

## **REPLIES SENT BY EMAIL**

Respondents who had completed the online survey and wished to give more than one answer to Questions 6 & 10 were asked to submit their comments

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### **to SWF.Patient.Feedback**

I have submitted the questionnaire as published in the Focus received today.

I am however concerned that this questionnaire comes a little late. We were promised an additional meeting with Highways, builders and planners, following the fiasco meeting at William De Ferrers School. No such meeting ever materialised. Hullbridge Road closes at its junction with Burnham Road on Monday 13th to facilitate the building of the new roundabout, so I am not sure how our concerns about access to the site is going to be addressed.

To me, a mere resident, I see no reason for this roundabout at all. Hullbridge Road junction with Burnham Road becomes LEFT TURN ONLY for traffic. Everyone wishing to access the new site enters the roundabout and approaches the site turning in left to access it in much the same way as the BP Station arrangement. No right turn into the site from the Burnham Road approaching from town centre would keep the traffic flowing. There would of course need a means of crossing to the development for pedestrians/prams/wheelchair users.

My understanding is that this development was rejected by our town council, but over ruled by Chelmsford City Council. The Ambulance station, or fire station would have been a considerably better choice to be put on this site and the Town centre sites developed into a Medical hub – accessible to everyone without the obvious mayhem this site development is causing and the ensuing traffic chaos it is going to cause.

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### **to SWF.Patient.Feedback**

in the Focus Issue 902 10th May 2019 there is a survey on pages 18/19 It is suggested that those with access to web based equipment may prefer to do the survey on line.

Having done this I have to say the online survey is badly set up and if results are in some way analysed they may provide misleading opinion.

Question 6 regarding services to be offered at the new centre. It is only possible to enter a single box. In reality many of the services on offer I would like to see most of them. But clicking on more than one box simply deletes the last box ticked. This question should be set up with a tick all boxes that apply option.

Question 10 has a similar problem to that of Question 6 in that it that respondents may wish to tick more than one box. There is also no closing date so I hope you can correct the web page quickly and disregard all entries completed before the web page is corrected regards

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### **to SWF.Patient.Feedback**

I have completed the survey online. Why can you only tick one for what services you would like to see surely as many services as possible to save trying to get to the hospital which by bus is a nightmare. As far as getting to the proposed new centre the bus services need to improve drastically

the 36 doesn't come near our end of town which means we would still have to go to town to get a bus down to the new centre where as if I have already walked to town I could go to my current doctor with no additional problems. Neither the 36 or 94 services are reliable so would end up missing appointments. The taxi service is always unavailable so again not reliable. If people want the unbooked times this will be difficult as it will become harder to get there let alone drop children to school before and after. That's what makes it questionable as I feel none of these things seem to matter. If no pharmacy is available again people have to go back to the main town again making a doctors trip more stressful

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**to SWF.Patient.Feedback**

What about access to the Centre via a free low level shuttle bus?

I was disappointed, that under

**6. What services would you like to see offered at the new centre**

one could only click on one option. I would like to see all the options listed available at the new centre.

Also an important facility would be access to a Mental Health Team.

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**to SWF.Patient.Feedback**

Hi I have just completed the SWF survey re/medical services. Unfortunately question 6 only allows you to choose one answer when a medical facility would ideally have more than GP services. I would have liked to tick all boxes as this would provide a more holistic service for the people of SWF.

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**to SWF.Patient.Feedback**

Firstly, completing the survey online, I was not able to tick more than 1 service that I would like to see offered or more than 1 method of being informed.

I would like to see all of the services offered plus (a) an out of hours clinic at the weekends (b) a minor injuries unit (c) minor surgery (d) mid wives

(n.b we previously had most of those services available in the town at least some of the time with the exception of X-ray).

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**to SWF.Patient.Feedback**

I feel the online survey hasn't been organised properly

Under **What services would you like to see at the new centre**. You have only a choice of one option which is ridiculous because they would all be the way forward. Most people would pick GP services, so none of the others would be considered.

Under **How do you think residents should be kept informed going forward**. Why not Email or Text. We receive a text confirming appointments, it would be easy to just text everyone knowing that all the patients have received the information

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**to SWF.Patient.Feedback**

I have just completed the above survey online.

For questions 6 and 10, I wanted to select ALL the available options, but the survey only allows one option to be selected.

Just wanted to let you know my views regarding these two questions and pass on this information, so you are aware that multiple options 'may' apply to every online survey response.

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**to SWF.Patient.Feedback**

I have just completed the above-mentioned survey.

For your information I found the ability to only select one option for Questions 6 & 10 very restrictive.

With regard to Question 6, the new facility should provide GP services, Phlebotomy (blood tests), a chemist (as no chemist nearby to collect prescriptions) without crossing a busy road with restricted width footpaths. It may be useful to have x-ray facilities as the nearest facility is in Chelmsford with limited public transport links to South Woodham Ferrers.

With regard to Question 10, Information should be made available in all of those areas specified to ensure as wide range of patients are aware and kept abreast of this matter.

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**to SWF.Patient.Feedback**

Why when 75% of the town voted against this move are we being asked for our opinions now ?

It will be totally inaccessible for most of us and will be leaving yet more empty buildings in the town to encourage unsociable behaviour.

We have all made our opinions known but it is still going ahead at no doubt great expense. I would have thought Chelmsford council would have learned their lesson from the failure of the medical centre at Sainsbury's in Chelmsford which now lies mostly idle.

I am beyond angry

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**to SWF.Patient.Feedback**

My only comment would be that if the people involved with this move had been less concerned about saving money but more concerned about serving the people that elected them and providing a service to the town this would not have happened .

It would mean at least the new building would be near Asda,

Therefore at the next general election Conservatives take this on board and serve the community

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**to SWF.Patient.Feedback**

I have just gone to submit this online but you can only select one option under the questions that are asking you to select more than one option. For example question 6, I would like the new centre to have:

- 1) GP services
- 2) Blood taking
- 3) X-ray

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**to SWF.Patient.Feedback**

Regrettably, your online survey, which I have completed, is not programmed to accept multiple answers to question 6 "what services would you like to see offered at the new centre". The only added benefit that a purpose built Medical Centre can offer is to provide all of those services listed and "minor operations" which otherwise require patients to travel out of the Town.

Considerable benefit and cost saving would have been derived if our Council had won the battle with Chelmsford City Council to expand the present Health centre utilising empty premises already in convenient location for the residents of SWF.

Yours faithfully

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**to SWF.Patient.Feedback**

Further to the survey in the Focus I would like to see Health Care for Ears & Hearing catered for particularly for wax removal.

I would also mention that when using the on line monkey survey it seems not to accept multi selections as required for questions 6 & 10.

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**to SWF.Patient.Feedback**

I am very unhappy. Don,t know , yes , some needed , GP blood taking , consultant, worse, yes, yes, letters

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**to SWF.Patient.Feedback**

I have completed the online survey monkey but wish to add the following additional comments:

Firstly I don't agree with the location of the new clinic as it is not easy to get to for the majority of residents. Having it in the town centre is easier for most people with decent parking and safer roads to cross as well.

A major concern is what will happen to the surgeries vacated by the move to the new clinic. Will they become just more unused buildings adding to the threat of the town centre becoming a ghost town?

Also what will happen to pharmacies like Rowlands in Brickfields Road because when the surgery moves Rowlands business is likely to collapse and the building become another unused premises. The loss of Rowlands for instance will make it more difficult for people to get their prescriptions issued and have reviews with the pharmacist because the location of the new clinic is harder and further to travel.

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**to SWF.Patient.Feedback**

Additional comments

**Q6 wish to tick all services listed** as survey only offered one option.

Plus Out of Hours GP should be offered including evenings and weekends also Bank Hols.

Also the GP practices should join together to offer a doctor at all times during the day.

Nb. This building should not become a white elephant like Danbury Health Centre which I understand half their rooms are not used.

This building could save lots of trips to Broomfield which is not a direct bus service from the town.

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**to SWF.Patient.Feedback**

I would like to say that my spouse and I are wholly in favour of the new health facility and believe it will be a great asset to the town. I We have always received exemplary service from our GP in the town but are looking forward to using a modern, well equipped facility with somewhere to park and services that we cannot currently access at local level.

With regards to the survey (online) - it is flawed in that it does not allow more than one person using the computer (spouse, older children, parents) to submit an entry.

Also the online version does not allow multiple choices in the various sections - for instance under "What Services would you like to see offered at the new centre" I/we would like to have ticked GP services, Blood Taking, Physiotherapy and others however was only able to tick one.

The Survey is flawed, should be acknowledged as such and any results disregarded.

Yours sincerely

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**to SWF.Patient.Feedback**

The online survey asks questions such as 'what services would you like to see at the new facility?', but only allows one choice; so, if 'GP services' are selected, nothing else can be.

The whole project was done with minimal/poor consultation, just like the warning about closing Hullbridge Road etc. It was also done by giving the impression that there would be MORE medical facilities than currently exist. This softens local opinion, and this was no doubt in the minds of the developers' when first proposed.

We will now have a joint medical facility, which is likely to be more impersonal, more crowded, more difficult to get to for people that do not drive and the expectation will be LESS health spending, not more (eventually less receptionists, support staff etc). All done under the guise of 'local consultation/approval'.

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**to SWF.Patient.Feedback**

I am extremely concerned about access to the new health centre on several points. My mother is in her 90s and is unable to walk or use public transport to get to the new health centre. At present I can take her to the doctors in a wheel chair. In the future this method will be very difficult. Also it has not been made clear how we are to obtain repeat prescriptions. Will we have to take them to the medical centre?

I am also concerned about mothers with small children who cannot drive. How can they get to see a doctor with a sick child. Not everyone lives on the same side of town as the new centre and buses are few and far between. There would not be enough room on a bus for say two prams and a wheel chair.

The more vulnerable people in our town are being disregarded and I think that is a disgrace.

I feel that our town is being torn apart by the reckless planning of Chelmsford and Essex Councils plus the NHS. We get very little support from our local council, facilities in the town are minimal and are set to worsen.

I have no doubt that all our thoughts and feelings will be disregarded by the powers that be. South Woodham was a wonderful place to live and bring up a family. After nearly 36 years of living in the town I am very concerned for our future.

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**to SWF.Patient.Feedback**

I have completed the survey but wanted to tick all boxes to Q 6.

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**to SWF.Patient.Feedback**

I have completed the survey but wanted to tick all boxes to Q 6.

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**to SWF.Patient.Feedback**

I have just completed the online questionnaire but was unable to state my communication ideal in response to question 10.

I believe that officials elected to represent the town have a responsibility for ensuring effective communication i.e. our MP, County Councillor and City Councillors. It is striking that they appear to be taking a back seat, notwithstanding their undoubted involvement in the decision-making process.

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**to SWF.Patient.Feedback**

I really rely on the local clinic for regular podiatry sessions for my family. It is easily access able and perfect for many other uses. X ray physiotherapy, in fact all the uses it has now. Why change the system that works. Keeps town centre as a hub and encourages other business opportunities open. Maybe open the bank and Santander too. The clinic is clean user friendly and modern.