

**Overview and Scrutiny Panel**  
**The Royal Borough of Windsor and Maidenhead.**  
**July 2010**

**Report on Provision of Medical Services to Wraysbury.**

Local councillors were informed of the Datchet Health Centre decision not to proceed with the option of using the Village Hall as a GP surgery at the Adult and Community services Overview and Scrutiny Committee on 8<sup>th</sup> March 2010.

The practice had considered converting the premises to provide a branch surgery facility that would be open four afternoons a week. After full evaluation of this option the partners decided it was not in the best interests of their patient population as a whole or the viability of Datchet Health Centre to provide modern healthcare services in the longer term in Wraysbury.

On reaching their decision, the partners had taken into account the views expressed both privately and publicly by Datchet and Wraysbury residents since the closure of Wraysbury Practice.

The PCT had supported this decision and met with Cllr John Lenton, Andrew Davies, Chairman of Wraysbury Borough Council and Mike Smith the previous Chair of Wraysbury Parish Council on the 12<sup>th</sup> March to discuss this decision and other areas of concern regarding vulnerable patients.

The PCT will continue to provide transport only for vulnerable people that had previously been registered with the Dr Hassan's practice in Wraysbury. A set of criteria for patient eligibility and use of the service has been developed in consultation with members of the meeting on 12<sup>th</sup> March and the Datchet patient group. This was to ensure transparency and clarity for patients. It is important to highlight that this service has always been in place and the practice has not received any complaints about its application. The PCT has always funded this service.

A further action agreed from the meeting was to survey only those patients registered at the Datchet Health Centre that had originated from the Dr Hassan's list to ask about their patient experience and services provided at the Datchet practice. This is being discussed with the Datchet patient group prior to distribution to assure clarity.

The questionnaire will determine patient satisfaction with the current service provision and to identify any unmet health provision in this particular group of patients that would then be reviewed.

The PCT recognises the Datchet Health Centres' several attempts at securing premises or sites over the last four years. The practice has proactively pursued and financed all available land and private residence options that have become

available during this period but have been unsuccessful. The chance of finding a suitable site is now unlikely.

The suggestion that taxi services should be available to all vulnerable people in Wraysbury is not viable. No other practice that serves the area has such a scheme and this would set a long term precedence that could not be supported across the PCT.

Regarding the suggestion that the patient survey should also be extended to all Wraysbury patients. The purpose of the survey is to determine whether there is any unmet need in the population that was previously registered with Dr Hassan rather than determine levels of satisfaction for those patients that have been with another practice.

The 2009-10 national GP Patient Satisfaction survey provides a good indicator of access and satisfaction. This shows that 92% of patients expressed overall satisfaction with services provided by Datchet Health Centre and that 82% were happy with the surgery opening hours. There is room for improvement around booking appointments in advance and the practice has a plan to address this area. 52% of respondents were over the age of 55years. 21% of respondents had only fair or poor health with 75% of respondents able to take time off work to access the surgery.

The PCT will communicate back to the Council when the results of the survey are available later in the summer.

**Jacky Walters**  
**Assistant Director Primary Care**  
**July 2010**