

Comments received will be reviewed at the end of the engagement period and fed back to patients, the public and stakeholders.

Please return this survey to:
The Light Engagement, FREEPOST - RTEG JRZR CLZG,
NHS Leeds West CCG, Suites 5-9, Wira House,
West Park Ring Road, Leeds, LS16 6EB

You can also drop the completed form into your GP practice
or fill it out online here:

<https://www.leedscg.nhs.uk/get-involved/your-views/primary-care-the-light/>

**The closing date for the survey is
Sunday 11 November 2018**

You can find out more about wider changes to your local health services by joining the CCG Network. To join the CCG Network please provide your contact details above and tick the below box and we will be in touch after the engagement has closed. You will remain a member of the CCG Network until you unsubscribe which you can do at any time. I would like to find out more about changes to my local health services and join the CCG Network

All survey data is aggregated and anonymised and is reviewed in the strictest confidence. Your survey response will not be anonymous if you choose to disclose personal information where it has not been asked of you.

The information you provide through this survey will feed into our engagement report which we will send you a copy of, if you provide us with your contact details below. It gives you the chance to see what other people have said. Your details will be stored in our system securely for one year and will only be used for the above purpose and any updates regarding this project. You are able to unsubscribe at any time. Please note that you do not have to fill in your personal details to complete this survey.

Name

Address

.....

.....

GP practice

Email

Telephone

3. How will this affect me?

You will continue to be able to access GP services in the city centre. The engagement will help us to understand what people think of the service they currently receive and we will use people's feedback to improve the existing service. The new service may be provided from a different location within the city centre.

4. What do I need to do?

You do not need to take any action regarding your current GP service however we want to make sure that you have an opportunity to provide your views on what is most important to you about your GP practice.

To do this, please take five minutes to fill in this survey. You can return the completed survey using the freepost address or hand in the survey at your GP practice. You can also complete the survey online at <https://www.leedscg.nhs.uk/get-involved/your-views/primary-care-the-light/>. If other members of your household are registered with the practice, they can either obtain a survey from the practice or use the online link above. You can also order extra paper copies of the survey by calling 0113 84 35470 or emailing Leedscg.comms@nhs.net

We will also be holding a drop in event so that you can ask any questions about this. Please feel free to drop into The Carriageworks, 3 Millennium Square, Leeds LS2 3AD between 6pm and 8pm on Monday 8 October 2018.

If you have any questions about this engagement please contact:

Chris Bridle (Engagement Manager) chris.bridle@nhs.net or 0113 8435473.

If you have special communication needs or would like this information in another format or in a different language, please contact us or ask a carer or friend to contact us on 0113 8435457.



Changes to The Light GP Practice

1. What is this document is about?

One Medicare LLP provides the GP service at The Light in Leeds City Centre. The contract for the service comes to an end on 21 May 2019.

The NHS Leeds Clinical Commissioning Group (CCG) is re-procuring (paying for) The Light GP service. Part of the re-procurement process is to engage (talk to) registered patients at The Light. This engagement will help us to understand people's experience of using The Light and their needs and preferences for future services. This information will help us develop a service that meets the needs of registered patients.

We want to work with you to understand what is most important to you. Your feedback will help us decide what the future service looks like.

Please take five minutes to fill in this survey to tell us what you think about your GP practice.



2. Background

In 2007 NHS Leeds Primary Care Trust (PCT), commissioned a new service for a new practice to be located in the city to cope with the growing city centre population. One Medicare LLP provides the GP service at The Light and the end date of the contract is 21 May 2019.

The Light is a unique GP practice serving people who live in Leeds city centre. The registered population is approximately 13,000 and the majority of patients are young professionals and families. Only 1% of registered patients are aged over 65 and the turnover of registered patients is relatively high, reflecting the nature of the population.

NHS Leeds CCG is re-procuring The Light GP practice and the new contract will start in May 2019. The provider may be the existing provider or someone new. The lease of the building from which the Light is being provided also comes to an end in 2020 and as part of this work we are also considering an alternative location within the city centre.

Patient survey

1. I am filling this survey in as:

- A registered patient at The Light
 A carer of someone registered at The Light (please read the questions as 'the person I care for')
 Other (please specify)
-

2. I am currently receiving treatment for an ongoing problem or a long term condition such as diabetes or mental ill health

- Yes No

3. I have a disability that makes accessing buildings difficult for me

- Yes No

Please tell us what would make it easier for you to access your GP practice

4. I last used The Light GP practice:

- in the last week in the last year never
 in the last month over a year ago

5. The last time I used The Light I needed:

- A repeat prescription An on the day appointment
 A home visit A book ahead appointment
 Other (please state)

6. In the last six months I have also used the following healthcare services: (tick all that apply)

- Pharmacy Shakespeare Walk-in Centre
 A&E Other (please state)

7. I used another healthcare service because: (tick all that apply)

- I couldn't get an appointment at The Light GP Practice
 I was advised to go by NHS 111 It was closer to where I live
 It was an emergency It was more convenient for me
 Other (please state)

8. Would you use any of these digital (online) services to manage your health care? (tick all that you would use)

- Ordering repeat prescriptions online Booking and cancelling appointments online
 Reviewing your health records and test results online
 Online health questionnaires which enable you to submit information to your practice and receive a reply from the practice
 Online symptom checker Video consultations
 I would not use any of these digital services (Please give us more details)

9. How important to you are the following aspects of your GP practice?

very important
important
not important

- Location
 Ease of making an appointment
 On the day appointment
 Book ahead appointments
 Friendly practice staff
 Being understood by the practice staff
 Being involved in the decisions about your health and Care
 Having a named GP
 Access to appointments on an evening
 Access to appointments on a weekend
 Other (please state)

10. How satisfied are you with the service you receive at The Light?

- Very satisfied satisfied dissatisfied very dissatisfied

Please tell us why

11. If The Light was to move to a different location in the city centre please tell us what you would like us to consider

Any other comments?

Equality Monitoring (optional)

So that we provide the best services for all of our communities, and to ensure that we do not knowingly discriminate against any section of our community, it is important for us to gather the following information. No personal information will be released when reporting statistical data and data will be protected and stored securely and in line with data protection rules. Please tick if you prefer not to answer all

Q9 What is the first part of your postcode? E.g. LS28, LS13

Q10 What is your age?

- Under 16 16-25 26-35 36-45
 46-55 56-65 66-75 76-85
 86+ Prefer not to answer

Q11 Are you disabled? (The Equality Act 2010 defines disability as 'a physical, sensory or mental impairment which has, or had a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities')

- Yes No Prefer not to answer

Q12 If yes, what type of disability? Please tick all that apply.

- Long-standing illness
 Physical impairment
 Learning disability
 Mental health condition
 Hearing impairment (such as deaf or hard of hearing)
 Visual impairment (such as blind or partially sighted)
 Prefer not to answer

Q13 What is your ethnic background?

- White British
 White Irish
 Gypsy and Irish Traveller
 Mixed White & Black Caribbean
 Mixed White & Black African
 Mixed White & Asian
 Asian / Asian British Indian
 Asian / Asian British Pakistani
 Asian / Asian British Bangladeshi
 Black / Black British Caribbean
 Black / Black British African
 Chinese
 Arab
 Prefer not to answer
 Other (please state):

Q14 What is your gender?

- Female Male Prefer not to answer

Q15 Is your gender identity different to the sex you were assumed to be at birth?

- Yes No Prefer not to answer

Q16 Pregnancy and maternity (The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period).

Are you pregnant at this time?

- Yes No Prefer not to answer

Have you given birth in the past 26 weeks?

- Yes No Prefer not to answer

Q17 What is your religion or belief?

- Buddhist Christian Hindu
 Muslim Jewish Sikh
 No religion Prefer not to answer
 Other (please state):

Q18 What is your sexual orientation?

- Heterosexual / Straight
 Lesbian / Gay woman
 Gay man
 Bisexual
 Prefer not to answer
 Other (please state):

Q19 What is your relationship status?

- Marriage / Civil Partnership
 Live with partner
 Single
 Widowed
 Divorced
 Prefer not to answer
 Other (please state):

Q20 Are you a carer?

- Yes No Prefer not to answer

Thank you very much for taking the time to complete this survey.