Public Consultation Plan re: changes to services at Gosbury Hill GP led health centre
# Changes to services at Gosbury Hill GP led health centre

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Foreword

Urgent and emergency care services are facing increasing pressures, linked to an ageing population, and patients with more complex needs, record numbers of people throughout the country attending Accident & Emergency (A&E) departments, problems with recruitment and a challenging financial climate.

Kingston Clinical Commissioning Group (CCG) and NHS England are constantly looking for ways we can best meet these challenges by working together with local people, local clinicians and local stakeholders to shape NHS health care services in Kingston.

The Gosbury Hill GP led health centre, located within the wards of Hook and Chessington, has long been the subject of public interest. Gosbury Hill GP led health centre offers Primary Medical GP appointments to registered patients, and urgent care appointments to non-registered patients. Kingston CCG is responsible for the commissioning of services for non-registered patients and NHS England is responsible for the commissioning of Primary Medical Services for the registered GP patient list at the practice. Together, we are inviting people in Kingston to shape the proposals to change services at Gosbury Hill GP led health centre, by taking part in our joint public consultation from 15 September to 10 November 2015.

The proposed changes to current provision at Gosbury Hill GP led health centre are:
   a) The closure and dispersal of the registered patient list (NB there are two other practices on the same site, which have capacity to take registered patients from the Gosbury Hill GP led Health Centre). Consultation on this proposal is being carried out by NHS England;
   b) The re-location of the urgent care appointment service for unregistered patients;
   c) The re-configuration of the urgent care appointment service as a ‘Walk in’ service in the new location; and
   d) Changes to the opening hours of this ‘walk-in’ service, resulting in an increased total number of consultations available during expected peak demand times.

This Consultation Plan covers the issues described in (b)-(d) above.

There has been widespread local interest in Gosbury Hill GP led health centre and we, Kingston CCG and NHS England, are very keen ‘to get it right’ – to secure the best possible service we can within our financial constraints. The central purpose of the public consultation is to obtain your ideas and views, as well as those of others living, working and studying in Kingston. We aim to consult as widely as possible through the distribution of information, the organisation of ‘drop in’ sessions and targeted events at different times of the day, social media and other online opportunities to provide feedback.

We invite you to help us improve health care services for everyone in Kingston. Patients on the registered patient list to be closed will need to register with an alternative GP practice. Patients will have a choice of registering with one of the two existing practices within the Gosbury Hill building (including one that is also...
managed by Malling Health, the current Gosbury Hill provider), two further GP practices within 0.5 miles of Gosbury Hill or another GP practice in Kingston. Our aim is to help ensure this process is as smooth as possible for patients.

The feedback received from the consultation process will be independently analysed, and the results made publicly available. The Kingston CCG Governing Body will consider the analysis of feedback received and plan to make a final decision about the service for unregistered patients by the end of the year. NHS England will publish a report regarding the closure and dispersal of the list at the same time.

We look forward to hearing from you and working with you.

Naz Jivani
Chair of Kingston CCG

William Cunningham-Davis
Head of Primary Care, South London, NHS England
1. **Context for this public consultation plan**

This consultation plan outlines the steps we intend to take to ensure that Kingston Clinical Commissioning Group, in partnership with NHS England, runs an appropriate and inclusive public consultation on the proposals regarding the changes to the GP Led health service at Gosbury Hill. A consultation summary document which explains the proposals for consultation and includes a questionnaire/feedback form will be available to obtain local views and feedback.

Kingston CCG is responsible for commissioning the Gosbury Hill GP led health centre for non-registered patients. The health centre currently offers GP appointments from 8am – 8pm, 7 days a week to registered and non-registered patients. NHS England is responsible for commissioning the Primary Medical Services for the registered GP patient list at the practice which operates as a conventional GP surgery. It should be noted that, unlike all other GP Led Health Centres in London, the Gosbury Hill GP Led Health Centre offers booked appointments rather than walk-in consultations for non-registered patients. Non-registered patients may be patients who are registered with another GP either inside or outside of the Borough of Kingston or patients that are not registered with a GP at all. Kingston CCG and NHS England have agreed to work together to consult the local population in order to discharge our respective statutory obligations.

This public consultation is being carried out during a period of significant pressures on NHS health services around the country, including Kingston. To help meet these challenges, Kingston is working with the other south west London NHS clinical commissioning groups (CCGs) – Croydon, Merton, Richmond, Sutton and Wandsworth - as part of the South West London Collaborative Commissioning. In June 2014, the six CCGs published the [South West London strategic 5 year plan](#) to improve health services for everyone in South West London and an [Issues Paper](#) followed in summer 2015. This public consultation runs alongside ongoing engagement and dialogue with local people across south west London about how best to address the challenges identified in the Issues Paper so that we can secure high quality, affordable health services.

The proposals to change the services at Gosbury Hill GP led health centre are intended to increase access to primary care for local people in Kingston. Other initiatives include the provision of GP presence at Kingston Hospital, extra weekend GP clinics over the winter months and the exploration of ideas to increase GP access for targeted groups who currently attend A&E for relatively minor ailments (for example young people aged 18-25).

After the close of this consultation, the feedback will be independently analysed, and the results made available to the Health Overview Panel in Kingston who will require assurance regarding the Public Consultation process. Kingston CCG’s Governing Body will consider the consultation feedback results and will make a final decision in respect the non-registered patient elements of the proposed changes. The final report including the analysis of consultation feedback and the CCG’s decision will be published on the
Kingston CCG website. NHS England will publish a report regarding the closure and dispersal of the list at the same time.

2 The development of this Public Consultation Plan

2.1 Principles

In developing this public consultation plan, we have paid due regard to our statutory obligations (including in the NHS Act 2006, as amended by the Health and Social Care Act 2012), the following principles and codes of good practice:

- The Cabinet Office principles for public consultation (updated November 2013);
- NHS England guidance ‘Planning and Delivering Service Changes for Patients’ (published in December 2013);
- The Secretary of State for Health’s four tests for proposals for public consultation to meet
  i. Strong public and patient engagement
  ii. Consistency with current and prospective need for patient choice
  iii. Clear clinical evidence base to support the proposals
  iv. Support for the proposals from clinical commissioners; and
- Common law requirements for proper consultation (sometimes referred to as the Gunning Principles)
  i. Consultation must take place when the proposal is still at a formative stage
  ii. Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response
  iii. Adequate time must be given for consideration and response and
  iv. The feedback from consultation must be conscientiously taken into account.

The Public Consultation is supported by three GP champions providing clinical leadership and pro-active support to the process. These clinical champions will be available at various consultation events and meetings to provide assurance regarding clinical support for the proposed changes and answer questions from the audience.

This public consultation plan was presented and discussed at the Health Overview Panel meeting on Sept 3 and approved by the Kingston CCG Governing Body meeting on Sept 8. Any feedback and comments has been incorporated into the final version. Public Consultation will commence on 15 September and continue for eight weeks starting 15 September to 10 November.

2.2 Pre Consultation engagement

Kingston CCG and NHS England are committed to on-going engagement with our local communities and this Consultation Plan is informed by previous and on-going engagement.
**Dialogue with key stakeholders**

This consultation plan has been informed by the discussions regarding the Gosbury Hill GP led health centre at Kingston CCG’s Council of Members’ meeting in July 2015 and informal and formal liaison with other key stakeholders including members of the Kingston Council’s Health Overview Panel (HOP) and NHS England. The Council of Members contains a representative from each member GP practice within the CCG’s area.

We have taken considerable steps to identify service user groups, stakeholders and people who may be particularly affected by any proposed changes to the current service. Kingston CCG and NHS England are committed to making sure that the public consultation provides genuine opportunities for local people’s voices to be heard.

The public consultation is also informed by an Equality Impact Assessment which attached to this document. In preparing the Equality Impact Assessment, we engaged with a range of stakeholder organisations both in the statutory and voluntary sector including the Equality and Community Engagement Team (RBK), Kingston Refugee Action, Kingston Churches Action on Homelessness, Learning English at Home and Kingston Healthwatch. We also spoke to practice staff at the Gosbury Hill Health Centre. This engagement has been vital in enabling us to develop our thoughts around potential options for consultation as well as enable us to assess the impact that the proposed changes may have on the Kingston population.

Important themes emerging from this dialogue and engagement with key stakeholders are –

- support for a centrally located ‘walk in’ centre,
- the need to ensure that residents of Chessington and south of the borough have adequate access to GP appointments and information about services;
- the need to ensure sufficient capacity to accommodate the potential sharp increase in the numbers of users accessing a more centrally located service
- the need to consider the quality of public transport and availability of parking for families with sick children coming from the south and north of borough
- The need to ensure that disadvantaged groups are pro-actively targeted during the public consultation. More detailed feedback is available in the accompanying Equality Impact Assessment.

The Equalities Impact Assessment is part of an iterative process. The CCG will continue to engage with stakeholders and consider equalities issues throughout the process leading to a final decision.

The Gosbury Hill GP health centre has remained an issue of community interest and public enquiry although it predates the establishment of Kingston CCG and NHS England. We have responded to enquiries by local politicians (on behalf of their constituents) and sought to take account of views expressed by members of the public at different forums (including at a CCG Governing Body meeting). A reoccurring
concern expressed by members of the public has been the view that Gosbury Hill GP Led Health Centre is located in the wrong part of the borough and current public transport links make Gosbury Hill health centre less accessible to people not living nearby or who do not have private transport. Gosbury Hill GP led health centre is served by Bus Routes 71, K2 and K4 while Surbiton Health centre is a 10 minute walk away from Surbiton railway station; and busses 281, 406 and 418 stop just outside the Health Centre on Ewell Road. The K2 also stops 7 minute walk from the Health Centre. These public transport links and its location on a busy high street make Surbiton Health Centre a more accessible location for residents and commuters in Kingston.

**Accident & Emergency (A&E) Survey – 2013**

In 2013, we sought to gain a better understanding about why local people with relatively minor ailments went to A&E for treatment. We developed a questionnaire and worked with the Kingston Hospital A&E team to survey local people attending. Some of the people surveyed said they attended A&E because their GP practice was closed or they could not get an urgent appointment. Other patients said they had attended A&E because their pain/symptoms became worse or were not going away and they had nowhere else to go, thereby highlighting the need for alternative services for unscheduled, urgent care in Kingston.

3 **Gosbury Hill GP led health centre**

The Gosbury Hill GP led health centre is located in the south west part of the borough and serves the wards of Hook and Chessington. The service opened in 2010 and the contract for the GP led health centre is currently held by Malling Health under a 10 year Alternative Provider Medical Services contract. The GP led health centre was developed as part of the initiatives following the Darzi Review in 2007 and the ‘Closer to Home’ strategy in 2008. Primary Care Trusts (PCTs) in London (predecessors to Clinical Commissioning Groups) were mandated to improve access to primary care services by developing GP led health centres to supplement existing services. The London plan proposed the creation of larger specialist centres for conditions such as stroke and heart attacks combined with a network of GP-led health centres to provide a combination of services traditionally offered by GPs and District General Hospitals.

The Gosbury Hill GP led health centre shares the same building with two other conventional GP Practices, one of which is a small practice also run by Malling Health.

The centre is open from 8am – 8pm, 365 days a year. In addition to patients registered with the practice, other members of the public can book an appointment to see a GP or nurse. This offer to other members of the public extends to those registered with another practice in Kingston, registered with another practice outside of the borough of Kingston and those not registered at all with a GP.

Aside from the Gosbury Hill GP led health centre, non-registered patients can use NHS 111 to access the most appropriate out of hours’ local health provision or where appropriate, register with a GP practice in Kingston to access GP health provision during core GP hours.
The Gosbury Hill health centre does not treat injuries but does see urgent patients on the same day. Generally 15 to 25 appointments are offered for non-registered patients Monday to Friday and 36 – 40 appointments over the weekends. The service is now delivering just over 6,500 patient appointments per year for non-registered patients.

3.1 Who uses the current Gosbury Hill GP Led Health Centre?

In developing this public consultation plan, we analysed the usage of the current GP led Health centre. The available data is captured in the information below:

Breakdown of unregistered patients attending Gosbury Hill GP led Health Centre commissioned by Kingston CCG and registered patients managed by NHS England

The Gosbury Hill GP led health centre saw 6436 non registered patients over a 12month period up to July 2015. Of these patients, a significant number were children under 15 and working age people. Practice staff observed that members of the local Travellers’ communities also used Gosbury GP led health centre frequently. The implication for the public consultation is that efforts will be made to include the affected groups identified. Registered patients will also be contacted in relation to the CCG’s consultation, and there will also be a focus on them in the consultation which is managed by NHS England into the future of the registered patient provision at Gosbury Hill GP led health centre.

A1 Number of non-registered patients seen by the GP Led Health Centre over 12 month period

<table>
<thead>
<tr>
<th>Age</th>
<th>0-4</th>
<th>5-14</th>
<th>15-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65-74</th>
<th>75-84</th>
<th>85+</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>477</td>
<td>464</td>
<td>619</td>
<td>721</td>
<td>532</td>
<td>380</td>
<td>244</td>
<td>207</td>
<td>92</td>
<td>26</td>
<td>3762</td>
</tr>
<tr>
<td>Male</td>
<td>474</td>
<td>372</td>
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<td>459</td>
<td>426</td>
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<td>952</td>
<td>837</td>
<td>924</td>
<td>1180</td>
<td>959</td>
<td>643</td>
<td>424</td>
<td>312</td>
<td>156</td>
<td>49</td>
<td>6436</td>
</tr>
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</table>

A2 Patients permanently registered (with the GP practice) as at July 2015

<table>
<thead>
<tr>
<th>Age</th>
<th>0-4</th>
<th>5-14</th>
<th>15-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65-74</th>
<th>75-84</th>
<th>85+</th>
<th>Totals</th>
</tr>
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<tbody>
<tr>
<td>Female</td>
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<td>114</td>
<td>149</td>
<td>295</td>
<td>175</td>
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<td>52</td>
<td>42</td>
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<td>6</td>
<td>1075</td>
</tr>
<tr>
<td>Male</td>
<td>113</td>
<td>129</td>
<td>113</td>
<td>251</td>
<td>205</td>
<td>140</td>
<td>72</td>
<td>32</td>
<td>9</td>
<td>1</td>
<td>1065</td>
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<tr>
<td>Total</td>
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<td>243</td>
<td>262</td>
<td>546</td>
<td>380</td>
<td>268</td>
<td>124</td>
<td>74</td>
<td>24</td>
<td>7</td>
<td>2140</td>
</tr>
</tbody>
</table>
3.2 **Breakdown of where current non registered patients come from**

Although the majority of the people using the current service are from Chessington and Hook, the table below (by post code) shows that people from across Kingston and beyond (e.g. from Leatherhead KT22 and Epsom KT 17) also use the current GP led health service. The public consultation will seek to ensure local people living in Chessington and Hook are particularly targeted for feedback and that the identified areas below with significant attendances will be included in the distribution of information about the proposals to change Gosbury Hill GP led health centre.

![Non-registered patients attending Gosbury Hill GP Led Health centre by post code](image)

There was one patient from each of the following post codes KT13, KT23, KT24, KT14, KT15, KT29, and KT57.

4 **Why do people currently use Gosbury Hill GP led health centre**

There were various reasons why local people used the Gosbury Hill GP led health centre over the last 12 months ranging from acute infections and fevers to coughs and colds. A breakdown of the top conditions presented by unregistered patients over the last 12 months (up to July 2015) is captured in diagram A4 below:

![Breakdown of presenting ailments by unregistered patients over 12 month period to July 2015](image)
These routine ‘urgent’ GP conditions (indicated above) can equally be treated at the proposed ‘Walk in’ Centre at Surbiton Health Centre.

5 Why are we proposing changes to Gosbury Hill GP led health centre?

Wider changes to reduce the pressures on A&E and urgent care services

As mentioned earlier, there are wider plans across south west London to prevent unnecessary hospital attendance and make sure that emergency care (including A&E) is reserved for people with conditions that are life threatening or present an immediate risk to long term health. Kingston CCG is part of the SWLCC (South West London Collaborative Commissioning Group) working with other CCGs to improve local NHS health services within the constraint of shared challenges, including increasing pressures on A&E, urgent care and emergency services. More information about the wider issues facing South West London is available at http://www.swlccgs.nhs.uk/issues-paper/

Local community feedback

A reoccurring concern expressed by members of the public has been the view that Gosbury Hill GP Led Health Centre is located in the wrong part of the borough and current public transport links make Gosbury Hill health centre less accessible to people not living nearby or who do not have private transport. Gosbury Hill GP led health centre is served by Bus Routes 71, K2 and K4 while Surbiton Health centre is a 10 minute walk away from Surbiton railway station; and busses 281, 406 and 418 stop just outside the Health Centre on Ewell Road. The K2 also stops 7 minute walk from the Health Centre. These public transport links and its location on a busy high street make Surbiton Health Centre a more accessible location for residents and commuters in Kingston.
Analysis of the current usage indicates that the service has not grown and the number of appointments offered has not increased substantially as originally envisaged. For purposes of comparison other GP Led Health Centres across London have grown to accommodate over 30,000 non-registered patient consultations per annum.

Similarly, the GP List for registered patients has not grown to the level originally anticipated and remains around the 2,000 level after 5 years’ opportunity for growth. Such small lists are not financially viable without considerable financial support over and above other larger practices, making them poor value for money except in exceptional circumstances. In the case of the Gosbury Hill GP Led Health Centre there are two other practices sharing the same practice premises whose lists are much larger and it is difficult for NHS England to justify the continued existence of this registered list service. Consequently a decision has been taken by NHS England to consult on the closure of the current registered GP service giving Kingston CCG the opportunity to respond to local public concerns and re-locate the service for non-registered patients to a more centralised location offering greater accessibility to more people in Kingston.

**Need to increase access to primary care**

The proposals to change the service at the GP led health centre at Gosbury Hill are intended to improve access to primary care for local people in Kingston. In 2013, when we surveyed people attending A&E, the triage nurses were asked to record the most appropriate place they thought each patient could have received their care. Only 50.5% of A&E Survey returns were deemed appropriate for A&E, with the triage nurses feeling that the other half of responders could have been seen elsewhere such as GP (28.5%) or walk in centre (18.4%). This continues to highlight the need for Kingston CCG to invest in alternative services to reduce the burden on A&E.

Pilot initiatives to reduce the pressures on emergency care include provision of a GP presence at Kingston Hospital, extra weekend GP clinics over winter and exploring ideas to increase access for targeted groups currently attend A&E for relatively minor ailments.

**Value for money**

In the current financial environment all NHS organisations must make savings and find ways to meet the rising demand for high quality local health services within constrained finances. The monies realised by the move to a more central location in the borough and dispersal of the registered list at Gosbury Hill will be retained for improvements to primary care within Kingston. The proposed new ‘Walk in’ service will offer non-registered patients the opportunity to access primary health care without the need to pre book an appointment as currently required by Gosbury Hill.
The new service is also forecast to see more people as a ‘walk in’ service although current thinking is that it will initially be open for a shorter period in the week. We are planning to open the new service from 8am to 8pm at the weekend and on Monday, times of the week when it is most difficult for patients to see a GP. By focusing the service at these times we can spend a greater proportion of the resources available on clinical staff, rather than on reception and administration. Conservatively we have calculated that the ‘Walk in’ service will be able to offer twice as many consultations for non-registered patients per annum as an 8 till 8 Monday to Sunday Service.

6 What changes are being proposed to Gosbury Hill health centre?

6.1 Closure of the registered patient list at Gosbury Hill health centre

NHS England is responsible for this part of the contract and will conduct a comprehensive patient consultation for the planned dispersal of the registered list at Gosbury Hill. This consultation will run conterminously with the Kingston CCG public consultation on the relocation of the walk-in service. Plans will ensure that patients are clear on their options of registering with an alternative GP practice, or with one of the two existing practices within the Gosbury Hill building (including one that is also managed by Malling Health the current Gosbury Hill provider), and two further GP practices within 0.5 miles of Gosbury Hill.

It is acknowledged that the proposals for both the registered list and non-registered patients of Gosbury Hill GP led health centre may impact on each other and therefore the CCG will consider the feedback from the consultation being run by NHS England before it makes its decision.

6.2 Re-configuration of the current GP led service into a ‘Walk in Centre’

At the current service at Gosbury Hill GP led Health Centre, registered and non-registered patients, subject to appointment availability, can book an appointment to see a GP or nurse. The proposed change (subject to public consultation) is for the new service to provide routine and urgent primary care for minor ailments and injuries with no requirement for patients to pre-book an appointment or to be registered at the centre or with any GP practice.

6.3 Change of opening hours

The current GP led centre at Gosbury Hill is open from 8am – 8pm, 365 days a year. It is proposed that the new service will open for 36 hours spread over the weekend and Mondays, which the analysis of current attendees shows the highest usage.

The below table shows same day appointment activity for non-registered patients at Gosbury Hill GP led health centre.
6.4 Re-location of GP led health service

The proposal, subject to public consultation, is to re-locate the GP led health service from Gosbury Hill in the south west of Kingston to Surbiton Health Centre. This continues as one of the options for public consultation below:

7 Recommended Options for Public Consultation

Option 1

To re-locate the GP led service to Surbiton Health Centre as an appointment only service, booked in advance on the day, operating Saturday to Monday over 36 hours.

Option 2

To relocate the GP led service to Surbiton Health Centre as a ‘walk in’ (no appointment needed) urgent care service operating Saturday to Monday over 36 hours.

The new service will begin with 36 hours a week spread over the weekend and Monday. The proposed opening hours are times which our research, backed by independent advice, suggests would be the times of greatest unmet Primary Care need. The weekend because most GP practices offer only limited consultations over this period, and Mondays because this has been proven to be the busiest day of the week in GP Practices, and consequently the day when patients have the greatest difficulty in securing an appointment.

The Public Consultation proposes to ask for feedback around public preferences for the new service’s opening hours now and in the future.

8 Public Consultation
In line with our statutory responsibilities, Kingston CCG and NHS England propose to run an intensive 8 week public consultation regarding the proposed changes to the registered and unregistered services at Gosbury Hill from 15 September to 10 November 2015.

Key target audiences

We aim to run an inclusive consultation to encourage as many individuals and groups in Kingston to give their views and feedback about the proposed changes to the GP led health centre at Gosbury Hill.

As indicated in the accompanying Equality Impact Assessment (Page 12), there is higher deprivation in the south of the borough where the Gosbury Hill GP led health centre is located. Health and care indicators also reveal that a higher percentage of people in the south of the borough have a long term illness or disability than the Kingston average, which may account for the higher percentage of people who identify as carers. The Consultation plan will make pro-active efforts to obtain the views of people living in the geographical location of the current service and work with voluntary sector partners to cascade information and hear the views of disabled people and those with long term condition.

Key target groups include:

- Patient participation groups at the practice
- Neighbouring GP practices who will absorb the Gosbury registered patient list if the Gosbury list is dispersed
- Local residents of Kingston (with particular regard to those in Chessington, Hook and Surbiton)
- HOP (Health Overview Panel)
- Health Watch,
- Kingston Voluntary Action (KVA)
- Local MP and Councillors in Kingston
- Parents with young children
- Young people (18-25) at Kingston University and Kingston College
- RBK Staff
- Local Neighbourhood managers
- Chessington Residents Association
- Kingston Hospital
- Your Healthcare
- South West London and St George’s Mental Health Trust
- Local GP practices
- Groups identified in the Equality Impact Assessment
- South of the Borough and Surbiton Neighbourhood committees

We also intend to notify CCGs in the surrounding areas whose local residents we have identified currently use the Gosbury Hill GP led health centre, for example CCGs serving people in Epsom and Leatherhead.

The focus of our public consultation activities will be a combination of engagement meetings, ‘drop in’ sessions, wide distribution of materials, social media and updates at key formal borough meetings.
• Letters (from NHS England and Kingston CCG) to all patients on the registered patient list
• Briefing materials to staff and displays in existing and proposed practices
• Wide distribution of consultation publicity and proposals summary document (including feedback forms) inviting comments from individual and groups. Efforts will be made to ensure that groups mentioned in the Equality Impact Assessment are targeted and the summary document available (on request) in different formats and languages. The summary document will also be available online and in print.
• Door to door leafleting of residents within selected areas (e.g. post codes where analysis shows the most significant current and anticipated service usage)
• A combination of information stalls and engagement events in different venues (see timetable outline)
• Use of Kingston CCG’s website and social media channels
• High profile outdoor advertising (courtesy of RBK)
• Two healthy living articles in the local newspaper
• Insertion of articles in existing RBK and KCCG newsletters

9 Summary of materials to support Public Consultation
• User friendly summary document of proposals (including feedback form)
• Posters, post cards
• Display banners at key access points e.g. existing and prospective practices
• Materials available online (including survey)
• Briefing and FAQs (Frequently Asked Questions) for gate keeper staff e.g. receptionist staff
Summary of timetable for Public Consultation Activity

The Public Consultation activities will be targeted at general populace of Kingston with particular emphasis on the identified groups mentioned in section 8. Pro-active efforts will be made at the start of the consultation to distribute the consultation information as widely as possible and enable people to have the maximum time to respond and give their views and feedback.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Activity</th>
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<tbody>
<tr>
<td>Launch of Public</td>
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</tr>
<tr>
<td>Consultation Sept 15</td>
<td>Social media : Twitter handles and Facebook page</td>
</tr>
<tr>
<td></td>
<td>Letter (NHS E and CCG) to all patients registered at Gosbury Hill clinic and GP led health centre</td>
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<td></td>
<td>Electronic letter / briefing to stakeholders</td>
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<td></td>
<td>Launch of social media campaign</td>
</tr>
<tr>
<td>1st week</td>
<td>Distribution of printed information as widely as possible</td>
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<tr>
<td>Sept 15 - 18</td>
<td>Display banners in targeted reception areas</td>
</tr>
<tr>
<td></td>
<td>• Surbiton Health Centre</td>
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<td></td>
<td>• Gosbury Hill GP led health centre</td>
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<td></td>
<td>• Hook Library</td>
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<tr>
<td>2nd Week</td>
<td>Information stall at Fresher’s Faye</td>
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<tr>
<td>22-25 Sept</td>
<td>Pro-active social media activity</td>
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<td></td>
<td>Healthy Living Spread in local paper</td>
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<tr>
<td>3rd Week</td>
<td>Drop in event at Chessington Children centre or local school / Public Consultation stall at RBK Enjoying later life festival</td>
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<tr>
<td>28 Sept – 2 Oct</td>
<td>Pro-active social Media (ongoing)</td>
</tr>
<tr>
<td>4th Week</td>
<td>RBK sponsored outdoor poster sites for 3 weeks (start 6th Oct)</td>
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<tr>
<td>4-9 Oct</td>
<td>On-going cascade of information via voluntary sector contacts</td>
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<tr>
<td></td>
<td>Pro-active social Media (on-going)</td>
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<td></td>
<td>Healthy Living Spread in local paper</td>
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<td></td>
<td>Presentation South of the borough Neighbourhood meeting (8 Oct)</td>
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<tr>
<td></td>
<td>Presentation at Surbiton Neighbourhood meeting (8 Oct)</td>
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<tr>
<td>5th week</td>
<td>Drop in event at Chessington Garden Centre Engagement event (Patient Forum) at Surbiton Health Centre</td>
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<tr>
<td>12-16 Oct</td>
<td>Pro-active social Media (ongoing)</td>
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<tr>
<td>6th week</td>
<td>Partnership event with Health Watch (tbc)</td>
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<tr>
<td>19-23 October</td>
<td>Pro-active social Media ongoing</td>
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<tr>
<td></td>
<td>Distribution of information (ongoing)</td>
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<tr>
<td>7th week</td>
<td>Partnership Drop-in events with Kingston Refugee Action, Kingston Churches Action on Homeless, Traveller communities,</td>
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<tr>
<td>26-30 October</td>
<td>(work with ECET to encourage as many responses to public consultation survey as possible)</td>
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<td></td>
<td>Pro-active social media</td>
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<tr>
<td>8th week</td>
<td>Consultation ends 10th November</td>
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<td></td>
<td>9 – 12 November Feedback to external agency to collate and produce report</td>
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</tbody>
</table>

NHS England will publish a report regarding the closure and dispersal of the list at the end of the consultation.

Post Consultation

9 – 12 November Feedback to external agency to collate and produce report
<table>
<thead>
<tr>
<th>Event</th>
<th>Details</th>
</tr>
</thead>
</table>
| HOP meeting | To review consultation process  
24<sup>th</sup> November |
| CCG Governing Body (extraordinary meeting) | **End November (tbc)**  
**Final Decision** |
| Post decision | Briefing to individuals, stakeholders and groups  
Information on website, face book and twitter |