



Statement of Community Involvement

Former Bodyshop Offices,
Courtwick Lane, Littlehampton

On behalf of NHS Coastal West Sussex
Clinical Commissioning Group

April 2014

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creative minds safe hands



Document Control

Project: Littlehampton GP Surgery
Client: NHS Coastal West Sussex Clinical Commissioning Group
Job Number: HP13077
File Origin:

Document Checking:

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Issue	Date	Status
1	14.03.2014	Draft
2	02.04.2014	Second draft
3	23.04.2014	Final
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1.0 Introduction

- 1.1 WYG Planning and Environment has been instructed by the applicants, NHS Coastal West Sussex Clinical Commissioning Group, to prepare a Statement of Community Involvement (SCI) in support of their planning application for a new GP surgery in Courtwick Lane in Littlehampton.
- 1.2 The applicant has undertaken a wide programme of engagement with patients of both Arun Medical Group and The Lawns GP Practice, and with the wider Littlehampton community. A programme of public consultation in relation to the planning process in accordance with Arun District Council's Statement of Community Involvement has also taken place and this Statement has been written to summarise all of this activity.
- 1.3 This statement should be read in conjunction with the Planning Statement (WYG Planning & Environment) and the Design and Access Statement (Studio Four Architects).
- 1.4 This Statement describes how the local community (including patients, members of the public and stakeholders) has been engaged prior to the submission of the planning application. It also outlines the pre-application meeting that took place with the Council before the submission of a planning application.
- 1.5 The applicant is committed to effective public and patient engagement, and specifically putting patients at the heart of all of their work. One of its strategic aims is to ensure that the applicant works with patients and the public as partners. In addition, specifically in relation to planning, the applicant is committed to effective community consultation and engagement, in line with the Government's objectives for community involvement in planning as set out in the National Planning Policy Framework (2012) and Planning Practice Guidance (March 2014) where it states that: 'Pre-application engagement with the community is encouraged where it will add value to the process and the outcome'.
- 1.6 To this end, the applicant and the project team have set out to:



- Ensure all key stakeholders are engaged and informed about the project and the proposals during the development phase;
- Provide opportunities for all key stakeholders to engage with the planning process, provide their feedback and views, and enable this feedback to be considered and taken into account as part of the planning process and submitted proposals;
- Listen to all key stakeholders to identify areas of concern and lack of clarity so further work can be undertaken to assure and reassure where necessary.

1.7 Prior to commencing work on the programme of engagement, WYG carried out a thorough review of Arun District Council's Statement of Community Involvement (SCI), adopted in June 2012.

1.8 In particular, the engagement programme sought to respond to paragraph 9.3 of the SCI which outlines the council's expectations for community involvement in the preparation of planning applications. This document states that:

"The Council recommends that developers adopt at least one of the consultation methods listed, in advance of submitting planning applications for both minor and major applications"

1.9 Of the methods listed the following were considered to be appropriate;

- A pre application meeting;
- Public exhibitions; and,
- Patient drop-in session

1.10 All of these methods were carried out as part of the applicant's engagement activity, the full details of which are outlined below.



2.0 Engagement Process

Patient and public engagement

- 2.1 The local NHS is committed to engaging with patients and the community prior to planning and throughout the project. With this in mind, it was recognised by the applicant that it was vital at this stage of the process that the local NHS engages with patients from Arun Medical Group and The Lawns GP Practice to inform them about the proposals being developed and to hear their views. It was also key to engage more widely with the wider community and with key stakeholders so that the process was open and transparent and everyone had the opportunity to find out more and have their say.
- 2.2 With this in mind, the applicant set out a comprehensive programme of engagement which included direct mailing, door drops, poster and leaflet production, media and local advertising, focused engagement events, and wider community public events. Further details on this activity are outlined below.

Engaging with patients at Arun Medical Group and The Lawns GP Practice

- 2.3 Individual personalised letters were sent out to all patients at both GP Practices to explain they are currently exploring the possibility of relocation, the rationale of why the Practices needs to look at these options and the benefits, and offering patients the opportunity to have their say on the proposals and to speak to the practice teams. An example letter is attached at **APPENDIX 1**.
- 2.4 The proposals were put on display at all three surgeries and patients were given the opportunity to give feedback via forms available at all of the surgeries. Further information was also provided for patients as questions and queries were raised – these questions were turned into patient information sheets with the frequently asked questions and their responses, and these were made available for all patients, this is included at **APPENDIX 2**.



2.5 Patient events were organised at both practices (and on all three surgery sites). These were dedicated patient sessions (rather than for the wider community) so patients could attend and meet with the practice team to ask their questions and find out more about the proposals. Feedback forms were made available at each patient session and the comments received have been taken into consideration as part of the planning process and will continue to inform this project as it develops.

2.6 A summary of the discussions at each session is outlined below:

Arun Medical Group drop-in session – 25th February 2014

2.7 There were more than 70 patients in attendance at the East Street premises to meet with the Arun Medical Group practice team. The key themes were:

- State of the current practice – people accepted that East Street premises needed updating but wanted to know why improvements could not be made to the existing building, rather than the practice relocating.
- Future of the East Preston branch practice – the majority of concerns raised were about Arun Medical Group moving both of its surgeries into the proposed new GP practice. There was a lot of patient support to keep East Preston open.
Access and transport – queries were raised about how patients living in Clymping and in East Preston would get to the proposed new GP practice on Courtwick Lane.

2.8 The practice team were very clear about their need to explore the opportunity to relocate and why they had to include both surgeries within the proposals. They did explain that the proposals also included the opportunity for The Lawns to move into the East Preston surgery building and this did provide some reassurance on the understanding that The Lawns would be able to expand their patient roll.

The Lawns GP Practice drop-in session – 20th February 2014

2.9 There were more than 60 patients in attendance at The Lawns GP Practice to talk to the practice team. The key themes raised by patients at the session were:



- Access - the majority of the people who attended said they currently walked to the GP practice and that they would not be able to walk to East Preston surgery.
- Transport - patients would not be able to get to the surgery building in East Preston before 10am if they are to use their bus passes for free transport.
- Culture of the practice - patients were concerned that they will lose their personal, community practice and that they will no longer be able to see their regular GP.

2.10 The practice team were very clear that their model of practice would not change if they moved to East Preston and reassured those in attendance that they would not change from a community practice with a personalised approach.

2.11 The comments about access and transport were noted and it was agreed this would be considered as part of the planning process. The practice team did reassure those in attendance that they would continue to provide home visits if anyone was unable to get to a new location and was in urgent need of healthcare.

Engaging with the wider community in Littlehampton

2.12 It was also clear that there needed to be significant engagement with the wider community in Littlehampton, not just patients of the two GP practices.

2.13 Therefore public events were organised to display the plans and allow members of the public to find out more and give their feedback on the proposals. Two events were organised: one on Monday, 24th February 2014 from 3pm to 7pm in the Millennium Chamber at the Littlehampton Town Council, and one on Wednesday 5th March 2014 in the Conservative Hall in East Preston from 4pm to 6pm.

2.14 The applicant promoted the events widely with newspaper advertising, editorials, posters in the local community, emails to community groups, and via social media.

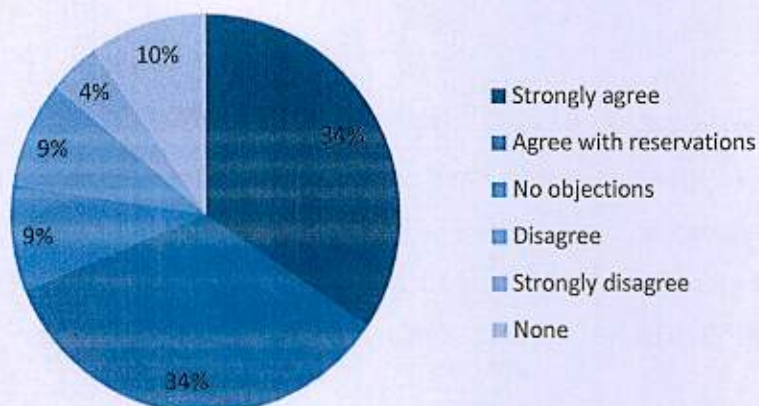
2.15 Residents living in the vicinity of the Morrison's site were also directly informed about the



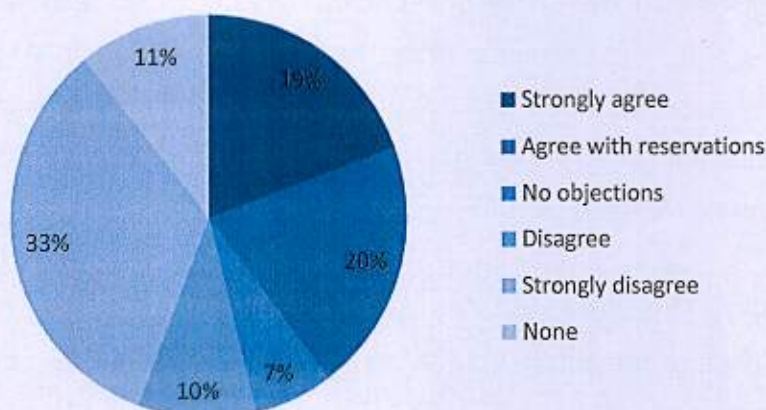
public events so they could find out what is happening in their local area and how they could have their say.

Public Exhibition, Littlehampton – 24th February 2014

- 2.16 On 24th February 2014 the applicant and project team held a public exhibition at Millennium Chamber, Littlehampton Town Council between 3pm and 7pm to display the draft proposals for the site. Copies of the invitation leaflet (delivered to approximately 500 addresses) are attached at **APPENDIX 3**. The consultation area map is included at **APPENDIX 4**.
- 2.17 The exhibition was well attended by local residents and had an informal structure in order that attendees felt comfortable to engage with the team. The purpose of the public exhibition was to engage with local people about the proposals and seek their feedback on the proposals to take into consideration for the future submission of a formal planning application. Members of the GP practices involved and the project team were in attendance to discuss the plans and answer any questions from local residents and stakeholders. A copy of the exhibition boards is attached at **APPENDIX 5**. Attendees were encouraged to complete feedback forms at the exhibition and a copy is attached at **APPENDIX 6**. In total 98 feedback forms were completed.
- 2.18 The format of the feedback form for the exhibition offered two 'tick box' questions, each of which had 5 possible responses (from strongly agree to strongly disagree). The results are shown below:
- 2.19 Q1.) Do you agree that GP practices need to be improved in Littlehampton?



2.20 Q2.) Do you agree with the proposal to relocate, and expand Arun Medical Group to Courtwick Lane in Wick?



2.21 In addition to the tick box answers set out above, respondents had the opportunity to add comments in relation to each of the questions as well as general comments. Key themes from the comments were:

- Limited public transport to Wick from East Preston
- Courtwick Lane is already at capacity and cannot support extra traffic
- Concern over the Arun Medical Group moving away from East Preston
- Accident and emergency/dentist facilities are needed



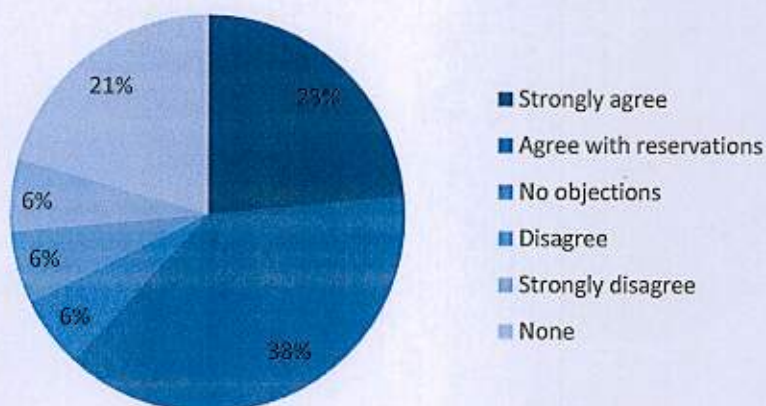
- Extended opening hours are needed as well as extra doctors
- The whole site should be utilised to replace the hospital

Public Exhibition, East Preston – 5th March 2014

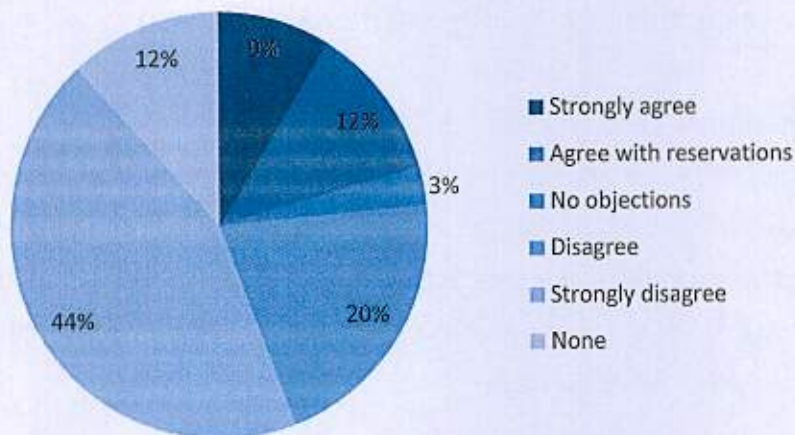
2.22 On 5th March 2014 the applicant and project team held a further public exhibition at the Conservative Hall in East Preston between 4pm and 6pm to display the draft proposals for the site. Invitation letters were sent to all persons registered with Arun Medical Group's East Preston Practice, and the event was advertised widely in the local community. A copy of the letter is attached of **APPENDIX 7**.

2.23 Similarly to the previous exhibition, attendees were encouraged to complete a feedback form. The format of the feedback form for the exhibition offered three 'tick box' questions, each of which had 5 possible responses (from strongly agree to strongly disagree).

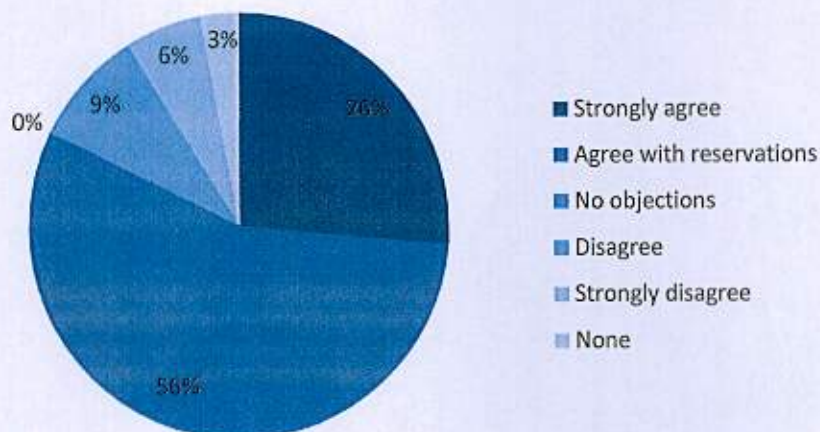
2.24 Q1.) Do you agree that GP practices need to be improved in the wider Littlehampton area?



2.25 Q2.) Do you agree with the proposal to relocate, and expand Arun Medical Group to Courtwick Lane in Wick?



- 2.26 Q3) Do you agree with the move of Arun Medical Group, on the basis that there will continue to be a GP practice in East Preston, with the Lawns surgery relocating to East Preston?



- 2.27 In addition to the tick box answers set out above, respondents had the opportunity to add comments in relation to each of the questions as well as general comments. Key themes from the feedback were:

- Poor transport links to proposed GP Practice in Wick
- Increased opening hours and doctors are needed in East Preston



- More information is needed about the new service that will serve East Preston
- Concerned over service provided during the transition period

2.28 All of the feedback received has been taken into consideration as part of the planning process and will continue to inform this project as it develops.

Engagement with key stakeholders

2.29 To date, engagement with key stakeholders has been a priority for the applicant as the design team worked to develop plans ready to be submitted. Partnership work with Arun District Council, Littlehampton Town Council, NHS Property Services and NHS England Area Team was key, and fundamental to this project progressing. The applicant has attended a number of key meetings to update local stakeholders on the work that is being done and engage with them on the plans:

- North Littlehampton Members Steering Group (last meeting 02 December 2013)
- Arun District Council Health Overview and Scrutiny Meeting (last meeting 15 October 2013)
- HASC Business Planning Group (last meeting 28 November 2013)

2.30 In addition there have also been direct meetings with Arun District Council. In preparing this application, the applicant's project team has engaged with Arun District Council in order to understand and fully address any expected issues and to come forward with proposals that positively address these concerns.

2.31 On 22nd November 2013 and the 17th March 2014 the applicant and WYG met with officers to discuss initial views on the proposed new GP practice. The meetings took place at Arun District Council's offices, where the following items were discussed;

1. Draft proposals
2. Loss of enterprise hub vs community benefits

Statement of Community Involvement



3. Sustainability/locational issues
4. Access arrangements
5. Level and approach to community involvement



3.0 Outcomes of the Engagement Process

3.1 The applicant and project team have adopted a positive approach to consultation in accordance with the Council's adopted SCI. This has included direct engagement with local residents and the Council's officers, which has enabled the applicant and project team to gain a more complete understanding of local issues and local concerns. The key concerns raised at the public consultations included:

- Loss of existing surgery in East Preston
- Access to the proposed GP surgery in Wick
- Service provision during the transition period
- Increased traffic on Courtwick Lane

Loss of existing surgery in East Preston

3.2 As identified above there was considerable concern in regard to the loss of the existing services in East Preston. This was of particular concern because approximately 48% of the population of East Preston is aged 60 and over with a median age of 58 (ONS, 2011), and comments received at the exhibition demonstrated a resulting need for more frequent appointments. People were therefore resistant to a loss of primary care facilities in East Preston.

3.3 However, as part of ongoing discussions and wider plans in Littlehampton, it is the intention of the The Lawns GP Practice to move into the Arun Medical Group's premises in East Preston. This will result in a more consistent service, with longer operating hours for the community in East Preston. At present Arun Medical Group operate the East Preston surgery as an extension to their Littlehampton practice.

3.4 On this basis and as identified in the responses to question three on the March exhibition feedback sheet, local people were considerably more supportive of the proposals when taking account of the proposed move of The Lawns GP Practice.



Access to the proposed GP surgery in Wick

- 3.5 There was concern raised regarding the access to the proposed surgery in Wick. This issue was of particular concern for residents of East Preston, and particularly the elderly and infirm who might be unable to travel the distance either by private motor vehicle or public transport. This issue was compounded by concerns regarding the potential loss of existing facilities in East Preston.
- 3.6 However, as identified in the section above, people were generally more supportive of the proposals when taking account of the proposed move of The Lawns GP Practice into the existing Arun Medical Group facility in East Preston.
- 3.7 As the supporting Transport Statement identifies there is an existing bus service that operates from East Preston to the proposed relocation site. As such, and together with the proposed move of The Lawns GP Practice, people living in East Preston will have a choice to either remain with their current GPs at the proposed surgery, or register with The Lawns GP Practice and remain at the existing premises in East Preston.
- 3.8 The proposal will result in improved access to better quality facilities for more people in the wider Littlehampton Area.

Service provision during the transition period

- 3.9 Whilst some people were supportive of proposals that would see a move of Arun Medical Group to Wick and The Lawns GP Practice to East Preston, there was concern from local residents about the transitional period. This was particularly a concern from residents requiring frequent appointments with their GPs.
- 3.10 During the engagement process to date, a number of suggestions have been made by the two GP practices and by their patients to support a seamless transition if the plans are given planning approval and NHS approval. These include promotion of prescription collection and delivery support services available locally, an increase in telephone triage, and to explore the possibility of additional transport to support patients to get to the new



GP practice on Courtwick Lane. All of the suggestions raised are being explored by the CCG, planning team and the two GP practices involved to assess their viability.

Increased traffic on Courtwick Lane

- 3.12 Concerns were also raised by residents within the vicinity of the proposed GP surgery in Wick regarding the potential increase in traffic resulting from the proposals and overspill of parking onto surrounding streets. The application is accompanied by a thorough Transport Statement and Design and Access Statement which appropriately consider the impact of traffic and vehicles on the surrounding area.
- 3.13 The proposed surgery will utilise a portion of the existing car park, with a new access created onto Courtwick Lane. The proposals provide sufficient parking in accordance with occupiers' requirements, and designed in accordance with Manual for Streets. In addition, following discussions with Morrisons, the application now includes a direct pedestrian link from the new surgery to the Morrisons car park. This will facilitate linked trips and will reduce pressure on parking, eliminating the risk of overspill onto neighbouring streets.
- 3.14 The proposals will result in a change of use of an existing building with established B1 office use. The traffic emanating from the site will not be significantly greater than the levels that would be produced if the current use was operational. Any increase can be adequately absorbed onto the local highway network without causing detriment to highway safety or local residents.



4.0 Conclusions

- 4.1 In accordance with good practice, government guidelines and the applicant's commitment to community involvement, a thorough and comprehensive engagement exercise has been undertaken in order to inform local residents of the proposals to relocate Arun Medical group to a new facility in Wick. The consultation events and meetings detailed above have been aimed at introducing an opportunity for the local community and other key stakeholders to become involved and influence the proposals at an early stage and to identify their specific aspirations.
- 4.2 This document summarises the extensive consultation that has taken place and demonstrates that the applicant has responded positively to Arun District Council's Statement of Community Involvement and in particular paragraph 9.3 which seeks a level of consultation which is commensurate to the scale of the proposed development.
- 4.3 Whilst some members of the public expressed reservations regarding the relocation of Arun Medical Group from East Preston, residents were generally supportive of an approach that would see The Lawns GP Practice move to the premises in East Preston. There were locally-specific concerns from neighbours of the site in Wick, plus technical issues in regard to traffic generation particularly.
- 4.4 The consultation has resulted in constructive discussions with members of the local community, including Council Officers, and the valuable feedback received in these discussions have had a direct influence on the submitted proposals
- 4.5 The application represents the culmination of the consultation process pre-submission. However, the applicant and project team is committed to maintaining an ongoing dialogue with the local community and other stakeholders during the course of the application.



Appendices

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Appendix 1

Example Patient Consultation Letter



THE LAWNS SURGERY

Dr Charles B Shlosberg
Dr Satinder Kang
Dr Melanie Davies

10th February 2014

«TITLE» «FNAME1» «SURNAME»
«PATADD1»
«PATADD2»
«PATADD3»
«PATADD4»
«PATADD5»
«PATADD6»

Your NHS No: «NHSNO»

Dear «TITLE» «SURNAME»,

We are writing to inform you about a potential opportunity for us to further improve the care and support we can offer you.

As a Practice we pride ourselves on delivering good quality care. However, as you may be aware, our premises on the Zachary Merton Hospital site are very small and in a poor state of repair. The existing facilities do not allow us scope for expansion in terms of additional staff or to fully develop the range of clinical services we might wish to deliver to our steadily increasing list of patients. This has led us to give careful consideration to how best we can meet the needs of our patients, both now and in the future.

We have, therefore, been working closely with our NHS partners to explore what changes we can make to ensure we are able to continue to deliver the high level of care we wish for our patients. We are considering a number of options, one of which is a potential opportunity that may allow us to re-locate to more modern, fit-for-purpose premises. We would like to make it clear that no decision has yet been made. At this stage we are considering all possible options and, as such, are very keen to obtain the views of our patients as to the best way forward.

The potential new location is the current East Preston Surgery on Sea Road in East Preston. This is currently occupied by Arun Medical Group, which is currently going through a similar process to look at the possibility of re-locating within Littlehampton and bringing together their main and branch surgery onto one site, providing an opportunity for The Lawns Surgery to move into the premises they would be vacating in East Preston.

Such a move to larger and more suitable surgery premises presents an exciting opportunity for the practice and for all our staff, but we are keen to make sure that we involve our patients in any decision that we make. We would like to emphasise that if the surgery does re-locate to new premises, your care would not be affected.

As mentioned above, no decisions have been made and there are still many steps to take – including a full feasibility survey - before this could become a reality. However, we wanted to inform our patients at the earliest stage so that you are aware of, and can comment upon, the proposals as they develop.

Contd.....

The Lawns Surgery, Zachary Merton, Glenville Road,
Rustington, Littlehampton, West Sussex, BN16 2EA
Tel: 01903 779924 Fax: 01903 779987

Your views are important to us as we consider the feasibility of the proposal. Therefore we are holding a drop-in session at the surgery from 2pm to 3pm on Thursday, 20th February 2014 if you would like to come and talk to us about the plans.

There will be a further opportunity for you to ask questions on Monday, 24th February 2014 from 3pm to 7pm in the Millennium Chamber at the Littlehampton Town Council offices in Church Street, Littlehampton. There you will be able to meet with the planning team who are working with us on this project who will be happy to answer any questions you may have.

After that we will continue to keep you updated and there will be further opportunities for you to talk to us and comment on the plans as they develop.

I hope this letter reassures you that what is most important to us is our ability to be able to continue to provide you with the best possible care and range of health services for years to come.

Yours sincerely

Dr Charles B Shlosberg

letterhead

Dear Patient of Arun Medical Group

As you may be aware, our premises on East Street, Littlehampton and Sea Road, East Preston have become limited and will not allow us to develop as a practice or increase the services we can provide locally for our patients. We want to be able to continue to improve what we can offer you, and so we are now considering a number of options, including looking at alternative premises.

There is a potential opportunity that may allow us to re-locate to more modern, fit-for-purpose premises on the new Morrison's site in Wick. This is currently un-occupied and we are presently looking at the possibility of using part of this building as a new, modern health centre. We would like to make it clear that no decision has been made at this stage and we are very keen to hear the views of our patients.

To take advantage of this possibility, we would need to move both surgeries, complete with all of our staff, to new premises. A move would be very positive for the practice, and your care would not be affected. It would however, allow us to continue to provide the services you expect from us but in a new, modern state of the art building, and would also mean that we can increase the range of treatments and services we can provide.

No decisions have been made and there are still many steps to take before this could become a reality but we wanted to write out to our patients at the earliest stage so that you are aware of the proposals.

You can find out more and meet the planning team who are working with us on this on Monday 24th February from 3pm-7pm at the Millennium Chamber at Littlehampton Town Council. We are also holding a drop-in session at the East Street surgery on Tuesday 25th February from 12.30pm-13.30pm if you would like to come and talk to us about the plans on a more one-to-one basis.

We will continue to keep you updated and there will be further opportunities for you to talk to us and have a say as these proposals develop. What is most important to us that we can continue to provide you with the best possible health services for years to come, but in order to deliver this we must consider some changes.

Yours sincerely

<insert partners names>



Appendix 2
Patient FAQ sheet

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Frequently asked questions

Monday 24 February – Millennium Chamber at Littlehampton Town Council

- **Is Arun Medical Group definitely moving to the site adjacent to Morrison's in Littlehampton?**

No, we want to be very clear that no decisions have been made and there are still many steps to take before this could become a reality, including negotiations that are still underway with Morrison's about the use of the site, planning permission and approval from NHS England to relocate the practice.

But as we need to go through a formal planning process it was very important for us to write out to patients of both practices involved in these proposals at the earliest stage so that you are aware of the proposals and are able to have your say and be part of their development. We wanted you to hear directly from us and be able to ask any questions you have. It is also very important to say at this stage, that even if the planning proposals are agreed and approvals are given, nothing will change until next year (2015).

- **Why did my letter say that Arun Medical Group would need to combine both its East Street and East Preston surgeries at the new development?**

As we have said we are only exploring the possible opportunity of relocating at this stage, but if we are able to take this forward, Arun Medical Group would need to move both surgeries, complete with all of its staff, to new premises. This is due to requirements around the space GP practices are able to use, and the number of patients registered. Unfortunately, it would not be possible to continue to run the branch practice in East Preston as well as new modern premises.

The practice appreciates that this will affect a significant number of their patients, but we would like to repeat that no decision has been made, and there are many steps before any development can take place. We are committed to working with our patients during this process, enabling you to have a say on the proposals and ask any questions you may have.

- **I am a patient at East Preston Surgery, what are my options?**

Let's start by reassuring you that this is very much the first step of the proposals, and we are many steps from this becoming a reality. If the plans are approved we do not expect anything to change until the second half of next year. There will be no immediate change to any of the care you currently receive.

Arun Medical Group would clearly very much hope that you stay with them and continue to receive the care and support you have come to expect from the practice. It would be positive for the practice and mean that they would be able to continue to provide the services you expect from them but in a new, modern state of the art building, and would be able to increase the range of treatments and services they can provide to you as one of their patients.

However, if the development does go ahead and you don't want to move with your practice to the new surgery, you would have the choice of local GP practices around you. As we have said, the Lawns are looking at the possibility of moving into the East Preston surgery building and you would have the choice to register there instead, similarly you would be able to register with any of the other local GP practices.

- **How am I meant to travel to the new Wick site from East Preston/East Street surgery?**

We appreciate that it would be a change whether you use the East Street practice currently or the East Preston surgery.

For those of you that use East Street, the Wick site would be a significant improvement in parking as the current facilities are incredibly tight and restricted and open out on to the busy town centre road. Alternatively it is on two main bus routes (700 and 12) and within walking distance (1200m) for more than 6,500 of the catchment population of Arun Medical Group.

For those of you in East Preston, we completely appreciate that it would be a significant increase in your journey to get to the site in Wick, but we have looked at the travel options and again it would be on central bus routes for you, there is improved parking, and there are voluntary transport schemes operating locally.

Results of the travel survey:

AVERAGE OF BOTH SITES										
Count	Car (Driver)	Car (Passenger)	Taxi / Minicab	Motorbike	Bus	Train	Cycle	Walk	Other (Specify)	Total
1201	48%	11%	2%	0%	2%	0%	1%	34%	1%	100%

Main Surgery (East Street)

AVERAGE										
Count	Car (Driver)	Car (Passenger)	Taxi / Minicab	Motorbike	Bus	Train	Cycle	Walk	Other (Specify)	Total
897	47%	11%	3%	0%	3%	0%	1%	34%	1%	100%

Branch Surgery (Sea Road)

AVERAGE										
Count	Car (Driver)	Car (Passenger)	Taxi / Minicab	Motorbike	Bus	Train	Cycle	Walk	Other (Specify)	Total
304	51%	11%	0%	0%	2%	0%	1%	33%	2%	100%

In terms of who actually is in walking distance -

There are 6529 patients registered, of those 3,652 (56%) of patients are currently within walking distance of the existing surgeries and 2,877 (44%) are beyond the 1,200m walk distance. However, a few of these patients may still choose walk, particularly if they know they may not be able to park at the surgery or very close by.

And there are 1,249 existing patients who live within a 1,200m walk distance of the new location.

- **What about The Lawns Surgery? I have only heard about Arun Medical Group but I have heard rumours that The Lawns is going to move into the East Preston Surgery premises, is this true?**

The Lawns Surgery is going through a similar process to look at how they can best we can meet the needs of their patients, both now and in the future. Their premises on the Zachary Merton Hospital site are very small and in a poor state of repair, and do not allow the practice scope for expansion in terms of additional staff or clinical services.

They have been working closely with the NHS team that we have to explore what changes they can make and they are considering a number of options. One of those options is the possibility that they could consider the current East Preston Surgery premises if Arun Medical Group moves from the surgery. They are also writing out to their patients to let them know about the work they are doing as a practice and what is being considered.

It is clear both from our point of view, and from The Lawns Surgery, that no decision has yet been made. At this stage we are considering all possible options and, as such, are very keen to obtain the views of our patients as to the best way forward.

- **Why can't we have a new build practice for Arun Medical Group/The Lawns?**

To build a brand new practice from scratch is very very expensive and would cost more than the money we have available in the form of the section 106 money. We would also need suitable sites that would work for the patients that currently use the practices, and the hundreds of new patients that are expected in Littlehampton with the new housing planned for the town.

We have been looking at all possible sites, and this is the real opportunity to relocate two GP practices into much better premises for them both. The new site in Courtwick Lane will be very much like a new build practice, as it is a brand new building which no-one has been in before, and it will be kitted out for a modern GP practice. As the bricks and mortar are already there, the costs are much lower to condition a building ready to be a GP practice, than starting from plans, foundations and a full build if you were doing a new development.

- **What about the money that was allocated for a new hospital in Littlehampton, why can't we use that?**

There was no money ever given to the local NHS for a new build in Littlehampton. Although plans were developed by our predecessors, there was never money pulled down from central government for the project – and so the local NHS never received any money for it. Any figures that are talked about in reference to the project would have been in terms of expected costs but this was not 'available' money that the local NHS was given for Littlehampton.

- **Why can't we use the former hospital site for a new GP practice?**

Unfortunately there are limited funds available to the NHS in the form of this section 106 money that is available to support the new housing in the north of Littlehampton. There is not the level of money that it would take for a new build GP practice. Therefore, we need to look at this opportunity with the building on Courtwick Lane and see whether we can make a significant improvement for two local GP practices. The former hospital site would need substantial development and much more money than we have available at the current time. Discussions are still continuing though around how we can provide the best possible health care to the community of Littlehampton, in addition to these GP services, and these discussions will continue.

- **What happens next in terms of the proposals?**

We are working to involve patients and the public at the very first stage of this development, and so the next steps are to share with you the plans and then to submit a planning application.

We will consider all of the views and comments we hear from people today and from the drop in sessions at the practices, and make sure these are considered as we finalise the planning application. Please take the time to fill out a feedback form and we can make sure your views are included in this feedback.

It is expected that a formal planning application will be submitted in March for consideration by Arun District Council's Development Control Committee in July 2014. Then from this we will need to take the next steps, which if the planning application is successful, will be to submit a case for approval from NHS England for the practices to move.

- **How do I ask further questions?**

The plans will also be on display at the practice and you will be able to find out more and see actual proposals. You can also speak to a member of your GP practice team who will be more than happy to help.

Alternatively you can write to the clinical commissioning group and we will make sure you get a response to your question. You can email contactus.coastal@nhs.net or write to Laura Robertson, NHS Coastal West Sussex Clinical Commissioning Group, 1 The Causeway, Goring by Sea, Worthing, BN12 6BT.

We will continue to keep you updated as these proposals develop and how you can continue to have a say and raise any questions you may have.

21 February 2014



Appendix 3

Public Exhibition – Leaflet Invitation (Wick)

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Come and find out more about NHS plans for a new GP practice in Wick

The local NHS is working together to improve what they can offer patients in Littlehampton.

Come and find out more about plans to relocate one of the town's GP practices to Courtwick Lane, adjacent to Morrison's, and how you can have your say.

Monday 24th February 2014
3pm – 7pm

Millennium Chamber at Littlehampton Town Council
Church Street, Littlehampton, West Sussex BN17 5EW

- Meet the planning team working on the project and look at the proposals
 - Talk to the local NHS and have a say on the plans
 - Find out how you can get involved

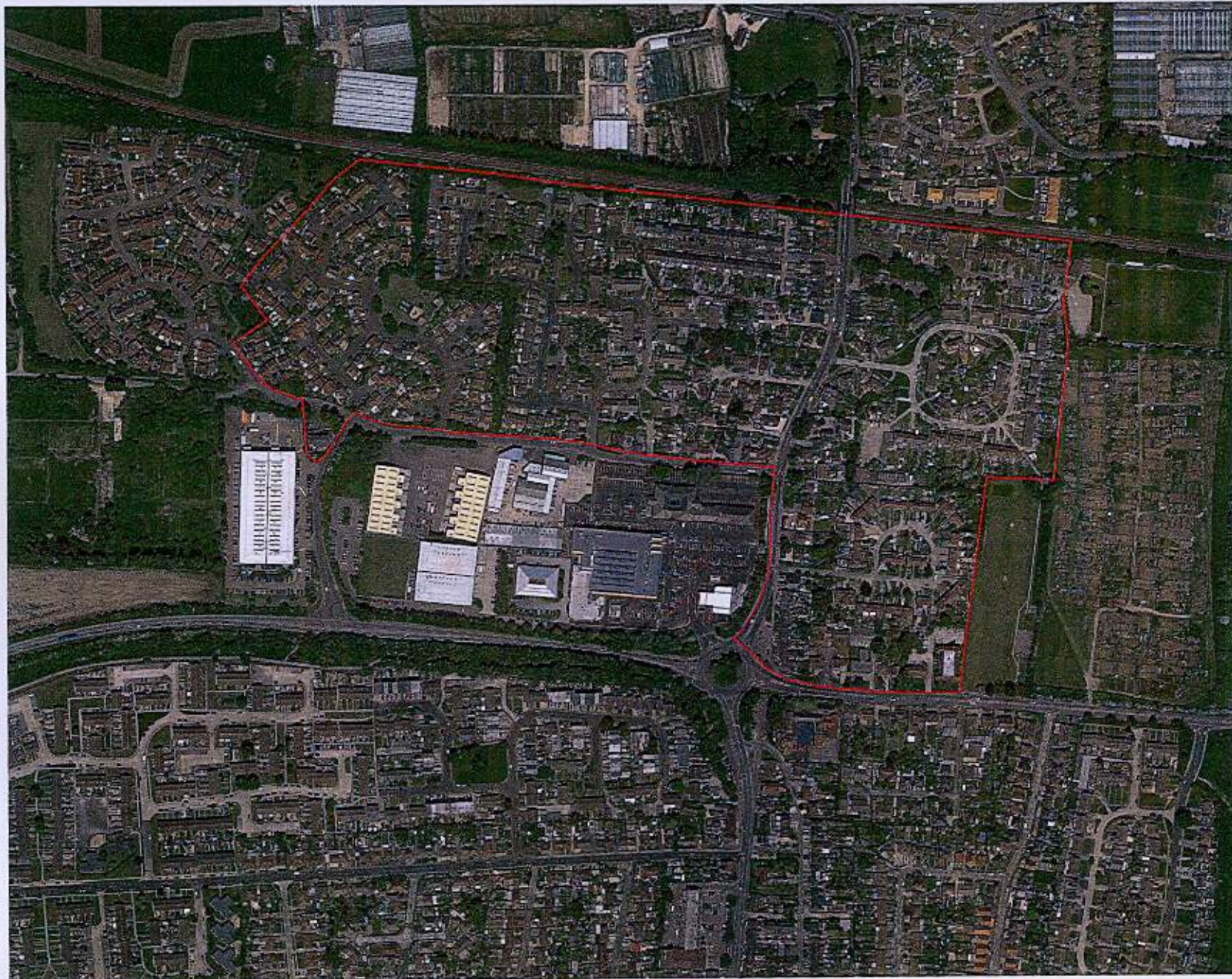
If you have questions about the event please contact
contactus.coastal@nhs.net or call 01903 707447



Appendix 4

Public Exhibition – Consultation Area Map





Littlehampton GP Surgery, Wick

PUBLIC EXHIBITION -
CONSULTATION AREA MAP

DWG N°: HP13077

Drawn: JaG

Checked: JH

Scale: Not to Scale

Date: 23.04.2014

Notes:

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This drawing is for illustrative purposes only and is subject to detailed topographical survey and site investigation, including ground conditions, soil/basement, drainage, design and planning/density negotiation. The feasibility of the design shown, therefore, must not be relied upon. It has not been considered in respect of the CDM Regulations.

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Appendix 5

Public Exhibition – Display Boards



Littlehampton GP Premises



Welcome

Welcome to today's exhibition, which is the first step in outlining proposals to further improve GP health services in Littlehampton. The plans presented today are important for the whole town and we want to hear the views of patients and residents of Littlehampton. Please share your thoughts, ask questions and fill in a feedback form so we can take your views into consideration as this progresses.

Health needs in Littlehampton

The latest data shows that the health of people in the Arun district is mixed in comparison to the Coastal and national average.

Life expectancy for both men and women is higher than the national average, but it is acknowledged that in the north of Littlehampton there are clear areas of deprivation – in particular in River Ward and Ham Ward, which are both in the top 10% of the most deprived wards in the UK.

In these areas there is a life expectancy gap of between 8 and 9 years for people who live in deprived areas in Arun compared to those that live in more affluent areas.

Other health priorities in Littlehampton include sexual health, alcohol related harm, teenage pregnancy, low rates of childhood immunisation and the support and services for an aging population.

It is therefore important to explore ways of bringing health services to the north of Littlehampton which will help to address these specific health and social needs.

In addition to existing needs, the north of Littlehampton is an area of significant growth and more than 3,000 homes are planned for development for this area of the town.

Opportunities

In March last year NHS Coastal West Sussex Clinical Commissioning Group made a commitment to review the primary care and community healthcare across the area in order to identify where improvements were needed. This project has been developed from this review after opportunities in the Littlehampton area were identified.

1 – Financial – through the various housing developments of new homes in and around Littlehampton, the NHS has been allocated substantial financial contributions which could total £1.1 million as developments are built over the coming years. In the current financial climate, public bodies need to ensure that every penny counts and this money needs to be allocated appropriately.

2 – Infrastructure – there is urgent need for Arun Medical Group to find new premises to serve its existing practice population and to address the primary care demand created by additional housing coming on stream in the north of Littlehampton.

An extensive search for potential sites was undertaken and only one feasible option was identified at Courtwick Lane in Wick. The building is owned by Morrisons and is currently being marketed as an Enterprise Centre

This site provides an opportunity to refurbish the east wing of the building to create a new GP practice to relocate Arun Medical Group -and possible community health services.

The project has a long way to go before the necessary approvals are granted including planning approval, agreeing terms with the site owners, and obtaining NHS consent. The purpose of this exhibition is to share with the public our proposals and intentions and to also gain some feedback from you.

Arun Medical Group Existing premises



- Arun Medical Group's (AMG) current premises at East Street in Littlehampton and Sea Road in East Preston have become limited for the number of existing patients.
- Both premises offer limited scope for AMG to develop as a practice or increase the range of treatments and services it can offer locally for its patients.
- East Street surgery premises are out-dated Victorian buildings that are split and do not meet the demands of a modern GP practice.
- There is extremely limited car parking for patients and staff at both premises.



AMG's main surgery in East Street, Littlehampton

- Vehicular access at East Street is difficult
- East Street surgery has Disability Discrimination Act (DDA) compliance issues with no solution to resolve.

This is how patients currently travel to the two surgeries:

- | | |
|----------------------------|---------------------------------------|
| • 242 (47%) Car (Driver) | • 1 (0%) Train |
| • 57 (11%) Car (Passenger) | • 1 (0%) Cycle |
| • 15 (3%) Taxi/Minicab | • 182 (36%) Walk |
| • 0 (0%) Motorcycle | • 3 (1%) Mobility Scooter / Ambulance |
| • 11 (2%) Bus | |

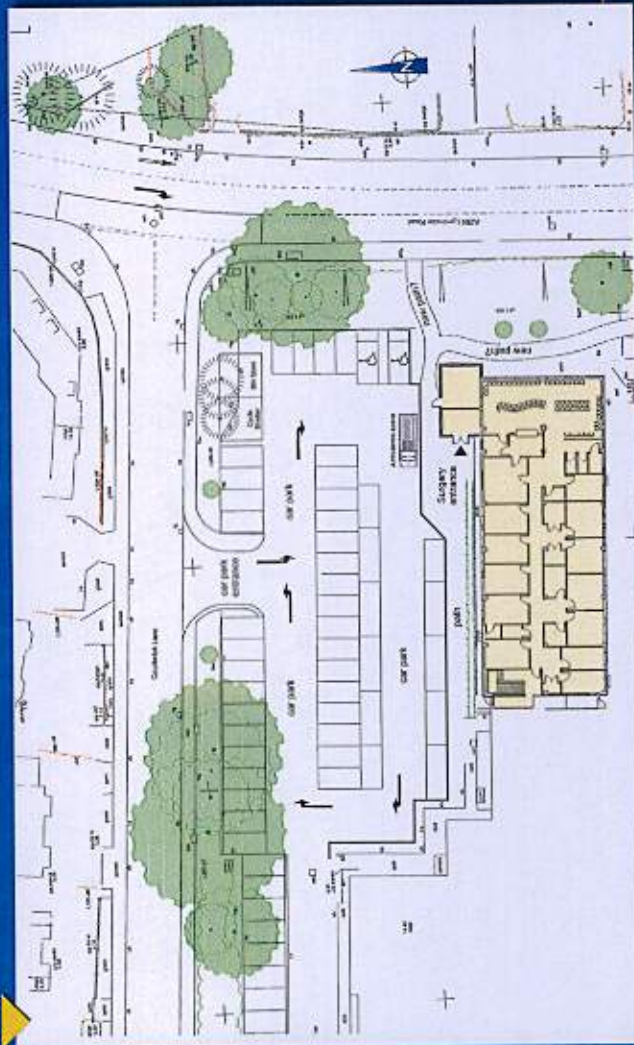


AMG's satellite surgery in Sea Road, East Preston

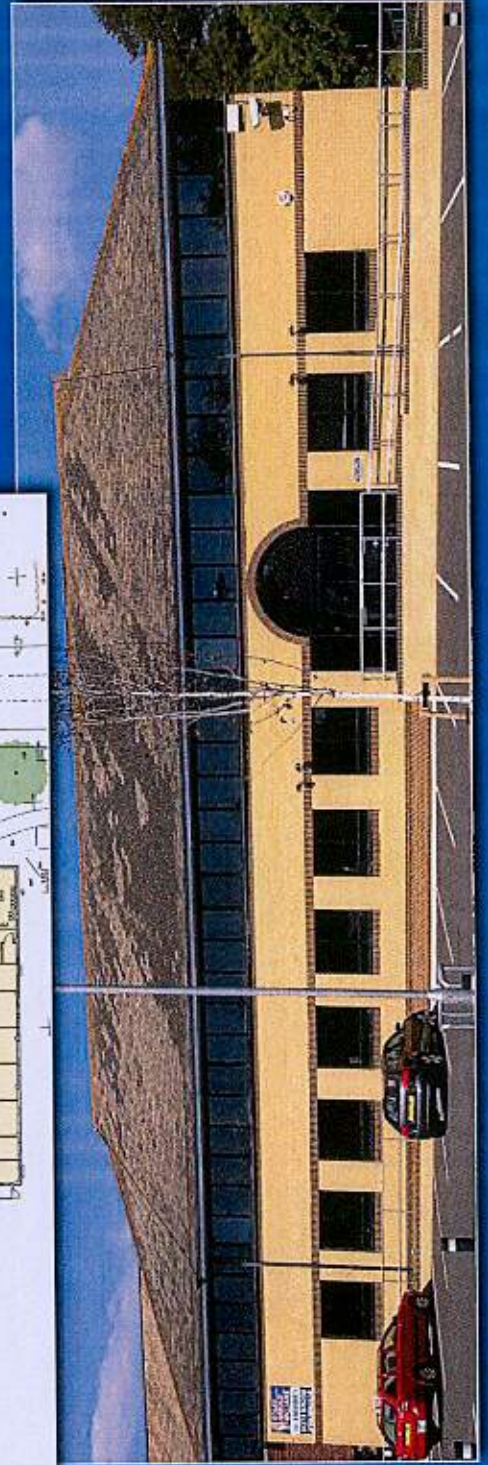
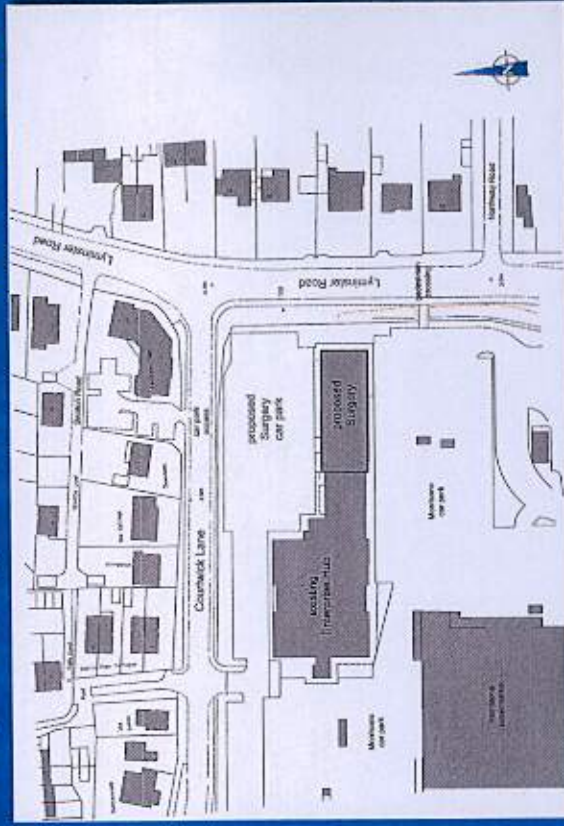
Location



The new GP practice will benefit from its own dedicated car park which will be accessible off Courtwick Lane via a proposed new pedestrian and vehicle entrance.



The location of the proposed new surgery is Courtwick Lane in Wick, which is adjacent to the Morrisons supermarket.



The new GP practice will be housed in the upgraded and refurbished East Wing of the vacant Enterprise Centre building.

Proposed internal layout of new GP practice



The images below detail the proposed internal layout of the GP practice at ground and first floors.

The majority of the publicly accessible clinical rooms for the proposed AMG GP practice will be located on the ground floor, together with a reception, waiting room and toilets.

On the first floor there will be a health education room, which will be accessible by lift and stairs.

There will also be the administrative and support facilities for AMG practice on the first floor. This area will be accessible to staff only.

Further rooms located on the first floor will be available for visiting clinics and other community services, which are currently being explored. These will benefit from a separate waiting area, reception and toilets.

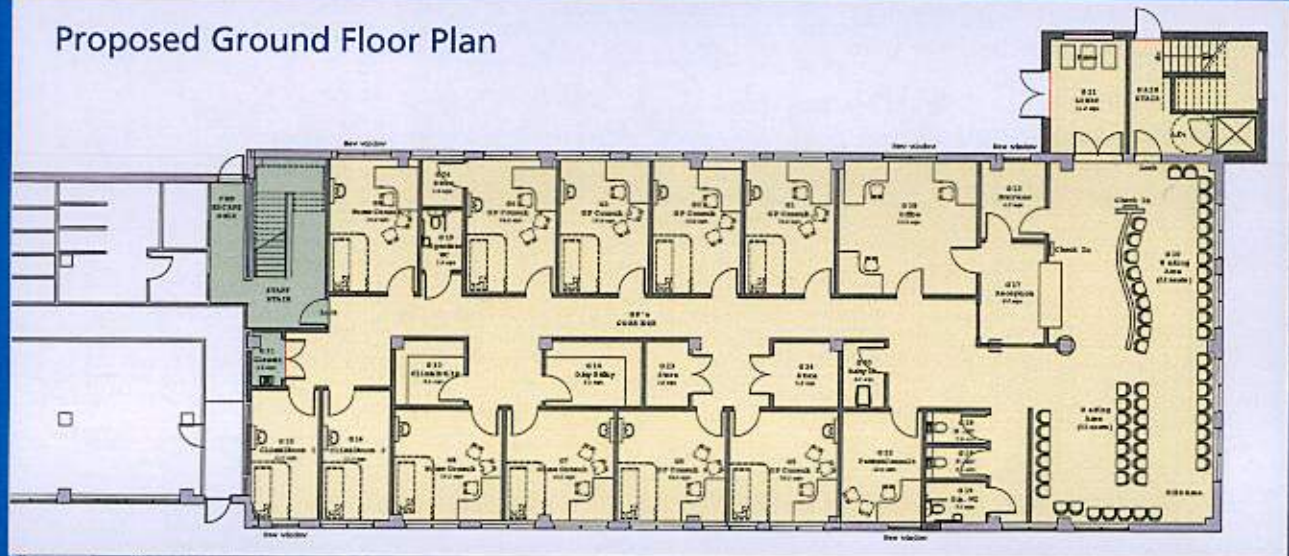
Key

Yellow = GP patient facilities

Green = GP support functions

Purple = Visiting clinics/community services

Proposed Ground Floor Plan



How to get to the new premises

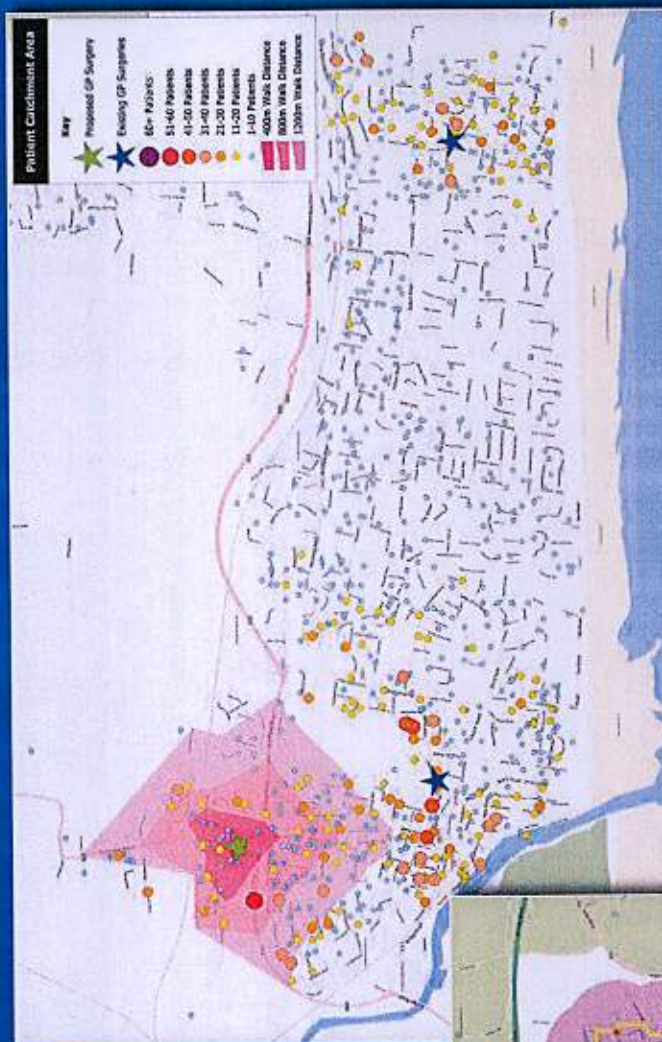


Ensuring access for all

We want all patients, both those who are currently registered at Arun Medical Group, and future residents at Courtwick and North Littlehampton, to be able to get to the proposed new GP practice easily. The map to the right shows where patients currently using Arun Medical Group's East Street surgery and East Preston Surgery live.

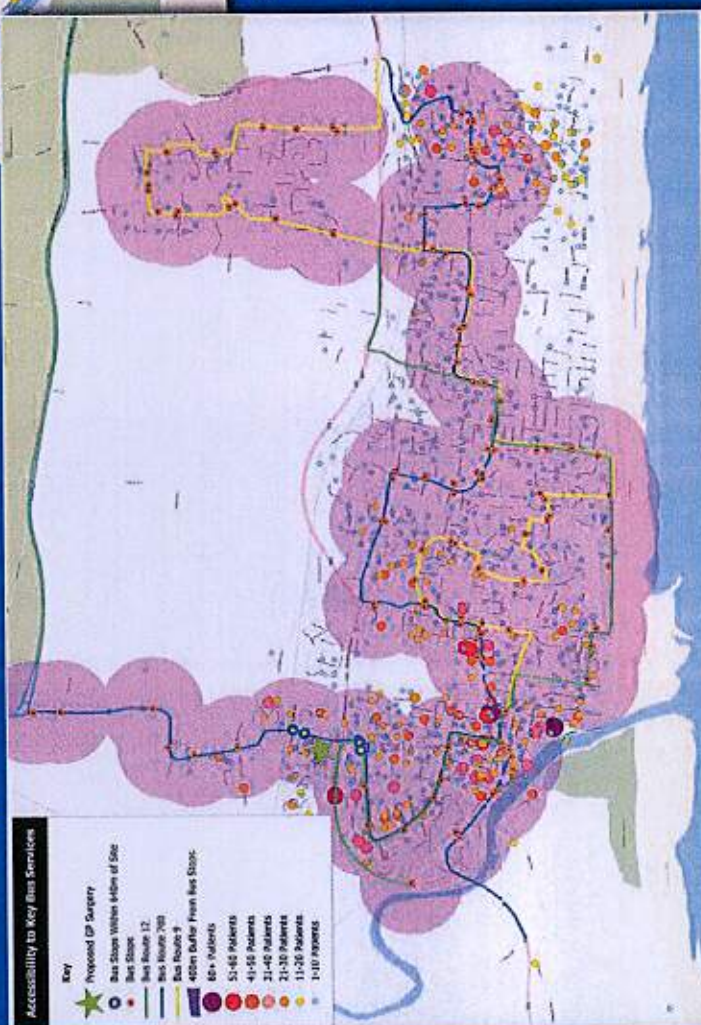
For patients who prefer to travel by car, the new GP practice would have significantly more parking than the current surgeries, making it easier for patients to drive – and park – to the GP practice.

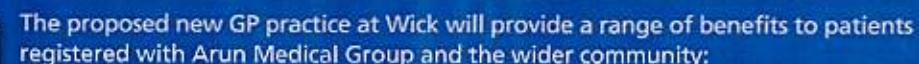
For those who prefer to travel by bus, the map below highlights that patients of both existing surgeries will be able to take a bus to the new premises, or use other modes of transport.



Travel options

- Bus Route 700 (Every 30mins) – Bus stops on Lymminster Road (2min walk)
- Bus Route 12 (Every 60mins) – Bus stops on Wick Street (6min walk)
- Car – GP practice Car park will have sufficient spaces for patients
- Taxi/Minicab – drop-off/pick-up within Surgery car park
- Motorcycle – GP practice Car park will have a motorcycle parking provision
- Cycle – GP practice Cycle parking area will be covered and secure
- On foot – GP practice to be accessed from Lymminster Road via local pedestrian facilities and signalled control crossing on A259 Worthing Road
- Future residents in North Littlehampton will benefit from improved bus services paid for by the developer.





- New purpose built GP practice would provide an accessible, high quality and safe facility to allow Arun Medical Group to continue to provide the services expected from a modern practice, and increase the range of treatments and services they can provide to their patients.
- The new location in the north of Littlehampton remains within the catchment area for Arun Medical Group, and is within the local area for the majority of its registered patients.
- It would provides an opportunity for Arun Medical Group to take on new patients as a result of the new development of 3,000 new homes in the north of Littlehampton and predicted population growth anticipated from that housing
- The new premises will benefit from substantial financial contributions that will be received from the new housing developments in the north of Littlehampton, that are available for the provision of healthcare.
- Located conveniently for public transport and with more car parking than the existing surgeries.
- The new premises will allow Arun Medical Group to explore new services in response to the demands of local patients and bring more care closer to home for patients, in turn which may also result in new jobs for the local economy.
- Fulfils one of the top three short term priorities of the strategic commissioning objectives of Coastal West Sussex – the relocation of Arun Medical Group and The Lawns Surgery.

Additional benefits

- The Lawns Surgery, currently located at Zachary Merton Hospital site, will be able to consider relocating from these premises to the East Preston Surgery on Sea Road.
- This would provide The Lawns Surgery the opportunity to expand and increase in terms of additional staff and the range of clinical services they can offer.
- It also provides the local NHS the opportunity of new modern, fit for purpose clinical rooms that can be used for community health services, including therapies, health and wellbeing support and community nursing.



Appendix 6

Example Feedback Forms





Improving GP services in Littlehampton

Public event – 24 February 2014

As you will be aware, the local NHS is currently working on plans to further improve GP services in Littlehampton. These plans include a potential opportunity to relocate Arun Medical Group to a new, modern state of the art building adjacent to the new Morrison's store in Wick, and as a result a possible relocation of The Lawns Surgery in Rustington.

We are very keen to hear your views and we welcome your feedback on these plans. Your views will be taken into consideration for the planning application, and as the project progresses. Thank you for your time.

Do you agree that GP practices need to be improved in Littlehampton:

Strongly agree

Agree with reservations

No objections

Disagree

Strongly disagree

Do you agree with the proposals to relocate, and expand Arun Medical Group to Courtwick Lane in Wick:

Strongly agree

Agree with reservations

No objections

Disagree

Strongly disagree

Please use the page overleaf to make any comments you may have on the plans, and give us your feedback.

Your name:

Address:

.....

Would you like to be kept informed as this project progresses?

Yes / No

If yes, how you would like to be contacted:



Improving GP services in Littlehampton

Public event – 24 February 2014

Please use this section to share your views on the plans, and add further comments:

For more information, please contact NHS Coastal West Sussex
Clinical Commissioning Group
contactus.coastal@nhs.net or 01903 707447



Improving GP services in Littlehampton and East Preston – 05 March 2014

As you will be aware, the local NHS is currently working on plans to further improve GP services in Littlehampton and East Preston. These plans include a potential opportunity to relocate Arun Medical Group to a new, modern state of the art building adjacent to the new Morrison's store in Wick, and as a result a possible relocation of The Lawns Surgery in Rustington to the East Preston Surgery.

We are very keen to hear your views and we welcome your feedback on these plans. Your views will be taken into consideration for the planning application. Thank you for your time.

Do you agree that GP practices need to be improved in the wider Littlehampton area:

Strongly agree

Agree with reservations

No objections

Disagree

Strongly disagree

Do you agree with the proposals to relocate, and expand Arun Medical Group to Courtwick Lane in Wick:

Strongly agree

Agree with reservations

No objections

Disagree

Strongly disagree

Do you agree with the move of Arun Medical Group, on the basis that there will continue to be a GP practice in East Preston, with The Lawns Surgery relocating to East Preston :

Strongly agree

Agree with reservations

No objections

Disagree

Strongly disagree

Please use the page overleaf to make any further comments and feedback on the proposals.



Improving GP services in Littlehampton and East Preston – 5 March 2014

Please use this section to share your views on the plans, and add further comments:

Your name:

Address:

.....

Would you like to be kept informed as this project progresses?

Yes / No

If yes, how you would like to be contacted:

For more information, please contact NHS Coastal West Sussex
Clinical Commissioning Group
contactus.coastal@nhs.net or 01903 707447



Appendix 7

Public Exhibition – Leaflet Invitation (East Preston)





Find out more about NHS plans for changes to GP services in Littlehampton and East Preston

Come and find out more about plans to relocate one of the town's GP practices to Courtwick Lane, adjacent to Morrison's, and then relocate The Lawns Surgery to East Preston.

Wednesday 5th March 2014
4pm – 6pm

Conservative Hall in East Preston

41 Sea Rd, East Preston, Littlehampton BN16 1JN

- Meet the practice and planning team working on the project and look at the proposals
 - Talk to the local NHS and have a say on the plans
 - Find out how you can get involved

If you have questions about the event please contact
contactus.coastal@nhs.net or call 01903 707447