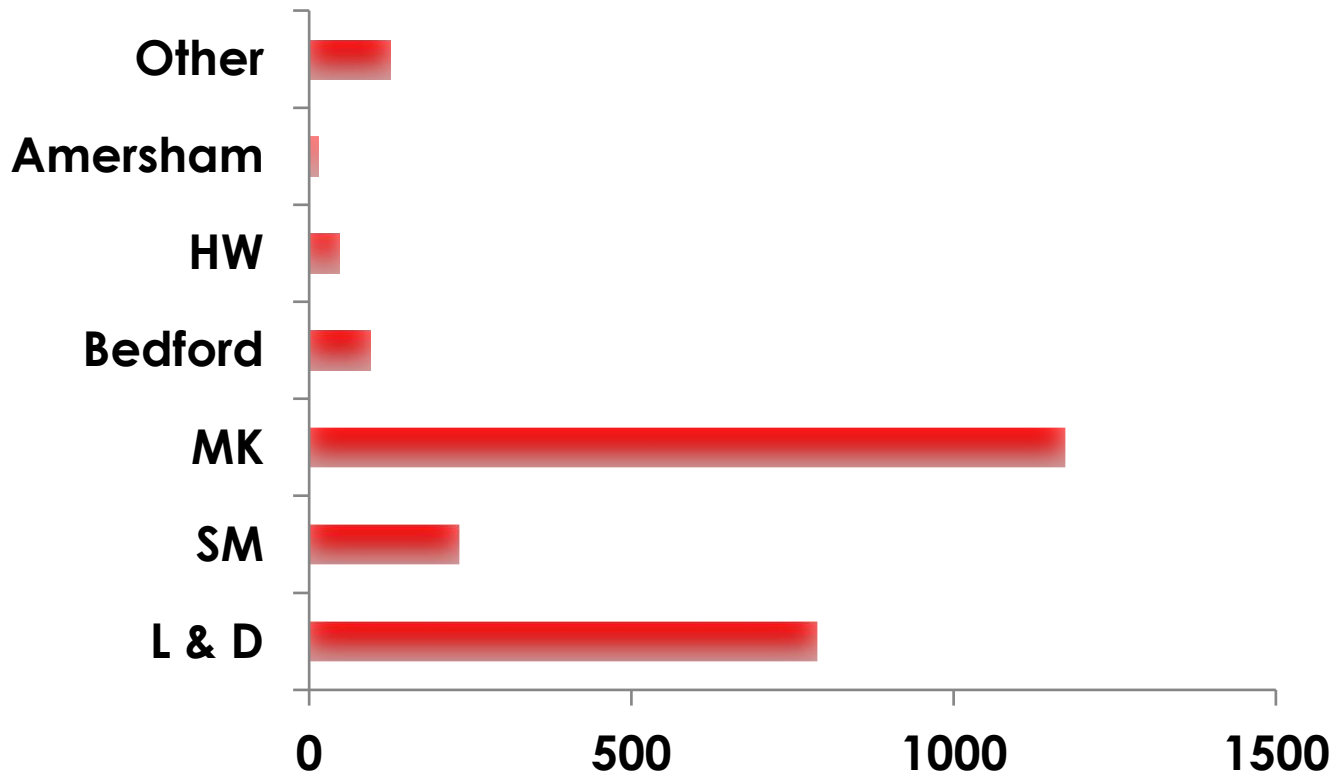
4,639



3,488  
Mentions

23

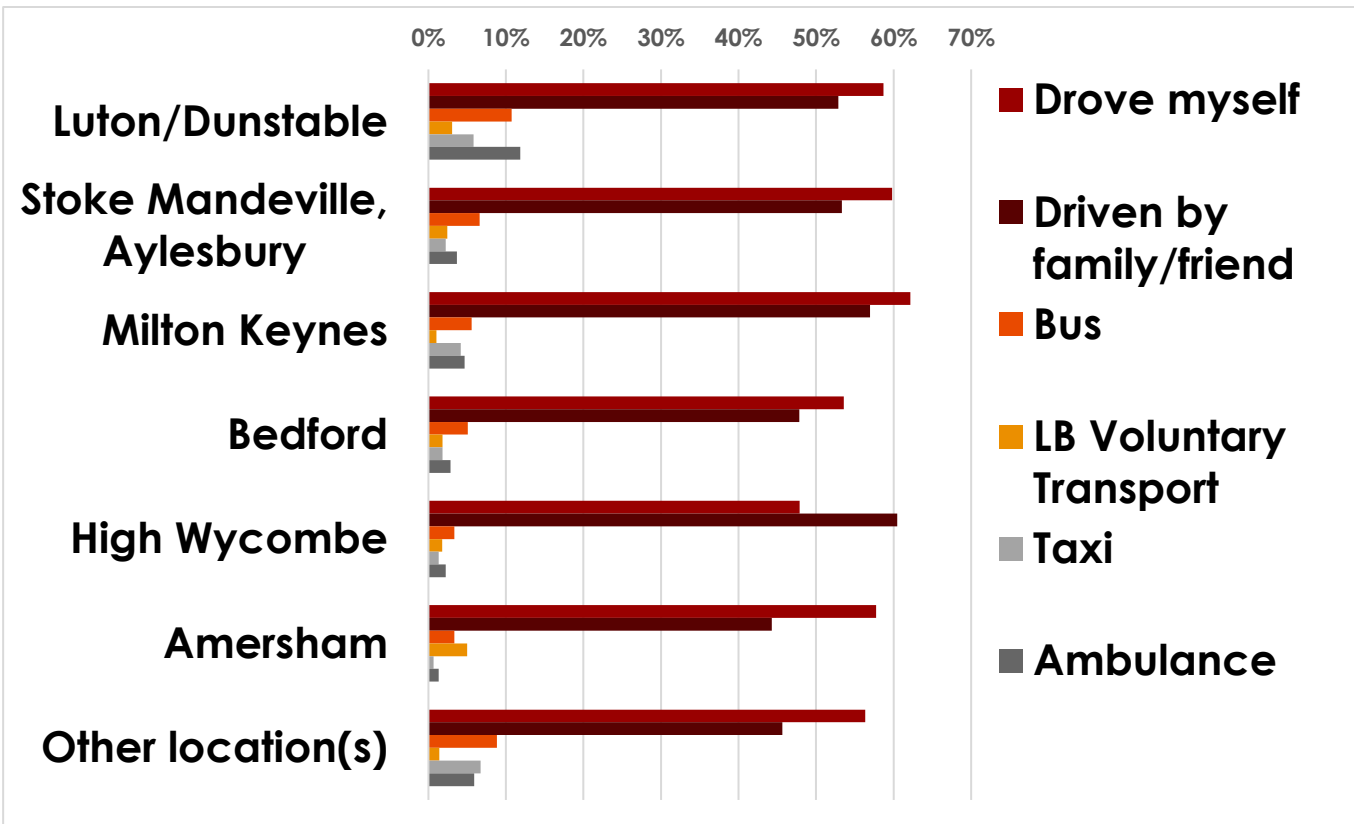
# Q3c.Urgent Treatment/Minor Injury Clinics attended



4,639

2,488  
Mentions

# Q4. Typically, how did you travel to hospitals/clinics?



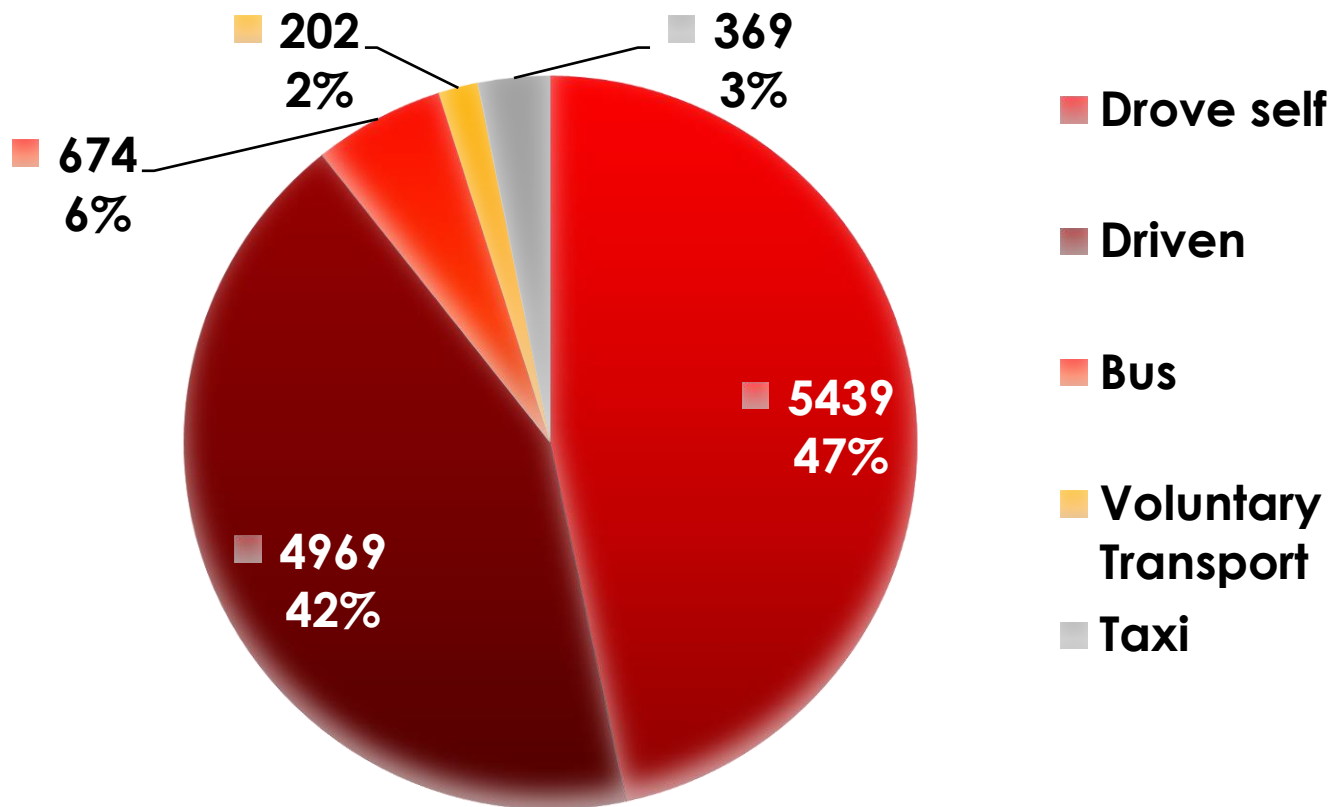
4,780

13,151 Mentions



25

## Q4. Mode of transport to the 6 'Regional'\* hospitals/clinics (excludes ambulance)



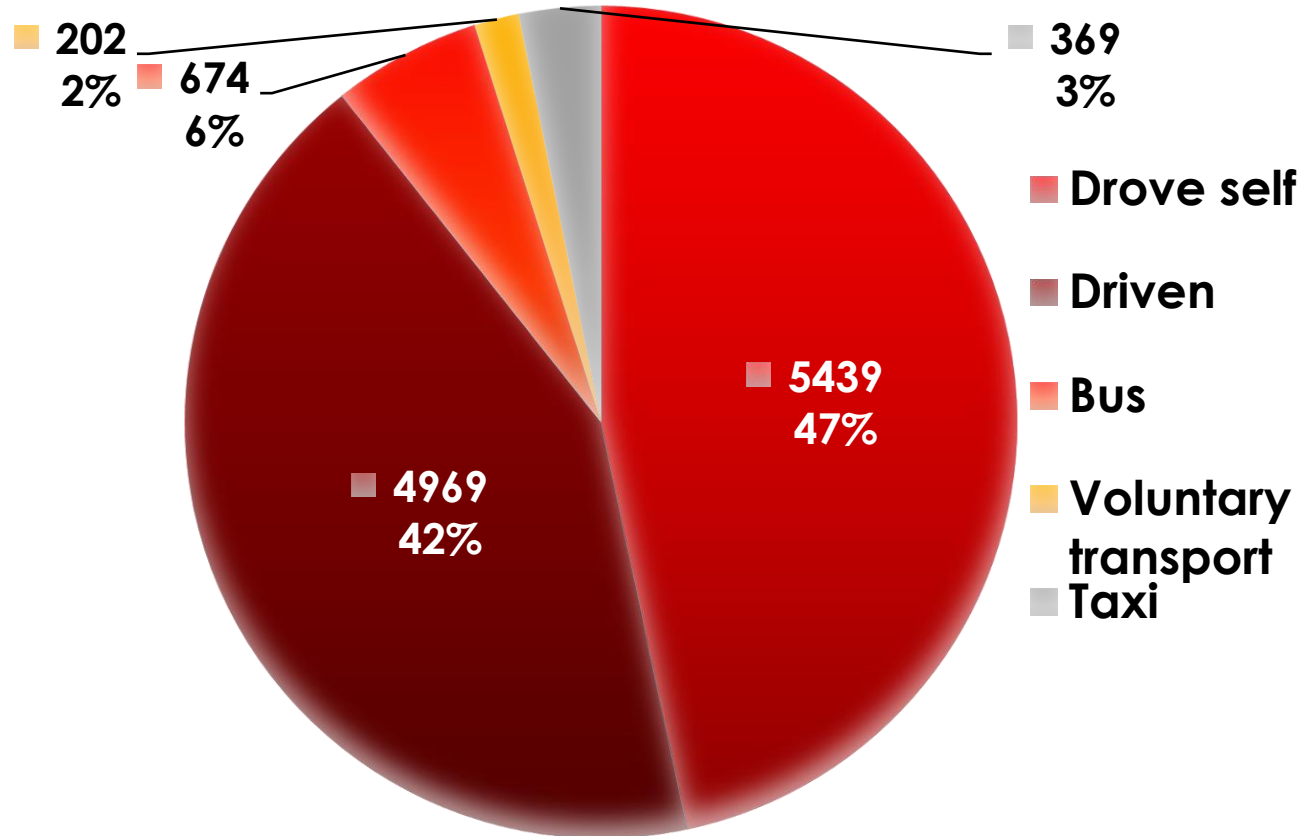
4,780

11,651  
Mentions

\* 'Regional': Luton & Dunstable, Stoke Mandeville, Milton Keynes, Bedford, High Wycombe, Amersham

26

## Q4. Mode of transport to the 3 'Geographically Nearest'\* hospital/clinics (excludes ambulance)



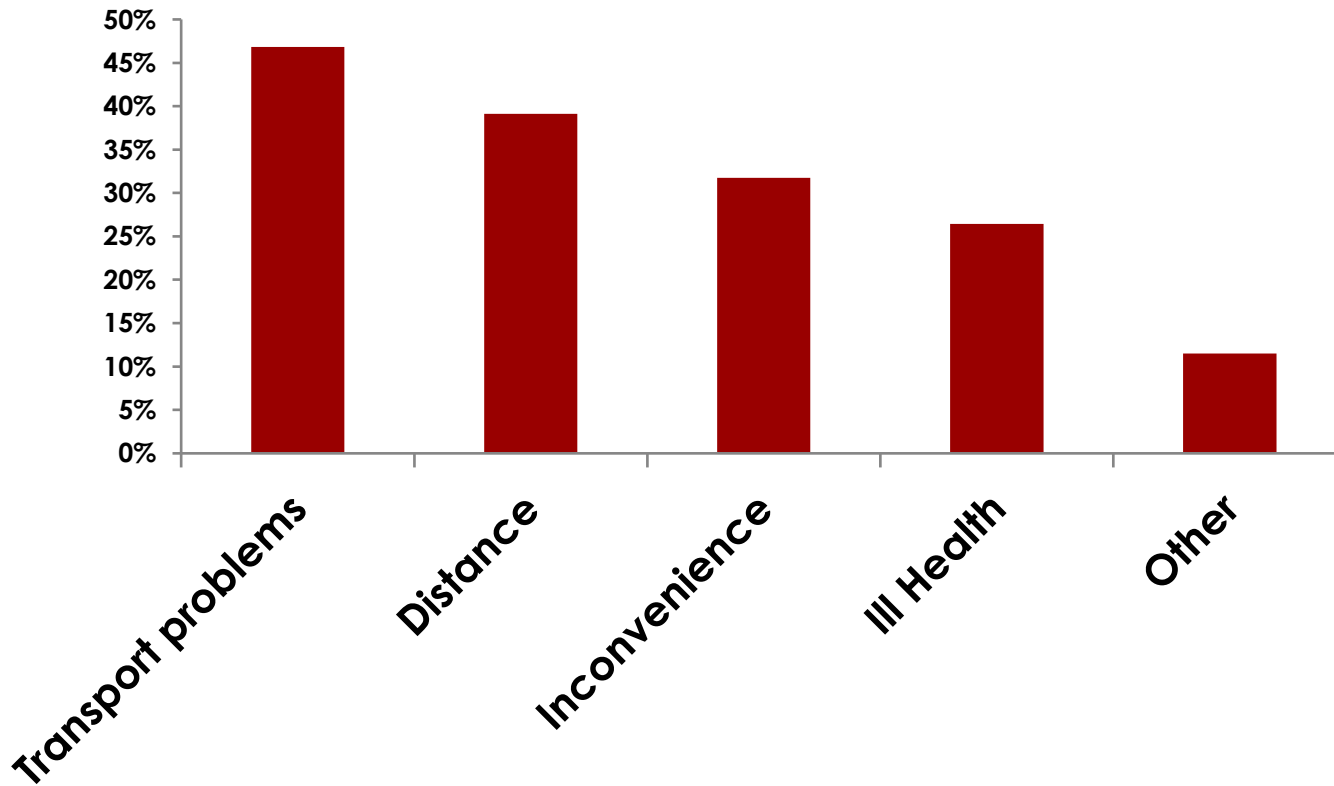
4,780

10,270 Mentions

\* Geographically Nearest: Luton & Dunstable, Stoke Mandeville, Milton Keynes

# Q5. Why have you had difficulty attending or failed to attend a hospital/clinic appointment?

27



1,612

2,666  
Mentions

## Q5. Reasons for non-attendance

- Hospital parking – inaccessible/expensive
- No direct public transport – multiple buses required
- Appointments too early/too late to use public transport.

## **...Reasons for non-attendance**

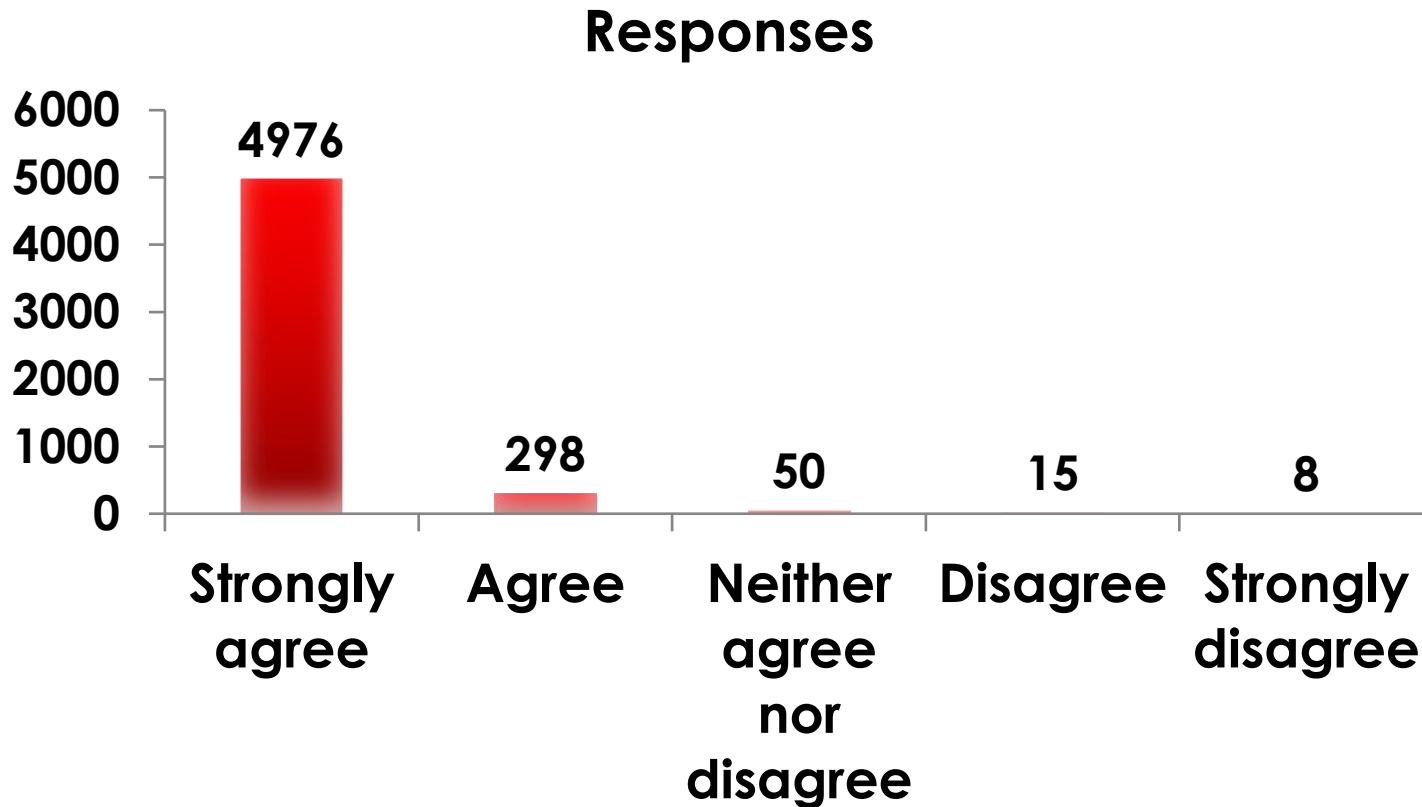
- **Too stressful and too time-consuming**
- **Unable to get time-off work**
- **No family/friends to provide transport**
- **Short notice of appointments**

30

**Q6 'Leighton-Linslade needs its own medical premises for an Urgent Treatment Centre/Minor Injuries Clinic for non life-threatening injuries, medical tests and treatments not currently available from its GP surgeries.'**

5347

98.6%  
Agree/Strongly Agree



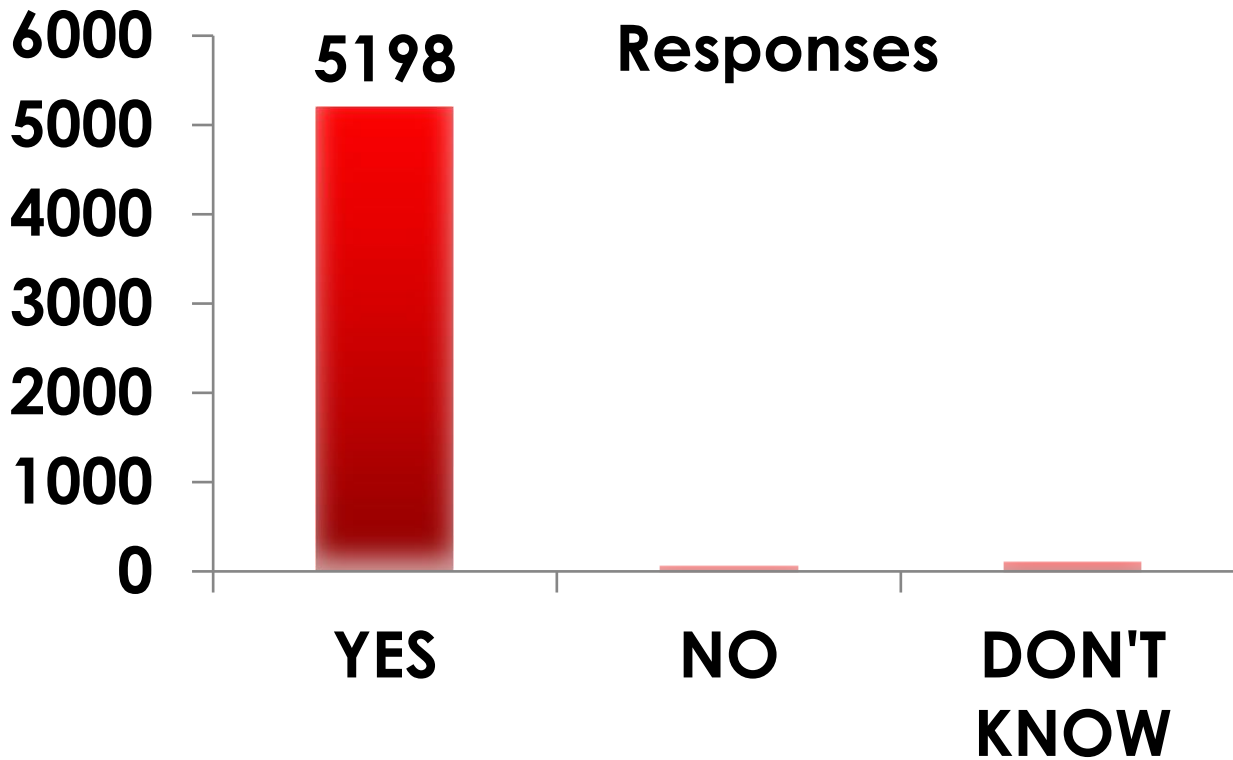
NB: 4976 represents 97.8% of all 3953 survey participants – 46 did not respond to Q6

## **Q7. BURNING ISSUES**

- **Concerned about current and future local health provision?**
- **Are there sufficient GP surgeries?**
- **Public meetings to update residents on healthcare plans and progress?**
- **Community provision for prevention activities?**

32

# Q7a. Are you concerned about the current and future health provision in Leighton-Linslade?



5,356

97%  
'YES'



# Q7b. Do you feel Leighton-Linslade has sufficient GP surgeries for its growing population?

33

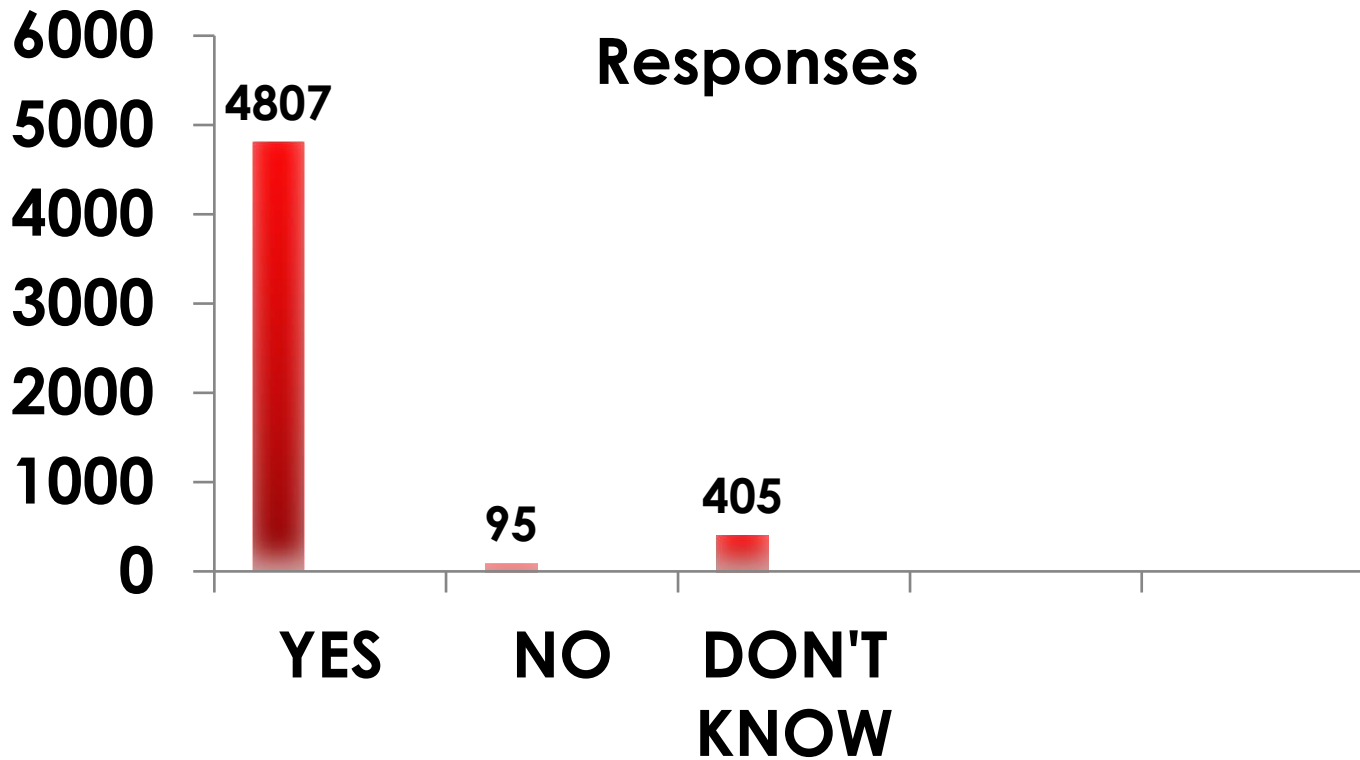
5,352

95%  
'NO'



34

**Q7c. Should there be a series of public meetings to discuss plans and be kept informed of healthcare provision developments in Leighton-Linslade?**



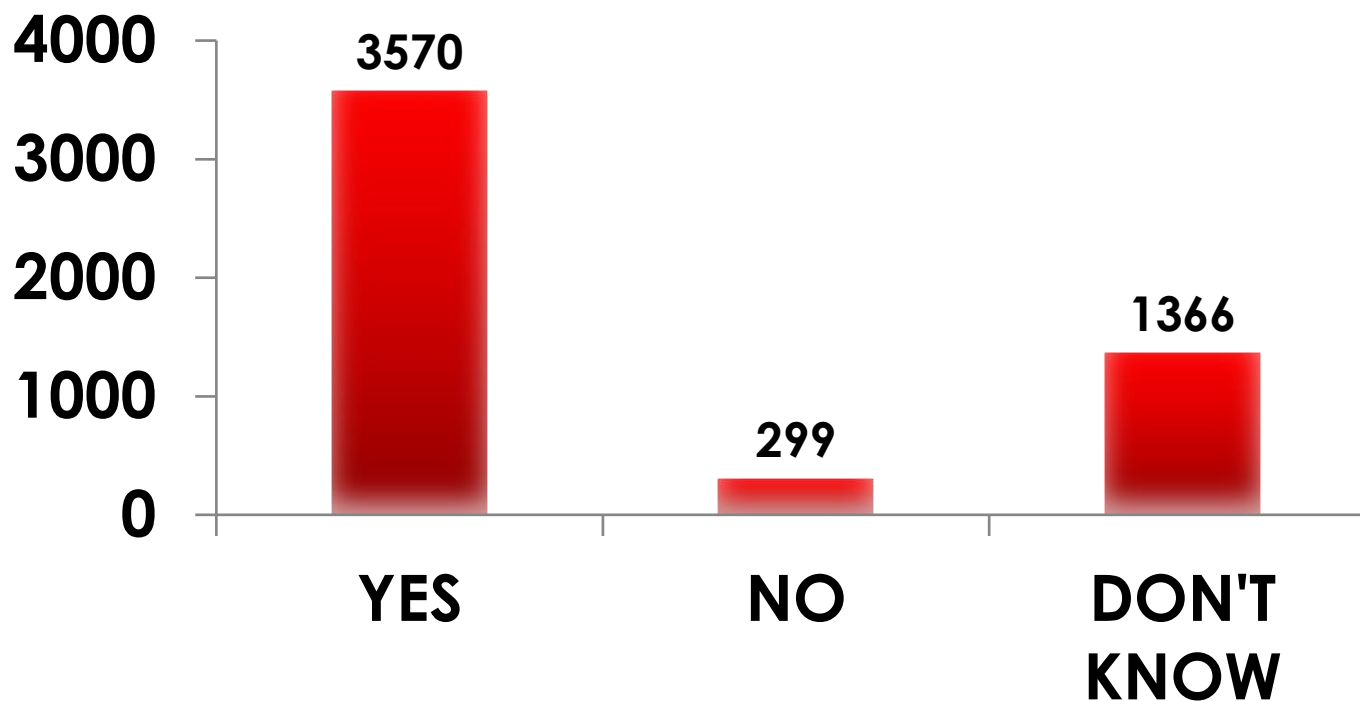
5,307

91%  
'YES'

**Q7d. Should Central Beds Council provide a community facility for healthcare prevention activities e.g. art/music, men in sheds, knit and natter etc?**

**35**

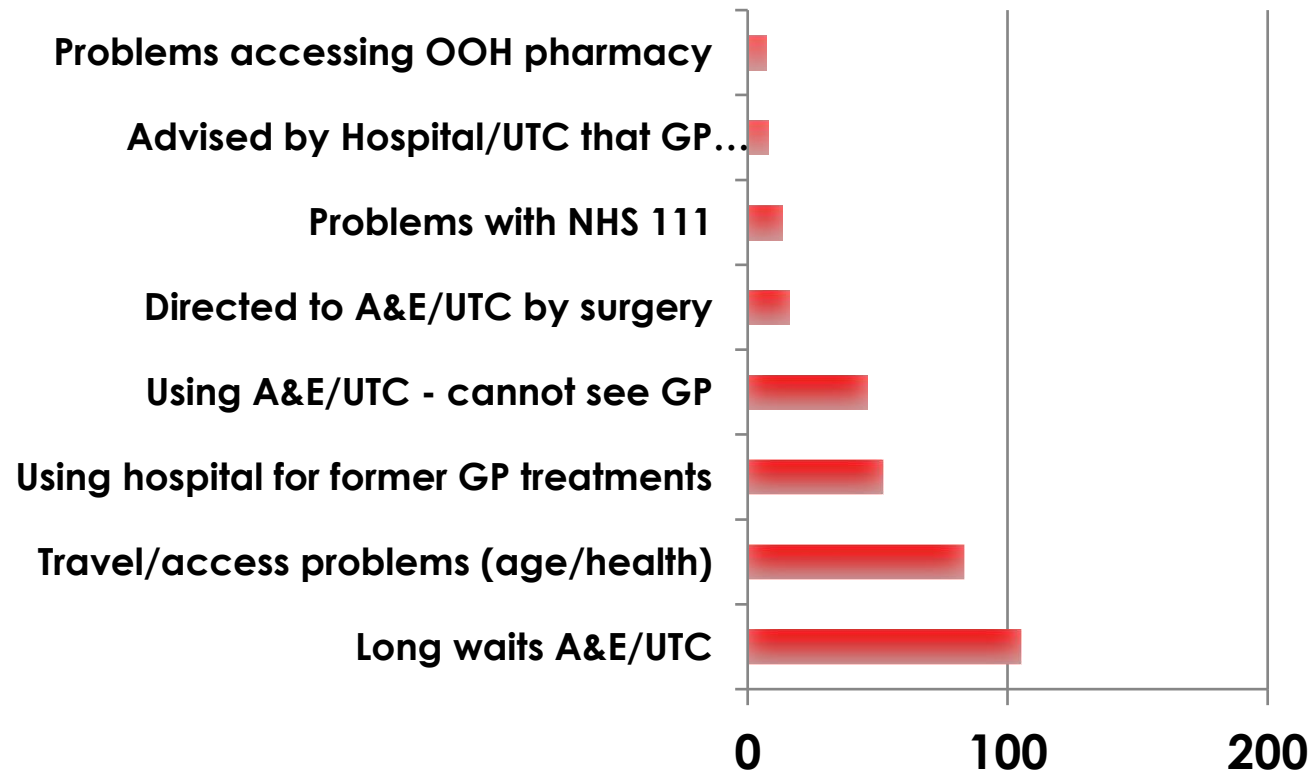
### Responses



**5,235**

**68%  
'YES'**

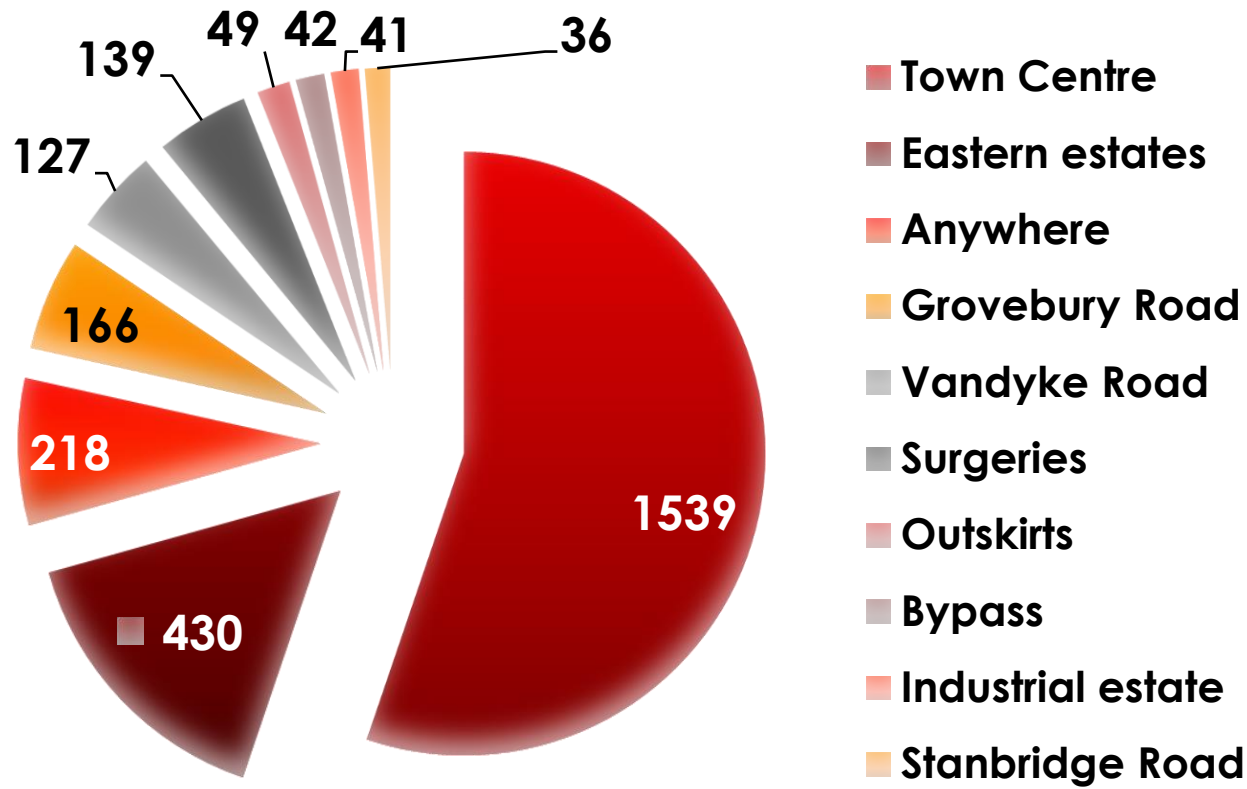
## Q8. Issues Accessing Hospital/Clinic Care outside Leighton-Linslade – anecdotal evidence



1,241

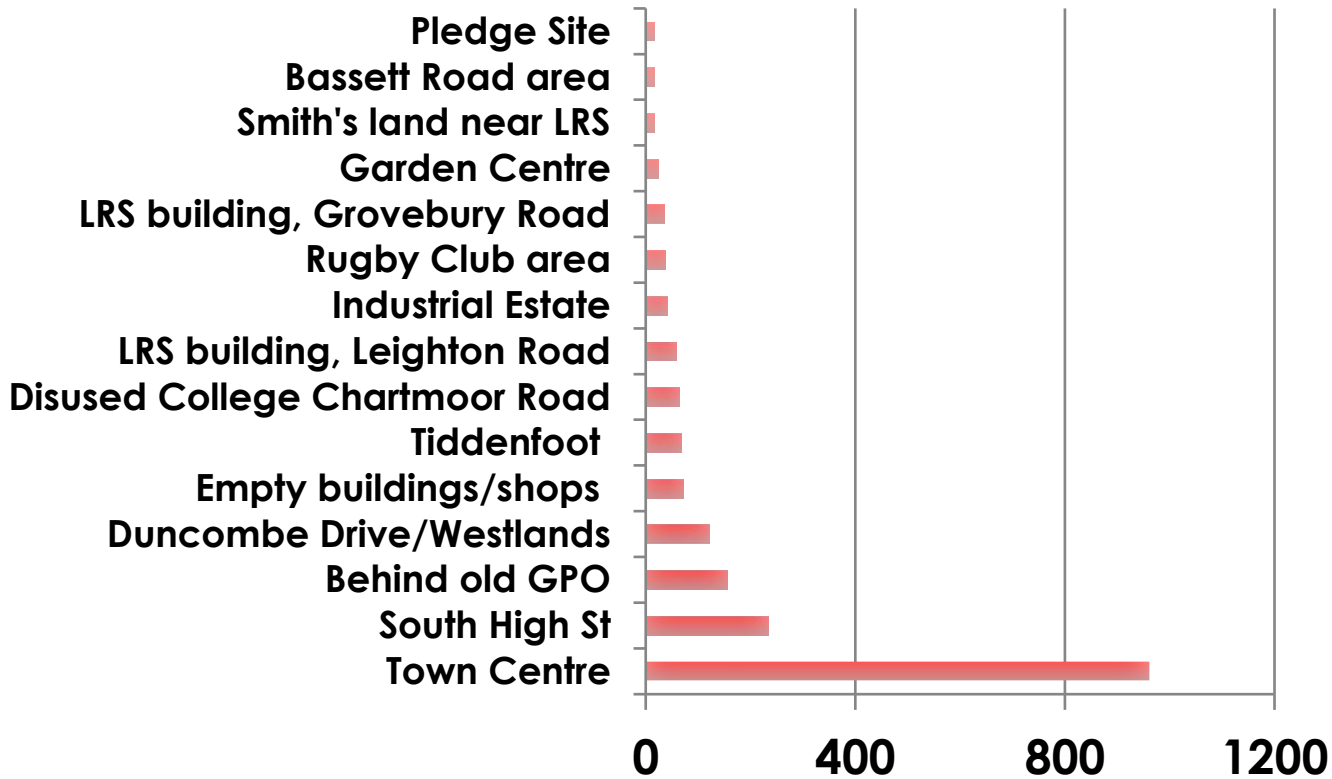
# Q9. Where would any additional local medical facilities best be located?

37



3,045

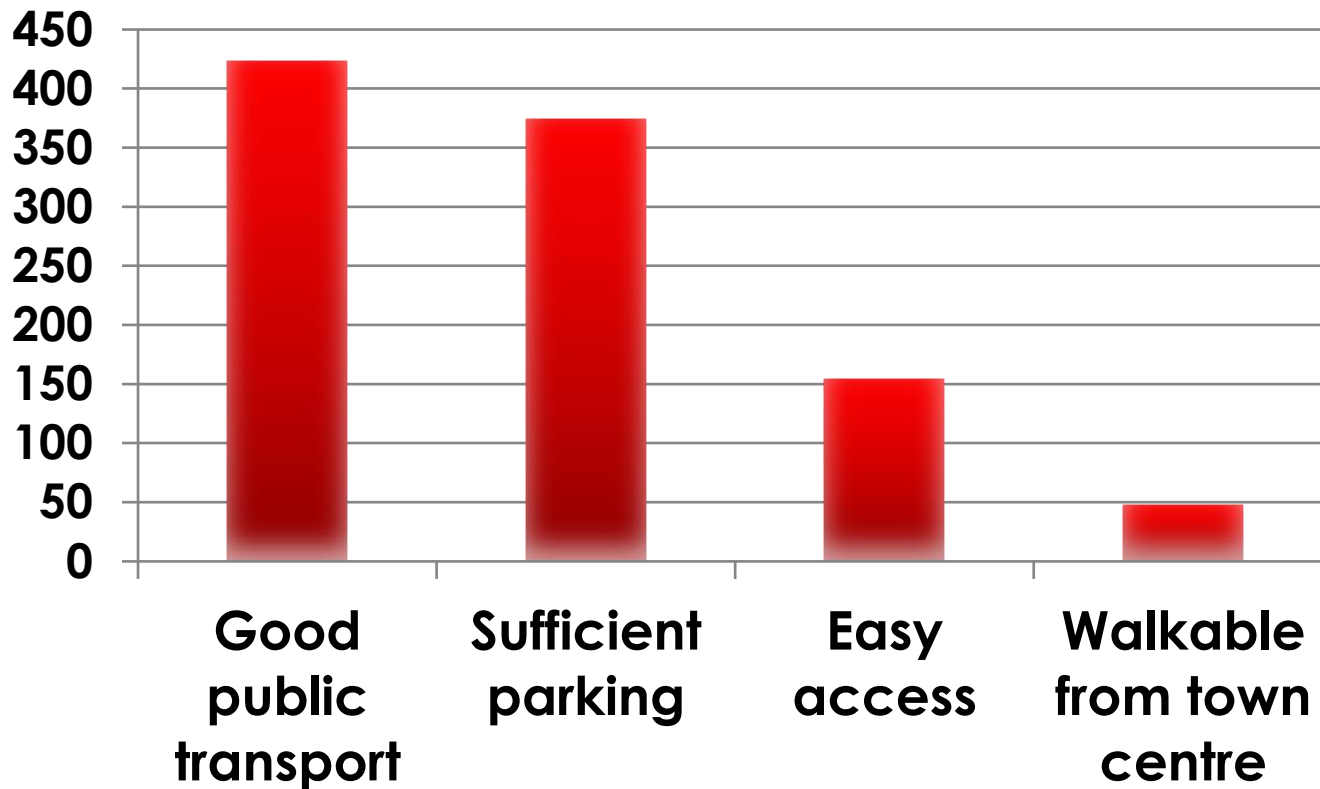
# Q9. Specific Locations



1,485  
Mentions

39

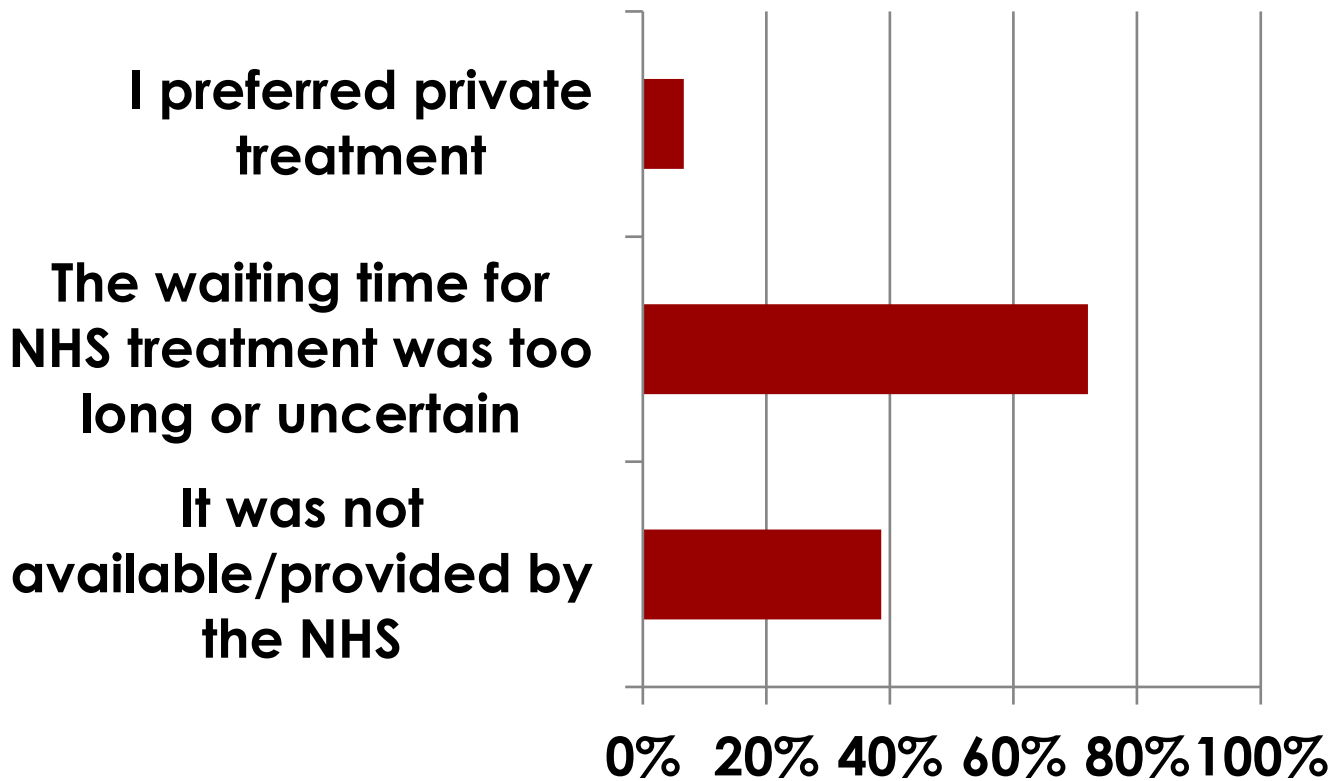
## Q9. Location: Desired Attributes



998  
Mentions

40

# Q10. If in the last 3 years you have paid privately for minor treatments/procedures please indicate the reason

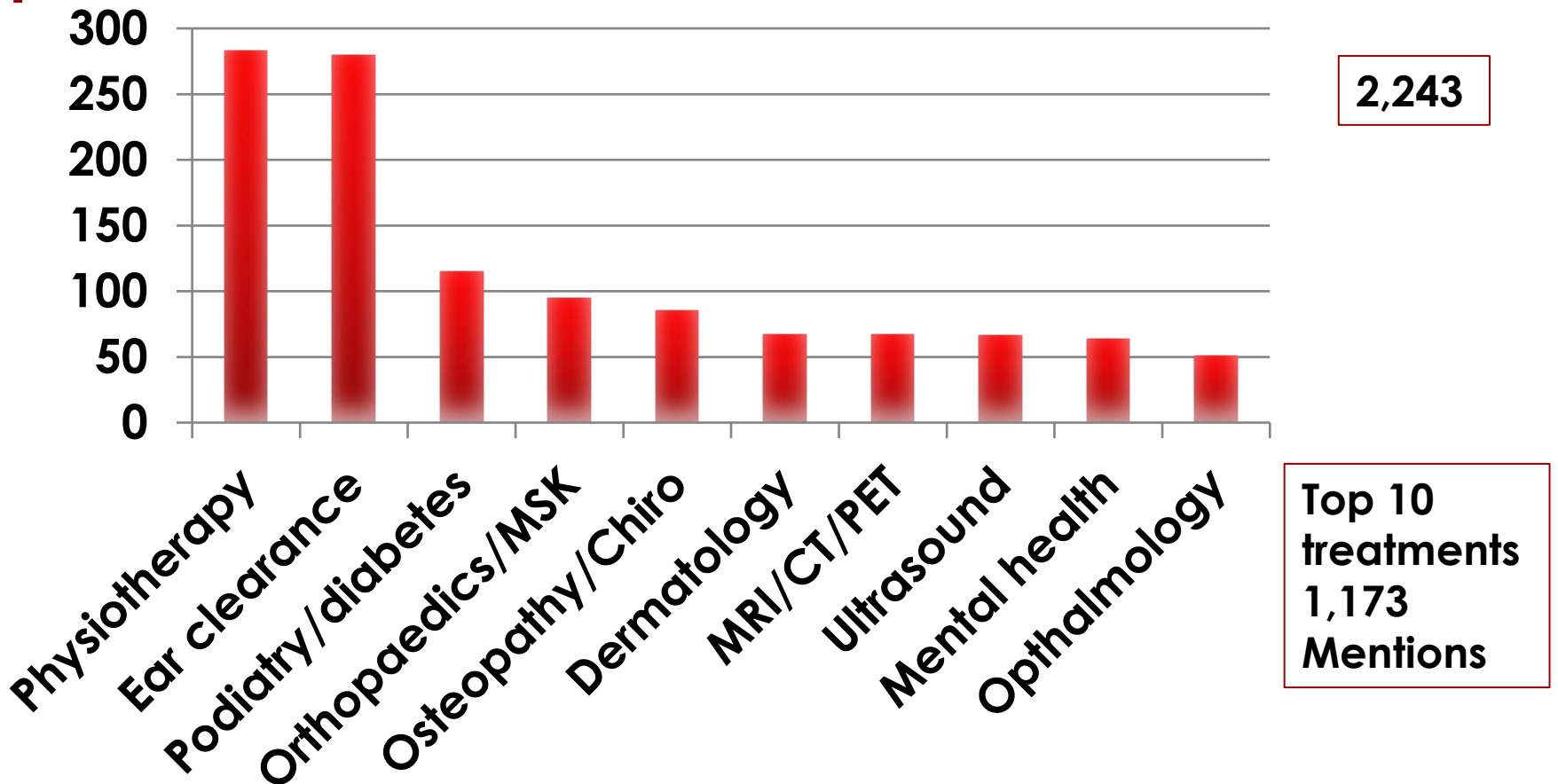


2,243

2,702  
Mentions



## Q10. Top 10 treatments sought from private healthcare?



# What are the implications of these survey results?

**Steve Owen**

**Bassett Road Surgery PPG**

# Residents are asking for

- **A new GP Surgery facility. (Planning application/promotional messaging for the eastern Leighton Buzzard estates included a site for a GP surgery.)**
- **Delivery of a range of services currently located in surrounding hospitals or not at all, from a central Leighton Buzzard location.**

# ICB Feasibility Study

- Mentions new Eastern LB GP surgery if someone else pays
- No mention of localising secondary health services
- Mentions the “prevention” agenda – not the Survey’s highest priority
- Makes no mention of central location
- Carries no urgency

# Government policy is to

- Couple major housing development to GP new provision
- Localise hospital services to localities

# Current ICB/Central Beds Council Strategy (2014)

- Deliver Integrated Healthcare Hub programme
- But no Financial Plan
- No prioritisation yardsticks (LB is bottom, no date)

# Funding

- ICB/CBC have cobbled together finance for first two Hubs
- Vandyke Road land yields £2.5m (est) - LB needs £50m (est)?
- CBC have not systematically garnered S106 yields

## .....Funding

- ICB appear unwilling to use their £1.7 bn p.a. to invest in LB Health
- Some limited cosmetic spend, eg Bassett Road Clinic
- No mention of NHS Secondary Care funding



# Hub, Urgent Treatment Centre or something else?

- ICB/CBC use “Hub” but the LB Hub is a mirage
- Current NHS terminology favours UTC but the NHS UTC definition may exclude some desired priority services.

## .....Hub, Urgent Treatment Centre or something else?

- The LB community needs services, available centrally
- Not a strategy of small accretions to existing GP surgeries that are already maxing out their space footprints
- Dealing with eg minor injuries requires equipped treatment rooms, not just consulting rooms.

# **ACTION NEEDED 1 BY NHS**

- **Produce joined-up NHS Strategic Plan that couples primary and secondary care investment in LB.**
- **Before the end of 2023:**
  - **The Plan to contain all the priority demands from our Survey.**
  - **And to specify funding sources**

# **ACTION NEEDED 2 BY CBC**

- **Review the Healthcare Hub programme with agreed prioritisation metrics and a financial plan**
- **Before the end of 2023**

# **ACTION NEEDED 3 BY LEIGHTON BUZZARD COUNCILLORS**

- **To attend a PPGs' presentation and give this Action Plan their active support particularly with the CBC Portfolio-Holder.**
- **To support and co-present a Public Meeting(s) to inform the public of the Survey results and this Action Plan.**

# **ACTION NEEDED 4 BY MP**

- **To publicly endorse this Survey's results**
- **To publicly endorse this Action Plan**
- **To lead a delegation of PPGs and Councillors to the Health Minister to demand funding support to meet the Survey demands.**