



Lincolnshire
Integrated Care Board

Spalding GP Surgery Closure and Patient List Dispersal

Stakeholder Engagement Report

September 2022

Spalding GP Surgery Stakeholder Engagement Report

Purpose of this report

The purpose of this report is to outline the results of the 56-day stakeholder engagement exercise that took place between 13th July and 7th September 2022. This includes the survey results and the feedback received at the patient engagement drop in events. The report identifies any emerging issues for consideration by the NHS Lincolnshire Integrated Care Board's (ICB) Primary Care Commissioning Committee.

Background

Spalding GP Practice operates from the Johnson Community Hospital in Spalding and is one of three practices within the Spalding Primary Care Network (PCN). It is the smallest of the three in terms of registered patient list with 3,361 patients (July 2022). The small size of the practice means there is little resilience in the delivery model. This increases the risk of service delivery failure and impacts on patient safety.

All three practices in the area have seen an increase in the rate of patient registrations over the last six months due to housing developments and subsequent population increases.

Following the Lincolnshire Community Health Service NHS Trust (LCHS) withdrawal from contract extension discussions, several options were explored to ensure continuity of patient care. These options were presented to the Primary Care Commissioning Committee on the 15th of June and the recommendation to conduct a managed list dispersal via an open expression of interest process was formally agreed.

Following this, the ICB commenced with an engagement process on Wednesday the 13th of July, which ran until the 7th of September. The aim of this process was to seek the views of registered patients and other key stakeholders on what is important to them for the provision of their medical services. Feedback will be considered and where appropriate will be included within the expressions of interest process.

Engagement Process

The engagement process started with the normal dissemination of information through various routes – letter to households of registered patients, press release, social media, ICB website and direct communication with key stakeholders such as local MPs, Councillors and the Local Medical Committee.

A patient survey was also included and has been circulated via the Spalding GP practice, via the Patient Advice and Liaison Service (PALS) and was available to download from the ICB website and was communicated directly to patients via letters to households and text messages. In addition to this, five engagement events took place in Spalding to give patients, carers the public, and stakeholders an opportunity to ask any questions or raise concerns. The team had originally planned three engagement events, however, two additional drop-in events were scheduled following delays to the initial letter being received.

Summary of Activity

The 56 day engagement ran between 13th July and 7th September 2022, which included:

Communication to patients

All registered patients received direct communications via two letters, that were sent to the households of registered patients. In addition, every adult patient who had consented to receive communications via text message received this as well as supplementary messages. The letter and text communication invited registered patients to complete the engagement survey, and to attend engagement events, to raise any queries they may have. The telephone number of the Patient

Advice and Liaison Service was also provided so that patients were able to request the survey in other languages and feedback concerns.

Interpretation services were commissioned to translate the patient letter in the top 5 language as 37% of patients did not have English as a first language.

A number of drop-in engagement events were arranged at various times of the day and at different locations. Due to issues in the timeliness of the initial letter being sent to all patients, which meant it was received after the first two events had taken place, an additional two sessions were added to the programme. The delay to the letter was due to unforeseen circumstances with the agency, who had been instructed to carry out the mail shot on behalf of the ICB. The events are discussed in more detail below.

Paper survey

Paper surveys were made available in the practice and from the Patient Advice and Liaison Service (PALS), as well as printed versions of the frequently asked questions

NHS Lincolnshire ICB website

Information, including the patient letter, frequently asked questions, online survey link, and information about the events, was included on NHS Lincolnshire ICB's website and can be viewed here: [Spalding GP Surgery Consultation - Lincolnshire ICB](#)

A press release to local media/ Briefing note was disseminated which included the following key Stakeholders:

- Local Press
- MPs, district and parish councillors
- Patient Advice & Liaison Service
- Local Medical Committee
- Healthwatch Lincolnshire
- NHS provider comms
- LinCa
- Spalding Neighbourhood Team Lead
- Lincs Pharmacy Committee
- VCS/LVCS
- Every-One
- Spalding Primary Care Network
- 7 practices within the boundary area.
- All Lincolnshire practices

Press release to local media/ Briefing note

Spalding GP Surgery

Press Release

Patients at a GP surgery in Spalding are being informed they will be automatically registered at an alternative GP surgery as early as October this year as part of plans to transform services in the area.

Spalding GP Surgery based at the Johnson Community Hospital in the town provide primary care medical services to over 3000 patients.

Since 2018, services at Spalding GP Surgery have been provided by Lincolnshire Community Health Services NHS Trust (LCHS). The contract that is currently in place with LCHS ends on the 30 September 2022.

LCHS have decided not to extend their contract, however, they have agreed to continue providing services at Spalding GP Surgery until an alternative service is in place.

NHS Lincolnshire Integrated Care Board (ICB), previously known as NHS Lincolnshire Clinical Commissioning Group, have now outlined plans to undertake a managed list dispersal through an Expression of Interest process.

This means that when the Expression of Interest process has been completed, patients registered at Spalding GP Surgery will be automatically registered at an alternative GP surgery.

In a letter sent to patients, Sarah-Jane Mills, Director of Primary Care, Communities and Social Value at the ICB reassured patients that during this process, they should continue to access services at Spalding GP Surgery as normal and encourages patients to share their views about what is important to them when accessing local primary care medical services.

To have their say, [patients can complete an online survey](#) (or collect a paper copy from the surgery).

Patients are also being invited to attend one of three drop-in events where they can talk to a member of the NHS team about the process.

The events are as follows:

- Event 1 – 6-8pm, 20 July 2022, Patio Room, Springfields Events & Conference Centre, Camel Gate, Spalding PE12 6ET
- Event 2 – 10am-12pm, 22 July 2022, Room ADM124/125, Johnson Community Hospital, Spalding Road, Pinchbeck, Spalding PE11 3DT
- Event 3 – 2.30pm-4.30pm, 18 August 2022, Patio Room, Springfields Events & Conference Centre, Camel Gate, Spalding PE12 6ET

If patients would like more information in general about the process or to request information in alternative formats, please contact the Patient Advice and Liaison Service (PALS) by telephone on 0300 123 9553 or by email at LHNT.LincsPALS@nhs.net. The service is open 9am – 5pm Monday to Friday (except Bank Holidays).

The consultation runs from Wednesday 13th July 2022 until midnight on Wednesday 7th September 2022.

Advertising the engagement Survey and events

The engagement survey and events were advertised on the ICB websites and social media pages, the social media activity and statistics are shown below:

Twitter

11 tweets

- 3,351 impressions (the number of times any content from or about your page entered a person's screen)
- 61 engagements (Retweets *shares of our tweets by other users*; replies; likes and clicks)

Facebook

- 10 posts
- 7,625 reach (the number of people who saw any content from or about your page)
- Engagements: total – 40 (likes, shares, comments)
- 4 likes
- 7 comments
- 29 shares
- 20 photo/image views
- 283 total clicks

The Top posts are shown below:



Engagement Events

The format of 5 ICB led events were drop-in sessions, where staff from the ICB, and LCHS were available to answer questions from patients and stakeholders; these were in small group discussions or one to one conversations. This approach was taken to ensure that the views of all patients could be heard, and any of their concerns investigated.

The drop in events were arranged, at a range of times and locations to ensure that people had a range of options to take part. The engagement events were as follows:

<ul style="list-style-type: none"> • Event 1 – 6-8pm, 20 July 2022, Patio Room, Springfields Events & Conference Centre, Camel Gate, Spalding PE12 6ET <i>attended by 14 members of the public, including two Spalding councillors- Cllr Angela Newton and Cllr Elizabeth Sneath</i>
<ul style="list-style-type: none"> • Event 2 – 10am-12pm, 22 July 2022, Room ADM124/125, Johnson Community Hospital, Spalding Road, Pinchbeck, Spalding PE11 3DT • <i>Attended by 33 members of the public.</i>
<ul style="list-style-type: none"> • Event 3 – 2.30pm-4.30pm, 18 August 2022, Patio Room, Springfields Events & Conference Centre, Camel Gate, Spalding PE12 6ET • <i>Attended by 37 members of the public, including the local MP, Sir John Hayes and Cllr Angela Newton</i>
<ul style="list-style-type: none"> • Event 4 – 6.00pm – 8.00pm, Tuesday, 23rd August 2022, Patio Room, Springfields Events & Conference Centre, Camel Gate, Spalding PE12 6ET • <i>Attended by 10 members of the public</i>
<ul style="list-style-type: none"> • Event 5 – 6.00pm – 8.00pm, Wednesday, 31 August 2022, South Holland Centre, South Holland Centre (23 Market Place, Spalding, Lincolnshire, PE11 1SS) • <i>Attended by 12 members of the public</i>

In addition to the engagement events, two public meetings were arranged by the South Holland District Council staff, who asked senior ICB staff to attend to answer further questions. These meetings took place at the South Holland District Council Offices on Friday 26th August from 10am and Monday, 5th September from 6pm. The themes that arose out of these meetings was similar to the engagement events.

Findings from the engagement events are summarised below:

The engagement events were attended by over 100 members of the public, a small number of attendees came to more than one event, and some attended multiple times. Most people in attendance were patients who had been registered at the Spalding GP practice, and some patients attended who were registered at neighbouring practices or were family members or carers of Spalding GP practice registered patients.

ICB and LCHS staff who facilitated the table discussions identified a number of key themes of feedback from the events, which are presented under the headings below:

Concerns expressed over the closure

- Most patients had concerns over the decision to disperse the list of the practice and were frustrated that this had happened to them again after Pennygate was closed in 2018 by NHS South Lincolnshire Clinical Commissioning Group. One patient commented *“It is awful situation to put people in. Doesn’t look very good! It isn’t very good!”*
- Some patients commented that they are disappointed that they cannot remain at the practice, but now understand the need for a dispersal after attending the patient engagement events. Many patients thanked the ICB staff for the engagement events and taking the time to listen and explain the situation to them.
- Patients were concerned that they would be left with gaps in their care whilst they were assigned to a new practice and for the continuity of their care regarding medications. Staff confirmed that LCHS will provide the service until the process is concluded and that there won’t be a gap in care for patients.
- Attendees queried why LCHS weren’t continuing with the service and queried the type of contract they were on.
- Some patients asked why this service planning had not started three years ago, so that arrangements were in place when the LCHS contact ended.

Enquiries relating to the Expressions of Interest (EOI) Process

- People asked for more information about the expressions of interest process and were concerned what would happen if none of the Lincolnshire GP practices expressed an interest to deliver the service. The ICB staff clarified the timeline for the EOI and why the ICB is taking this approach, they also confirmed that patients would be allocated to an existing practice in the scenario that no one applied.
- Queries were raised regarding how any surgery that has submitted an EOI will get their premises ready in two months when the LCHS contract ends.
- Queries were raised to how the ICB will monitor the services of those patients moved from Spalding GP, including checking on application the capacity of the provider to cater for the number of patients.
- Queries were raised about who would make the decisions and staff explained that the decision will be made by ICB – meeting will be in public, and that details can be found on the ICB website.
- ICB staff were asked to share the indicative timetable for the EOI process, and this has been included in the Frequently Asked Questions section of the website.
- Reassurance was provided to patients, carers and stakeholders that the Spalding GP practice will stay open beyond 30/9/22 while the EOI process is ongoing and through the mobilisation period.

Enquiries relating to Patient Choice

- Some patients asked if that had any choice over which practice, they were assigned to. ICB staff discussed that people could register where they wanted given, they lived with the practice boundary area, this information is also included in the FAQs.
- Some patients asked if the boundaries would be expanded of other surrounding practices so that they had more choice of alternative practices.
- Some patients raised concerns that they didn't feel they had patient choice if it was only between two practices – Beechfield and Munro.
- Some patients asked what they could do if they were allocated to a practice they didn't want to be registered at.

Feedback regarding the current Spalding GP practice

- A lot of patients fed back that they get a really good service from the practice, and really liked the staff, so did not understand why it was closing, discussions took place with patients explaining the reasons why this had to happen.
- Some people were concerned that LCHS had not wanted to continue to deliver the service and were asking the reasons why.
- Very positive feedback was received about the new LCHS GPs at Spalding GP Practice, as well as good feedback about AccuRx. There was a general feeling the service has improved over the last 6 months.
- A lot of patients said that the current practice is convenient for them as it is very easy to park and the service is located in a hospital, alongside other services. People commented that it is reassuring having the Urgent Treatment Centre next door.
- There are also good cycle and walk paths and Buses stop at the Johnson Hospital.
- Some patients, on the other hand commented that "Parking at Johnson can be a nightmare."
- The staff at the practice received positive feedback, *"All staff are excellent and treat you like a person rather than a number." Feels like staff know their patients personally and they feel well provided. "Everything done in timely manner."* Excellent feedback was given for the GPs
- Some patients expressed concerns over the continuity of care at the practice due to the practice using locum GPs. Concern was expressed that access to a named GP is difficult.
- Some patients said that the Johnson GP practice is not very private as both receptionists are next to each other, and that space is also an issue.

- Amy Hall, Head of Operational Business Services, LCHS attended the events to support patients and look into any current service concerns.

Concerns over Access (phones, appointments availability)

- Concern was expressed over the number of patients already registered at the other surgeries in Spalding and people feel that they are already overwhelmed.
- People were worried that they may not be able to access services when they need them, or get through to these practices on the phone to make appointments. Many patients said that this would result in increased A&E attendance, need for home visits and an increased strain on the ambulance service.

Concerns over the continuity of care

- Patients expressed concerns over the continuity of their care by their practice changing again and the importance of not losing their treatment and appointment schedules. A lot of patients mentioned that this news was very frustrating after already being made to change practices in 2018, due to the closure of Pennygate.
- Patients were concerned if their prescriptions would continue when they were allocated to another practice.
- Patients asked if the doctors and staff would move to a new practice along with the patients. Staff discussed that the TUPE process would apply to staff directly employed by the practice (LCHS).

Concerns over the quality of care provided at alternative Spalding GP Practices

- At all of the events patients expressed a high level of concern regarding the access and quality of care provided at the two large Spalding surgeries – Beechfield and Munro.
- Some patients said that they would not want to be registered at either practice due to their personal experience or that of their friends/ family.
- Concerns were raised regarding the levels of staffing at the Beechfield and Munro.
- A key theme was also real concerns that the other two Spalding practices will not cope with another 3,000+patients. Some patients explained that Munro and Beechfield are not coping now with the demand as they never answer the telephone and access is poor.
- Some patients were scared about what would happen when the practice closed and explained how unsettling and anxious this was making them feel.
- Patients expressed concern that parking an issue at Munro and Beechfield, and that Spalding GP practice had been much easier for parking.
- There were some specific patient concerns about being registered with the two remaining practices and the ICB offered that those patients contact PALS. Also the team looked into concerns to address with the relevant practice.

Concern was expressed over the commitment of NHS South Lincolnshire CCG to look into a facility on the West side of the Town that has not materialized

- Many patients were deeply concerned, frustrated, and some very angry that a new practice on the west side of Spalding had not been arranged, and informed staff that this had previously been promised when Pennygate Closed. ICB staff explained that there was still the commitment to look into this, however the Covid pandemic where all ICB staff were re-deployed for up to two years caused delays. Patients felt that progress on this was still too slow.
- Concerns were raised that there are currently no Primary Care facilities in west of the town. Patients said that the town is divided by the railway – both surgeries and the ambulance station are on one side and there is nothing on the other side, this is where a lot of the development is happening. Patient explained that that railway line can be closed 20 minutes of every one hour making it difficult to cross and therefore access the service.

- One of the suggestions received by many patients was to re-utilise the previous Pennygate estate, some queries raised if the ICB could purchase the estate. Other patients had a preference for an independent 3rd practice based on the Johnson site or another new site altogether due to growing population which was mentioned across the town.

Concern expressed over the continued growth of the town from housing developments

- Many patients expressed concerns that the practice was closing considering the amount of housing developments in Spalding rapidly increasing the population, giving the need for more healthcare facilities and not less.
- Some patients asked why Spalding only have 3, soon to be 2 practices, when other areas with smaller populations have more. Suggestions were made to have a completely new practice due to the size of the growth in the town.
- Section 106 funding was discussed in all events and how the CCG (and ICB) are working/ have worked with South Holland District Council. It was explained how the developer must pay funds to the NHS and Local Authorities at certain milestones of their development. It was explained that the ICB is carrying out some work to review the estate needs, and will keep population need under review (including whether further primary care services are required).

Concerns related to Transport/ Travel

- There was concerns for patients that don't drive in accessing services from a different location.
- Concerns were made regarding the location of GP services and the time to travel from the west of the town, school traffic and train lines can mean long journey times – this should be considered as well as location. Opening up Pennygate or similar premises would be more accessible for Spalding West residents.
- A suggestion was made that a new surgery would be ideally located at Hereward Road.
- Distance to the practice and ease of access/travel times are important considerations along with parking.
- People were concerned that they may be expected to travel further and outside of the Spalding area.

Concerns for the elderly and vulnerable

- Concerns expressed about what would happen in the future as people age and access to GP services is already difficult.
- Some people were particularly concerned about care for the elderly, as this change causes more stress and anxiety to them.

Concerns expressed regarding the delay of the patient letter

- At the first and second events comments were made that the event wasn't known about and people had picked up information about them through social media which isn't accessed by everyone. Staff apologized for the delays and the frustration that this caused.

Other Feedback

- An attendee recommended that patient engagement letter should be more specific that all people over the age of ten in the household were encouraged to complete the patient engagement questionnaire. This feedback is welcomed, and will be taken on board for future work.
- Suggestion that the Patients Charter is more visible to patients so that they know their rights. The Patient's Charter has been replaced with the NHS constitution and this is on the ICB website.
- Concern was expressed that the Spalding GP practice did not have a Patient Participation Group, and the suggestion was made that these would be more effective if they were

geographically based and included patient representatives for secondary care.

What do patients want from new GP practice?

Some of the patients fed back what they would like to see at a new practice and these were summarised as follows:

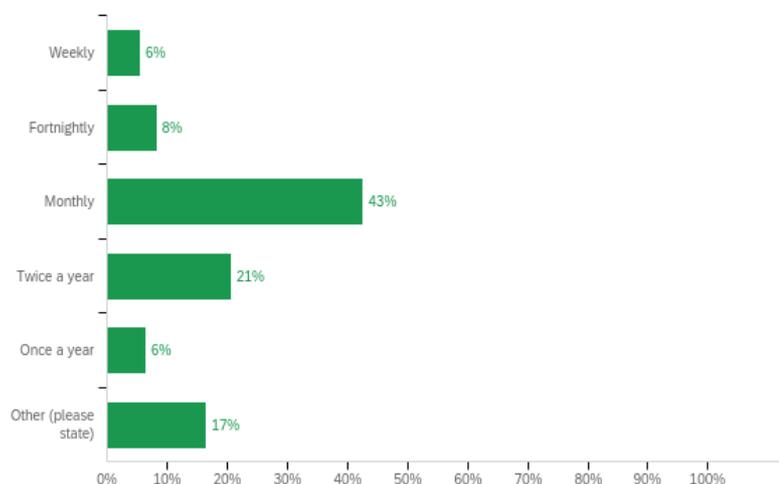
- I want to **see** a GP
- Location important – don't want to wait for a goods train
- Provision of pharmacy – delays in picking up script, as they can't issue without a pharmacist on site, even if script made up already
- Clear information provision
- Phones answered promptly – long waits to be answered noted
- Options for access other than using AskMyGP/Internet
- Longevity of service
- Consistency of doctors – seeing the same one (family doctor!)
- Stay where we are
- Consider the Pennygate site
- More doctors
- Excellent quality of care
- Good parking
- More appointments – evenings and weekends
- Communicate with patients in timely manner

Summary of survey Results

The below points present the results of the survey.

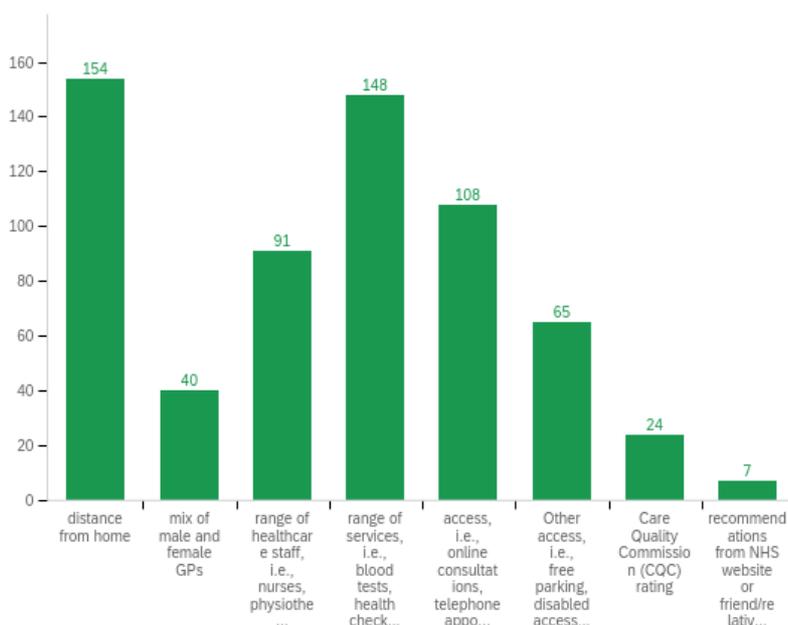
- 279 people had clicked on the Qualtrics survey link to look at the survey, and in total 218 people responded, this equates to a response rate of 6.7% (218/3,232). *Please note: not all questions in the survey were answered, some of the questions were skipped. The number of people who answered each question will be provided below.*
- 96% (185/192) of respondents was a patient or carer registered the Spalding GP practice, the remaining respondents were registered at the Beechfield or Munro practices.
- When asked how often on average they accessed services at the practice, the majority of people said they accessed this monthly, followed by twice a year as shown in the graph below:

How often on average do you access services at Spalding GP Surgery?



- When asked to tick their top three options for what is important when accessing services (as shown in the chart below), the top 3 were distance from home, followed by the range of services, i.e blood tests, health checks, dispensing, etc, followed by access, i.e., online consultations, telephone appointments (a small number of patients commented that all of the options were important):

What is important to you when accessing services from your surgery? (Tick THREE only)



- When asking patients/ carers if they had any other comments concerns, or suggestions that the ICB should take into consideration, 131/218 responses were received, the themes of feedback were very similar to those captured at the engagement events and have been summarised into the table below. (please note most respondents covered multiple topics in their comments resulting in the theme count being greater than the total comments received).

Key themes	Number of comments the theme was discussed in
General Feedback about the closure and list dispersal	
Do not understand the rationale / why it is necessary to close the practice	19
Would prefer to stay registered at the Spalding GP practice/NHS need to keep it open	18
Concerned for the continuity of care (appointments, medications, vaccinations, prescriptions) if moved	12
Concern expressed re the commitment of South Lincolnshire CCG to look at a facility on the West side of the Town that has not materialized	11
Concerns over Access (phones, appointments availability)	9
Detrimental to health if this surgery closed/ will put patients at risk	9
Disappointed/ sad about this news	6
Feel frustrated to be asked to move surgery again	5
Patients should have been informed earlier	2
Would like a choice not to just be allocated	3

Key themes	Number of comments the theme was discussed in
Would like to register at practices outside of Spalding	2
Hopes that a new provider will provide a good service	2
Concerns expressed regarding the delay to the patient letter	7
Transport/Travel	
Concerns related to Transport/Travel (concerned will be too far away, or don't drive)	9
Important that can access the new practice via public transport	1
Feedback on the other Spalding GP practices	
Concerns that the remaining 2 Spalding practices will not cope with another 3,000+patients	20
Concerns over the quality of care provided at alternative Spalding GP Practices	5
Would not be happy to be registered at either of the other practices in Spalding	4
Already difficulties accessing the other Spalding Practices	2
Concerns over the quality of care provided at alternative Spalding GP Practices - Beechfield	2
Beechfield are already full	2
Previously registered at Beechfield and not happy with care	1
No Parking at Munro	2
Previously registered a Munro and not happy with care/ practice overwhelmed	9
Would like to be transferred to Munro	2
Feedback on Location of service	
Re-utilise the Pennygate estate	8
Surgery needs to be in the west area of Spalding as no surgery there, the other practices are on the east side	9
Access to medical service with the town centre would be helpful	1
Specifically mentioned would like the practice to remain at Spalding Hospital site (due to housing development/ inability to travel)	2
Feedback about the current service at Spalding GP Surgery (Positive -56, Negative -8)	
Spalding GP practice positive feedback- (staff, service)	43
Spalding GP surgery feedback - Good Parking and Disabled at Spalding GP Practice	8
Spalding practice is convenient as located alongside other services	4
Excellent Interpretation at Spalding GP practice, worried won't be like this elsewhere	1
Spalding GP - concerns over continuity of care due to use of Locum GPs & lack of trained staff for appointments	2
Spalding GP - access is difficult	2
Spalding GP - annual reviews have not been carried out	1
Spalding GP surgery feedback - Facilities were getting crowded	1
Spalding GP surgery feedback- had double booked an appointment	1
Spalding GP surgery - very limited services	1
Suggestions for new service/s:	
Important to have a range of services available	1
More planning required to consider future growth of Spalding	1
Need a third practice due to growing population	5
Need more face-to-face appointments	6
Need a new dental surgery	1
Need to see someone who specialises in mental health	1

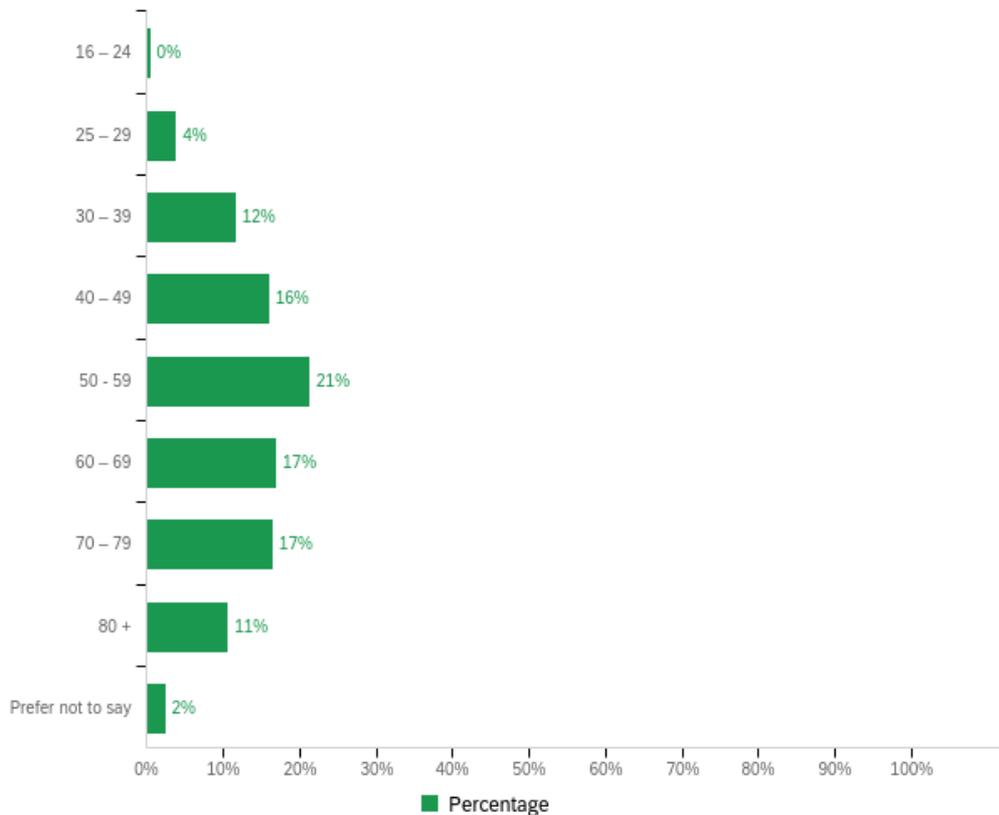
Key themes	Number of comments the theme was discussed in
New practice must do home visits for the housebound	3
Parking facilities are essential	3
Would like better access	3
Increased availability of GP appointments	2
Early morning, evening Saturday appointments would be good	1
Would like self check-in screen	2
Would like staff trained in immunisations	1
Cater for people with Special Educational Needs	2
Would like return of well women clinic to ask advice on minor worries	1
Choice of male/female doctor/nurse practitioner	2
Population Growth	
Concern expressed over the continued growth of the town from housing developments	15
Queries over if section 106 monies available from developments	1
One response included a response letter from South Holland District Council re the number of dwellings and population growth, these have been circulated to the Primary Care Team	1
Other	
Confusing for the elderly to have to change practice	2
CQC ratings are also important	1
Will Spalding GPs remain in the area?	1
Worried other services will go from Spalding	1
Would be happy for the Johnson GP practice staff to move with the patients	1
Bad decision by LCHS	1
	308

Equalities Monitoring

A number of optional questions were asked so that the ICB can assess how well it engages with its population. Some patients entered limited data in some sections, however, it was encouraging that we could see from those that did complete, that the survey was completed by a range of ages, people with a range of disabilities and from people from different ethnic groups. The charts, tables and summary below represent the demographics of people completed the survey, where they answered these questions:

Age: As shown in the graph below, a mixture of age ranges completed the survey, however the survey was not well completed by younger people with only 9 (4%) of responses from people ages under 29. This is common with this type of survey and consistent with the age demographic of attendees at the patient events, however it would have been good to better understand the views of younger people.

Age: What age group do you belong to?



Gender: The gender of respondents was male 29% (61/209) and female 67% (139/209), 4% (9/209) stated that they would ‘prefer not to say’.

Gender Identity: No respondents stated their gender identity did not match their sex registered at birth, however 5% (7/150) stated that they would prefer not to say.

Sexual Orientation: Most respondents (86%, 171/199) described themselves as heterosexual, two respondents identified themselves as gay, one identified themselves as lesbian, one respondent identified as bisexual, six said that they would prefer to self-identify and eighteen said they would prefer not to say.

Religion/ Belief: Most respondents identified themselves as Christian (52%, 105/201), 2 people identified themselves as Jehovah's Witnesses and 35% (71/201) selected “no religion”, 10% (20/201) said that they would “prefer not to say”.

Ethnicity: Although the majority of respondents described themselves as White: Welsh / English / Scottish / Northern Irish / British (85%, 176/207), the survey was also completed by people a variety of ethnic backgrounds including: Any other Asian background (1); Black or Black British: Caribbean (1); Black or Black British: African (1); Any other Black background (1); White: Irish (2); White: Eastern European (7) and Any other White background (4).

Carer Status: 28% (57/200) of respondents identified as a carer of someone with a long term physical or mental ill-health/disability or problems relating to old age.

Pregnancy: Two respondents stated they were pregnant or were providing maternity care for a newborn baby.

Employment Status: The table below shows the employment status for the 207 people that answered this question, the majority of respondents were retired (37%) or worked full time (36%).

Answer	%	Count
Employed full time	36%	75
Employed part time	5%	11
Self-employed	6%	12
Unemployed looking for work	1%	2
Unemployed not looking for work	4%	8
Retired	37%	77
Ill health retired	1%	2
Student	0%	0
Prefer not to say	5%	10
Home maker	1%	2
Other, please state	4%	8

Next Steps

Patients were keen to receive feedback after the patient engagement events, keeping them informed of progress and further information about where they would be registered. During the events people were assured that they would be written to again with further information.

The report identifies the emerging issues for consideration by the NHS Lincolnshire Integrated Care Board's (ICB) Primary Care Commissioning Committee and to be considered in the Expressions of Interest Process.