

New Southgate Surgery

Involvement and equality report – boundary change proposal

20 March 2023

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1. Executive summary

Engagement with our registered patients was carried out for us to better understand any impacts and be able to incorporate their views in the decision-making process in respect of our proposal for practice boundary change. Engagement took place from 17 February to 17 March 2023.

We engaged with patients and wider stakeholders in different ways including information being sent to all registered patients, information in our practice, briefings and meetings, and our website.

649 patients shared their views. The key themes raised were:

- Patients noted both positive and negative impacts of the proposal, although many noted there wouldn't be any impact on them.
- The main reason for the proposed reduction in boundary being seen positively was that it would provide a better service to existing patients and enable the practice to have manageable patient numbers.
- Negative impacts were noted in two ways –from those who interpreted the change as a possible increase and feeling that this could lead to reduced availability of appointments, and those specifying negative impact. For this group, this was mainly not wishing to have to change practice.
- Patients commented on the impact of their registration status and the need to change practice/be removed if they changed address, with some feeling upset at the prospect. Further comments included registrations for loved ones, seeking alternative practice to register with and not wishing to move.
- Clarity of the proposal was also noted, with some wanting or needing more detail to be able to comment, for example more detailed map.
- Boundary line related comments were received with suggestions of particular geographical areas of the proposal and possible alternatives.
- The need to manage demand and comments relating to this were among suggestions for consideration.
- The impact of new housing and the need to plan and provide sufficient services were also noted.

- Suggestions in relation to registrations were received which included retaining current registered patients, consideration to be given to the length of registration with the practice and impacts of possible changes on individuals.
- Patients also commented on the proposals in relation to staff and made comments about the care received at the practice.
- Questions were raised as part of the survey which were also noted. These will be used to shape any further information being shared as part of this work.

More detail on the themes and comments gathered during the engagement period is included in this report.

2. Introduction and background

Historically, our practice was a central city centre practice, with branch surgeries in Thornes and Sandal. Prior to our current location at Buxton Place, just off Leeds Road, New Southgate Surgery was located adjacent to the Wakefield Bus Station. Prior to that, the practice was located on Southgate at the lower end of the existing Ridings Shopping Centre. As a result, our current boundary covers central Wakefield, Stanley, Outwood, Agbrigg, Sandal, Walton, Newmillerdam, Crigglestone and Durkar as well as parts of Heath, Ossett and Horbury.

Wakefield has several new housing developments, which means new families coming into the area and many registering with our practice. We are keen that we continue to provide good quality services to our existing patients. To help us do that, we have applied to change our boundary.

Engagement with our registered patients was carried out for us to better understand any impacts and be able to incorporate their views in the decision making process. The engagement report forms part of our evidence submitted to the NHS Integrated Care Board.

3. Assurance

The approach to engagement was developed with our Patient Participation Group who commented on our proposals, engagement preparation and all materials developed to support this work. Their comments have been incorporated into the documents prior to them being issued. The group also helped to identify the stakeholders that needed to be reached, as well as contributing to the ways in which we should engage.

We would like to express our thanks for their support during this process and for their time in engaging with patients within our practice.

4. Who did we involve and how did we involve them?

Survey was prepared as part of engagement, which commenced on 17 February and closed on 17 March 2023. The survey was shared with all our registered patients by text message, directing them to information on the practice's website. Patients without digital access received paper survey through post. Our Patient Participation Group supported the engagement activity with patients by attending and holding a stall at the surgery.

Information was available on our website, which was supported by a Frequently Asked Questions to give patients and their carers an opportunity to see in detail what the proposals involved. Patients were invited to comment via a survey, email, verbally or via notes. Information was also present on ICB's website.

We have contacted stakeholders with an interest, including GP practices surrounding our boundary and local Councillors. Our local Overview and Scrutiny Committee also received a briefing on this proposal. Briefing session with Councillors was also held.

All of the neighbouring practices have open lists for new patient registrations and have been informed of the proposed changes to the practice boundary at New Southgate Surgery with opportunity to comment on the proposal as part of the application. Practices have supported the practice with this application. Furthermore, the ICB contacted all of the practices who are potentially impacted and asked for additional feedback. Practices provided support for the application.

5. What did people tell us?

Patient Survey

The survey was completed by 649 people (133 of these were in paper form). Of the 649 responses, the majority of those completing the survey were patients registered with the practice (98.31%). Just over one percent of responses came from carers of someone registered with the practice.

When asked if respondents felt the proposed change to the practice boundary would have an impact on them, 60.25% stated it would not. Additional 17.87% felt it would and 18.03% didn't know. Less than four percent (25) of respondents provided additional comments under 'other' option. These included:

- Possible impact should a patient decide to move house/move into a care home (7/1)
- Unsure of the exact detail of the proposal / unsure (4)
- Better service (3)
- Negative impact with more housing and/or increased demand (3)
- If need a home visit (1)
- No impact (1). No impact as loved one is in care home (1)
- Hope there would not be an impact (2)

Respondents were given an opportunity to note what impacts they felt there might be on them under these proposals. The feedback received includes (253 responses):

No impact:

- No impact / no impact as don't plan to move or already registered – 51
- No impact as live within the inner boundary – 20

Positive impact:

- Positive impact as would give better service to existing patients / manageable patient numbers – 45
- Appreciate the need for the change – 1
- Positive impact as could register – 1

Negative impact:

- Waiting times could be longer / no or less appointments if more people – 16

- Increased boundary would mean more difficulty getting an appointment / getting through – 6
- Unfair on those in outer boundary as inner boundary patients can change address / new patients can come into inner boundary - 2
- Do not want this change as alternative practices not as good - 2
- Negative impact when get older - 1
- Would no longer be in catchment area despite it being the only GP practice within walking distance – 1
- Hope there wouldn't be an increased delay in seeing a doctor – 1

Registration:

- Do not wish to change / would be upset to change practice (including after long time with the practice) – 25
- Will have to change practice if move house / would have to change - 21
- Negative impact if outer boundary patient changes address within outer boundary (self-identified as elderly patient) – 3
- Question about remaining registered if move a short distance – 3
- Only recently moved GP practice and would like to stay registered – 2
- Hope not to have to move child with special needs – 2
- Hope not to be affected - 2
- Do not want to be moved - 2
- Comment about currently being registered – 2
- Would be unable to register my partner with the practice - 2
- People in rented properties are at risk if tenancy changes - 2
- Question about remaining registered if moved from outer boundary to inner boundary - 1
- Would no longer be in catchment - 1
- Currently pregnant and hope to register my baby – 1
- Could not register with another local practice due to family member working there – 1
- Chose this practice for specialism for current treatment and do not wish to change – 1
- Worried if unable to register with another practice – 2
- Unsure about other practices available – 1

Clarity needed about the proposal:

- Cannot tell if I will be impacted / don't know – 7
- Unclear map to be able to see street detail – 5
- Don't understand what change in boundaries means / what the change is – 5
- Has the change been implemented yet to see the new boundary – 2

Boundary related comments:

- Increased population numbers that come with developments should have basic social facilities including additional GP and school provision - 4
- Pinders Health should be included in boundary - 1
- Walton will be excluded under the proposal - 1
- Eastmoor area and five minutes from the surgery but street will be removed – 1
- Outwood is closer to practice than Sandal and Thornes Park, yet would be removed - 1
- Currently outside of the boundary but already registered – 1
- Can the demand be met by other practices if boundary is reduced? – 1

Other:

- Concern over travel distance – 3
- Already stretched services - 4
- If records not digitalised, could impact on registering with another practice – 1
- Current lack of preventative appointments for 70+ year old

Respondents were asked to share their thoughts on anything else that should be considered as part of the proposals. The following was shared (193 responses):

- No – 36; None – 4
- Don't know – 3
- Support the idea/proposal – 10
- Boundary not to be made bigger
- Not affected as live nearby - 1

Managing the demand:

- Reduce sufficiently to manage demand – 2; Could be reduced further – 5
- Boundary needs to reflect the practice capacity to deliver services
- The current boundary is significant - 2
- Consider expanding services to meet demand - 2
- Population and population density - 2
- Higher number of people to lower number of appointments
- Guarantee that there won't be further changes preventing patients from accessing services
- Need to have sufficient primary and community services to support growing population
- Consider that more patients need more services
- The practice should grow as has the physical space
- Consider the presence of other surgeries

Housing and planning:

- The NHS could look to provide further GP surgeries in new builds – 6
- New practice within the boundary area / two practice sites - 2
- More housing developments will only mean increased wait times for appointments / impact of increased housing - 3
- Local authority did not consider impact on local service provision when approving planning - 2
- Consider other housing developments at planning stage to future proof; Developments need to consider the impact before houses are built – 2
- Do not penalise existing patients because of housing developments - 2
- Need more surgeries in large housing developments - 2
- The change in boundary alone will not help to cope with future demands given housing developments
- Financial contributions from developers should be used to fund new facilities, including GP surgeries.
- Lack of facilities provided by the developers is alarming
- Have the developers avoided requirements to provide extra facilities?

- Accommodating for the housing developments may encourage new developments to proceed without consideration of local service need

Boundary position comments:

- Proposal unfairly excludes City Fields but includes areas further away - 2
- Proposal seems to retain area covered by other practices but remove City Fields
- Consider including areas closer to the practice e.g. Eastmoor as apposed to further away like Sandal
- Consider extending boundary to fully cover WF2
- Include Pinders Heath in the inner boundary
- Boundary line will run through Kirkhamgate village, excluding some patients
- Boundary line not to run through the middle of an estate
- Inner boundary could be reduced to focus on the north side of the current area so that those living close by can register
- Having a fair radius around the practice
- Consider those on the boundary / moving a little distance

Registration of patients:

- Retain registered patients even if outside the new boundary - 7
- Retain patients who are in the outer boundary and move to still within the outer boundary – 4
- Retain patients already registered even if they move address within the current boundary – 4
- Practice to ask for proof of address - 2
- Patients within walking distance should remain registered; Patient living within walking distance couldn't register and now with practice that requires taxi journey
- Pregnant mothers and baby registrations after the change
- Patients not cancelling their appointments should be removed

Impact on patients:

- Consider the length of time patient has been registered with the practice - 9
- Choice of GP practice should be with the patient rather than based on address / patients have a right to choose a GP – 4
- How many patients can the practice safely care for - 3

- Impact of changes on older people - 2
- Impact on people's wellbeing and confidence if have to move a GP when move house - 2
- Impact on people with long term conditions/complex needs – 2
- Need to consider obligations to current patients
- Do not discharge patients without hearing their thoughts
- Assistance for vulnerable patients who need to find an alternative GP
- Access for those needing to find another practice
- Need good provision for those outside the boundary
- Consider carers
- The impact of ongoing health issues
- Patients with long term medical needs should be allowed to remain registered
- Impact on patients in Durkar
- Include an option to opt out of home visits if a patient doesn't live within the boundary
- Wouldn't have a doctor
- May impact on experience of attending the surgery

Impact on staff:

- Consider staff and their wellbeing
- Finding new staff
- Impact on home visits if out of the catchment area
- Impact of home visits on staff time and travel (negative)
- Less travel for staff to home visits

Comments about practice:

- Excellent care – 3
- Later or weekend appointments for working people / to cope with demand - 2
- Long waiting times on telephone - 2
- Well run
- Message service is good
- Prescription ordering process without the need to see a GP works well

- Change the way phonenumber works
- Difficulty in getting an appointment for baby resulted in Walk in Centre and A&E attendance
- Busy appointment line

Information and communication about the proposal:

- Can't comment based on the map / map doesn't have lot of detail - 2
- Clearer communication based on postcodes rather than a map
- Map does not have boundaries of other practices to view
- Assume this is a tickbox exercise.
- Insufficient time to prepare for engagement

General:

- Public transport routes - 4
- Delivery of improvements
- Grateful there is no change to registered patients
- Consider change of practice name
- Ensure medical records are transferred easily if patient needs to change practice
- Practice opening times to be reviewed
- The proposal indicates previous centralisation was a bad move
- Add an option of paid for service

Questions raised:

- What is the rationale for the proposal – 3
- Allow for a better service for minor procedures? – 2
- Is there capacity in other surgeries? – 2
- How many new houses are planned / have been built within the boundary? - 2
- Why include areas that are already served by other practices? - 2
- What is the distance to other surgeries for the new outer boundary patients?
- Would temporary patients be still registered?
- Would there be impact on current registered patients outside the boundary on home visits or extra care if change implemented?

- Can patients moving to WF9 remain registered?
- Will those outside of the boundary get the same level of care?
- Will increased number of registered patients result in poorer carer for elderly patients?
- Could the list be closed instead to new registrations?
- What impact would there be on staff (workload) and patients (appointment availability)
- Are there enough GPs to take on people outside the proposed boundary?
- Will this mean easier access to face to face appointments with GPs?

Feedback from neighbouring practices

Liaison with the Primary Care Network Clinical Chair has advised 'I would fully support this application for a boundary change. I don't believe it will have a significant detrimental impact on neighbouring Practices. I also believe it will help New Southgate Surgery preserve the very good quality of service they currently offer their patients. I'm happy for these comments to be shared widely'.

6. Equality representation and analysis

The patient survey data was analysed to establish whether the respondent sample was representative of the communities served and if any protected groups had responded significantly differently to the survey questions. Where significant differences have emerged, they are detailed. The findings were as follows:

a. Representation

The census results from 2021 have yet to be provided based on ward data so comparison is not simple; the data for the whole of Wakefield district will be used but it is recognised this is not ideal.

In terms of respondents, 64.02% were females, 34.20% male, just under one percent of respondents preferred not to disclose their gender and just under one percent of respondents described their gender as non-binary or in another way. From the census 49.2% of the population are men.

When postcodes were analysed 48.6% were in WF1, 39.1% WF2, 5.7% WF4, 5% Wf3 and 1% in WF5.

Respondents were aged 6 years to 91: under the age of 18 (13 respondents), 19 – 25 (13), 26 – 35 (52), 36 – 45 (71), 46 – 55 (119), 56 – 65 (129), 66 – 75 (129), 76 – 85 (61) and 86 years and above (12).

The majority of respondents (90.39%) stated they were born in the UK. Almost 8.5% of respondents stated they were born in another country and just over one percent preferred not to say. From the census 91.5% of the Wakefield population were born in the UK.

Religion was disclosed as (610 responses):

Buddhist			0.33%	2
Hindu			1.48%	9
Jewish			0.49%	3
Sikh			0.16%	1
Muslim			1.80%	11
Christian (all denominations)			60.16%	367
No religion			29.51%	180
Prefer not to say			4.26%	26
Other (please specify):			1.80%	11

From the census 49% of the population were Christian and 41.3% were of no religion, there are 3.2% Muslims.

Ethnic background of respondents:

	Response Percent	Response Total
Asian or Asian British		

Pakistani	<input type="checkbox"/>	1.32%	8
Bangladeshi	<input type="checkbox"/>	0.00%	0
British Indian	<input type="checkbox"/>	0.99%	6
Chinese	<input type="checkbox"/>	1.16%	7
Any other Asian background	<input type="checkbox"/>	1.65%	10
Caribbean	<input type="checkbox"/>	0.33%	2
African	<input type="checkbox"/>	0.83%	5
Any other Black background	<input type="checkbox"/>	0.17%	1
White and Black Caribbean	<input type="checkbox"/>	0.17%	1
White and Black African	<input type="checkbox"/>	0.00%	0
White and Asian	<input type="checkbox"/>	0.17%	1
Other Mixed background	<input type="checkbox"/>	0.17%	1
English, Welsh, Scottish, Northern Irish or British	<input type="checkbox"/>	88.78%	538
Irish	<input type="checkbox"/>	0.66%	4
Gypsy or Irish Traveller	<input type="checkbox"/>	0.00%	0
Roma	<input type="checkbox"/>	0.00%	0
Other White background	<input type="checkbox"/>	1.98%	12
Arab	<input type="checkbox"/>	0.17%	1
Any other ethnic background (please tell us):	<input type="checkbox"/>	1.49%	9
		answered	606
		skipped	43

From the census 88.2% of the Wakefield population were from White UK backgrounds. The next highest group is White other at 4.4%, this compares to 2% above.

Those with caring responsibilities accounted for 11.06%. In the census 9.1% detail their caring responsibilities. In terms of disability, 10.54% stated they were disabled and 2.51% preferred not to say (based on 598 responses). The census has 20.1% described as disabled under the Equality Act and a further 6.9% with a long term physical or mental health condition but day-to-day activities are not limited.

Answer Choices		Response Percent	Response Total
Prefer not to say	<input type="checkbox"/>	14.91%	51
Physical or mobility impairment (such as using a wheelchair, difficulty walking or using your hands)	<input type="checkbox"/>	19.88%	68
Hearing impairment (such as being D/deaf or hard of hearing)	<input type="checkbox"/>	20.47%	70

	Mental health condition (such as having depression or schizophrenia)	<input type="checkbox"/>	18.13%	62
	Learning, understanding, concentrating or memory (such as having Down's Syndrome, stroke or head injury)	<input type="checkbox"/>	0.58%	2
	Neurodivergent conditions: (such as autism, ADHD and / or dyslexia)	<input type="checkbox"/>	3.80%	13
	Long term condition (such as cancer, HIV, diabetes, chronic heart disease or epilepsy)	<input type="checkbox"/>	34.21%	117
	Other (please write in):	<input type="checkbox"/>	25.15%	86
			answered	342
			skipped	307

Sexual orientation of respondents, as declared by those who completed this question:

Answer Choices				Response Percent	Response Total
1	Bi / Pansexual	<input type="checkbox"/>	<input type="checkbox"/>	1.87%	11
2	Gay	<input type="checkbox"/>	<input type="checkbox"/>	1.36%	8
3	Lesbian	<input type="checkbox"/>	<input type="checkbox"/>	1.02%	6
4	Heterosexual / Straight	<input type="checkbox"/>	<input type="checkbox"/>	89.10%	523
5	Asexual	<input type="checkbox"/>	<input type="checkbox"/>	0.17%	1
6	Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>	6.47%	38
				answered	587
				skipped	62

In the census 2.8% fit within an LGB+ description.

The majority of respondents stated they were not Trans.

Question around income was also asked to better understand the financial situation of respondents. 600 people answered this question. Just over a half of those who responded (55%) stated they were quite comfortable, 21.33% stated just getting by and further 2.50% said they were really struggling. Those who felt they were very comfortable accounted for 9.17%. The remaining percentage either preferred not to respond or stated they didn't know.

Just under one percent of those responding were pregnant.

When asked are you a parent / primary carer of a child or children and how old are they?

Answer Choices				Response Percent	Response Total
1	No	<input type="checkbox"/>	<input type="checkbox"/>	72.43%	415
2	0 to 4	<input type="checkbox"/>	<input type="checkbox"/>	6.46%	37
3	5 to 9	<input type="checkbox"/>	<input type="checkbox"/>	7.85%	45
4	10 to 14	<input type="checkbox"/>	<input type="checkbox"/>	10.30%	59

5	15 to19			8.90%	51
6	Prefer not to say			2.79%	16
				answered	573
				skipped	76

While there are clearly areas of under representation when compared to the census 2021 for Wakefield, it may well be that the areas covered by the practice are not as diverse as the whole population.

b. Analysis of views

The data was analysed to see if there were any trends in opinions between equality groups, or if there were comments made about equality issues.

Those who said they would be impacted by the boundary change, and it is not possible to identify if this was positive or negative, were analysed and any differentials noted below.

Women felt they were slightly more likely to be impacted (19% to 14.7%) but this is not significant difference.

When asked where they were born, people born in the UK were less likely to be impacted than those born elsewhere (16.8% to 23.5%).

Those of Muslim faith (27.3%), Jewish faith (22.2%) and no religion (20%) were more likely to be impacted compared to Christians (16.1%). The Jewish and Muslim respondent numbers were low, 3 and 11 respectively.

There were relatively low number of respondents (68) from ethnicities other than White British UK, only those from a Chinese background were less likely to feel an impact than White UK, of any other ethnic background respondents 55.6% felt they would experience an impact, of any other Asian background 30% felt they would experience an impact, 25% of respondents from Pakistani backgrounds and White other backgrounds said they would eel an impact.

Very similar numbers of disabled and non-disabled respondents felt they would be impacted. Those with neurodivergent conditions (38.5%) and Mental health (21%) felt most likely to be impacted.

Carers and non-carers felt similarly impacted (17.9% and 17.7%).

For sexual orientation, respondents from Bi and Pan people (45.5%), gay men (25%) and those who preferred not to say (21.1%) felt more impacted.

In response to a question about the cost of living, those who were struggling felt most likely to be impacted (40%) followed by those just getting by (26.6%).

Comments provided by respondents across all the questions about equality concerns and feedback included:

- ... if the time comes I have to change address and it is outside the boundary it would mean that after over 50 years with the surgery. I don't look forward to any change in practice at my age.
- We live within the outer boundary area, are in our 70's and wanting to move to a bungalow still within the Horbury area. I was BORN into this practice 73 years ago, and have nothing but the highest praise for all the doctors in the practice who have cared for me over all those years...
- I would no longer be within your catchment area but I have been registered with your practice for over 25 years. You are the only the GP practice within walking distance of my property that I would feel safe walking to on my own as a female.
- My child is a special needs child and changing practice and doctors will be difficult for him to adjust. Also as I have been recently having health issues, i prefer to talk to the same gp as they have an understanding of my issues.
- I am in the outer practice boundary and although I have no immediate plans to move, if I were to it is unlikely to be far. However, as I regularly visit the surgery to speak to a Dr that I trust in order to maintain my mental health, this change would essentially prevent me from moving within my estate (which is more likely than moving outside of the estate).
- My child has complex health needs and I feel the GP's at my practice have a good understanding of his needs.
- Any patient currently living in our village of Walton would not be able to stay with the practice even if moving to a new address within Walton. Both my wife and I are well into our seventies with the health problems that age brings and it is not inconceivable that in the future one or both of us would have to move into care (within the village) and if so we would have to find a new GP.
- I chose this specific surgery for the specialism in women's health and currently going through some treatment
- We are now elderly. At some stage we may wish to move to a bungalow within the estate where we presently live. As this is in the outer boundary this would mean we can no longer be patients at this surgery. However this would not be the case if we currently lived in the inner boundary and moved to the outer boundary. This seems unfair.
- Impact on people with long-term or complex conditions who particularly benefit from continuity of care.
- Older people find change difficult especially concerning their health and welfare, this could have an adverse impact
- Concerns for patients with complex / serious health problems having to relocate
- Will an increased number of registered patients result in poorer care for elderly patients?

7. How will the findings be used?

Findings of this engagement will be presented to the Wakefield District Health and Care Partnership Committee meeting for consideration on the next steps of this proposal. This

engagement report will be made available on the following link: [Engagement and consultation - Wakefield District Health & Care Partnership \(wakefielddistricthcp.co.uk\)](https://www.wakefielddistricthcp.co.uk/engagement-and-consultation)

Appendix A – Survey

Practice Boundary Change: We need your views

Our practice would like to apply to NHS Integrated Care Board who buy (commission) health care for local people to change the current boundary of the practice. We are doing this to make sure we provide quality services to our patients.

If the proposal is approved, it will mean that the practice is not able to register any new patients who live outside the new boundary. If you are already registered with us and live within the new inner and outer boundaries, there will be no change for you, unless you change address in the future.

We have attached a frequently asked questions (FAQs) to help you understand our plans and answer any questions you have.

What is a practice boundary?

The local area a GP practice covers is called a boundary. Sometimes a practice may decrease or increase a boundary to manage patient numbers.

We need your views

The practice would like your views on the proposal. Your views will be considered by the practice and NHS Integrated Care Board to understand if the proposal will have any impacts that we hadn't thought about.

We would like you to tell us your views by filling out the short survey below. Once you have completed the survey, please return it to the practice. The survey is also available online at: <https://www.smartsurvey.co.uk/s/NewSouthgate/>

For more information

Please go to the practice website for more information <https://www.newsouthgatesurgery.co.uk/> or visit the Patient Participation Group stand in our waiting area for our FAQs.

Thank you for taking the time to complete this survey, your views are important to us.

Please tell us the first part of your postcode (e.g. WF1)

I am answering this survey as:

- A patient who is already registered with New Southgate Surgery
- A carer of a patient
- Other (please tell us)

Do you think that a change to the practice boundary would have an impact on you?

- Yes
- No
- Don't know
- Other (please tell us)

Please tell us more about the impact the change might have on you?

Is there anything else you think we should consider as part of the proposal for the boundary change?

Equality Monitoring Form

It is important to us that our patients have their say in shaping local services.

Equality monitoring collects data about people, it is important for us to collect and analyse this data to make sure we provide the right services. This information helps us understand which communities' views are being heard and which are not.

Your information will be protected and stored securely in line with data protection rules and no personal information will be shared. If you would like to know how we use this information, please visit our [privacy notice](#).

Please answer the questions below, some questions may feel personal, you do not have to answer them. If you would like help to complete this form or would like it in a different format (such as large print) please email new.southgatesurgery@nhs.net

Who is this form about?

(Please tick one option)

- Me
- Someone else - using their information

What is the first part of your postcode?

Example WF13:

Prefer not to say

What is your gender?

(Please tick one option)

Male

Female

Non-Binary

Prefer not to say

I describe my gender in another way.

(Please tell us)

How old are you?

Example 42:

Prefer not to say

What country were you born in?

(Please tick one option)

United Kingdom

Prefer not to say

Other country: **(Please tell us):**

What is your religion?

(Please tick one option)

No religion

Christian (including Church of England, Catholic, Protestant and all other denominations)

Muslim

Buddhist

Hindu

Jewish

Sikh

Prefer not to say

Other religion **(please tell us):**

What is your ethnic group?

(Please tick one option)

Prefer not to say

Asian or Asian British

Pakistani

Bangladeshi

British Indian

Chinese

Any other Asian background

(Please tell us):

Black, Black British, Caribbean, or African:

Caribbean

African

Any other Black background

(Please tell us):

Mixed or multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Other Mixed background **(please tell us):**

White

English, Welsh, Scottish, Northern Irish or British

Irish

Gypsy or Irish Traveller

Roma

Other White background **(please tell us):**

Other ethnic groups

- Arab
- Any other ethnic background (**please tell us**

Are you disabled?

- Yes
- No
- Prefer not to say

Do you have any long-term conditions, impairments or illness?

(Please tick all that apply)

- Prefer not to say
- Physical or mobility impairment:** (such as using a wheelchair, difficulty walking or using your hands)
- Hearing impairment:** (such as being D/deaf or hard of hearing)
- Sight impairment:** (such as being blind or partially sighted)
- Mental health condition:** (such as having depression, schizophrenia, bipolar disorder)
- Learning, understanding, concentrating or memory:** (such as Down's Syndrome, stroke or head injury)
- Neurodivergent conditions:** (such as autism, ADHD and / or dyslexia)
- Long term conditions:** (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)
- Other: (please write in):

Are you a carer? (Do you provide unpaid care or support to someone who is older, disabled or has a long-term condition)

- Yes
- No
- Prefer not to say

What is your sexual orientation?

- Bi / Pansexual
- Gay
- Lesbian
- Heterosexual / Straight
- Asexual
- Prefer not to say
- I prefer to use another term **(please tell us):**

Are you Trans?

(Trans is a term used to describe people whose gender identity is not the same as the sex registered at birth.)

- Yes
- No
- Prefer not to say

The cost of living can impact experiences of health and outcomes can you tell us about your current financial situation?

(Please tick one option)

- Very comfortable** (I have more than enough money for food and bills and a **lot** left over)
- Quite comfortable** (I have enough money for food and bills, and **some** left over)
- Just getting by** (I have just enough money for food and bills and a **nothing** left over)
- Really struggling** (I don't have enough money for food and bills and sometimes **run out** of money)
- I don't know**
- Prefer not to say**

(We ask this question to help us understand the impact of income on experiences of services or health)

Appendix B – Additional resources in support of engagement

a. Text message

We want to let you know that our practice boundary may change. If you are already registered with us, there will be no change for you unless you change address in the future. You can find out more on our website www.newsouthgatesurgery.co.uk or collect information from our reception. Share your views by 17 March 2023.

b. Letter to patients

Dear

Re: Boundary change application for New Southgate Surgery

We are writing to inform you that we would like to change the boundary of our practice. If you are already registered with us, there will be no change for you unless you change address in the future.

Our current boundary covers central Wakefield, Stanley, Outwood, Agbrigg, Sandal, Walton, Newmillerdam, Crigglestone and Durkar as well as parts of Heath, Ossett and Horbury. This is because our practice used to be near the Ridings Shopping Centre and later near the Wakefield Bus Station before we moved to Buxton Place.

Wakefield has several new housing developments, which means many new patients. We had to close our practice to new patients in April 2022 but we want to be able to register new patients again.

We want to provide good quality services to all our patients. To help us do that, we have applied to change our boundary (the area that we cover).

If you are already registered with us and live within the new inner and outer boundaries, there will be no change for you unless you change address in the future. There will be no other changes to our services; our home visiting service will stay the same.

We have attached a list of frequently asked questions which hopefully answers any questions you may have. If you have any other questions please drop a question at our post box, or visit the Patient Participation Group stand in the waiting area at the surgery.

We would like to know what you think about our plans. This helps us make sure we get things right for you and will help the ICB make their decision.

You can tell us what you think in various ways:

- Fill in our survey <https://www.smartsurvey.co.uk/s/NewSouthgate/>

- Email us: new.southgatesurgery@nhs.net or send a letter to Boundary Comments, New Southgate Surgery Buxton Place Wakefield WF1 3JQ
- If you have any questions, you can contact the practice by writing to us at New Southgate Surgery or leaving a note in the postbox outside our main entrance, or visit the Patient Participation Group stand in our waiting area, or visit the contact page on our website. <https://www.newsouthgatesurgery.co.uk/contact1.aspx>
- If you want a paper copy of the survey or need it in another format, please visit the practice or call 01924 334400 and we will arrange this for you.

The survey will close on 17 March 2023 and we need all your feedback by this date.

Yours sincerely

c. Website content (with map and FAQs)

Tell us your views

Proposed Change to Practice Boundary

New Southgate Surgery would like to apply to change the boundary our practice covers. If you are already registered with us, there will be no change for you unless you change address in the future.

Our Practice covers a very wide geographical area. This is because we used to have branch practices in other areas. They are now closed.

Houses are being built in the areas we cover and the number of patients registering with our practice has grown significantly. In April 2022 we had to stop people registering with the practice to make sure we could provide the right service to our current patients. We feel that reducing the inner boundary would help us make sure that we are able to continue to provide a good quality service to our existing patients.

What is a practice boundary?

All GP practices have an area to cover. Patients who live within that area can register with a Practice. If you live outside the practice boundary you will not be able to register with the practice. Practice boundaries often overlap so people can choose which practice to register with.

GP practices have an inner boundary and an outer boundary. Boundaries were designed to allow patients who move home a short distance outside the inner boundary to stay registered with a practice and continue to receive the services it offers.

How can the practice change the boundary?

To change their boundary, a practice needs to apply for permission to the NHS Integrated Care Board (ICB) who plan and buy (commission) health care for local people to change the current boundary of the practice.

The ICB will need to think about:

- Other GP services available
- The number of patients registered with the practice, the staff and building
- The views of patients and stakeholders
- The impact any changes would have on patients

What will happen if a boundary change is approved?

What happens can be different, depending on where you live but **if you are already registered with us, there will be no change for you unless you change address in the future.**

- **If you are a patient now** and live within the inner or outer boundary and move to a new home within the inner boundary you **can** stay registered with the Practice.
- **You are a patient now** and live in the inner boundary and move to a new home in the outer boundary you **can** stay registered with the practice. You may choose to move to a new practice nearer to your new home. Or one that matches your needs better, for example if you need regular visits or move into a care home that is looked after by another practice.
- **If you are a patient now** who lives in the outer boundary and you move to another address within the outer boundary or beyond, you will need to find another practice to register with. You **cannot** remain registered with the Practice.
- **If you are a patient now who lives outside the outer boundary**, you can remain registered unless you move to an address outside our boundary.
- **New patients** who move into the inner boundary **can** register with the Practice.
- **New patients** who move into the outer boundary or beyond **cannot** register with the Practice.

We need your views

The practice wants to make sure we listen to what you think about our plans. Please use our short survey to tell us what you think.

You can tell us what you think in various ways:

- Fill in our survey <https://www.smartsurvey.co.uk/s/NewSouthgate/>

- Email us: new.southgatesurgery@nhs.net or send a letter to Boundary Comments, New Southgate Surgery Buxton Place Wakefield WF1 3JQ
- If you have any questions, you can contact the practice by writing to us at New Southgate Surgery or leaving a note in the postbox outside the practice, or visit the Patient Participation Group stand in our waiting area, or visit the contact page on our website. <https://www.newsouthgatesurgery.co.uk/contact1.aspx>
- If you want a paper copy of the survey or need it in another format, please visit the practice or call 01924 334400 and we will arrange this for you.

The survey will close on 17 March 2023 and we need all your feedback by this date. Thank you for helping with this, your views are important to us.

d. Letter to Councillors

Dear Councillor

We are writing to inform you that we would like to change the boundary of our practice to make sure we provide quality services to our patients.

To do this, we have made an application to NHS Integrated Care Board.

Historically, our practice was a central city centre practice, with branch surgeries in Thornes and Sandal. Prior to our current location at Buxton Place, just off Leeds Road, New Southgate Surgery was located adjacent to the Wakefield Bus Station. Prior to that, the practice was located on Southgate at the lower end of the existing Ridings Shopping Centre. As a result, our current boundary covers central Wakefield, Stanley, Outwood, Agbrigg, Sandal, Walton, Newmillerdam, Crigglestone and Durkar as well as parts of Heath, Ossett and Horbury.

Wakefield has several new housing developments, which means new families coming into the area and many registering with our practice. We are keen that we continue to provide good quality services to our existing patients. To help us do that, we have applied to change our boundary.

We appreciate that some of your constituents may approach you to ask questions and we wanted to let you know what we are doing to inform our patients of this application and how we are listening to their views:

- We are working with our Patient Participation Group (PPG) on this, hearing their views on engagement.

- We will contact all households with registered patients letting them know and giving them additional information through frequently asked questions document. They will also receive details on how they can have a say as part of the engagement.
- Via the NHS Integrated Care Board, we are in discussions with GP practices that adjoin our boundary.
- We will display information at our practice on posters, surveys and website. Our PPG will also have a stall and discuss at their meeting.

It may be useful to note that our list has been closed for almost a year to all new registrations in an effort to help us manage the demand and continue to support our existing patients. We have received no formal complaints relating to the list closure during this time.

For those patients who are already registered with us and live within the new inner and outer boundaries, there will be no change under this proposal unless they change address in the future. There will be no change to the home visiting service, which will be available to all our registered patients where required and appropriate. You can find out more in the attached Frequently Asked Questions, together with a map of the proposed change.

The areas around our boundaries are well served by other practices. This can be seen below:

North of the map close to Carr Gate	Homestead Outwood Park Medical Centre Warrengate Trinity Medical Centre
City Fields east of the town centre	Maybush Medical Centre Trinity Medical Centre Warrengate Eastmoor Homestead Patience Lane
South East towards Walton and Chaplethorpe	Chaplethorpe Lupset Maybush Trinity Medical Centre Warrengate
Horbury/Ossett	Homestead Lupset Middlestown Orchard Croft Ossett Surgery Trinity Medical Centre

In our information to patients, we are inviting them to have their say on the proposal and to do so by 17 March 2023.

Please encourage your constituents who are registered with us to share their views. If you would like more information or clarification to any of the points, please let us know by contacting the practice manager.

e. Poster

Proposed Change to Practice Boundary Tell us your views

New Southgate Surgery would like to apply to change our practice boundary. We would like to reduce the size of our boundary to make sure we provide quality services to our patients.

If you are already registered with us, there will be no change for you unless you change address in the future.

Visit the practice website for more information <https://www.newsouthgatesurgery.co.uk/> or visit the Patient Participation stand in our waiting room for Frequently Asked Questions and a copy of our survey.

You can fill in our survey online: <https://www.smartsurvey.co.uk/s/NewSouthgate/>
Or Scan the QR code using your mobile phone to go the survey.



Closing date is 17 March 2023.