

Relocating Hornsey Wood Green GP Practice

Patient engagement on
plans to move the practice to
Wood Green Shopping Centre

May 2022



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Introduction

North Central London Clinical Commissioning Group (NCL CCG) and Haringey Council are working to improve health services in the local area. They are planning an Integrated Health and Wellbeing Hub in Wood Green, bringing a range of health services together in one central place in Haringey.

The plan is for Hornsey Wood Green GP Practice to move to The Mall, Wood Green Shopping Centre (159 High Road, Wood Green, N22 6YQ) during Autumn/Winter 2023.

Other services at the Hub will include:

- A new Community Diagnostic Centre (CDC), giving patients easy access to diagnostic tests, including blood tests, eye tests, x-rays and ultrasound.
- Whittington Health's community health services, dental services, audiology, and maternity.

Currently, Hornsey Wood Green GP Practice only has three rooms, and the number of patients at the practice is growing fast.

In the new location the GP practice would have more space and room to grow and expand further.

The benefits for patients include larger premises for the Practice (more space), modern facilities, and excellent links to community health services and tests. The new location also has very good public transport links (buses and tube).

Methodology

Healthwatch Haringey engaged with existing patients at Hornsey Wood Green GP Practice to seek their views on plans to move the practice to Wood Green Shopping Centre.

- We ran an online survey which was shared with existing patients at the practice. The survey was also promoted on the practice website, the Healthwatch Haringey website, and through the Healthwatch Haringey newsletter. We had 215 responses in total.
- Hard copies of the survey were given to patients visiting the practice for appointments, and they were encouraged to complete them onsite whilst waiting for their appointment. 37 hard copy surveys were returned to us.
- We spoke to 31 patients visiting the practice in person over a three day period. This enabled us to reach a broader and more diverse set of patients.
- We attended the Patient Participation Group (PPG) meeting on 8 February 2022, where NCL CCG outlined the plans for the move and the reasons for it. PPG members shared their initial views on the proposed move and we captured their feedback.

Executive Summary

Summary of survey findings

How do you feel about the plans for your GP practice to move to Wood Green Shopping Centre?

- 61% were in favour of the move (35% very happy, 26% happy).
- 27% were opposed to the move (17% very unhappy, 10% unhappy).
- 13% were not sure.

What do you see as being good about the move?

Patients saw the top four benefits of the move as:

- More space for the practice (62%).
- Modern facilities (60%).
- Links to Community Diagnostic Centre and tests (46%).
- Space for the practice to grow (41%).

15% did not see any benefits to the move.

What improvements are you most looking forward to?

Patients were most looking forward to:

- Modern facilities (55%).
- More space for the practice (45%).
- Links to Community Diagnostic Centre and tests (43%).

17% were not looking forward to any improvements.

Do you have any worries about the move?

- Many patients had no worries about the move (46%).
- The biggest worry about the move was the busy location (40%).

Will you stay with the practice if it moves to Wood Green Shopping Centre?

- 72% of patients said they would stay with the practice if it moves.
- 13% said they would not.

Considerations and challenges flagged by patients in the survey:

- Wood Green as a busy location.
- Longer journey times because of traffic/congestion around Wood Green.
- Car parking and parking costs, especially if GP was running late.
- Worry that being part of a bigger Hub/busier practice would make it harder to get an appointment, with longer waiting times, and less face to face appointments.
- Worry that a bigger and busier practice would be more noisy, crowded and dirty.
- Worry about personal safety, especially for those who are more vulnerable, e.g. older people.
- Worry about getting to, and walking through, a busy shopping centre when you/a child is unwell.
- Disabled access.

Executive Summary

Summary of in-person interview findings

- We visited the practice and spoke to 31 patients in person as they were waiting for their appointments. We reached a more diverse set of patients through these in-person interviews, than we did through the online and hard copy surveys.
- Three out of four patients (75%) were in favour of the proposed move.
- Patients saw the main benefits as being more space for the practice, modern facilities, and links to the Community Diagnostic Centre and tests.
- Most patients had no concerns about the move. For those who did, it was the busy location, and the new location being further away, involving extra travel.
- The vast majority of patients (89%) said they would stay with the practice if it moved.

Summary of PPG findings

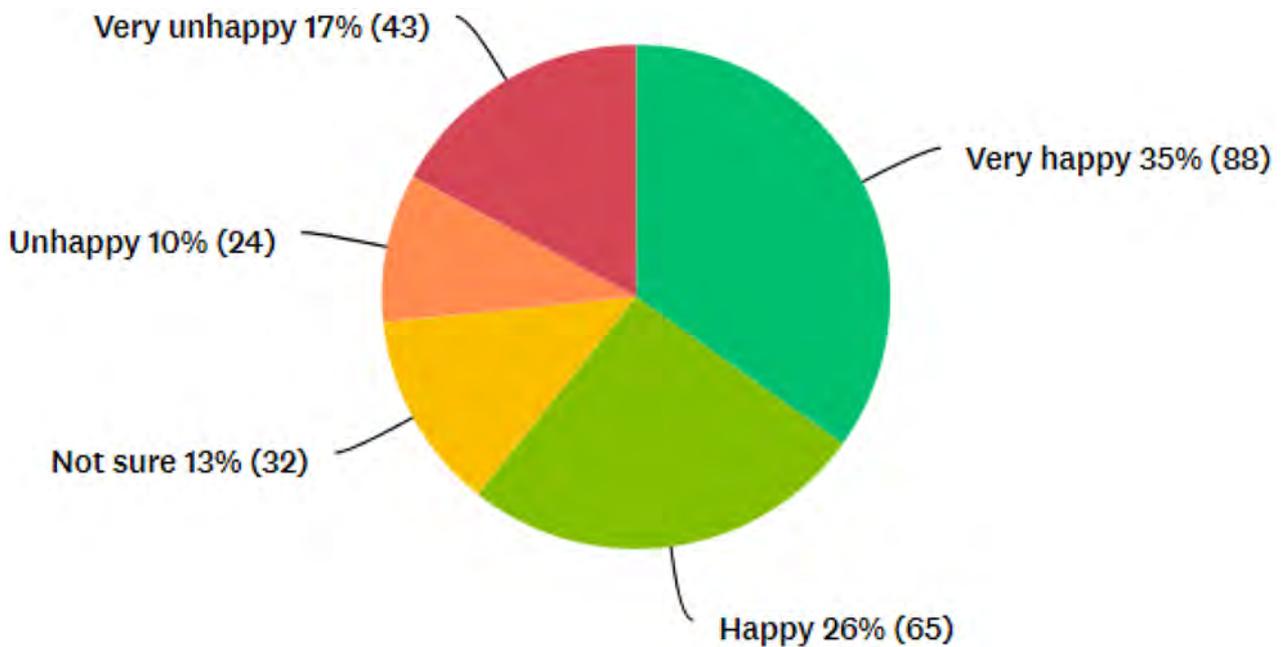
- We attended the PPG meeting on 8 February 2022 and all patients in attendance at the meeting were in favour of the proposed move, as there would be more space at the new location.

Survey Findings

Completed online and in person at the practice

How do you feel about the plans for your practice to move to Wood Green Shopping Centre?

- 61% were in favour of the move (35% very happy and 26% happy).
- 27% were opposed to the move (17% very unhappy and 10% unhappy).
- 13% were not sure.

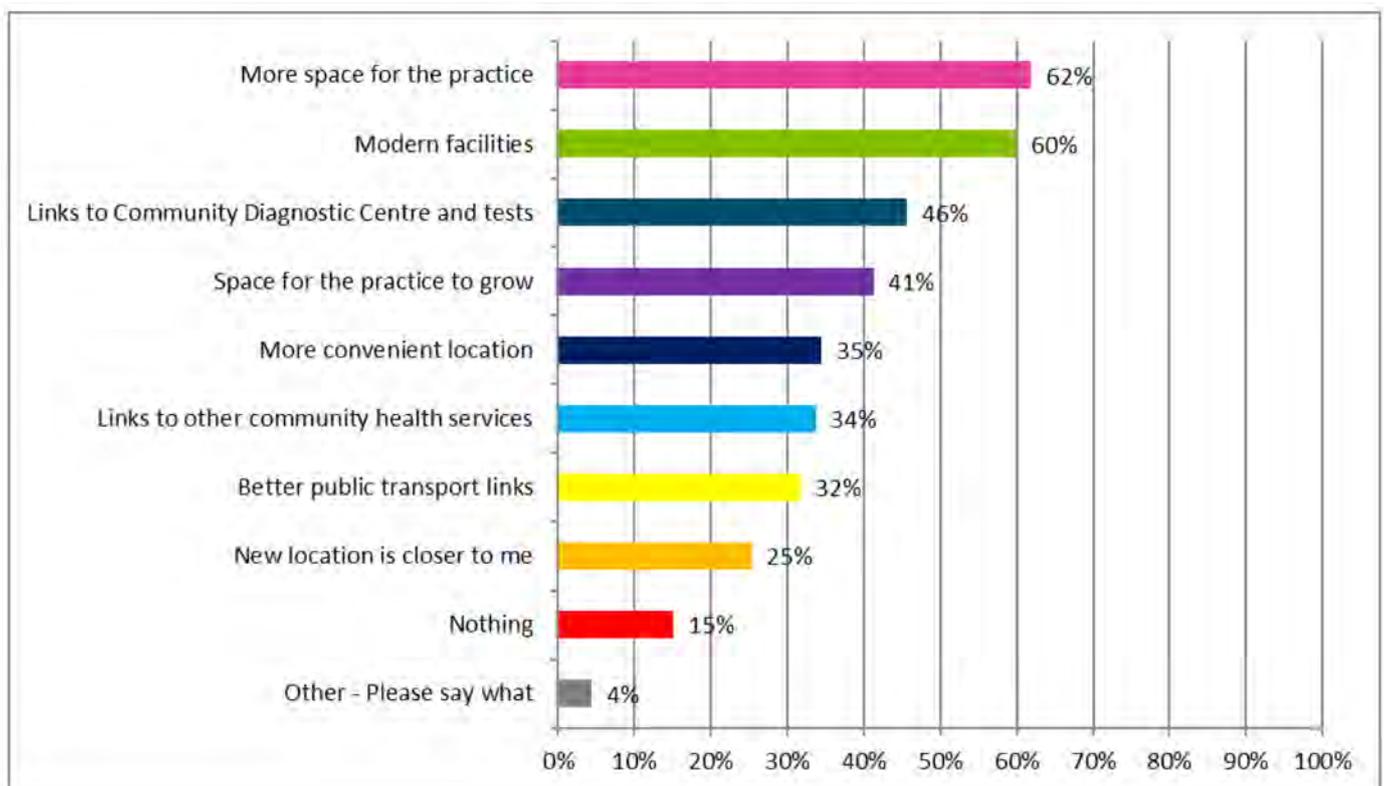


What do you see as being good about the move?

Patients saw the top four benefits of the move as:

- More space for the practice (62%).
- Modern facilities (60%).
- Links to Community Diagnostic Centre and tests (46%).
- Space for the practice to grow (41%).

15% did not see any benefits of the move.



Other feedback:

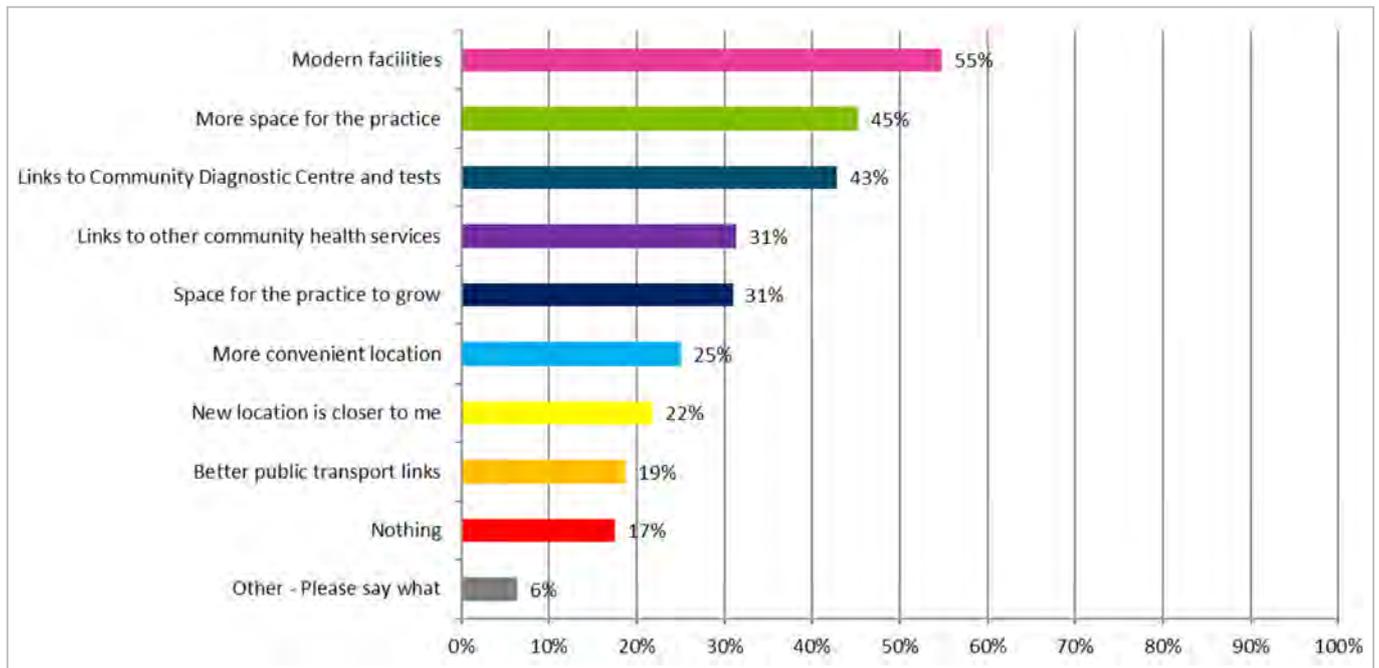
- There were winners and losers in terms of location – for some people the new location was closer to where they lived and for others further away – and this influenced how they viewed the proposed move.
- Wood Green being a busy location would mean longer journey times for some because of traffic/congestion and getting into/out of Wood Green.
- Car parking was raised as something that would need consideration.
- One person commented that super clinics are more saleable to US based healthcare providers.

What improvements are you most looking forward to?

Patients were most looking forward to:

- Modern facilities (55%).
- More space for the practice (45%).
- Links to Community Diagnostic Centre and tests (43%).

17% were not looking forward to any improvements.

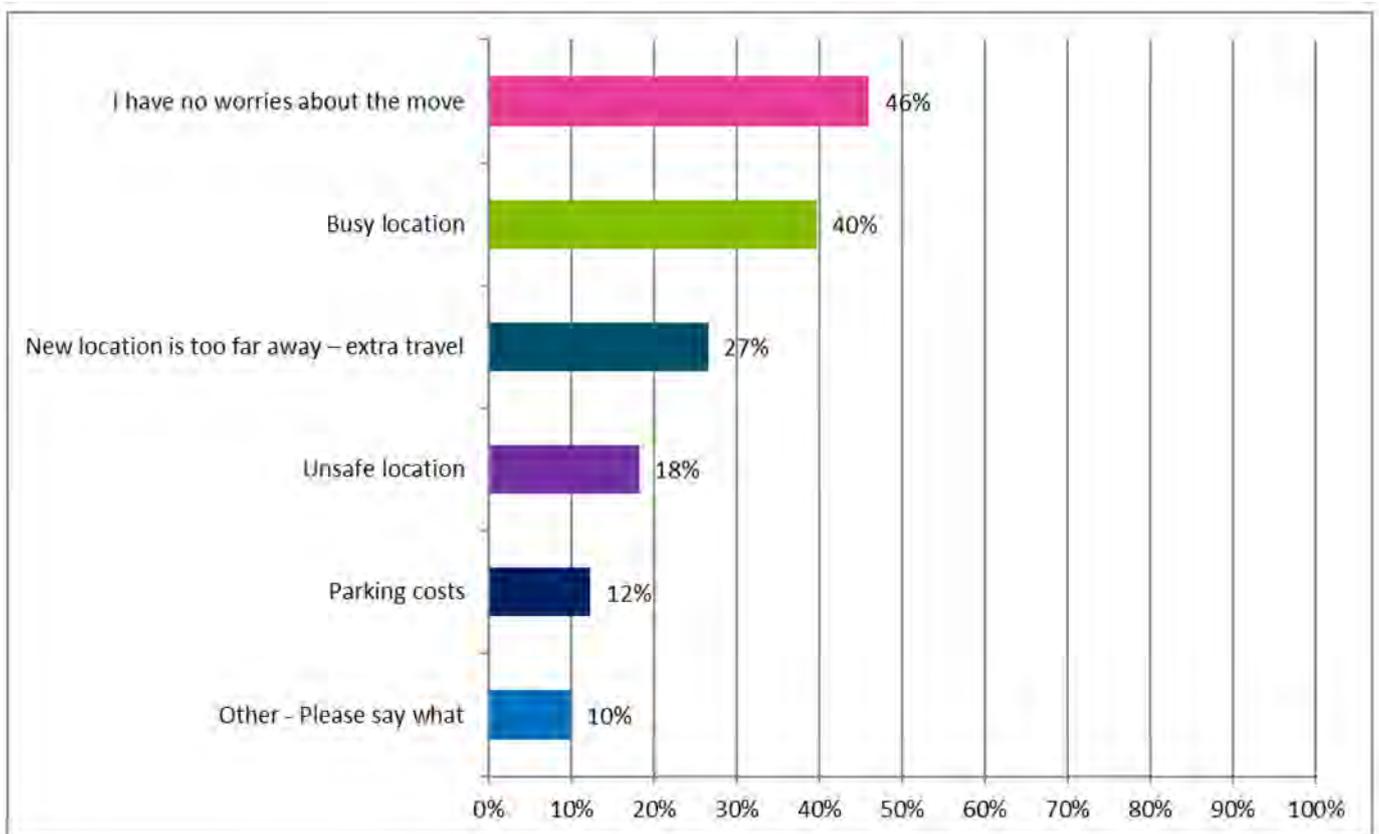


Other feedback:

- Patients commented they would like more GP appointments available – With the practice growing rapidly, they felt it would be harder to get an appointment.
- Patients also wanted more face to face appointments.
- People liked the Wood Green location as they would be able to run errands/do some shopping whilst they were there.
- People liked the Wood Green location as they would be able to get drinks and food there whilst waiting if needed.
- Patients appreciated the easier access to tests and the wider range of services available close by.
- One person commented that this facilitates Government policy to sell NHS assets to private healthcare providers.

Do you have any worries about the move?

- Many patients had no worries about the move (46%).
- The biggest worry was the busy location (40%).

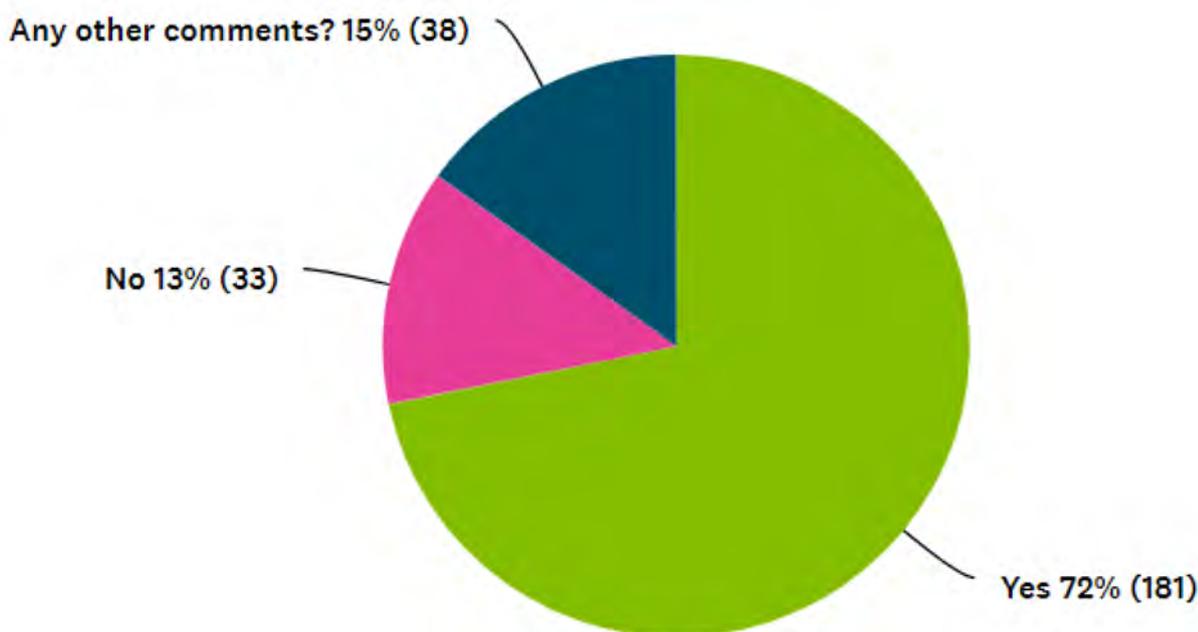


Other feedback:

- Patients were worried about how safe they would feel, especially those who were vulnerable, e.g. older people.
- Walking through a busy shopping centre when a patient/child may have health issues was a concern for some.
- Having to go to a busy shopping centre when you are unwell, where people are shopping, eating, meeting up with others, was a real concern for some people.
- Patients were worried that being part of a bigger Hub/busier practice would make it harder to get an appointment, with longer waiting times, and less face to face appointments.
- Some patients were concerned that a bigger practice in the shopping centre would be more crowded, dirtier, and unsafe.
- Commuting into/out of Wood Green would add to journey times.
- Car parking was raised as an issue, especially if the GP was delayed, as this would increase car parking costs.
- Patients were also worried about disabled access.

Will you stay with the practice if it moves to Wood Green Shopping Centre?

- 72% of patients said they would stay with the practice if it moves.
- 13% said they would not stay with the practice.



Other feedback:

- Many patients were unsure.
- For those who were undecided, many would like to consider their options first before making a decision.
- For those who were undecided, they would look to see if there were practices closer to where they lived before choosing to stay with the practice.
- Some people mentioned Wood Green Shopping Centre was too busy and felt unsafe.
- The practice becoming too busy was a real concern.
- There were winners and losers in terms of location - for some people the new location was closer to where they lived and for others further away - and this influenced how they viewed the proposed move.

In-Person Interview Findings

We visited the practice and spoke to patients in person as they were waiting to go in for their appointments. We visited on Monday 21 March, Tuesday 29 March and Thursday 31 March 2022 at different times and spoke to 31 people. This enabled us to reach a broader and more diverse set of patients than those completing the survey.

As we had limited time with the patients we only asked the key questions to focus our discussions:

How do you feel about the plans for your practice to move to Wood Green Shopping Centre?

- Three out of four patients we spoke to (75%) were in favour of the proposed move.

What do you see as being good about the move?

- More space for the practice (36%).
- Modern facilities (36%).
- Links to the Community Diagnostic Centre and Tests (36%).

Do you have any worries about the move?

Most patients had no worries about the move (71%). Amongst the patients who did, the top two concerns were:

- Busy location (7%).
- New location is too far away – extra travel (7%).

Other feedback given included:

- Concern over moving to a busy location while being unwell, e.g. having a headache and walking through the mall.
- Concern over finding the practice.
- Having the practice on ground floor is important for access.
- Feeling comfortable at the current location.
- Having more patients, and a busier bigger practice, will make it harder to get an appointment and to be seen face to face.

Will you stay with the practice if it moves to Wood Green Shopping Centre?

The vast majority of patients (89%) said they would stay with the practice. Some patients were unsure, and would want to learn more and explore other options. A few said they would prefer for the practice not to be in a busy location in a shopping centre.

Patient Participation Group (PPG) Findings

We attended the PPG meeting on 8 February 2022, where NCL CCG outlined the plans for the move and the reasons for it. The proposed move was strongly backed by the GPs, the Practice Manager, and the practice staff member attending the meeting.

People attending the PPG meeting were strongly in favour of the proposed move. The 'mood' of the room was very much in favour of the proposal, with patients, GPs, the Practice Manager, and Practice staff all on board

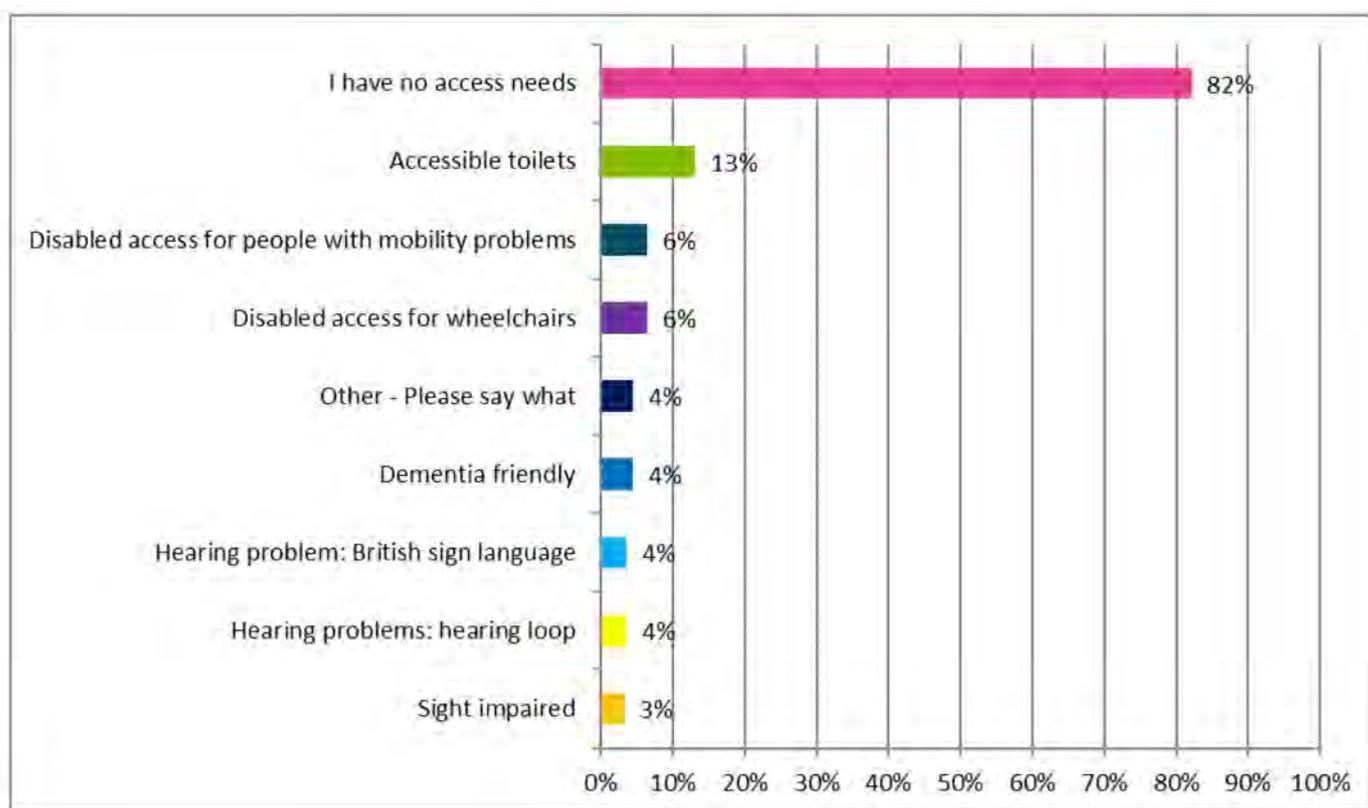
Patients at the meeting highlighted the limitations with the current building:

- Limited space throughout the building – this was an issue in terms of spreading infections like flu and COVID-19 as there was no room for social distancing.
- Very small waiting room – very limited space for prams, buggies and wheelchairs etc.
- Lack of space throughout the building was challenging for patients and practice staff.
- There are only three clinical rooms, which limited the number of patients who could be seen in person at any given time.
- There is only one small office for the whole of the staff team.

Appendix A: Access Needs

Do you have any access needs? What would you like to see in the new practice to help you more?

- The majority of our survey respondents had no access needs (82%).
- Accessible toilets are a key priority for patients in the new surgery.



Other feedback:

- Other access needs mentioned by patients were baby friendly, step-free, and for the practice to be easily accessible to those using buggies and prams.

Appendix B: Language Needs

For people with English as a second language: Do you need to use an interpreter, if so which language?

ANSWER CHOICES	RESPONSES	
Polish	1%	3
Hungarian	1%	3
Romanian	1%	3
Albanian	0%	1
Spanish	2%	5
Turkish	0%	1
Kurdish	1%	2
Arabic	2%	4
Not applicable	88%	221
Other - Please say what	Responses 4%	9
TOTAL		252

For people with English as a second language: Would you find translated material, such as leaflets or posters useful?

ANSWER CHOICES	RESPONSES	
Polish	1%	2
Hungarian	2%	4
Romanian	1%	2
Albanian	0%	1
Spanish	4%	9
Turkish	1%	3
Kurdish	1%	2
Arabic	2%	6
Not applicable	83%	209
Other - Please say what	Responses 6%	14
TOTAL		252

Appendix C: Demographic Data

How old are you?

ANSWER CHOICES	RESPONSES	
▼ 18 to 24 years	10.48%	26
▼ 25 to 34 years	37.10%	92
▼ 35 to 44 years	26.61%	66
▼ 45 to 54 years	10.48%	26
▼ 55 to 64 years	7.26%	18
▼ 65 to 74 years	3.23%	8
▼ 75 to 84 years	2.02%	5
▼ 85 years and over	0.81%	2
▼ Prefer not to say	2.02%	5
TOTAL		248

Which gender do you identify with?

ANSWER CHOICES	RESPONSES	
▼ Male	33.47%	83
▼ Female	61.69%	153
▼ Trans	0.81%	2
▼ Non-binary	1.21%	3
▼ Prefer not to say	2.42%	6
▼ Other (please specify)	Responses 0.40%	1
TOTAL		248

Is your gender identify the same as you were assigned at birth?

ANSWER CHOICES	RESPONSES	
▼ Yes	94.76%	235
▼ No	2.02%	5
▼ Prefer not to say	3.23%	8
TOTAL		248

What is your ethnicity?

ANSWER CHOICES	RESPONSES	
Arab	1.62%	4
Asian / Asian British - Indian	2.83%	7
Asian / Asian British - Pakistani	0.40%	1
Asian / Asian British - Bangladeshi	2.43%	6
Asian / Asian British - Any other Asian / Asian British background	4.05%	10
Chinese	2.02%	5
Black / Black British - African	7.29%	18
Black / Black British - Caribbean	4.05%	10
Black / Black British - Any other Black / Black British background	0.00%	0
Gypsy, Roma or Traveller	0.40%	1
White British / English / Northern Irish / Scottish / Welsh	30.36%	75
White Irish	2.02%	5
White - Any other White background	23.48%	58
Polish	1.62%	4
Romanian	1.21%	3
Hungarian	0.40%	1
Latvian	0.40%	1
Lithuanian	0.00%	0
Turkish	0.81%	2
Kurdish	0.40%	1
Mixed / Multiple ethnic groups: Asian and White	0.00%	0
Mixed / Multiple ethnic groups: Black African and White	0.40%	1
Mixed / Multiple ethnic groups: Black Caribbean and White	0.40%	1
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background	2.02%	5
Prefer not to say	6.48%	16
Other (please specify)	Responses 4.86%	12
TOTAL		247

Other answers:

- Latina
- Latin American
- Bulgarian
- Latin
- Algerian
- English
- Middle Eastern
- British-Irish
- Asia-Taiwanese
- Bulgarian
- Greek Cypriot
- Colombian

What is your religion?

ANSWER CHOICES	RESPONSES
▼ Buddhist	1.21% 3
▼ Christian	33.06% 82
▼ Hindu	1.61% 4
▼ Jewish	0.40% 1
▼ Muslim	10.08% 25
▼ Sikh	1.21% 3
▼ Atheist	3.63% 9
▼ Humanist	0.40% 1
▼ No religion	35.08% 87
▼ Prefer not to say	10.08% 25
▼ Other (please specify) Responses	3.23% 8

Other answers:

- Catholic Christian
- Orthodox
- Orthodox
- Agnostic
- Catholic
- Not specified

What is your sexual orientation?

ANSWER CHOICES	RESPONSES
▼ Asexual	0.81% 2
▼ Bisexual	6.10% 15
▼ Gay	5.28% 13
▼ Heterosexual / Straight	74.39% 183
▼ Lesbian	1.22% 3
▼ Pansexual	1.22% 3
▼ Prefer not to say	9.76% 24
▼ Other (please specify) Responses	1.22% 3
TOTAL	246

Other answers:

- Queer

Do you consider yourself to be disabled?

ANSWER CHOICES	RESPONSES	
Yes	7.66%	19
No	85.48%	212
Prefer not to say	6.85%	17
TOTAL		248

Do you have a long-term health condition?

ANSWER CHOICES	RESPONSES	
Yes	29.03%	72
No	62.90%	156
Prefer not to say	8.06%	20
TOTAL		248

Are you a Carer?

ANSWER CHOICES	RESPONSES	
Yes	8.47%	21
No	88.71%	220
Prefer not to say	2.82%	7
TOTAL		248

Is English your first language?

ANSWER CHOICES	RESPONSES	
Yes	60.73%	150
No	36.03%	89
Prefer not to say	3.24%	8
TOTAL		247



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