



## **North Somerset LINK comments on Wrington Vale Medical Practice Draft Consultation Document October 2009**

### Overview

- As a consultation document for use with the public, the layout and format of the document is not user friendly.
- North Somerset LINK considers that the length of the document and the language used will not help the public to understand the proposals or the process.
- There will be some instances where the public may consider the questions to be biased or leading. NHS North Somerset should consider very carefully the wording and use plain English and no jargon.
- The general public are not familiar with many of the terms used in the document for certain types of services.
- As a consultation exercise, the questionnaire element of the document needs to be easy to access and the process clear.
- Attention should be drawn early in the document to what the public are being asked to do, how to do it and where to find further information.
- As it is currently formatted NS LINK consider that the public will not attempt to read the detailed introduction and so will not recognise there are questions to be completed.
- Background information to support the consultation should be provided in appendices.
- Front cover should say what it is about, followed by questions and then appendix with further information.

Appendix 1 provides an indication of how the introduction to this document could be simplified.

## **Consultation Questions**

### Consultation Question 1

This is worded as a "leading" question - "Do you agree that..."

### Consultation Question 2

This contains a number of questions and is confusing.

### Consultation Question 3

Presumably, nobody would reject services on offer if they needed them. The question should be about whether the improved level of services would outweigh any inconveniences. The word "challenges" in this question is "bureau-speak" - better wording would be "...better placed to meet its patients' future needs."

It would be better to simply ask which of the proposed new services people would like to be able to access locally at their GP surgery, rather than having to travel to a hospital, even if this might mean travelling slightly further to the surgery than they do now.

### Consultation Question 4

This section is confusing - this is compounded by very poor formatting of the document (a big problem throughout). There is a running-together of two issues - "What are the options...?", and "How will the preferred option be chosen?". These are obviously related, but the reader, anxious to get the questionnaire completed, may not have the patience to work this out. It is questionable whether the public will be at all interested in evaluating the evaluation system. It takes some time to work out what the table means, and how the weightings fit with the detail. It is worth considering whether it would be clearer to give a simpler weighting grid, with just the main headings and the proposed overall weighting for each one. If it is felt that the details under each heading are important, perhaps these should be put into an appendix.

Many people will not know what "weighting" means, and it will be difficult to explain this in the document. Overall, many people will find Question 4 difficult to understand or to answer.

## **IS THIS QUESTION A REQUIREMENT FOR THE CONSULTATION?**

We recommend the weighting criteria to be changed:

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- Accessibility - increase score to 17
- Working lives - reduce to 4
- Future proofing - reduce to 10

### **Consultation Question 5**

Reference to information on catchment area and map should be provided here (preferably shown in the appendices) but given after the question is asked.

### **Consultation Question 6**

What is the purpose of this question? How will this information be used?