

## Online Consultation Questions from 5<sup>th</sup> October 2020

**Is there any point in putting our concerns over to you? There are so many reasons it should not be closed and using COVID as an excuse is not a viable excuse.**

This is a public consultation and we are asking for the views of our patients and stakeholders about our proposals. Our application will be presented, together with a report highlighting the views received, to the Lincolnshire Clinical Commissioning Group at their Primary Care Commissioning Committee meeting for a final decision on both proposals. This meeting will be open to the public.

**In the event of an emergency in Woolsthorpe, which A and E would we call?**

Patients would continue to dial 999 in event of an emergency. There is no longer A&E available at Grantham but there is an Urgent Treatment Centre (UTC).

**Can Stackyard cope with the increase in patient numbers?**

Yes, Stackyard Surgery has a consulting room which was largely under-utilised. 80-90% of contacts are now virtual and we have doubled the appointments of available clinicians at Stackyard Surgery to accommodate the 1600 Woolsthorpe patients, in addition to 2124 Stackyard patients.

**Having visited several times the car park has been dangerous for a long time. As I have been led to believe the car park is not the responsibility of the Surgery. Is that correct?**

Yes. We received a letter from South Kesteven District Council in February 2020 informing us that the car park was unsafe and we responded that we neither own or lease the car park adjacent to Woolsthorpe Surgery.

**Stackyard surgery is a far superior building and I believe it was purpose built.**

Stackyard Surgery was purpose-built in 2004 and is owned by the Partners of Vale Medical Group, whereas Woolsthorpe Surgery is leased by the Partners.

**Will the meeting be available on line later to review?**

Meetings are available to view via our website alongside FAQs from both events.

**Do you not think that supplying and calculating all your data on the lockdown period is very unfair and unrealistic?**

Since COVID, we have had to quickly adapt to new ways of working and move towards the total triage model, as instructed by the Department of Health (Matt Hancock). This model is now the future way in which primary care will be delivered in the UK. Whilst COVID-19 expedited the move to total triage, this was pre-mandated prior to COVID-19.

**Please don't forget that Woolsthorpe surgery is also a 'purpose' built surgery. The reception area and pharmacy area are much bigger and in separate areas.**

Woolsthorpe Surgery is not owned by the Practice, so we are unable to make changes to the fabric of the building. Stackyard Surgery is owned by the Practice and benefits from a separate Reception area to the Dispensary and also has a segregated Waiting Room. Stackyard Surgery has designated Disabled Parking outside the front door and has a level access. The Surgery has multiple consulting rooms to allow for a GPs and other clinicians.