



# **FOREST HOUSE MEDICAL CENTRE & WARREN LANE SURGERY**

## **Forest House Medical Centre Residents Update**

Over the past twelve months Forest House Medical Centre has extensively engaged with patients to discuss extending the range of services currently provided to provide more high quality care for people, which will also support the expected increase in the local population due to housing developments in the area.

Due to the restrictions of the building and limited facilities, Forest House is unable to deliver the extent of services that the practice would like to. The practice is experiencing difficulty in managing and sustaining the site.

After engagement and public consultation in 2021, a decision was made to relocate the Forest House Medical Centre to the upcoming new larger health centre premises which is being built on the New Lubbesthorpe housing development approximately 2.0 miles away from 2a Park Drive. Warren Lane Surgery, the sister site, which recently invested in a large extension, currently sees the majority of registered patients and will still continue to provide services to patients.

Since the decision was made in 2021 to relocate Forest House Medical Centre, the practice has continued to engage with patients and has established a working group to help co-design the new development.

In early 2022 a local petition raised some concerns. In order to address these concerns a meeting was recently held on Thursday 12<sup>th</sup> May 2022. The meeting was well attended by Patients, Colleagues, and Local Councillors and discussed a brief and recent history of the practice, elements of the patient profile, the current operating position of the practice and public transport.

### **Brief History and current operating position**

Since March 2020, the practice has continued to review all operations in line with national guidance and infection control advice for health care settings. This includes the use of Forest House Medical Centre, 2a Park Drive. During the last two years of the pandemic Forest House Medical Centre has largely been closed to patients due to its restricted layout, which meant it was not suitable from an infection control perspective. As a result, more than 95% of face-to-face patient contacts took place at the newly extended and modernised sister site Warren Lane Surgery which is located 1.2 miles away from 2A Park Drive. The face-to-face contacts included patients from the Leicester Forest East/Braunstone area. During that period there were no complaints from patients about difficulties in reaching or attending the Warren Lane site (though in keeping with most practices there were some complaints regarding the difficulty in obtaining an appointment and delays in answering the phones). The practice also carried out an extensive Access Engagement Survey in July 2021. 1,603 patients responded to the survey, representing over 10% of our patient population.

The survey showed patients are accessing services by: -

Car 64%  
Walking 3.6%  
Bus 1.4%  
Taxi 1.7%  
Bike 0.5%  
Other 1.8%

The practice looked at their appointment data. The number of appointments completed in the last 12 months was 97,284 of which 15,199 were completed for patients in the Leicester Forest East/Braunstone area. Of those, 4751 were completed for patients over the age of 65 for the Leicester Forest East/Braunstone area. The data also showed the practice provided 148 home visits for Leicester Forest East/Braunstone area.

### **Patient profile for Leicester Forest East/Braunstone area**

The patient profile within the practice's boundary of Leicester Forest East/Braunstone area comprises 2855 patients registered in this area, of those 576 are aged 65 and above and 40 patients are housebound and have received home visits in the last 12 months.

### **Public transport**

The current Arriva bus service runs every 15 minutes along the A47/Hinckley Road which stops at St David's Close junction which is a 3 minutes' walk from the Warren Lane surgery.

For patients who have genuine issues around accessibility in the area, there is a volunteer– led car service for people living in the Blaby which includes Leicester Forest East/Braunstone area. This service is approved by Leicestershire County Council, the transport services specifically include health appointments.

### **Commitment to patients**

The Forest House and Warren Lane teams are committed to continually working with their patients, stakeholders and colleagues as the New Lubbethorpe Health Centre develops. The practice would like the opportunity to help patients who may have difficulties getting out and about to access local facilities as well as accessing health care. The practice has specialist roles called the Social Prescribers who can focus on individual patient needs, this role focuses on a holistic approach to patient's health and wellbeing. The role of the social prescriber is also a link between patients, community groups and statutory services. For further details please contact the practice on 0116 289 8111 or email us at [warrenlane.medicalcentre@nhs.net](mailto:warrenlane.medicalcentre@nhs.net).

For patients and stakeholders there is a dedicated section on the practice website where recording of meetings, action notes and up to date information on the new Lubbethorpe Health Centre can be accessed. <https://www.foresthousemedicalcentre.co.uk/new-lubbethorpe-health-centre-update>

For Patients who have no access to online facilities, please contact the practice on 0116 289 8111 and the practice will happily arrange for people to come to the practice to access the practice website.