

Appendix D – record of face to face engagement

1. Children and young people

1.1

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Both parents of 3 children age 5yrs, 3yrs, and 7 months CV10 8HQ Mum 30yrs, Dad 27yrs
Comments	Camp Hill is convenient especially if you don't drive. Not a problem for us as we have a car but for the elderly, everyone needs to be considered
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

1.2

Date of Event	November 2 2015
Name of Rep	Andrea Clark

Person Engaged With	Mum age 31yrs with three children age 5 weeks, 18 months and 10 yrs' Postcode CV10 7EN
Comments	This mum commented that she didn't use Camp Hill always called 111 and got an appointment at the Out of hours service at George Eliot. Felt the consistency of GPs at Camp Hill was hit and miss
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

1.3

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Mum 34yrs with 2 children under 5yrs CV10 8BU
Comments	No problem if Camp Hill relocated Would always go to GE More staff around
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

1.4

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Mum with 3 children ages 10yrs, 2yrs, 3months CV10 8BU
Comments	Would prefer to go to Camp Hill because Out of Hours service took 2.5hours to call back
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

1.5

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Mum (36yrs)with 3 children ages 6yr, 3yr, 6months CV10 7GA
Comments	Has used George Eliot and was very happy with the urgent care service. Also, lives close by to GE so no need to travel. Mum said if she couldn't be seen quickly she would travel to Camp Hill as the priority for her was to be seen quickly. The Mum had also received a call back to see how the child was and really appreciated this extra care

Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton
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1.6

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Female 51yrs
Comments	Wouldn't have any impact if Camp Hill Walk in was relocated to GE However, parking is easier at Camp Hill
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

1.7

Date of Event	November 2 2015
Name of Rep	Andrea Clark

Person Engaged With	Mum 28yrs with 15mth old CV9 1NQ
Comments	Usually goes to Camp Hill but has moved house recently further away. Sometimes it has been difficult to get into Camp Hill so I I couldn't I would go to GE It would be no problem for me if Camp Hill was relocated to GE. However, I do find Camp Hill convenient especially when I can't get in at the GPs as they are closed at lunchtime on Friday. I would also be concerned that the relocation may put more pressure on the hospital and think it would be a shame to see Camp Hill go as it is handy and convenient
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

1.8

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Mum 34yrs old with 3 children, aged 9yr, 7yr, and 12 weeks CV10 8JS
Comments	I would always use GE When my first born was poorly I couldn't get an appointment. I never use Camp Hill. Very difficult to get an appointment with my GP. Its important to be able to see someone quickly
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road

	Stockingford Nuneaton
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1.9

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Mum age 32yrs with one child age 5mths
Comments	I would always use GE because it's the hospital and I will get the baby seen ASAP
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

1.10

Date of Event	12 November 2015
Name of Event Attended	Family Time, mothers over 20 plus 1 grandmother.
Name of Rep who attended	Jittesh Solanki

Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	12
Statutory Agencies present	None
No of members of the public	12
Summary of points from event	<ul style="list-style-type: none"> • Unawareness of Camp Hill centre for those not local. • Patient who had used found the service friendly, easy to understand and felt like they were well cared for. • Concerns over increase of infections due to more people if attending GEH. • One patient was turned down by the walk in service at Camp Hill due to not being registered there. • Clarification on services and what is relevant for A&E or UC and where to go. • Parking charges excessive and car park at GEH difficult to park at. • No available GPs at GP for one patient, so they were asked to go to GEH.

1.11

Date of Event	2 December 2015
Name of Event Attended	Riversley Childrens Centre, clinic for parents of children under 5.

Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	8
Statutory Agencies present	None
No of members of the public	8
Summary of points from event	<ul style="list-style-type: none"> • 2 parents from Polesworth were unaware of the Camp Hill walk in centre. However they would both prefer to use GEH or go to Tamworth or Good Hope Hospital, Sutton Coldfield. • Some parents would prefer a centralised service for their child's needs. • One parent registered with a GP at on Riversley Road had trouble getting through to 111 and finds GEH too far for an UC need. • One parent who had scolded their hand used the walk in centre at Camp Hill on a Sunday and described the service as "brilliant".
Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	

1.12

Date of Event	4 November 2015
Name of Event Attended	Barnardos Stay and Play 10 – 11.30am, CHESS centre, Camp Hill, Nuneaton
Name of Rep who attended	Sue Cavill
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	15 people plus children
Statutory Agencies present	None
No of members of the public	13 including 4 BME (Eastern European, Middle Eastern, African Caribbean) with their children who were all toddlers up to around the age of 3.
Summary of points from event	<ul style="list-style-type: none"> • The Camp Hill Walk In Centre is useless – it should just be a WIC or just a doctors. If you're registered with the doctor you're not allowed to use the walk in service, but if you ring the doctor, by 8.05 am there are no appointments and you might have to wait two hours • We (group of 4 mums of small children) all go to GEH. Prefer the OoH doctor at GEH. Receptionists at Camp Hill are under massive stress and have a bad attitude • It's difficult to get to GEH if you haven't got a car. Last year I had to go to Birmingham once • To go to GEH you have to make an effort, whereas because Camp Hill is on the doorstep people just drop in for anything even when they don't really need to

	<p>see a doctor. Fewer people will use the service if they don't need it if it goes to GEH</p> <ul style="list-style-type: none"> • I like the WIC. It would be difficult if it moves for me, because of transport. One child, 3.5 yrs • I mum of small child, I've used the WIC a few times and found it really helpful. Advice more helpful than my own doctor. Useful because it is local – in hospital you have a big wait • Mum of 18 month child: WIC is very convenient. I have used it 3 times since child was born. I can always get an appointment at my GPs • 1 mum – it's very convenient to go to in emergencies. GEH is a bit too far. I'd prefer the WIC to stay • 2 mums: If my child is ill now I wait for an appointment. They usually give preference to small children. If I have to go to GEH I either drive or wait for my husband. But parking is complicated so I prefer here • 1 mum of toddler: I've used the WIC and it's really good. It's more hassle to go to GEH, parking, traffic, further to go. • 1 mum: I used it at the weekend but wouldn't normally. I would go to GEH if the WIC on Camp Hill wasn't open. But if you don't drive it's difficult. They've always had some sort of surgery there (this lady was reassured that the GP surgery would remain) • 1 mum: I want it to stay and there should be more of them in other local areas. It's 10 minutes to walk and I don't always have access to a car. Lots of people in the area don't have access to a car. To walk to GEH would take an hour. There is only one bus every hour. It's far to go to GEH when you've got a young baby. I wouldn't recommend GEH as sometimes when your child is ill you need to be seen straight away. The WIC is close for a quick response with an ill child • 1 mum of 2 yr old: The WIC is not a service I rely on. The one time my husband went there they weren't very helpful. The queues are too long to sit in with a toddler. If I was gravely ill I would get to GEH or Walsgrave. But when I was ill 2 weeks ago I rang 111 – they generally sort you out. If they are worried about you you get an emergency appointment. Also my GP surgery, Arbury Medical Centre- if you ring in the morning you generally get an appointment
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Log any action points and who is taking them	Using feedback in consultation report
Date/Time of Next Meeting and location if agreed	N/A
Event Organiser contact details	N/A

1.13

Date of Event	26 November 2015
Name of Rep	Claire Hornsby
Person Engaged With	I got 19 questionnaires completed
Comments	<p>Here are my typed notes from today. ,</p> <p>There weren't many people at the first event, and at the second I had to fill most of the questionnaires in for people as they had babies on their knees.</p> <p>I ended up asking those questions you wanted as well Andrea, feedback as follows:</p> <p>1- Kingsbury children's centre 9:30-11:00 Only 7 ladies there, 4 questionnaires competed, the remaining 3 ladies were not from the catchment area, but I still asked the additional questions. Responses were as follows:</p> <p>What will this mean for you?</p> <ul style="list-style-type: none"> • Nothing (6/7) • Went to Camphill for urgent care last time, but drives so won't make much difference (1/6)

	<p>Are you registered with a GP?</p> <ul style="list-style-type: none"> • Peartree, Kingsbury (6/7) • Atherton (1/7) <p>Have you ever used urgent care at the weekend?</p> <ul style="list-style-type: none"> • No 6/7) • Yes at Good Hope (1/7) <p>Where did / would you go for urgent care?</p> <ul style="list-style-type: none"> • Camphill • good hope • local a/e (mile oak) • Robert peel walk in. <ul style="list-style-type: none"> • Additional feedback from health visitor working at the Kingsbury centre - Debbie Mills (01827 89752) NHS South Warwickshire NHS FT says Kingsbury village need more services i.e. a walking centre in Kingsbury as patients here are from many surrounding villages. Some residents from Staffordshire villages would be seen at the practice too. Patients currently have to attend urgent care in George Eliot, Sir Robert Peel or Mile Oak. Nurse thinks the practice might be managed by South Warwickshire CCG if you wanted to pass it on via your contacts as a "Listening" exercise, like we do in Lincs. I've also advised her to contact the CCG direct if she has concerns via their website. <p>Additional Info</p> <ul style="list-style-type: none"> • One lady says she has recently moved but where she lived before she would use Camp hill for urgent care. Last time she went there she was sent to George Eliot instead. She therefore thought it would be best to centralise for people able to travel. She said this may not be good for those who cannot drive and consideration needs to be given for access to services for these people. This was a general comment and was mirrored by those at the Camp hill location as well <p>2 Camp hill Early Years, Hollystiches Rd – Baby check ups 1:30-3pm</p> <ul style="list-style-type: none"> • 15/25 mothers who attended completed consultation document • I left some questionnaires on the table and asked staff to complete and return via the free post.
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	<p>What will this mean for you?</p> <ul style="list-style-type: none"> • Nothing, but not good for rest of family who can't drive • Nothing, only used once, when could not get in to see the GP • No difference as can drive • Nothing, never used it (3) • Make it harder to access services X4 • Make it easier to see my GP as I am registered at the practice and currently have to wait for the walk-in patients to be seen first. • Would mean I would have to travel further • Travel further, some people would have to pay for a taxi • No difference would go to George Eliot anyway • No difference moving house, so closer to other centres <p>Are you registered with a GP?</p> <ul style="list-style-type: none"> • Camp hill (6/15) • Chancery Lane, Harts Hill (1/15) • Arbury medical Centre (2/15) • Chapel End (2/15) • Springhill Medical Centre (2/15) • Manor Court Medical (2/15) <p>Have you ever used urgent care at the weekend?</p> <ul style="list-style-type: none"> • No (6/15) • Yes (9/15) <p>Where did / would you go for urgent care?</p> <ul style="list-style-type: none"> • Camp hill walk-in (8/15) • George Eliot Hospital A&E (6/15) • Wolsgrove Hospital, Coventry A&E (1)
<p>Location</p>	

1.14

Date of Event	19.11.15
Name of Rep	Sabina Esat
Person Engaged With	7 people mums with babies at health visitor clinic.
Comments	<p>Key comments.</p> <p>Camphill is easy for mums as we don't have to travel far with children.</p> <p>Would be nice to have to separate queues so your not waiting too long.</p> <p>Separate doctor for walk in and separate doctor for gp surgery.</p> <p>A direct bus route might help.</p> <p>Camphill is very near and quick and easy.</p> <p>A lot of mums don't know about it but if they did they would definitely use it.</p>
Location	Hartshill community centre

2. GP surgeries

2.1

Date of engagement	4/11/2015
Name of Rep	Jittesh Solanki
People Engaged With and comments	Female, 24 years old, patient at Camp Hill, CV11 George Elliot has lots of congestion. Waiting times are long and parking charges are high. GEH will be unable to cope with the demand if urgent care service is centralised. Camp Hill is preferred as more comfortable fir access and registered with GP there.
Location	Camp Hill GP surgery

2.2

Date of Event	05 November 2015
Name of Rep	Sabina Esat
Person Engaged With	Patients at GP practice
Comments	Key comments. Camphill limited services.

	<p>Camphill very fast and efficient.</p> <p>GEH option is better in theory but the transport system needs to be looked at. Generally people need to catch two buses to get to GEH each costing approx. - £4 so total of £8.00 per day, per journey.</p> <p>If the CCG wants to move the walk in service then you need to add a bus service that compensates for the move so that the people are not disadvantaged. A bus that goes from camphill surgery to GEH direct.</p> <p>If the CCG make the move but don't address the issues then people will just ring 999. This will cause a ripple effect in the A&E. This was seen before when the camphill walk-in-clinic closed before and the ambulance service and A&E was inundated.</p> <p>The people in that area are very poor and vulnerable. Older people and mums with young children who don't have easy access to transport, finance or support.</p> <p>People who know about camphill rely on it heavily.</p> <p>A lot of people do not know about the service. Had they known about it they would have definitely used it.</p> <p>If the camphill walk- in-service can be modified to have more services and also separated from the gp surgery that would improve the services.</p> <p>People who use the surgery do not like the walk-in-appointments as they are given priority. Two separate lines/clinics should be running parallel.</p>
<p>Location</p>	<p>Manor court surgery, 5 manor court avenue, Nuneaton, cv11 5hx</p>

2.3

Date of Event	16.11.15
Name of Rep	Sabina Esat
Person Engaged With	Patients at GP practice
Comments	<p>Key comments.</p> <p>Camphill limited services.</p> <p>Camphill very fast and efficient.</p> <p>GEH option is better in theory but the transport system needs to be looked at. Generally people need to catch two buses to get to GEH each costing approx. - £4 so total of £8.00 per day, per journey.</p> <p>If the CCG wants to move the walk in service then you need to add a bus service that compensates for the move so that the people are not disadvantaged. A bus that goes from camphill surgery to GEH direct.</p> <p>If the CCG make the move but don't address the issues then people will just ring 999. This will cause a ripple effect in the A&E. This was seen before when the camphill walk-in-clinic closed before and the ambulance service and A&E was inundated.</p> <p>The people in that area are very poor and vulnerable. Older people and mums with young children who don't have easy access to transport, finance or support.</p> <p>People who know about camphill rely on it heavily.</p> <p>A lot of people do not know about the service. Had they known about it they would have definitely used it.</p> <p>If the camphill walk- in-service can be modified to have more</p>

	<p>services and also separated from the gp surgery that would improve the services.</p> <p>People who use the surgery do not like the walk-in-appointments as they are given priority. Two separate lines/clinics should be running parallel.</p>
Location	Springhill medical centre, phil Collins way arley CV7 8FD

2.4

Date of Event	23.11.15
Name of Rep	Sabina Esat
Person Engaged With	<p>Patients at GP practice</p> <p>30 completed</p>
Comments	<p>Key comments.</p> <p>The surgery runs late hours clinic anyway so can they not extend their services.</p> <p>Camphill limited services.</p> <p>Camphill very fast and efficient.</p> <p>GEH option is better in theory but the transport system needs to be looked at. Generally people need to catch two buses to get to GEH each costing approx. - £4 so total of £8.00 per day, per journey.</p> <p>If the CCG wants to move the walk in service then you need to add a bus service that compensates for the move so that the people are not disadvantaged. A bus that goes from</p>

	<p>camphill surgery to GEH direct.</p> <p>If the CCG make the move but don't address the issues then people will just ring 999. This will cause a ripple effect in the A&E. This was seen before when the camphill walk-in-clinic closed before and the ambulance service and A&E was inundated.</p> <p>The people in that area are very poor and vulnerable. Older people and mums with young children who don't have easy access to transport, finance or support.</p> <p>People who know about camphill rely on it heavily.</p> <p>A lot of people do not know about the service. Had they known about it they would have definitely used it.</p> <p>If the camphill walk- in-service can be modified to have more services and also separated from the gp surgery that would improve the services.</p> <p>People who use the surgery do not like the walk-in-appointments as they are given priority. Two separate lines/clinics should be running parallel.</p>
Location	Chapel end surgery, 10 camphill road Nuneaton, cv10 0jh

2.5

Date of Event	24 November 2015
Name of Event Attended	Chancery Lane Surgery, Chancery Lane, Nuneaton, Warwickshire, CV10 OPB
Name of Rep who attended	Jittesh Solanki

Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	17
Statutory Agencies present	None
No of members of the public	17
Summary of points from event	<ul style="list-style-type: none"> • Many would use Camp Hill for urgent care and out of hours services. • Some who had used it found it useful and accessible. • Some patients had used the walk in service when they weren't able to get appointments with their regular GP at Chancery Lane. • A couple of patients were unaware of the walk in service at Camp Hill and had thought it was closed. They had said they would have/would use it now they know it is available. • Some patients commented on the lack of blue badge spaces available at GEH. • GP's at GEH were commended and had provided a good service. • One lady commented on how Camp Hill was not a nice place and smelt of Cannabis due to the teens in the area. Also found it unsafe and would prefer going to GEH due to this. • Camphill limited services. • Camphill very fast and efficient. • GEH option is better in theory but the transport system needs to be looked at. Generally people need to catch two buses to get to GEH each costing approx. - £4 so total of £8.00 per day, per journey. • If the CCG wants to move the walk in service then you

	<p>need to add a bus service that compensates for the move so that the people are not disadvantaged. A bus that goes from camphill surgery to GEH direct.</p> <ul style="list-style-type: none"> • If the CCG make the move but don't address the issues then people will just ring 999. This will cause a ripple effect in the A&E. This was seen before when the camphill walk-in-clinic closed before and the ambulance service and A&E was inundated. • The people in that area are very poor and vulnerable. Older people and mums with young children who don't have easy access to transport, finance or support. • People who know about camphill rely on it heavily. • A lot of people do not know about the service. Had they known about it they would have definitely used it. • If the camphill walk- in-service can be modified to have more services and also separated from the gp surgery that would improve the services. • People who use the surgery do not like the walk-in-appointments as they are given priority. Two separate lines/clinics should be running parallel.
<p>Log any action points and who is taking them</p>	<p>N/A</p>
<p>Date/Time of Next Meeting and location if agreed</p>	
<p>Event Organiser contact details</p>	

2.6

Date of Event	27 November 2015
Name of Event Attended	PPG meeting at Pear Tree Surgery, Kingsbury
Name of Rep who attended	Jittesh Solanki & Jenni Northcote
Role of rep e.g. presentation or in attendance only	Presentation by Jenni, Attendance by Jittesh
Total Number of attendees	12
Statutory Agencies present	2 GPs present, 1 Practice Manager present.
No of members of the public	9
Summary of points from event	<ul style="list-style-type: none"> • The area of Kingsbury is often ignored in consultations. North Warwickshire tends to look at the main towns and villages such as Nuneaton, Bedworth and Atherstone. • This can mean places like Kingsbury, Coleshill and Great Packington do not offer services near them. For them to reach Nuneaton it would be difficult and out of the way. • Also, the members were concerned engagement hadn't been well promoted in areas such as this. They would have liked to have a greater input in the consultation and were quoted as saying "just because they have a low population they aren't chosen, but they do still exist". • One of the reasons they suggested could be why

	<p>places like Kingsbury are believed to be ignored was due to it being too far away from main areas like Nuneaton.</p> <ul style="list-style-type: none"> • Kingsbury residents often use the Robert Peel hospital and wanted to know if a walk in service there could be provided as it would be easier and quicker for many of them to access in an urgent care matter. • Local WI meeting and Kingsbury Methodist church groups had good turnouts and were considered by Jean to be ideal for engagement. • A&E patients are expected to have risen over 50% over the year of 2015 according to one member completing a project for GEH. • A&E at GEH should have 5 consultants but is run by 2 as well as 1 other who does not work weekends. • Concern that if Pear Tree surgery is closed eg, out of hours they would have to travel all the way to GEH/Camp Hill. This would be problematic with Sunday service on buses.
Log any action points and who is taking them	Look at promoting consultation in more rural areas away from Nuneaton/Bedworth/Atherstone.
Date/Time of Next Meeting and location if agreed	N/A
Event Organiser contact details	

2.7

Date of Event	4 December 2015
Name of Event Attended	Hazelwood GP surgery, Coleshill, Birmingham, B46 3LD.

Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	33 spoken with, 22 surveys completed
Statutory Agencies present	None
No of members of the public	33
Summary of points from event	<ul style="list-style-type: none"> • Mixed feedback from patients. Some preferred GEH as their main hospital whereas others preferred Heartlands (Bordesley Green) or Solihull hospital/walk in centre, Good Hope (Sutton Coldfield) hospital also preferred by some patients. • GEH was preferred to Camp Hill walk in centre as most did not know where this was and had more awareness of GEH and route to get there. • No buses to Nuneaton, would have to go Birmingham first and then get a bus to Nuneaton which is believed to take a long route around. • For drivers this didn't seem to make much difference however for non-drivers it was claimed buses would take 2-3 hours and a taxi would be in the region of £20-£30 one way. • Common thoughts that Nuneaton and Bedworth tend to get most of the services and facilities whereas the more rural areas don't. • Suggestions that Kingsbury would make a good location for a walk in centre as considered fairly central to North Warwickshire map. • Bus service from Coleshill is claimed to have changed to go past Solihull hospital. • Only one person aware of Camp Hill walk in centre.

Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	

2.8

Date of Event	8.12.15
Name of Rep	Sabina Esat
Person Engaged With	Patients at GP practice
Comments	<p>Key comments.</p> <p>Camphill limited services.</p> <p>Camphill very fast and efficient.</p> <p>GEH option is better in theory but the transport system needs to be looked at. Generally people need to catch two buses to get to GEH each costing approx. - £4 so total of £8.00 per day, per journey.</p> <p>If the CCG wants to move the walk in service then you need to add a bus service that compensates for the move so that the people are not disadvantaged. A bus that goes from camphill surgery to GEH direct.</p> <p>If the CCG make the move but don't address the issues then</p>

	<p>people will just ring 999. This will cause a ripple effect in the A&E. This was seen before when the camphill walk-in-clinic closed before and the ambulance service and A&E was inundated.</p> <p>The people in that area are very poor and vulnerable. Older people and mums with young children who don't have easy access to transport, finance or support.</p> <p>People who know about camphill rely on it heavily.</p> <p>A lot of people do not know about the service. Had they known about it they would have definitely used it.</p> <p>If the camphill walk- in-service can be modified to have more services and also separated from the gp surgery that would improve the services.</p> <p>People who use the surgery do not like the walk-in-appointments as they are given priority. Two separate lines/clinics should be running parallel.</p>
Location	Station street surgery

3 – Camphill walk in centre

3.1

date of Event	November 2 2015
Name of Rep	Andrea Clark
location	Engagement with people at Camp Hill WIC on

<p>Comments</p>	<ul style="list-style-type: none"> • Mother with 5 month old baby attending the WiC as own GP refused to offer appointment and had previously mis diagnosed child according to mother. The WIC is convenient as lives close by. Would use at the weekend. Important to be seen quickly. Wouldn't mind using GE • Male 28yrs in a wheelchair (disabled) (CV10 8LG) accompanied by female 20yrs cv11 4rh. Not registered at the WIC registered at Red Roofs Surgery Doesn't have a dentist so visiting the WIC to see a dentist. For urgent care need would call 111. Can see the reason for considering re location to GE but there are things to consider: GE is more central but service needs improving at GE, long waits at A and E and a reluctance to class anything as an emergency. Transport not a problem for this person. • Female 51yrs, registered with GP at Camp Hill. Uses Walk in Centre also as it is local and within walking distance. Transport not a problem for this person but would like to keep the service at Camp Hill as it is convenient • Male 61yrs CV10 9QJ Registered at Camp Hill surgery but also used WIC
<p>Location</p>	

3.2

<p>Date of engagement</p>	<p>4/11/2015</p>
<p>Name of Rep</p>	<p>Jittesh Solanki</p>
<p>People Engaged With and comments</p>	<p>Mixed genders and ages. Patients at camp hill had used the urgent care service mainly on weekends and were fairly happy with the service. This</p>

	includes babies from young parents and due to ease of access. Some patients were not registered with GP but had attended for other services such as Ultrasound scans but would be open to using Camp Hill urgent care walk in service over GE. Fit and hearty ladies I spoke with were over 80 and preferred Camp Hill walk in service to stay due to community and location with one woman claiming option 1 as “ridiculous”.
Location	Camp Hill Walk In Centre Over 50 fit and hearty group, Chess Centre.

4 - Community groups and community centres

4.1

Date of Event	4 November 2015
Name of Event Attended	Fit and Hearty gentle exercise for older ladies, CHESS centre, Camp Hill, Nuneaton
Name of Rep who attended	Sue Cavill and Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	16
Statutory Agencies present	None

<p>No of members of the public</p>	<p>16</p>
<p>Summary of points from event</p>	<ul style="list-style-type: none"> • This estate is being rejuvenated. Lots of new houses are being built, there are young families – how will they get to GEH? There are young mums and older people • In emergency you can walk to the WIC. If you’ve got a child and you’ve got to get to GEH, by the time you get there it could be critical • We need the WIC as this is a community the council are developing. Talk to the council • I’m from Galley Common, two miles away (CV10 9NQ). But I have used the WIC. It’s easy to get to and you haven’t got to go into town and pay parking. They’re also building in Galley Common. People there would use the WIC if they knew it was there • It’s needed here for young families. I’m an older person and I used it once but found them quite rude, so if I needed urgent care I would just wait to see my own doctor • Leave it as it is • If it’s to be one or the other I’d prefer GEH because it has all the facilities there if needed • I used the WIC once for my great grandchild but I still had to go to GEH • I used it once but I wasn’t very impressed. I was told to get a bus or taxi to GEH. But if you’ve got children, how will you get down there • But my granddaughter used it and it was brilliant • “Ridiculous” to relocate walk in service. • Direct bus link removed. • Teens/potential ASBO youths staying out late may put people off attending in the evening. • Some people put off going to GE as too far, local walk in service would encourage them to seek advice/treatment sooner. • Unimpressed as went to walk in centre and told by GP after hour of waiting to get bus or taxi to GE.

Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	

4.2

Date of Event	14/12/15
Name of Event Attended	Veterans Contact Point – Employees -1 male, 1 female.
Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	2
Statutory Agencies present	None
No of members of the public	2

<p>Summary of points from event</p>	<ul style="list-style-type: none"> • Veterans rarely go to the doctors unless extremely serious. • Ex-servicemen do not access health as much and as a result this leads to deterioration and worsens conditions. • You are more likely to catch a virus at GPs due to the many illnesses from patients when visiting. • Larger impact on Camp Hill and the local residents of that area if walk in centre moves. • Money saving for NHS as they will be saving by having a centralised service. • Support for armed forces community as they struggle to talk to GPs regarding any health issues they might have. • Clearer understanding of what places can offer help, eg pharmacists, GP, WIC. • To keep WIC at Camp Hill would be duplicating services. • Ex-servicemen are entitled to priority treatment but many GPs are unaware of this and may be entitled to free prescriptions, however due to a lack of awareness this does not occur regularly enough. • With a WIC would a nurse assist with minor injuries/conditions or would a GP be responsible for all patients that attend.
<p>Log any action points and who is taking them</p>	<p>N/A</p>
<p>Date/Time of Next Meeting and location if agreed</p>	
<p>Event Organiser contact details</p>	

4.3

Date of Event	November 2 2015
Name of Rep	Andrea Clark
location	Engagement with people at the CHESS centre Camp Hill November 4 2015
Comments	<ul style="list-style-type: none"> • Older people need to be considered especially in the bad weather. Urgent Care at Camp Hill is more convenient. Can go to GE but would take 40mins on a mobility scooter • Female 40-45yrs (CV10) It would be very difficult to travel, also the cost. Camp Hill not only for local people but for other people eg my son at Hinckley used for his daughter • Female 19yrs CV10 also agrees with the above and keep Camp Hill – cost of transport • 67yrs CV10 9EA, keep Camp Hill, lots of pensioners and unemployed, there would be transport costs, GE is out of the way, there is no bus, would need to pay for taxis • Female 37yrs (CV10 9BX) Parent of 3 children – it would make no difference if the service was re located to Camp Hill
Location	CHESS Centre Camp Hill

4.4

Date of Event	November 2 2015
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Name of Rep	Andrea Clark
People Engaged With at the CHESS CENTRE Camphill	
Comments	
Location	<ul style="list-style-type: none"> • Keep Camphill walk in centre at GE you have to pay for parking and its difficult tp get to if you cant drive as you need tp take 2 buses • CV10 0LJ Key issue is transport. There used to be a bus to GE but now you need 2 buses. As I don't drive I need a taxi wherever I go I have been to Camphill on a Sunday afternoon which was very convenient. It would be a lot more expensive to get to GE by taxi • The best place for a WIC would be Atherstone as people in the rural north are disadvantaged. For them it is a long way to GE or Camphill Camphill in comparison is very close to GE

4.5

Date of Event	November 2 2015
Name of Rep	Andrea Clark
Person Engaged With	Both parents of 3 children age 5yrs, 3yrs, and 7 months CV10 8HQ Mum 30yrs, Dad 27yrs

Comments	Camp Hill is convenient especially if you don't drive. Not a problem for us as we have a car but for the elderly, everyone needs to be considered
Location	Health Visitor Mum and baby clinic Stockingford Early Years Library 57 Paul's Road Stockingford Nuneaton

4.6

Date of Event	December 7 2015
Name of Event Attended	Engagement with the Gypsy/Traveller community at Griff Park Caravan site, Nuneaton, Warwickshire, CV10 7PE
Name of Rep who attended	Andrea Clark and Emma Dashfield
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees/people spoken to	9 members of the Gypsy/Traveller community
Statutory Agencies present	Caravan site manager from Warwickshire County Council
No of members of the public	9 members of the Gypsy/Traveller community
Summary of points from event	<ul style="list-style-type: none"> All of the Gypsy/Travellers spoken to were happy with Option 1 to relocate the Walk in Centre from Camp Hill to George Eliot as it would be closer for them to access

Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	Sarah and Charlotte at WCC

5. Disabilities

5.1

Date of Event	08 November 2015
Name of Rep	Sabina Esat
Person Engaged With	Learning disability group Bromsford Hub 10 completed
Comments	<p>Key comments.</p> <p>Camphill services are very valuable.</p> <p>There are more than three nursing homes and care homes in the area that use that service frequently.</p> <p>If the camphill service moved then the logistics of transporting people to the GEH within the current transport services available will be so difficult therefore we would find it easier to call 999.</p> <p>Also taxi is very expensive as it is a 20 minute journey.</p>

	<p>Need to put a direct transport bus services that moves from that area across to GEH with few stops.</p> <p>Camphill is a very deprived area with very vulnerable people like elderly and mums with young children.</p> <p>This movement will disadvantage them so maybe consider having an open access drop in clinic in the mornings or extended services at the GP but does this mean you have to be registered with that GP practice.</p> <p>Maybe extra services as open GP practice like morning drop in access which is at station street surgery.</p> <p>People with learning disabilities have a key worker that has to do this for them therefore going further means that those that don't provide 24 hour support won't be taken by their key person.</p> <p>It's very difficult for them to handle change if it is a difficult thing to adjust to – try making the change as smooth as possible.</p>
Location	Bromsford hub 106 high street cv9 1an

5.2

Date of Event	19.11.15
Name of Rep	Sabina Esat
Person Engaged With	<p>Patients vision support for blind people.</p> <p>12 completed</p>

<p>Comments</p>	<p>Key comments.</p> <p>Services not easy for blind people to access.</p> <p>If you get rid of campill then there will be great difficulty in accessing the service at GEH. Will just call 999.</p> <p>This is because when you are blind and ill it is very hard to do things for yourself. Trying to figure out the route to get to GEH is impossible.</p> <p>The buses take a very long time to get to GEH over an hour.</p> <p>If people wanted to get to GEH at 9.00am they would have to leave home at 6.30am</p> <p>If there was a bus that would drop me directly to GEH it would not be a problem.</p> <p>Need to consider having an interpreter for other languages present and also for people who read braille.</p> <p>People who are deaf need a sign language interpreter readily available.</p>
<p>Location</p>	<p>Nuneaton drop in centre, newtown community centre, newtown road, Nuneaton, cv11 4hg</p>

6 - Race, Religion and Belief

6.1

<p>Date of Event</p>	<p>14 December 2015</p>
<p>Name of Event Attended</p>	<p>Hindu Centre (7 women, 2 men) all over 75.</p>

Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	9
Statutory Agencies present	None
No of members of the public	9
Summary of points from event	<ul style="list-style-type: none"> • All 9 members said they would prefer GEH. • Reasons for this included that they did not know where Camp Hill Walk in centre is. • GEH is nearer for them, they are familiar with buses, routes by taxi and would feel safer travelling there than somewhere they haven't been. • Also said they could receive further treatment at GEH if necessary. • Would like that GEH has previous records of their health. • None of them would visit the Camp Hill walk in centre and would prefer to use A&E at GEH. • If centralised service, the different doctors and departments would be good for reaching various services if needed. • Members happy that they would know their way around GEH. • Concerns over the amount of space in GEH for an Urgent Care walk in centre. • Previous experiences at GEH shows their family members and friends knew where to visit them and communication was good with staff. • Most would call 999 in an urgent care need or contact their relatives.

	<ul style="list-style-type: none"> • 9 from Nuneaton. • All Asian or Asian British. • None are carers. • 7 mobility, 4 stamina, 8 Diabetes and High BP, high cholesterol cited by many. • 1 single, 6 married, 2 widowed. • 9 hindu.
Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	

6.2

Date of Event	14 December 2015
Name of Event Attended	Sikh Resource Centre (men).
Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	16

Statutory Agencies present	None
No of members of the public	16
Summary of points from event	<ul style="list-style-type: none"> • Concern for out of hours when no public transport. • If someone has an urgent care need they would struggle to get around, eg, if urgent care need affecting leg/foot. • Camp Hill walk in centre only benefits those in Camp Hill. • GEH efficiently serves Nuneaton and Bedworth, should North Warwickshire have its own Walk in centre for urgent care in the more rural areas. • In agreement that GEH should be the focal point for Nuneaton. • Previous attempts to close GEH and provide services elsewhere, eg Walsgrave mean walk in centre should be at GEH. • Two men stated the consultation should have been sent to every household and should not have been focused on a small group. • Concerns that specialist services at Walsgrave should also be available at GEH. • Residents of Nuneaton want all services at GEH and for that to be the central point for healthcare.
Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	

6.3

Date of Event	14 December 2015
Name of Event Attended	Sikh Resource Centre (Women), all over 60 years old.
Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	15
Statutory Agencies present	None
No of members of the public	15
Summary of points from event	<ul style="list-style-type: none"> • All 15 women preferred GEH to Camp Hill walk in centre. • Reasons cited were that it is nearer for them, walking distance for some. • If the service remained at Camp Hill they would not use it as they said it was too far. They did confirm that they would go A&E or to their local GP for treatment instead. • 8 women said they would go straight to A&E with an urgent care need. • 14 women were from Nuneaton, one was from Bedworth.

	<ul style="list-style-type: none"> • 12 were 60-74, 3 were 75+. • All Asian or Asian British. • 3 were carers for problems related to old age. • 3 hearing problems, 9 mobility problems, 4 with Arthritis. • 9 Married, 6 widowed. • 15 Sikh.
Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	

7 – Colleges and Leisure centres

7.1

Date of Event	2 December 2015
Name of Event Attended	North Warwickshire & Hinckley College, Nuneaton Campus. Targeting 16-25 year olds at college cafe.
Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	15 spoken with. 3 from BME.

Statutory Agencies present	None
No of members of the public	15 spoken with, there were more people in café but due to next meeting could not liaise with them.
Summary of points from event	<ul style="list-style-type: none"> • A lack of awareness of the Camp Hill walk in centre was present. • Couple of students didn't know where Camp Hill walk in centre is. • Most would prefer GEH over CH for UC. • One student had used the camp hill centre as their GP was too far (Ansley) and would go there again. • More information on Camp hill services and raising awareness of what is available for residents in NW. • One BME student went to Camp hill walk in centre as couldn't get appointment at her GP in the evening for her baby. She was told to go to GEH as she was not registered at Camp Hill walk in service and they refused to see her. • .
Log any action points and who is taking them	N/A
Date/Time of Next Meeting and location if agreed	
Event Organiser contact details	

7.2

Date of Event	10 November 2015
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Name of Event Attended	Pingles leisure Centre, parents of children swimming and general customers.
Name of Rep who attended	Jittesh Solanki
Role of rep e.g. presentation or in attendance only	In attendance
Total Number of attendees	10
Statutory Agencies present	None
No of members of the public	5
Summary of points from event	<ul style="list-style-type: none"> • Will Camp Hill have resources if urgent care stays and more people start using it? • Sick people shouldn't have to pay for parking at GEH, perhaps a stamp to refund parking charges for those receiving treatment. • GEH is preferred to Walsgrave. • Concerns that calling 111 you will be referred to A&E instead of urgent care/GP as a way to cover the NHS if they are wrong in sending patient to urgent care/GP. • One patient pleased with Camp Hill walk in service, has used a few times for his childrens needs.
Log any action points and who is taking them	N/A