

**APPLICATION FOR PRACTICE BOUNDARY CHANGE**

<b>PRACTICE CODE</b>	<b>C84053</b>
<p><b>Torkard Hill Medical Centre</b>  <b>Farleys Lane</b>  <b>Hucknall</b>  <b>Nottingham</b>  <b>NG15 6DY</b>  <i>Tel: 0115 9633676</i>  <i>Fax: 0115 9681957</i></p>	

**PLEASE COMPLETE THE FOLLOWING:**

**Briefly describe your main reasons for applying to change the practice boundary area.**

Torkard Hill Medical Centre applies to **reduce** the existing Practice Boundary area to exclude the Bestwood Village catchment in order to more effectively respond to concurrent planning/development and demographic changes which adversely impact on the current total practice population.

Patients from Bestwood Village currently naturally migrate to the city for services, and there is nearby suitable healthcare provision to prevent any disadvantage. The proposal would comprise retaining currently registered patients who wish to stay with Torkard Hill Medical Centre, but to cease any new registrations from that catchment area.

**What are the WTE for each named Partner/Salaried GP and any other clinical staff carrying out GP work?**

- David Hannah (Senior partner) 0.9 WTE
- Maria Dalton (Partner) 1.0 WTE
- Jenny French (Partner) 0.6 WTE
- Aneel Bilkhu (Partner) 1.0 WTE
- Alex BRODIE ( Partner) 1.0 WTE

- Prakash KACHHALA (Partner)0.9WTE
- Vidya JOHNSON (Salaried GP) 0.75WTE
- Tom REID (Salaried GP) WTE 0.9 WTE- commences employment on 15 August 2016

This equates to a total of 7.05 WTE GP complement for the weighted capitation of 15329

( See appendix 1 for weighted trends)

#### **Detail other Clinical Staff, roles and WTE.**

- Jo HICKEN ( Practice Manager) 1.0 WTE
- Julie MELDRUM ( Head of Practice Development) 0.54 WTE
- Teresa RAY ( Lead Nurse) 0.82 WTE
- Tracey HANNAH (Practice Nurse ) 0.75 WTE (Bank)
- Pam WHEATCROFT (Practice Nurse) 0.59 WTE
- Wendy HODSON ( Practice Nurse) 1.0 WTE
- Laura HOOD ( Practice Nurse) 0.68 WTE
- Jayne BEASTALL ( Health care Assistant) 0.81 WTE
- Karen ORRIDGE ( Health care Assistant) 0.54 WTE

#### **Detail any Practice future strategy?**

Torkard Hill Medical Centre is a forward thinking practice with a specific focus on delivering best practice to its patient population. It is a long established teaching practice for the development of doctors in training. It has also recently been accredited for student nurse education (June 2016), is a level 2 Research practice and has made an application as part of the NIHR Research leadership site initiative. We are involved in AHSN/CLAHRC research and innovation projects to improve clinical and cost effectiveness in service delivery, with a current focus on mental health and avoiding avoidable ED attendance.

We have prioritised the effective management of patient flow and have a well-established telephone triage performed by the GP partners. We are also in the process of exploring telemedicine opportunities to better manage target groups. Despite these innovations current capacity remains tight to manage existing patient demand and implement transformational practice.

#### **Any longer term workforce development plans?**

The practice is broadening the clinical skill base of the nursing team, and the greater development of staff to deliver nurse led care for long term conditions, promoting greater patient centered and self-care models, and making optimal use of clinical skills, capacity and capability.

<b>CQC visit made, and if so date and outcome?</b>
CQC assessment was made on 2 December 2015; the overall outcome was rated as <b>good</b> .
<b>Any other practices in same building?</b>
None
<b>Any capacity issues (clinical or administrative)?</b>
The practice is fully staffed with no current vacant posts
<b>Any patient complexity in this practice i.e. Population demographics?</b>
<p>Hucknall forms part of Ashfield locality. The health of people in Ashfield is generally worse than the England average. Deprivation is higher than average and about 23.2% (5,200) children live in poverty.</p> <ul style="list-style-type: none"> <li>• <b>Life expectancy</b> for both men and women is lower than the England average. Living longer Life expectancy is 10.6 years lower for men and 11.2 years lower for women in the most deprived areas of Ashfield than in the least deprived areas.</li> <li>• <b>Child health</b> In Year 6, 20.1% (225) of children are classified as obese. The rate of alcohol-specific hospital stays among those under 18 was 42.6. This represents 12 stays per year. Levels of GCSE attainment, breastfeeding and smoking at time of delivery are worse than the England average.</li> <li>• <b>Adult health</b> In 2012, 28.2% of adults were classified as obese, worse than the average for England. The rate of alcohol related harm hospital stays was 755, worse than the average for England; this represents 893 stays per year. The rate of self-harm hospital stays was 250.5, worse than the average for England. This represents 305 stays per year. The rate of smoking related deaths was 340, worse than the average for England; this represents 218 deaths per year. Estimated levels of adult excess weight are worse than the England average. The rate of people killed and seriously injured on roads is worse than average. The rate of TB is better than average. Rates of long term unemployment, drug misuse and early deaths from cancer are worse than average. The rate of statutory homelessness is better than average.</li> </ul>
<b>Discussed with neighbouring practices, and if so outcome?</b>
<p>Letter sent to all 3 neighbouring practices (Whyburn, Oakenhall and the Om practice) 06.07.16. No responses to letters therefore prompt email sent 26.07.16. Issue raised again by Practice manager at Locality 1 meeting on 26.07.16</p> <p>Copy of correspondence sent is attached in appendix 2A and 2B</p> <p>Copy of responses from Oakenhall and Whyburn Medical Practices are attached in Appendix 2D and 2E</p>
<b>Discussed with LMC/other key stakeholders/Patient Participation Group, and if so the outcome?</b>
<p>Discussed with LMC 24.05.2016; positive response and guidance re application process obtained. Copy of email response is attached in Appendix 2C</p> <p>Letter sent to 1426 virtual PPG members and all Bestwood village patients (67 via e mail and 332</p>

letters) on 6.07.2016. Correspondence sent is attached in appendix 3A, 3B and 3C. Synopsis of 30 anonymised patient comments received are attached in Appendix 4

**Are the practice proposed changes aligned to the CCG future strategy?**

The amendment of the practice boundary will closely align with the CCG strategic plan aims by a refocus of quality services to those most in need, In particular the development will align closely with the following NNE CCG priorities, linked to the NHS Five Year Forward View and The Forward View into action guidance:-

- Reduce health inequalities in the local population by targeting those people with the greatest health needs
- Drive up the quality of care in order to improve health outcomes and reduce unwarranted clinical variation
- Direct available resources to where they will deliver the greatest benefit to the local population
- Ensure that patients are able to make choices about the care they receive and are seen in the right place at the right time by the right person.

The NNE CCG strategy recognises that the NHS is at a critical point in its history. It acknowledges and responds to the ever increasing demands being placed on health and social care services as a result of a rapidly ageing population (often with multiple complex mental and physical health needs) and in the context of pressures on limited NHS and social care resources going forward. This is coupled with rising citizen and patient expectations which will become increasingly more difficult to meet. The strategy also recognises that if we are to continue to provide safe and effective care for patients changes will need to be made across all services to meet the enormous future challenges.

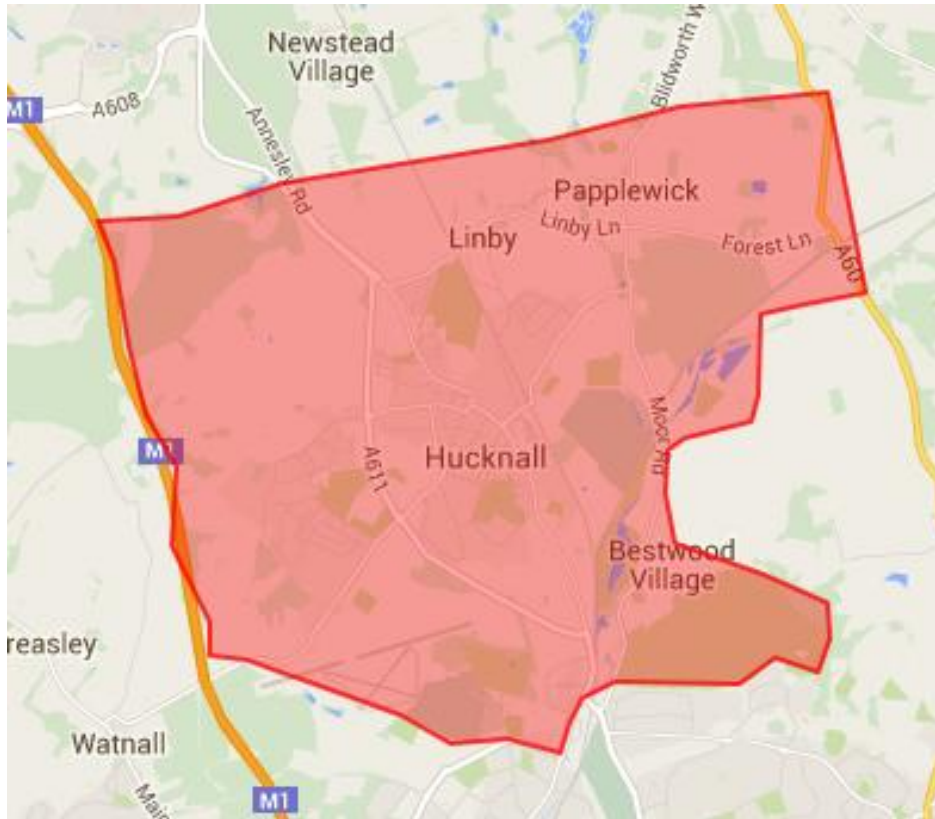
Organisations will need to work together collaboratively to redesign systems and streamline services. Services will need to be commissioned in a way that maximises the use of our collective resource, focuses on improving patient and citizen outcomes and shares risk equitably between organisations.

This application aligns cohesively with this strategy as it seeks to reconfigure capacity to better meet patient demand, patient need and patient expectation in a coherent, evidence based, collaborative and more future proofed way.

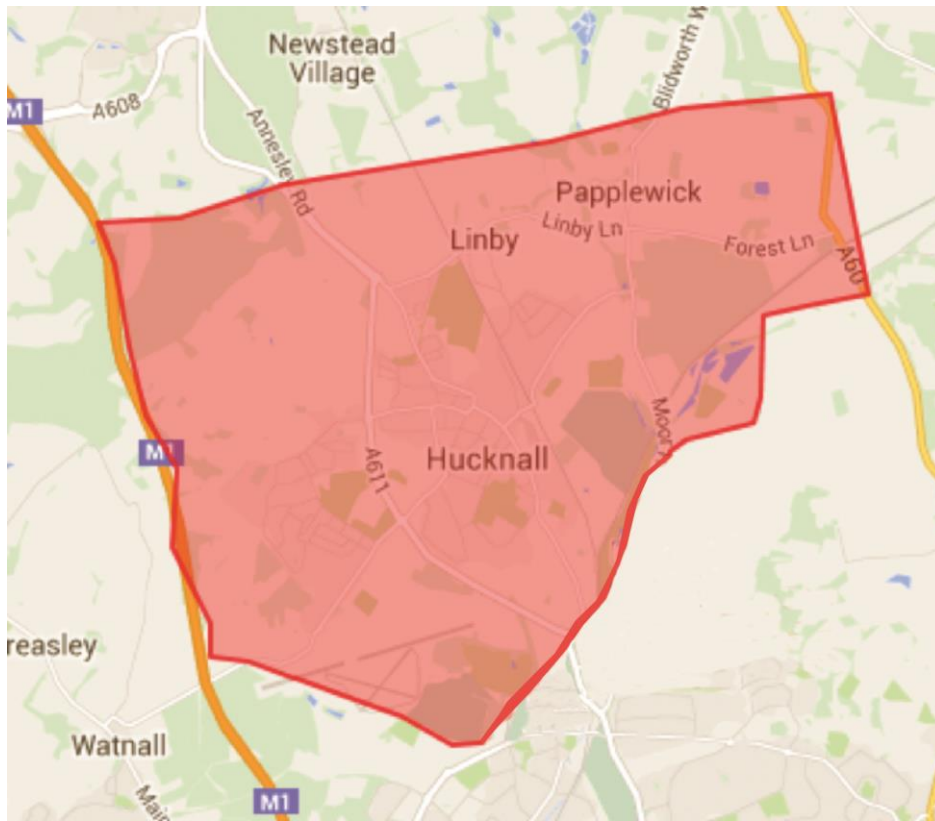
**Copy of existing boundary map and proposed boundary map (to be inserted or attached).**

Please see Image 1 and 2

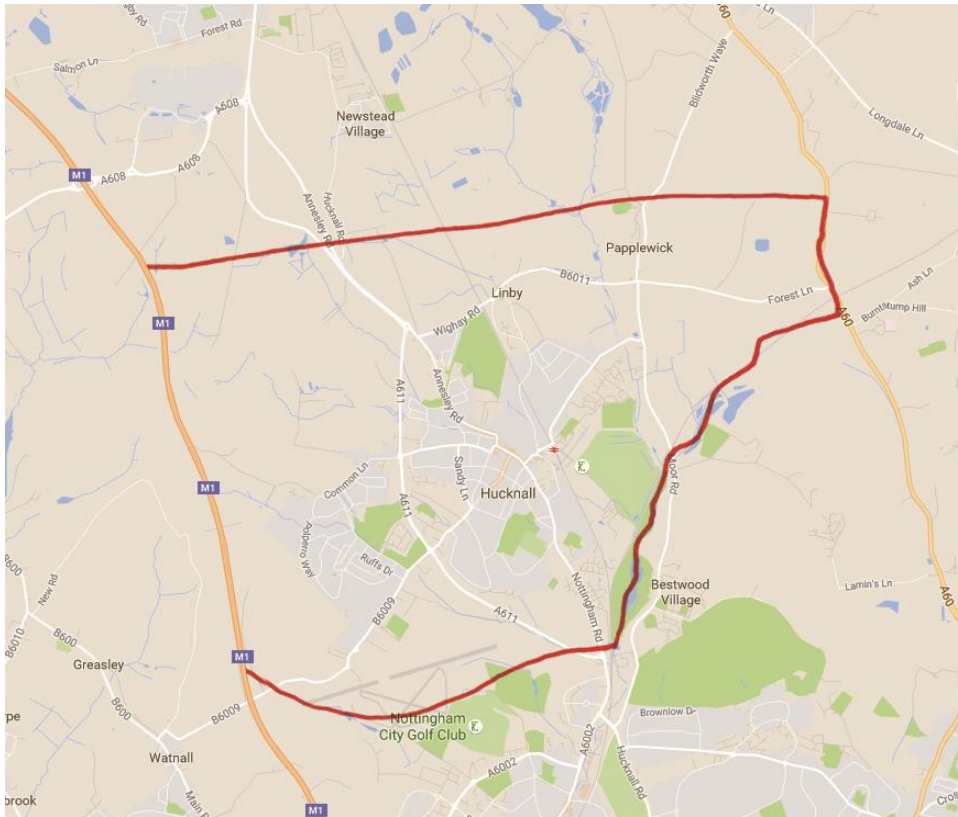
**Image 1 : Existing practice boundary**



**Image 2 : Proposed new Practice boundary**



**Image 3 Detailed map of revised boundary**



**Patient turnover to date?**

Patient turnover is stable at 14, 600 patients

**Any practice premises issues?**

Premises are adequate to meet current demand, but are dated and offer limited flexibility for expansion or greater clinical collaboration.

**Any NHS England/CCG premise development plans?**

Capital development bid submitted for funding December 2015.

**Opening Hours, do you shut half day or offer Extended Hours?**

Surgeries run from 0800hr to 1800hrs Monday-Friday. In addition the Torkard Hill Medical Centre offers extended opening times, some surgeries start at 0700 hrs and run until 1920 hrs.

**Any other relevant information relating to the application?**

Hucknall is a medium sized market town in an area of planned growth. The population is set to rise

with the development of a number of large sites for new residential and employment developments in its local catchment area. Of particular note is the Rolls Royce development which plans to deliver a high quality business park and new residential community. In collaboration with Ashfield District Council and Rolls-Royce, Muse Developments have established a plan for the 150 acre site to provide 900,000 sq ft of employment space and 900 homes. The plan will be implemented in a series of phased development which commenced in May 2015 and completion planned for 2025.

As part of the development Section 106 Agreement, over the life of the project Muse have committed to make a £3.5m contribution towards a new primary school, £2.45m towards improved secondary education and £750,000 towards healthcare improvements strengthening the burgeoning community. Additional housing developments in Papplewick Green , Wighay and Vaughan estate will further create pressure. The estimated impact on patient compliment is estimated as follows:-

- Between now and 2028: an increase of 4,000 patients
- Between now and 2021: an increase of anything between 1,500 - 2,500 patients

The first figure is based upon the known developments having been completed and an assumption about how many will flow to Torkard; the second figure reflects the fact that there will not be a 'steady/consistent' flow into the practice, and that patient numbers will be influenced by numerous factors, such as which residential developments are delivered first, other options open to patients and people from other parts of Hucknall moving to new developments and remaining with their current Practice .

**Please note that this application does not concert any obligation on the NHS Commissioning Board to agree to this request.**

To be signed by all parties to the contract (where this is reasonably achievable):

Signed:	Signed:
Print name:	Print name:
Date:	Date:

Signed:	Signed:
Print name:	Print name:
Date:	Date:

Signed:	Signed:
Print name:	Print name:
Date:	Date:

## SUPPORTING APPENDICES

Reference	Document
<b>Appendix 1</b>	Torkard Hill Medical Centre: Weighted capitation and trend analysis
<b>Appendix 2A</b>	Letter correspondence to practice managers in neighbouring Hucknall practices 7 July 2016
<b>Appendix 2B</b>	Copy of reminder email all Hucknall Practice managers sent 26 July 2016 to
<b>Appendix 2C</b>	Email response from LMC 24 May 2016
<b>Appendix 2D</b>	Email response from Whyburn Medical Practice 31 July 2016
<b>Appendix 2E</b>	Email response from Oakenhall Medical Practice 27 July 2016
<b>Appendix 3A</b>	Email correspondence to Bestwood Village patients 6 July 2016
<b>Appendix 3B</b>	Letter sent to Bestwood Village patients 6 July 2016
<b>Appendix 3C</b>	Email correspondence to PPG members 6 July 2016
<b>Appendix 4</b>	Boundary change proposal responses from PPG and Bestwood resident patients



## Appendix 1

### Torkard Hill Medical Centre: Weighted capitation and trend analysis

	01/04/2015	01/07/2015	01/10/2015	01/01/2016	01/04/2016	01/07/2016
Practice Normalised Weighted List Size	15220.20	15221.54	15198.34	15166.95	15329.16	15287.26
Pounds per patient value	75.77	75.77	76.51	76.51	80.59	80.59

### Appendix 2A – Letter correspondence to practice managers in neighbouring Hucknall practices

Partners

Dr David Hannah  
Dr Maria Dalton  
Dr Jenny French  
Dr Aneel Bilkhu  
Dr Alex Brodie  
Dr Prakash Kachhala



Torkard Hill  
Medical Centre

7 July 2016

Practice Address

Dear Practice Manager

**RE: Proposed Practice Boundary**

We are writing to you to inform and seek your views on our proposal to reduce our geographical practice boundary. We intend to cease taking new registrations from Bestwood Village, although existing patients will remain with our practice if they wish to.

We have made this proposal in response to considerable new developments in Hucknall including the Rolls Royce and Papplewick Lane housing developments which will increase the pressure on local health service delivery. As a practice we want to continue to provide a high quality, safe and effective service to our patients and respond appropriately to new population changes.

If you have any comments, or concerns about this proposal please do not hesitate to contact myself or Dr David Hannah, senior partner at Torkard Hill Medical Centre.

Yours sincerely

Mrs Joanne Hicken  
Torkard Hill Medical Centre

## Appendix 2B

### Copy of reminder email sent 26 July 2016 to all Hucknall Practices

Hi all

You may recall that I sent you the attached letter regarding our proposal to reduce the practice boundary.

Do you mind letting me have your comments either for or against the proposal please? My reason for asking is that on the application we have been asked to document your response.

See you this afternoon

Joanne

Joanne Hicken ACMA, CGMA

Practice Manager

On behalf of Dr Hannah & Partners

Torkard Hill Medical Centre

Farleys Lane, Hucknall, Notts, NG15 6DY

T: 01159 834433

F: 0115 9681957

E: [joanne.hicken@gp-C84053.nhs.uk](mailto:joanne.hicken@gp-C84053.nhs.uk)

### Locality meeting reminder

Issue raised again at **Locality 1 meeting** on 26.08.16 by Joanne Hicken to further elicit response from practice partners

**Appendix 2C – Email response from LMC 24 May 2016**

**From:** Michael Wright [mailto:michael.wright@nottslmc.co.uk]  
**Sent:** 24 May 2016 16:15  
**To:** Hicken Joanne - Practice Manager - C84053  
**Cc:** Aneel Bilkhu - General Practitioner - C84053; Dave Smith  
**Subject:** RE: PMS - GMS - 01 JULY 2016

Hi Joanne

Ok, so in terms of your outer boundary this as you say is the area whereby patients can move out of your normal boundary (that you'd use for new patients) but still stay on the books.

To change your catchment area you would need to discuss this with the CCG and NHS England, in the past you would do this with the permission of the PCT (NHS England area team). So I suggest that you contact the CCG/NHSE asking to review your catchment area copying us into any emails.

Have you had permission to go to GMS? (normally 3 months' notice)

Let me know if I can help further.

Michael

**Appendix 2D Email response from Whyburn Medical Practice 31 July 2016**

**From:** Moth Mandy - Business Manager - C84124 [mailto:Mandy.Moth@gp-c84124.nhs.uk]  
**Sent:** 31 July 2016 14:24  
**To:** Hicken Joanne - Practice Manager - C84053  
**Subject:** RE: Proposed Practice Boundary

Hi Joanne,

Whyburn have now objections to your boundary amendments.

Kindest regards

Mandy

Mandy Moth

Business Manager

Whyburn Medical Practice

**Appendix 2E Email response from Oakenhall Medical Practice 27 July 2016**

**From:** Ellison Lisa - Practice Manager - C84095  
**Sent:** 27 July 2016 16:18  
**To:** Hicken Joanne - Practice Manager - C84053  
**Subject:** FW: Proposed Practice Boundary

Dear Joanne

Thank you for your letter.

The GP Partners and I have your proposed Practice Boundary Change, which is also something that Oakenhall Medical Practice has also discussed with NHS England and NNE CCG for the same reasons. Therefore are in agreement with the proposed boundary change.

Kind regards

Lisa Ellison

## Appendix 3A: Email correspondence to Bestwood Village patients

Proposed Change to Practice Boundary

[View this email in your browser](#)



Dear Patient

### **RE: Proposed Practice Boundary**

We are writing to you to inform and seek your views on our proposal to reduce our geographical practice boundary. We intend to cease taking new registrations from Bestwood Village, although existing patients will remain with our practice if you wish to. We would like to stress that this change will not affect the care we have and will continue to provide to you whilst you remain a registered patient with us.

We have made this proposal in response to considerable new developments in Hucknall including the Rolls Royce and Papplewick Lane housing developments which will increase the pressure on local health service delivery. As a practice we want to continue to provide a high quality, safe and effective service to our patients and respond appropriately to new population changes.

If you have any comments, or concerns about this proposal please do not hesitate email us on [NNESTCCG.AdminTorkard@nhs.net](mailto:NNESTCCG.AdminTorkard@nhs.net) alternatively you can telephone the surgery to speak to Mrs Joanne Hicken our practice manager.

Yours sincerely

Dr David Hannah & Partners

Please let know your comments & concerns

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## Appendix 3B – Letter sent to Bestwood Village patients

Partners

Dr David Hannah  
Dr Maria Dalton  
Dr Jenny French  
Dr Aneel Bilkhu  
Dr Alex Brodie  
Dr Prakash Kachhala



Torkard Hill  
Medical Centre

<<Today>>

Dear <<Title>> <<Surname>>

**RE: Proposed Practice Boundary**

We are writing to you to inform and seek your views on our proposal to reduce our geographical practice boundary. We intend to cease taking new registrations from Bestwood Village, although existing patients will remain with our practice if you wish to. We would like to stress that this change will not affect the care we have and will continue to provide to you whilst you remain a registered patient with us.

We have made this proposal in response to considerable new developments in Hucknall including the Rolls Royce and Papplewick Lane housing developments which will increase the pressure on local health service delivery. As a practice we want to continue to provide a high quality, safe and effective service to our patients and respond appropriately to new population changes.

If you have any comments, or concerns about this proposal please do not hesitate email us on [NNESTCCG.AdminTorkard@nhs.net](mailto:NNESTCCG.AdminTorkard@nhs.net) alternatively you can telephone the surgery to speak to Mrs Joanne Hicken our practice manager.

Yours sincerely

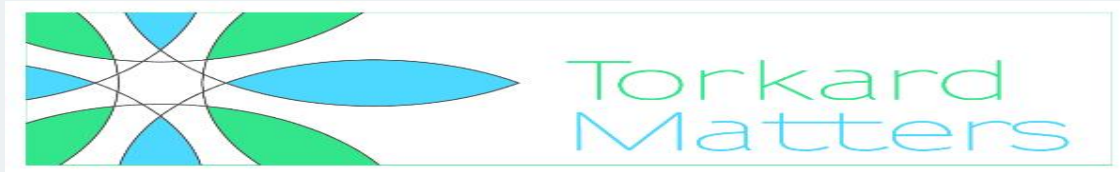
A handwritten signature in black ink that reads "M Dalton". The signature is written in a cursive, slightly slanted style.

Dr David Hannah & Partners  
Torkard Hill Medical Centre

## Appendix 3C – Email correspondence to PPG members

Proposed Change to Practice Boundary

[View this email in your browser](#)



Dear PPG Member

### **RE: Proposed Practice Boundary**

We are writing to you as a member of our Patient Participation Group (PPG) to inform and seek your views on our proposal to reduce our geographical practice boundary. We intend to cease taking new registrations from Bestwood Village, although existing patients will remain with our practice. We would like to stress that this change will not affect the care we have and will continue to provide to patients who remain registered with us.

We have made this proposal in response to considerable new developments in Hucknall including the Rolls Royce and Papplewick Lane housing developments which will increase the pressure on local health service delivery. As a practice we want to continue to provide a high quality, safe and effective service to our patients and respond appropriately to new population changes.

If you have any comments, or concerns about this proposal please do not hesitate email us on [NNESTCCG.AdminTorkard@nhs.net](mailto:NNESTCCG.AdminTorkard@nhs.net) alternatively you can telephone the surgery to speak to Mrs Joanne Hicken our practice manager.

Yours sincerely

Dr David Hannah & Partners

Please let know your comments & concerns

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You are receiving this email because you are a patient or a member of Torkard Patient Participation Group

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Hucknall  
Nottingham, NG15 6DY  
United Kingdom

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## Appendix 4

### Boundary change proposal responses

**Target groups:** Torkard Patient participation group (PPG) members, Bestwood village resident patients

**Total number of Practice response:** 30

**Responses anonymised and patient identifiable data not used.**

#### Agreement to the change in boundary responses (80%)

“Thank you for your email about the proposal to reduce the practice boundary. Sadly, I think you have no choice but to take this action, and I was pleased to see that those who are already registered will not suffer as a result. However, I do think that the practice should make clear to the local authority that this has occurred as a result of their actions in granting building permissions without guarantees of infrastructure. As I understand it, builders are playing the system by putting multiple proposals in for smaller developments, which has meant that there is no onus of them to provide money for schools, doctor’s practices and other infrastructure. It seems that only by taking severe action (as you are considering doing) will the relevant powers sit up and take notice of the effects of their actions.”

“Given the amount of new developments in the area, it is difficult to see what other course of action is open to you. It is a sensible option not to take on any new patients but to continue to fully serve the patients already registered with your practice. I am pleased to see that existing patients from outside the practice boundary, such as myself, can continue to attend the practice and I do hope this will continue to be the case in years to come. Although I do not attend the surgery on a regular basis, I would hate to have to find another practice as I am very happy with the practice in general and Dr Brodie in particular”

“Very pleased to hear of the proposal of change of Practice boundary. This is a positive move toward the impending problems GP practices and their patients in Hucknall are going to experience when the new houses in the area are completed and occupied”

“Entirely agree with your email.”

“Must admit that I didn't realise you took patients from Bestwood. Would it not be better for them to attend surgery at Bulwell say or does this come under another boundary limit?”

“Some time ago I had a word with Mark Lester, MP, and asked about health care for the new housing developments on Rolls Royce site. He said he thought there was money in the pot somewhere for a new doctors' surgery. What happened to this? The Council surely cannot expect Torkard to look after all these extra people as it is difficult enough for your current patients trying to get a reasonable doctor's appointment.”

“I have read your report with interest and agree with the decision not to take on any more patients from Bestwood. When trying to make an appointment at present to see a Doctor of your own choice, it is obvious that the practice is over stretched due to the increase in the population of Hucknall (e.g.. the Papplewick Development.), but that is not going to be the end of the problem because there are new plans to build another 140 houses just off the Vaughan Estate and the Wighay Development will increase by another 840 houses. This will undoubtedly cause serious problems to Hucknall's established residents when needing the services of a Doctor or Dentist and hopefully plans are already in place to meet this additional demand.”

"I agree with your plan to reduce the size of the catchment area by not taking further patients from Bestwood Village. I expect that you would have to make an exception for future children of existing Bestwood Village patients."

"An excellent idea in view of all the current and proposed developments. With regard to the anticipated influx in new patients, I'm wondering if there are any future plans to increase the number of Drs at the surgery to help alleviate the current & future waiting times for an appointment"

"I fully agree with your proposed boundary changes. I hadn't realised that you took patients from Bestwood village, thinking it would be too far away, but considering all the new building in progress much nearer to the surgery, I think it is a wise & necessary decision. It is already difficult to get timely appointments and I'm sure it will get worse in the future, you, like the rest of the NHS services are already under tremendous pressure and all things considered, I think you all do a fantastic job, thank you."

"I can't see a problem with the proposed boundary change as long as it doesn't affect current patients or family members who may become dependent in the future e.g. new babies or the less likely scenario of elderly relatives who come to live with a current patient.

I would hope that this would be one of a number of measures taken to ensure adequate cover once the buildings are built (e.g. taking on of new doctors/nurses)."

"I fully understand and agree. Like many other Hucknall residents, I am very concerned at the huge increase in new houses being built in our area, putting increased pressure on many local services etc."

"We totally agree with your decision, as with all the new housing estates springing up in Hucknall there has to be a boundary somewhere to maintain the high standard of care that we now receive from your practice."

"I think it is a good idea to restrict the practice boundary. The new estates being built are going to put a great strain on all health services, and maybe there should have been more thought given to the effects they would have on these services before planning permission was granted."

"I agree with the proposed changes as there will be too much demand for your services with all the new properties"

"I would like to think that this would also include the new development of house within the Gedling Borough Council boundary at Linby. These 1400 homes would put further strain and stress on our doctors."

"I agree it is not fair on Practice staff. Be it Doctors Nurses Clerical etc. plus present patients, to increase their work load to impractical levels. I do believe, before any council approves planning permission, for any homes, they should take into consideration, their responsibility for the following: Parking problems, refuse collection, road congestion, Policing, schooling, medical and dental facilities. You cannot build homes, on the edge of your council area, and expect a neighbouring council to provide the necessary facilities.

"I think this is a very good idea. I am concerned about increasing numbers of patients joining the practice from the new housing estates that are going up. It is currently difficult to get an appointment to see a GP, there are long waiting times when phoning the surgery and car parking to access the surgery is diabolical. Are there still plans for a super-surgery to be built in the area?"

"I would support the boundary change and would actually urge further reviews on the capacity the practice can accommodate. Times to answer on phone calls and routine appointments is excessive - the patient list is

too great as it is and with additional development, there are serious concerns that patient care would decrease from what is currently a struggle to maintain.”

“Great idea, didn't even realise Bestwood village was in the catchment area.”

“Excellent idea. Do you have any plans on how you will accommodate the potential extra patients based on the new developments emerging throughout Hucknall? It's already difficult to get an appointment with a GP at the practice.”

“I agree with the proposals, the patient volume would be too much for the Practice to sustain an efficient service.”

“Given the vast increase in residential growth taking place in the Hucknall area, this, in my opinion is both sensible and practical”

“I agree that Torkard should modify its boundaries to exclude new Bestwood Village patients, \*provided\* new additions to families who are existing patients - e.g. a new baby, or granny comes to live close by - are treated with consideration.”

#### **Responses to retain current boundary responses (7%)**

“In my opinion I think it wrong to abandon your traditional catchment area in favour of new developments. The powers that be will never put in place additional GP cover for new developments if existing GPs accept patients from the new developments. It is the same for schools etc., Bestwood Village has been considered part of our Hucknall community and it is my belief that they shouldn't be abandoned.”

I understand that Hucknall is growing at a rapid rate but why do the residents of Bestwood Village have to suffer (especially as we do not have any health provisions in the village).

#### **Other comments (7%)**

“I am concerned that there is no new building or extensions envisaged by the NHS to cope with the huge demand that will be put upon services when all the new building is completed. I feel sorry for the citizens of Bestwood who will have to find alternative provision.

If the Rolls Royce development is for 900 houses, Wighay Bridge 300+ houses plus all the infill housing - how are we going to cope with probably 3,000 plus people wanting access to medical services with no new provision? Hucknall's current infrastructure was not built to cope with current population growth. I, like many others, would welcome an improvement in medical provision, school places and road improvements.”

“Whilst I do understand the pressures the new estates will cause if possible I'd like to make the following comments. How many patients you have registered who reside in Bestwood Village? How many new patients do you get from the village? Perhaps rather than just a no more new patients approach you look at what percentage of patients are from the village, how many new patients from the new estates you will get and reach a number of how many more you could take from the village.

For families who are already registered, should they have an additional child, I'd like to think that the surgery would accept the new born child as the family are already at the practice?”

**Number of patient identifiable responses not included in this report = 6%**

**JM and JH 26 July 2016**