

Proposed Relocation of Eastfield House Surgery to a new purpose-built GP Practice on Land South of Newbury College

Presenters: Dr Emma Featherstone, GP Partner - Eastfield House Surgery

Dr Anne Maloney, GP Partner – Eastfield House Surgery

Dr Mark Galliver, GP Partner – Eastfield House Surgery

Our report aims to present a case for relocating our current GP Practice at 6 St John's Road, Newbury to a newly designed, purpose built surgery, south of Newbury College.

Key factors supporting this move include:

- Overview
- Background & Options Considered
- Engagement Process with patients and other stakeholders including the Clinical Commission Group (CCG) and Integrated Care Board (ICB)
- Outcome of consultation
- Recommendations and mitigations considered in response to the consultation
- Timelines

Overview/Background/Options Considered

Eastfield House Surgery was built 33 years ago to cater for a maximum of 8,000 registered patients and its patient list size is just over 15,500.

The current practice size is 340sqm which is 68% undersized, assessed against NHS space use allowances, and is predicted to increase to 73% undersized by 2033.

Our current practice has significant limitations that hinder its ability to meet patient demand and provide modern efficient healthcare services.

The existing practice was extended in 2012 by a further three consulting rooms and two temporary cabins were installed in the surgery car park in May 2023 for a two year period. However, the practice is still significantly undersized and is limited in consultation rooms, administrative space, patient waiting area, car parking and basic facilities such as staff/meeting room and bathroom facilities.

Regulatory standards for healthcare facilities, particularly around patient safety, accessibility, and infection control, have advanced. The current location does not fully comply with these requirements, posing risks to both patients and staff.

A purpose-built facility would allow for the integration of modern healthcare technology, increased capacity for consultation rooms, and additional services such as mental health support, physiotherapy, and wellness programs. This approach aligns with NHS strategies for delivering more comprehensive, accessible care.

Although relocating would involve initial costs, a purpose-built facility offers long-term savings through improved energy efficiency, lower maintenance needs, and optimised workflows. Further upgrades or extensions to our current site are not possible.

Relocating the practice to a purpose-built surgery is a strategic investment that will support the growing needs of the community, ensure regulatory compliance, and position the practice as a centre for integrated, future-proof healthcare. Approval is recommended to proceed with planning and securing funding for the relocation. Our practice boundary runs from the south of the Kennet & Avon canal, easterly to the Newbury Racecourse Bridge off Hambridge Road, south at Newtown and west to Enborne.

Background & Options Considered

We met with Mat Chilcott, Primary Care Manager (Transformation) in 2018 who instructed a Facet Survey by Oakleaf Group on behalf of the CCG. Our practice was identified in the Berkshire West Primary Care Estate Strategy as a strategically significant site, considering the potential for patient number growth within our practice boundary. Risk and Assurance at that time noted that the practice will not be able to accommodate anticipated patient growth within its boundary. Gravity mapping of known patient growth where patients were likely to register in the next 5 years noted that the practice would be at capacity and occupancy rates of clinical space.

We began our search for potential new sites to relocate Eastfield House and had regular meetings with the CCG. In early 2020 the Covid pandemic became the top priority for both parties and meetings were suspended. In July 2021 we found a third party developer, Assura to help us in our search for a new site within our practice boundary.

Please see **Appendix A** which shows a summary of the 17 different sites that were considered for the relocation of Eastfield House Surgery.

We met with the Principal of Newbury College, Iain Wooloff on 1st September 2021 to discuss the potential relocation of Eastfield House on the land to the south of Newbury College, which was a mutually positive meeting.

In November 2021 we submitted a Project Initiation Document (PID) to the CCG for funding approval. The PID outlined the following areas for our proposed relocation:

1. Stakeholders including BWCCG and West Berkshire Council
2. Scheme Description including current premises significantly undersized, proposal for the purchase and construction of a new primary care facility, predicted growth, PCN support, accessibility, location, interim temporary accommodation.
3. Strategic need within the NHS Long Term Plan, population growth, patient list size per GP above national average and overcrowding working environment for staff.
4. Sustainability and transformation plans
5. Project costs and affordability
6. Procurement
7. Consideration of other options for the practice
8. Risk and Mitigation factors

The CCG approved the PID in principle in November 2021 with instructions for next steps to apply for Planning Permission. It was at this stage that we were introduced to Greenham Trust, who has a charity status and who reinvest any profit back into the community. This presented us with an opportunity to work with a developer who would be able to provide a primary care facility at a much cheaper rate than a commercial developer such as Assura.

The ICB agreed to contribute £40,000 towards the cost of the planning application which was paid to Greenham Trust in November 2023. Greenham Trust have also invested £150,000.00 towards planning costs for the new site. Please see a copy of the letter from the ICB in **Appendix B**.

We have had in excess of 30 premises meetings where there has been at least one representative from the CCG and more latterly the ICB. These include Mat Chilcott (Primary Care Manager (transformation)), Jo Reeves (Newbury Locality Manager), Helen Clark (Associate Director of Primary Care), Peter Redman (Head of Primary Care Estates), Sarah Wise (Senior Primary Care Manager) and Sanjay Deshai (Head of Primary Care Operations).

In addition, Bryan Lyttle from West Berkshire Planning attended our meetings before he left his position at the end of 2022 and Sarah Ball, Planning Team Leader from West Berkshire Council. Laura Farris visited our site in 2021 and a representative from her cabinet attended our regular premises meetings. Our current Local MP, Lee Dillon visited our practice on 21st November and appreciated the difficulties we face with our existing premises and recognised the need for the new site.

Consideration for Operating Over Two Sites

Consideration has been given to whether we would be able to keep the current site at Eastfield House and open another practice nearby.

Please see below some key points as to why this would not be possible:

- The costs of running two surgeries will be more expensive in terms of rent, staffing, maintenance, running costs, security and management. This will have a negative impact on funding for new recruitment of staff and inevitably on the service we can provide.
- Having both clinical and administrative staff on one site provides our patients with increased expertise and access to multidisciplinary services including diagnostic equipment, meaning their problems can be dealt with in one visit.
- Our clinical teams meet daily at 12.30 for a midday huddle to discuss in person, complicated patients, case studies and professional development. This would not be possible with staff spread over two sites.
- We have a team of paramedics, advanced practitioner, pharmacists, nurses, healthcare assistance, pharmacy technician, prescription clerk and a social prescriber, all of whom are specialist in their areas and work closely with the GPs to provide an MDT approach to patient care. Working over two sites will destabilise this holistic approach to our patients care.
- GPs have their own patient list for continuity of care, particularly for more complex patients. This would not be possible with a GP working over two sites. Patients who can only get to one site will find that their access to GP appointments would be significantly reduced.
- Patients and staff moving between two sites will add to traffic congestion.
- Patients will become confused as to what site is offering which treatment.
- The GP Partners at Eastfield House are responsible for the data, governance and clinical safety associated with our site. GP Partners would have to double up on these issues affecting two sites, diverting their attention away from direct clinical care.
- Primary Care IT infrastructure needs investment by NHS England. This does not currently work well across the West Berkshire patch and systems cannot communicate with each other over two sites. This is inefficient, unreliable, frustrating and potentially unsafe.

As the current premises at 6 St John's Road no longer meets the NHS Regulatory standards for healthcare facilities, major work would need to be undertaken to make the site comply with these requirements. For example, consulting rooms do not meet the regulatory size, some rooms have inadequate head height and no ventilation, no natural light, no heating and are inaccessible for wheelchair users.

Patient Engagement & Other Stakeholders

We hold regular Patient Participation Group meetings in our practice every quarter and our premises situation has been discussed since June 2021. The main area of concern is transport links to the new site which we have assured patients will be taken into consideration as part of the planning and development. In addition, planning has been approved for the Sandford Development and Mayfield Point with planned transport links.

We held a Patient Engagement Event at St John's Church on Tuesday 26th March 2024, which was offered as a drop session for our patients. This was advertised via text message to our patients, in the practice waiting area, on our practice Facebook page and website. We gathered patient feedback from this event which showed 85% in favour of us moving to the new College site. Again, the main concern was around transport links.

We also ran an initial online patient survey over a period of two weeks for anyone who was not able to make it to the Patient Engagement Event and displayed the proposed design of the new surgery and a questionnaire in the surgery. The survey is still active on our website along with the proposed design and feedback questionnaires still on display in the surgery.

Of note, during the engagement process we have had to be mindful of Stakeholders within Newbury College and the process they follow with regard to the sale of land for the proposed site, and the need for us to seek their approval to release any press information.

During November we ran our patient annual survey about our service and included details of the proposed relocation site and request feedback at this time. The survey was available online and in the surgery. Please see **Appendix C** for survey results

Recommendations and Mitigations Considered in Response to the Consultation

Travel Implications

The proposed site will be situated next to the new Sandford Development to the east and Mayfield Point to the west. These developments have received planning approval and transport studies undertaken. The proposed new surgery will benefit from the infrastructure that is being put in place as a result of these developments.

Next Steps

On receipt of planning approval, NHS England require us to submit an Outline Business Case to our ICB for the project, who will instruct the District Valuer to make a value for money assessment on the scheme. Following approval of the Outline Business Case, a Full Business Case will be submitted to the ICB for final approval.

We are reminded by the ICB that we are competing with practices in Oxford and Buckinghamshire and that our scheme remains a priority.

Appendix A

Potential Sites Investigated for New Premises from 2018 to date

1. Staples, 1 Greenham Road, Newbury

Assura contacted landlord with a view to buying the whole site, including Halfords and Burger King. Landlord wanted £7m for site which made the project financially not viable.

2. Sovereign Housing, Bartholomew Street, Newbury.

Assura bid on property but was outbid by another agent.

3. Kennet Centre, Newbury town centre.

Plans for surgery too small for our needs. Restricted parking difficult for staff and patients. Allocation of space inadequate.

4. Walt Motor Company, Bartholomew Street

Space inadequate and access issues.

5. Jewsons, Enborne Road

Assura made contact with landowner. Site under offer with housing developer

6. Washwater

Current flood plane. CCG/ICB had issue with site being on the Hampshire/Berkshire border and very edge of our catchment area. Housing developer sold to Bewley Homes.

7. Single dwelling with large plot, off Pinchington Lane

Assura felt site was not big enough alone. Approached Tesco with regard to obtaining border to the east and some share parking for site. Project was not financially viable.

8. Vets4Pets, Greenham Road, Newbury

Site not big enough. No parking

9. York House, Andover Road

Not big enough for surgery but considered for temporary solution for admin staff.

10. Greenham House Gardens, St John's Road

Inadequate space

11. Sutton Land, Enborne Road

Land was being held as son was on trail for murder.

12. Downs Carpets, Hambridge Lane

Assura approached agent. Site financially not viable and no transport links for patients.

13. Kennet Side, Hambridge lane

Too far out of area, no public transport links.

14. Rivar development Greenham and Haysoms Drive, Greenham

Developer plans for housing. Access issues for a new surgery.

15. David Wilson Greenham, Greenham

Developer did not want to sale.

16. Newbury Racecourse, Newbury

Site being used for building material storage and rest of site still under construction. Developer not interested in selling. Site on outer boundary.

17. Land south of Newbury College

Suitable site within our catchment area. Sale of land agreed by the college with room to expand in the future if required. Transport links in place. Affordable as working with charitable organisation who are invested in working with the local population with any profit invested back into the community.

Appendix B

Letter from Julie Dandridge, Head of Primary Care Infrastructure



**Buckinghamshire,
Oxfordshire and Berkshire West**
Integrated Care Board

Second Floor
Sandford Gate
East Point Business Park
Oxford OX4 6LB

Telephone: 01865 336800
Email: peter.redman@nhs.net

Date: 15/05/2023

Anne Maloney, Emma Featherstone
Eastfield House Surgery,
6 St John's Road
Newbury RG14 7LW

By email to:
amaloney@nhs.net
emma.featherstone@nhs.net

Eastfield House Surgery (The Practice) – ICB part-reimbursement of planning application costs for proposed new Primary Care premises

Further to our meeting on 04/05/2023, I write to confirm that the ICB will part – reimburse the Practice up to £40,000 (including VAT) towards the reasonable costs incurred by the Greenham Trust in respect of a planning application for a proposed new GP premises for The Practice on Newbury College land. This is provided:

1. The part-reimbursement is accepted by the Practice and Greenham Trust as not constituting formal support by BOB ICB for the proposed new premises
2. That Greenham Trust's planning application and associated costs are reasonably and properly incurred before being passed to the Practice for part-reimbursement.
3. The planning application is for a proposed development that the ICB/its consultants consider to be of an appropriate size and design.

I would be grateful if you can confirm your acceptance of this letter below.

Yours sincerely

P Redman

Peter Redman MSc MRICS
Senior Programme Manager – Primary Care Estates, BOB ICB

We acknowledge receipt of this letter and agree to its contents.

Signed Signed

Appendix C

Results of Patient Engagement – Thursday 26th March

1 Are you a registered patient with Eastfield House Surgery?

Yes	No
64	2

2 How do you usually travel to the surgery? Please tick ONE box only:

Walk	Cycle	Car	Lift	Public Transport	Private Taxi	Other
34	2	26	1	2		1

3 Thinking about our new premises, how important are the following to you:

	Very Important	Important	Not Important	Don't mind
Good patient parking	34	15	8	8
Proximity to local buses	37	14	11	6
Sustainability of the building	37	27	2	7
Additional diagnostic services	39	19	1	4
Community pharmacy	40	14	3	8
Accessible location	46	11	1	5
Extended opening hours	36	19	6	4

4. Based on the information available to you, do you support the proposal for a new surgery?

Yes	No
56	8

5. Do you feel that we have provided enough information and explanation about the proposal?

Yes	No
47	17

6. If you have any comments on the proposed new building, please feel free to write them below

1	Newbury needs this facility
2	Once built will we be able to see our own GP?
3	Much needed!
4	You state you will provide more GPs. How many WTE?
5	I do worry about the elderly and others who like me, live close to the present surgery. How will they get to the proposed surgery? Taxi's are expensive
6	What extra services are you providing?
7	It is expensive to have ears syringed - are you providing this?

8	You state that there are buses on the route. Are you going to provide leaflets on these routes?
9	I understand you are bursting at the seams but my anxiety is about getting to the new proposed surgery
10	We believe that access (car) off Monks lane is extremely important to avoid excessive doubling back from the swan roundabout
11	Would welcome the larger premises and possibility to employ more staff to cope with growing practice numbers
12	All the proposals are positive, but miss a fundamental point: we need another surgery, not a relocation. Moving to out of town will stop people getting to appointments and drive more car use
13	Main concern is accessibility for those who don't drive
14	Car access is not clear - can we access via college road or do we need to go to the swan roundabout ?
15	Location of Bus Stop and proposed bus schedule from central Newbury
16	Timescale for construction - 3 to 4 years?
17	Cost estimate of project?
18	How many GPs/Nurses and Diagnostic Services?
19	Catchment area of new surgery. How many more patients?
20	Looks wonderful but looks are nothing we need appointments without triage. Triage helps doctors not patients
21	We need a path from bus stop outside the new surgery
22	Need to understand more about access i.e buses
23	Does not address the fundamental problem of recruitment
24	Will not be changing doctors
25	Provision of mini-bus service from St John's road to new surgery will be essential for patients without their own transport otherwise town centre patients will be at a significant disadvantage.
26	Details re sustainability, structure, solar panels, heating, lighting, natural air flow, insulation.
27	Why are we replacing a surgery instead of working with the ICB to build new surgeries? How will this fit with the council's proposed neutral by 2030 policy? Are additional Dr's already in place? Are additional buses going to be run to provide suitable public transit? Which increased services are being offered? Which aren't currently available in West Berks Hospital? Will appointment booking systems be improved to account for those without access to computers/smartphones?
28	Anima system does not work for me, is that likely to change? Will there be more Dr because of the sandford development? Looks good on paper, will it happen in my lifetime?
29	Looks like a really great scheme and long overdue
30	Where will existing medical records be stored? No space!
31	The info is incomplete and not totally correct
32	Need a southbound right turn into copse lane and need transport provision for those without cars and elderly who live in the north of the catchment.
33	Some more information on the timescales for the development would be helpful
34	need more buses
35	Would like to see collected metrics of current travel methods of existing patients - say ask all patients for a month - to have some live data on the proportions travelling, to understand potential impact. Investigate patients local volunteer minibus transport to site for town centre. Access via looping down A339 back up seems ridiculous and will form opposition. Some kind of press release taking the story to date - how many sites have been investigated and rejected/outstanding costs etc. to put proposal in clear perspective. Photos of existing workspace that patients wouldn't necessarily see etc.

36	<p>If its not possible to continue as of now - then yes, expand but I won't be able to walk there and same for many others so imperative plenty of parking and bus supply. If I read information correctly, you are not merging with Falkland Surgery but co-existing? Will there be a lift to first floor? Disabled won't like all the stairs shown. Will there really be enough parking for patients and staff as the surgery looks as if all is expanding - we won't be able to walk there as we do now? Will buses increase? Like the idea of attached pharmacy on site.</p>
37	<p>We understand the issues and are sad that no site was found available nearer the town centre. The new surgery is not accessible out of town, unlike the current surgery - adequate and regular bus services are essential for those without a car for transport.</p>
38	<p>How do we get there if not driving? Even for drivers, will there really be enough parking for patients if the staffing grows to make full use of the facilities? Buses from Western Newbury to the college or Tesco provide a poor service in afternoons and evenings.</p>
39	<p>Only thing we need to ensure is frequent buses and practice patient transport volunteers. The only moan I hear is getting to the surgery! Thanks for your effort - on the PPG.</p>
40	<p>I support this because there is nowhere else we can go, but some people will find it difficult to get to.</p>

Appendix D

Results of Patient Engagement – Eastfield House Surgery from 27th March 2024 onwards

1. Are you a registered patient with Eastfield House Surgery?

Yes	No
46	

2. How do you usually travel to the surgery? Please tick ONE box only:

Walk	Cycle	Car	Lift	Public Transport	Private Taxi	Other
23	2	17		2	1	1

3. Thinking about our new premises, how important are the following to you:

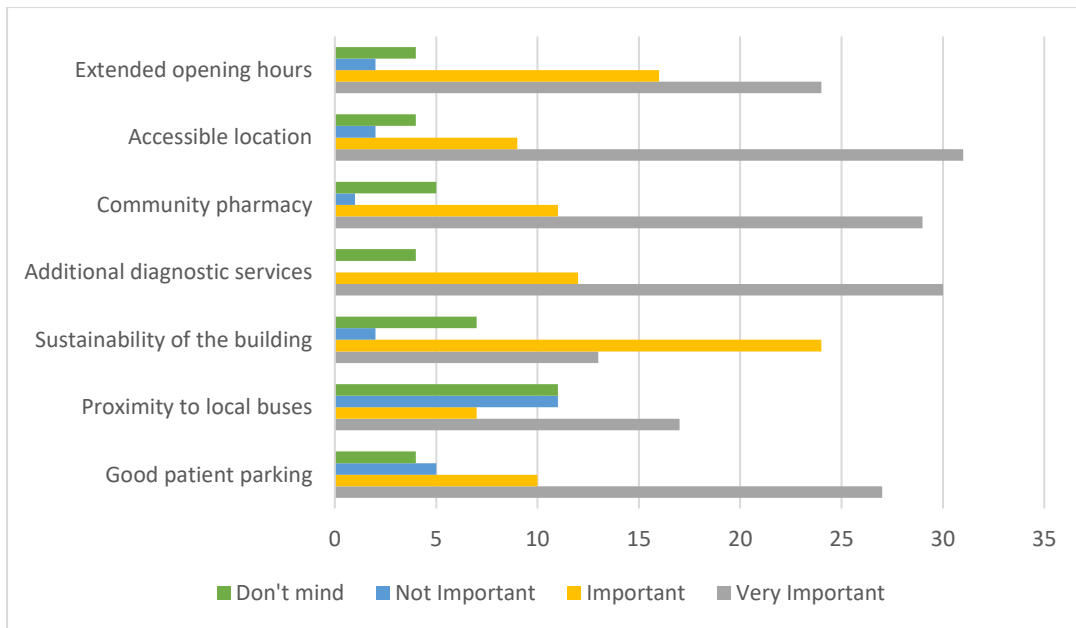
	Very Important	Important	Not Important	Don't mind
Good patient parking	27	10	5	4
Proximity to local buses	17	7	11	11
Sustainability of the building	13	24	2	7
Additional diagnostic services	30	12		4
Community pharmacy	29	11	1	5
Accessible location	31	9	2	4
Extended opening hours	24	16	2	4

4. Based on the information available to you, do you support the proposal for a new surgery?

Yes	No
41	5

5. Do you feel that we have provided enough information and explanation about the proposal?

Yes	No
44	2



Appendix E

Result of Patient Survey – Combined Written and Online - Ongoing

