

Patient and Public Comments

The Commission issued a press release asking the public to contribute their thoughts on the PCT's proposals for Direct Access Services. This served a useful purpose as the Chair of the AHH Commission was interviewed by BBC Radio Derby and an article was published in Derby Telegraph. This generated 22 responses from people who have used one or both centre. Three further comments were picked up from Derby Telegraph readers following the publication of an article in the press. The public responses are presented below:

- DOAC can assess and treat all patients and can prescribe all medicines should they wish to do so as both the GP's and Independent Nurse Prescribers can issue prescriptions for all conditions
- The nurse led clinic at Osmaston Road is limited to what the nurses can prescribe and often will involve referral onto a doctor or other prescribers. Therefore in effect making the patient go through all the diagnosis and assessments twice over and also increasing the time in clinics.
- appointments at our own GP surgery were around 2 weeks whereas i was seen within 20 minutes of arriving at the Walk-in Clinic
- may otherwise not bother seeing their GP 2 weeks later due to work commitments, etc and thus may allow their condition to worsen or turn into something undiagnosed
- suggest that the nurse led clinic at Osmaston Road be closed due to the lack of prescribing and limitations to what the nurses can do in comparison to the GP led clinic at the Lister House Walk-in Centre
- Patients go into these places with all sorts of conditions-both minor and major and the GP's and Nurses will deal with anything that comes there way
- Once you receive a prescription having attended any of the walk in centres in Derby you would like to get this to be dispensed as soon as possible such that you can start taking your medicines. Pharmacy availability should hence be an important point to consider when selecting which walk in centre to close
- There is no pharmacy attached or in fact near the walk in centre (WIC) on the Osmaston Road site, this adds extra inconvenience in terms of cost for patients and in terms of time taken to travel to another pharmacy which is open for extended hours
- the reason why they access the DOAC is that they cannot get to see their own GP, this is often due to no appointments available on the day or due to the fact that there is no Doctor availability especially in the evening or weekends
- There is no duplication of service here due to the fact that there is no other availability of a doctor during the daytime in the week. I often get feedback from patients that on the weekend even though there is an Out of Hours service on Duffield Road you have to make an

appointment and hence you are often waiting longer. In the DOAC you can walk in and be seen often within 20 minutes

- There is free on site parking and off street available parking at the DOAC, at the WIC there is off-site paid parking which you have to traverse a busy road (Osmaston Rd.) to access the WIC
- In the Derby City's PNA it cites that the communities who live around the DOAC namely Sinfen, Normanton have less access available to their own transport and hence this is conveniently located for those who would struggle financially to travel a longer distance when they are ill i.e. having to walk to the WIC on Osmaston Road. The DOAC is situated in the part of Derby where it is more densely populated and it is also centrally located within the Derby City. It is easier to access than the WIC and is directly off a Ring Road that surrounds Derby City
- I have seen many patients access my pharmacy who say they have been to the WIC and they could not deal with their illness and they were referred to see their own GP or come to the DOAC, clearly this is costing more for the tax payer and this is where you get a duplication of service. There are vast cost efficiencies and better clinical care if you have GP's who run the walk in centre
- I am strongly opposed to such a move as this will remove a much used and very valuable resource from the local community
- I would like you to recommend that this fantastic service remains available for the local community and is protected from this proposed cut. why not combine the two into the same location at the normanton site
- personally would like to see the walk in centre kept open. It is easy to find. What I would like to, however, is this to combine with the Open Access Centre and doctors to be available on site
- Since its opening all of our family members from small children, to the elderly members of our family have used the facilities and have enjoyed being able to consult with a GP at the time of our illness when our own GP surgeries have not had appointments to see us
- It is very popular in our community. I have always been able to have my health needs dealt with in a proper and professional manner
- Keeping these types of front-line services open is vital to improve the health of our community that has a poor record with regards to health
- I think it will be a step back for Derby and especially the healthcare needs of the local community
- used the centre on several occasions when I have been unable to get an appointment with my GP
- Closing this facility will not only increase the strain on accident and emergency units, but on local GP's and in the long term will reduce the speed at which people in the area can get health care services
- I consider this an essential service
- you looked a radius of 1 mile from the Osmaston Rd there approximately 10, 000 people whilst if you did similar exercise in St Thomas Rd there approximately 100,000 people
- used the OAC recently. He said it was difficult to find it as there is very little information on it. It is a best kept secret. Did want to use the walk

in centre as he prefers to see the doctor. He feels the OAC has better facilities not only having the doctor but also a car park and pharmacist on the site. He asked why close it in preference for a lesser service. He said when he feels ill he prefers to see the doctor. He wants to keep the OAC open

- felt more comfortable about seeing a doctor about his personal problems than seeing a nurse
- He felt that 900 out of 1000 people given a choice, would want to see a GP instead of a nurse
- It is an unfortunate truth that unless patients are willing to wait for approx 2 weeks, it is neigh-on impossible in trying to obtain a GP appointment (with the exception of emergencies)
- I can only go on to express my sincere and deep regret if this centre is marked for closure. It would be a loss to the entire local community if they were to lose such a greatly valued service from their locality
- Just wanted to raise my concerns if this centre closes due to the cuts that are being made it's the vulnerable people who will be hit not the wealthy who have private care
- This is an important facility for the people of the surrounding area, who vitally need access to timely, accessible healthcare facilities such as this - and perhaps all the more so than in other areas of Derby, considering the comparative deprivation of parts of the immediate area.
- Many of those in the immediate area of the open access centre, though, might not be able so easily to travel to the Royal Derby, and if the centre were to be closed they might be forced to go without medical treatment on demand
- It's a shame but an outsider could easily tell that this was already a done deal. This needs highlighting at the highest level because the consultation should not have taken place based on the assumption in the original recommendation to keep Osmaston Rd open! – this is misleading and not open, fair or transparent to reach an objective decision based on responses from the communities. Better off not consulting – it's appalling.
- I just wanted to add that having used both the walk in centre and the Derby open access centre. I would rather the access centre stayed open as it is a GP led service which also has nurses there whilst the walk in centre is a nurse led service only and some people are redirected to the Derby open access centre if they wish to or have to see a doctor
- I have experience of using both centres and are ranging to say the closure of the centres should be the other way around. The PCT should close the walk in centre rather than the Open Access Centre. The last time I used the walk in centre with my young nephew approximately 7 months ago, I sat for 2 hrs in the waiting room only to be told that I should take him to A&E or the Open Access Centre.
- I was seen within 20-30 minutes which is significantly shorter than waiting at A&E. The OAC provides holistic service with both GP and nurse practioners available at the centre, staff are able to speak Asian languages which is better for many patients. Parking is available on

and off site in adjacent streets whilst there very little parking at the WiC. The adjacent streets have and pay and display machines which reduces accessibility

- The DOAC should be kept open as its access for patients who cannot get an appointment with their own GP patients go to the WiC to be redirected to the DOAC as they haven't always got nurse prescribers on also when patients ring the out of hours service the NHS direct also direct them to us surely its obvious who should stay open and who should close
- I personally think it's ridiculous that a well used service like the DOAC would even be considered to be closed down. It definitely has more benefits compared to the other walk in centre on Osmaston road, such as the following: doctors as well as advanced nurse practitioners on every day who can prescribe medication if needed, services such as health checks, weight managements to name a few, free car parking be it in the car park or the nearby streets, these are only a few of the advantages it has over the other walk in centre.
- I feel that a temporary trial to close the DOAC should be carried out and see what the impact it would have on the patients' own GP surgeries and especially the A&E department, which I believe would cost the taxpayer and government more than it is currently.
- The GP based Open Access Centre at St Thomas Rd saves further referral where there is a doctor. Also saves time and money
- I fail to see the logic behind this decision. Although I live in Littleover both me and my family have used the Open Access Centre at times of dire need and been able to see a doctor. We had no option as our own GP, although a large practice could not see us at our time of need when we needed quick access to a doctor. Normal GP's opening times are setup to suite themselves. I used the walk in centre over a year and half ago and quite frankly it was not a pleasant experience. I could not find parking space and ended up parking a long way off and walking. I was not able to see a doctor. Instead I saw a nurse after over an hours and half wait. Although the nurse was polite and professional, was not able to provide the medical assistance I needed
- On the flip side there is plentiful parking on site at Lister House where the Open Access Centre is housed, and the surrounding streets. Chemists are at hand at Lister House and the surrounding streets so an end to end service is obtained as far as the patient is concerned
- I think the cost and service duplication arguments are also flawed. The document does not quantify nor detail where the running costs of both centres have been arrived at. If it is purely down to a short term cost measure dictated to the PCT by the current government then this is sad and short sighted and a sell out. If the decision to close the Open Access Centre is taken the repercussions will be felt by the residents in derby for years as well as Derby's health authorities
- It provides a service which normal GP's by their very nature are not setup and structured to provide.
- Don't want the Open Access centre to close. It is a very good and convenient facility used by the community. Staff are reliable and

professional. The centre has all facilities on site including blood testing. It would be inconvenient for patients to move to other surgeries

- frequent users of the open Access centre. They are made to feel welcome every time they visit. He said it was often difficult to get appointments with his own GP as he is with a busy surgery. Every time he has visited the surgery, he is seen by a doctor who are helpful. The centre is very convenient and would be step backward for Derby to close this service. He has used the walk in centre before Open Access centre was opened and did not find it as useful due lack of GPs. The Open Access centre provides good advice and medication when it is needed.
- I am against them closing the walk-in centre on St Thomas's road. It is a fantastic centre. Staff are helpful, the doctors are brilliant, access to disabled car parking is very good and there is a pharmacy next door.
- I am not adverse to the closure of the London Road site but there are no GPs. During my battle with my local surgery I needed blood tests doing but couldn't go to London Road it had to be St Thomas's Road. If there was a choice for me to go anywhere I would say close the open access centre on London Road because there are no GPs there.
- Well I for one do not want Derby Open Access closing down at all. I have used this service to get quick and easy access to a Doctor for appointments and medication, something my current GP surgery were lacking. The staff their are always polite and helpful, and the doctors brilliant. Close the Osmaston Road walk in centre I say.
- Never used it but the choices appear to be see a doctor or see a nurse. No disrespect but if I wanted to see someone I would not choose a nurse
- They provide an invaluable service to the community, something patently obvious when ever you visit and see the busy waiting room. The staff are always helpful and friendly and try to minimise any waiting time to the best of there abilities....Personally I think it would be a travesty if this centre is closed