

We want your views



Changes to the NHS Podiatry Service in Somerset.

We need to make changes to our podiatry service.
We would like to know what you think of our plans
and how this might affect you.

What changes are planned to Podiatry services?

We are planning to reduce the number of sites where we provide a podiatry service from 22 to 13. This may mean that some patients will need to travel further for their podiatry appointments.

Why do you need to change the service?

The NHS does not have enough staff. This situation is not improving nationally or locally. Trained staff such as nurses, doctors and podiatrists are very hard to recruit, and we have many vacancies. Because we are unable to fill these vacancies, we are unable to run a full service in the way we would like.

In addition, the number of people who require our services is increasing alongside the complexity of their foot problems. This means we need to work differently to maintain a good quality service for all our patients.

Which clinics will you move?

We plan to have four "Hubs" where patients can receive all types of podiatry treatments, and smaller clinics where patients will attend for their regular treatments.

This will mean that some patients may need to travel further for their treatment.

Ideally, we would like the service to be delivered by four teams from the locations below. We think these are the ideal locations, because they will be in areas where more of our patients are from. However, these are just our current ideas and we will need to find suitable premises if these changes are to happen.

BRIDGWATER HUB/CLINIC

Burnham-on-Sea Clinic
Minehead Clinic

WEST MENDIP HUB/CLINIC

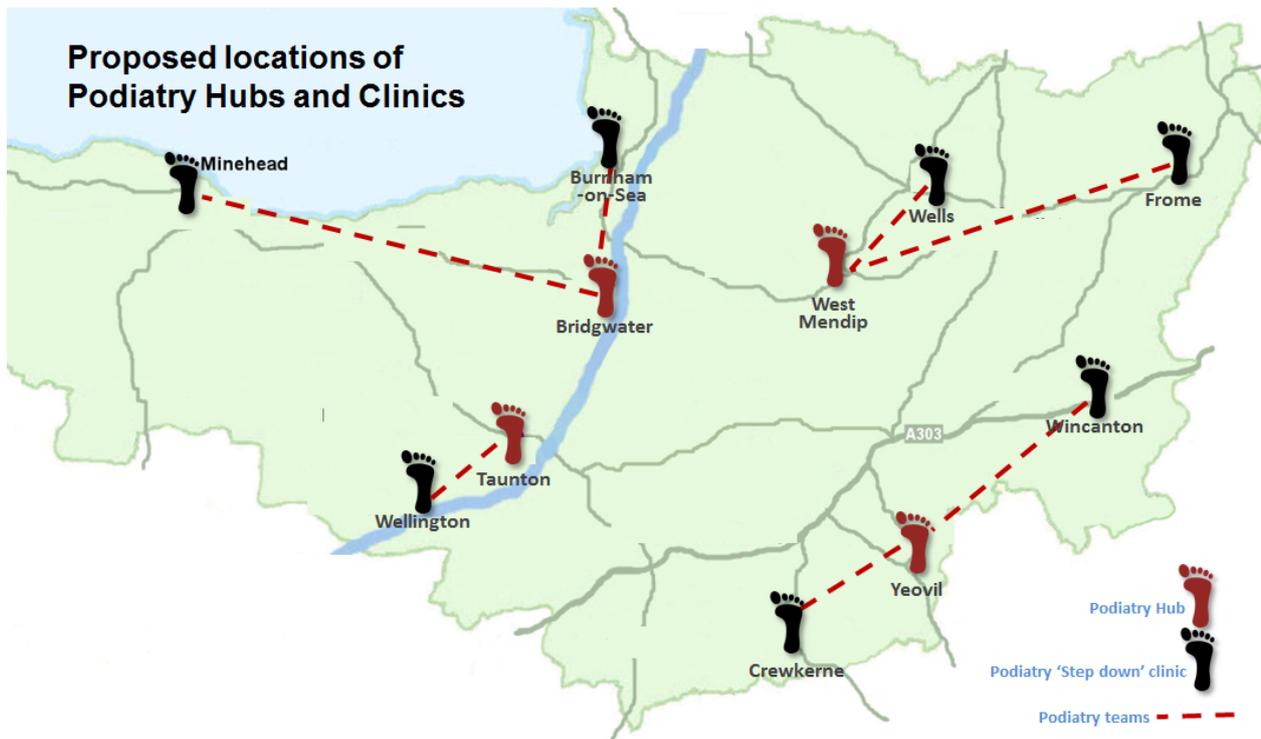
Frome Clinic
Wells Clinic

TAUNTON HUB/CLINIC

Wellington Clinic

YEOVIL HUB/CLINIC

Wincanton Clinic
Crewkerne Clinic



Alongside the above community-based clinics, patients with more complex foot care needs may be referred to Musgrove Park Hospital and Yeovil District hospital clinics.

How will this help?

At the moment, staff often have to work on their own in a clinic. This is not best practice and not what staff feel most comfortable doing; this is particularly important when patients may be at risk of becoming unwell.

Reducing the number of sites will mean that staff can work together and support each other. This will improve staff

morale and we hope will encourage more staff to stay working for the service in Somerset.

Experienced staff will also be able to support less experienced staff to carry out podiatry tasks, which will help us to look after as many patients as possible.

With more staff on each site, staff will also be able to cover when a team member is unwell, which means we will not have to cancel appointments as often.

Why are you asking for views?

We want to know if patients and the public have other ideas about how we could manage the podiatry service. We also want to know how our proposed changes might affect patients. This will help us make sure that patients can still get the care they need.

Where can I find out more?

If you have any questions or would like to receive updates or the report from this survey, please email myvoice@sompar.nhs.uk.

Where can I get help or advice if I am affected by these changes?

If you are a patient or carer who is affected by these changes and you need support or advice, we can help you. Please call the Patient Advice and Liaison Service (PALS) on 01278 432022 or email pals@sompar.nhs.uk.

The PALS Service is open from 9am - 5pm, Monday to Friday.

Podiatry Survey

for patients, carers and local people

This survey is anonymous. Please do not include personal information that might identify you.

1. I am a...

- Patient
- Carer or family member of a patient
- Member of the public
- Other, please specify

2. Where do you normally travel for your podiatry appointments?

- GP surgery
- Community hospital
[Please state where:]
- Other
[.....]

3. What is important to you in visiting the podiatry service?

- free parking
- good public transport links
- a private consultation room
- Other [.....]

4. How do you usually get to your Podiatry appointments?

- By car
- Walking
- By public transport
- Other: please specify below:

5. If we changed the clinics to the proposed locations, would you be able to attend your appointments?

- Yes
- Yes, with some difficulty
- No
- I am not sure

6. Please could you explain your answer?

7. If you have concerns about the changes, do you have any ideas about things we could do to make the changes easier for patients or carers?

8. Please add any other comments or suggestions here:

9. Please let us know the first four digits of your postcode:
(you do not have to give this information if you prefer not to do so)

9. Do you have any concerns about these proposals that relate to any equality issues (e.g. age, sex, nationality)?

About you

You do not have to answer these questions, but doing so will help us ensure that our decision takes into account the different groups of people that may be affected by these proposals. This information will be used for a report called an 'Equality Impact

Assessment'. You are welcome to answer as many or as few questions as you like.

What is your sex?

Male Female Other _____

What is your age?

- Under 25
- 25-44 years old
- 45-64 years old
- 65-84 years old
- 85 years or older

Are you a carer? for a relative, spouse or friend

Yes No

Do you consider that you have a disability?

Yes No I don't know

If yes, how would you describe your disability?

Sensory Learning Mental Health
 Physical Other _____

Thank you!

Please return the completed questionnaire to our staff or send via FREEPOST to:

FREEPOST RSXK-USUL-SUHY
Somerset Partnership NHS Foundation Trust
Mallard Court, Express Park
Bristol Road, Bridgwater TA6 4RN

How else can I have my say?

You can give us your views in a number of ways:

By survey: You can drop this completed survey in at one of our reception desks or post to our FREEPOST address above. It is available in large print and other languages on request.

By telephone: You can complete the survey or give your views by telephone by calling the Patient Advice and Liaison Service

(PALS) Service on 01278 432022 and asking to complete the Podiatry Survey.

Online: This survey can be completed online at:

<https://response.questback.com/sompar/podiatry2019>

For more information:

Email us at myvoice@sompar.nhs.uk

This survey runs until 31 May 2019.