



**Sandwell and  
West Birmingham**  
Clinical Commissioning Group



## Minor Surgery Listening Exercise



for Sandwell and West Birmingham  
Clinical Commissioning Group



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## **About Us**

We are NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) and are responsible for commissioning (buying) local healthcare services on your behalf. We are a membership organisation consisting of 83 GP Practices and are responsible for 575, 684 registered patients across the Sandwell and West Birmingham area.

As your local Clinical Commissioning Group we have a responsibility under the Health and Social Care Act to inform and consult you on proposed changes and seek your views on how we shape future services.

Earlier this year the NHS Long Term Plan was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

We are supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients.

## **About this Listening Exercise**

We currently commission Minor Surgery from a company called Health Harmonie, an organisation that provides community based healthcare services on behalf of the NHS.

As the contract is coming to the end of its term, a thorough review and evaluation has been undertaken by the CCG and after careful consideration it has been agreed that this service will no longer be commissioned for a number of reasons:

- The way the service was commissioned does not form part of a joined up patient journey
- The CCG could no longer financially sustain this service in the interests of protecting the public purse and using every pound wisely
- To support Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients

This has presented an opportunity to hear your views and experiences regarding Minor Surgery through a listening exercise.

To compliment what is already available we now want to ask patients, their carers, their communities, general practice and members of the public about what Minor Surgery services should look like in the future.

It is important that we commission (buy on your behalf) Minor Surgery services for our patients that:

- Offer choice and flexibility to take into account personal circumstances such as work, study and caring commitments
- Offer a seamless patient journey

- Are fit for purpose
- Offer value for money

## **What is Minor Surgery?**

Minor Surgery is an invasive operative procedure, involving incisions (surgical cut to the skin or flesh) or excisions (removal or cutting out tissue). These surgical procedures can be carried out by GPs in their practice and other healthcare providers. Patients who have had minor surgery in primary care settings report high levels of patient satisfaction. Furthermore, providing this surgery outside hospital and close to where people live is also highly cost-effective. Some minor procedures require a local anaesthetic which numbs the affected area so that you do not feel any pain when this is performed and can include procedures such as:

- Injections in your joints, muscles and tendons
- Removal of minor lumps and bumps, skin tags, cysts, moles and ingrown toenails

## **What are the Current Arrangements for Minor Surgery?**

Minor Surgery is currently provided by Health Harmonie, some GP Surgeries and the local hospitals.

## **Where do Health Harmonie currently provide Minor Surgery from?**

Health Harmonie provide this from:

**Hill Top Medical Centre** 15 Hill Top Road, Oldbury, Warley, B68 9DU  
(General Surgery)

**Swanpool Medical Centre**, St Mark's Rd, Tipton DY4 0SZ  
(General Surgery)

**Great Barr Medical Centre**, 379 Queslett Road, Great Barr, B43 7HB  
(General & Orthopaedic Surgery)

**Soho Road Health Centre**, 247-251 Soho Rd, Birmingham B21 9RY  
(Orthopaedic Surgery)

**Summerfield Health Centre**, Winson Green Road, Birmingham, West Midlands, B18 7AL (Orthopaedic Surgery)

## **What do the Changes mean For Me?**

The changes mean that Health Harmonie will no longer provide Minor Surgery from the above five locations.

You will still continue to access and receive Minor Surgery from a wide range of GP locations and other healthcare settings.

Most of our GP Surgeries provide minor surgery under an arrangement known as a Direct Enhanced Service (DES).

## Ways to get involved

There are a number of ways you can get involved in our listening exercise;

- Attend one of our events in the area as listed below;
  - **Tuesday 4<sup>th</sup> June 2019**, 2.00-5.00pm  
Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU
  - **Tuesday 25<sup>th</sup> June 2019**, 2.00-5.00pm  
Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE
  - **Thursday 27<sup>th</sup> June 2019**, 6.00-9.00pm  
YMCA 38 Carter's Green, West Bromwich, B70 9LG
- Complete our online survey at  
<https://www.surveymonkey.co.uk/r/SWBMinorSurgery>
- Alternatively complete the survey in this listening exercise booklet and return it to

RTHG-KAKC-RTBZ  
Engagement (Freepost)  
Sandwell and West Birmingham Clinical Commissioning Group  
Kingston House  
438 High Street  
West Bromwich  
B70 9LD

## Further Information

For more information contact our Engagement Team on 0121 612 1447 or email  
[swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)

## Survey

NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG) is responsible for commissioning (buying) healthcare services for our local population. We want to hear your views and experiences of Minor Surgery so that we can understand:

- What does an excellent Minor Surgery service look like?
- What is not working so well now?
- How do we put it right?

Please let us know your views and experiences by taking the time to complete the survey.

The listening exercise will run from Monday 3<sup>rd</sup> June 2019 to Friday 28<sup>th</sup> June 2019.

### **Section One**

#### **Q1. How would you describe yourself (tick all that apply)**

☐ A patient registered to a SWB CCG practice

Please tell us the name of your practice here

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☐ A patient not registered to a SWB CCG practice

☐ A carer for a patient registered to a SWB CCG practice

Please tell us the name of the practice here

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☐ A carer for a patient not registered to a SWB CCG practice

☐ A GP/Staff Member of GP Practice

☐ A Health Care Provider

☐ Local Authority

☐ Voluntary Sector

☐ Other

☐ Please tell us the name of your organisation here

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## **Section Two**

**Q2. Are you completing this for yourself or a person you are caring for?**

- ☐ For Me
- ☐ For the Person I am Caring For

**Q3. Have you or the person you are caring for had Minor Surgery?**

- ☐ Yes (please go to question 4)
- ☐ No (please go to question 13)

**Q4. When did you or the person you are caring for have Minor Surgery?**

- ☐ 0-1 year
- ☐ 2-3 years
- ☐ 3-4 year
- ☐ 4+ years ago

**Q5. Was the appointment offered at a convenient date and time for you/ the person you are caring for?**

- ☐ Yes
- ☐ No (please go to 5a)

**Q5a. What was the reason that the appointment time was not convenient for you/the person you are caring for (please state below)**

.....  
.....

**Q6. Did you/the person you are caring for be offered a choice of venue where you could have the Minor Surgery?**

- ☐ Yes
- ☐ No

**Q7. Did you/the person you are caring for receive any information before the Minor Surgery?**

- ☐ Yes (please go to 7a)
- ☐ No (please go to 7b)

**Q7a. Did you/the person you are caring for find this information useful?**

- ☐ Yes
- ☐ No

**Q7b. Would you/the person you are caring for have found this information useful?**

- ☐ Yes
- ☐ No

**Q8. Did you/the person you are caring for receive any information after Minor Surgery on how to look after yourself following your procedure?**

- ☐ Yes
- ☐ No

**Q9. How would you/the person you are caring for rate your experience of Minor Surgery?**

- ☐ Poor
- ☐ Satisfactory
- ☐ Good
- ☐ Very Good
- ☐ Excellent

**Q10. Can you please give details of the reasons for your response/the person you are caring for here?**

.....  
.....



**Q11. What went well for you/the person you are caring for when receiving Minor Surgery?**

.....

.....

**Q12. What did not go so well for you/the person you caring for when receiving Minor Surgery?**

.....

.....

**Q13. What would you/the person you are caring for like to see in the future for Minor Surgery Services?**

.....

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**Q14. Do you/the person you are caring for have any other comments?**

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**Q15. How did you/the person you are caring for find out about this Minor Surgery Listening Exercise?**

- ☐ Poster
- ☐ Newspaper
- ☐ Social Media
- ☐ CCG Website
- ☐ A friend or family member told me
- ☐ Other

Please state here

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## **Equalities monitoring**

We recognise and actively promote the benefits of diversity and we are committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation. To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

**Q16. What are the first four letters of your/the person you are caring for postcode, please specify below:**

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**Q17. What gender are you/the person you are caring for?**

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Prefer not to say

**Q18. What is your age/the person you are caring for?**

- ☐ 16-24
- ☐ 25-34
- ☐ 35-59
- ☐ 60-74
- ☐ 75+

**Q19. What is your ethnic group/the person you are caring for?**

- ☐ Arab
- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Chinese

- ☐ Gypsy/Romany/Irish traveller
- ☐ Mixed dual heritage
- ☐ White or White British
- ☐ Prefer not to say
- ☐ Other (please specific)

**Q20. Do you look after, or give any help or support to family members, friends, neighbours or others. Please note this is not referring to the person you care for if you have specified carer or if you are completing this survey on behalf of someone else**

- ☐ Long-term physical or mental-ill-health/disability
- ☐ Problems related to old age
- ☐ No
- ☐ Prefer not to say
- ☐ Other (please specify)

**Q21. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)**

- ☐ Yes limited a lot
- ☐ Yes limited a little
- ☐ No

**Q22. What is your/the person you are caring for sexual orientation?**

- ☐ Bisexual
- ☐ Heterosexual/straight
- ☐ Gay
- ☐ Lesbian
- ☐ Prefer not to say
- ☐ Other please specify

**Q23. What is your/the person you are caring for status?**

- ☐ Single
- ☐ Never married or partnered
- ☐ Living as a couple
- ☐ Married/civil partnership co-habiting
- ☐ Not living as a couple
- ☐ Married (but not living with husband/wife/civil partner)
- ☐ Separated (still married or in a civil partnership) divorced/dissolved civil partnership)
- ☐ Widowed/surviving partner/civil partner
- ☐ Prefer not to say
- ☐ Other please specify

**Q24. What is your/the person you caring for religion and belief?**

- ☐ No religion
- ☐ Baha
- ☐ Buddhist
- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- ☐ Hindu
- ☐ Jain
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Prefer not to say
- ☐ Other

## **What happens next?**

Thank you for completing the Minor Surgery Survey, we really appreciate your time.

The Engagement Team will listen to your views at the public meetings, analyse the surveys that you have completed, a report will be developed and presented to the Strategic Commissioning and Redesign (SCR) Committee at the CCG. Our findings will help inform any Minor Surgery services that we buy on behalf of our patients in the future.

A copy of this report will be available shortly, if you would like to view this, it will be available on our website <https://sandwellandwestbhamccg.nhs.uk/public-engagement> or by contacting the Engagement Team on 0121 612 1447 or email [swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)



If you have any queries or would like to provide feedback via post, email or telephone, please contact:

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Kingston House  
West Bromwich  
B70 9LD

Email: [swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)  
Tel: **0121 612 1447**



**healthcare**  
without boundaries