

Toftwood Medical Centre consultation report

This report summarises the feedback from a public consultation undertaken by NHS Norfolk and Waveney Integrated Care Board (ICB) around how general practice services are provided to people registered with Toftwood Medical Centre in the future.

We would like to thank every person, group and organisation who took the time to share their thoughts, feedback and ideas.

Background

Toftwood Medical Centre is a GP practice located in Toftwood, south of Dereham, serving approximately 4,000 registered patients. The ICB's contract with Toftwood Medical Centre for providing general practice services is due to expire on 31 March 2025. With the contract coming to an end, the ICB reviewed the service and developed a proposal for how to provide general practice services in future to patients registered with Toftwood Medical Centre.

When we are considering making changes to services, we want to understand how people's care and wellbeing may be impacted. We know that changing how services are provided affects people's lives and we take these decisions seriously, so we carried out a consultation to find out what people thought about the proposal. The consultation opened on 10 October 2024 and closed on 21 November 2024.

The consultation document, which sets out further background and information, can be found on the ICB's website, alongside our draft Equality Impact Assessment: <https://improvinglivesnw.org.uk/toftwood-medical-centre-consultation/>.

An Easy Read version of the consultation document and survey was available, and translated versions in different languages and large print copies were available upon request.

We asked people to:

- Tell us what they thought of the changes being proposed.
- Help us understand what the impact would be on people currently registered with Toftwood Medical Centre, Orchard Surgery and Theatre Royal Surgery.
- Share their thoughts about any other options we might not have considered that would help us meet our objective of finding the best way to provide general practice services for people registered with Toftwood Medical Centre.

Stakeholders

We engaged with a wide range of stakeholders, including:

- Patients and the carers of patients registered with Toftwood Medical Centre, Orchard Surgery and Theatre Royal Surgery.
- Staff working at Toftwood Medical Centre, Theatre Royal Surgery and Orchard Surgery.
- Norfolk County Council's Health Overview and Scrutiny Committee.
- Local elected representatives, including the MP, county and district councillors.
- Local statutory and voluntary organisations.
- Norfolk and Waveney Local Representative Committees.

Engagement activities

People could share their views by:

- Completing our online survey.
- Completing a paper copy of the survey. These were available at Toftwood Medical Centre, Theatre Royal Surgery and Orchard Surgery, as well as the engagement events and by calling the ICB. These could be returned to the surgeries or posted to the ICB.
- Two informal face-to-face feedback sessions, one held at Toftwood Medical Centre in the afternoon on 22 October and one held at Toftwood Methodist Church in the morning on 5 November.
- One public meeting held at Dereham Memorial Hall in the evening of 13 November.
- People could also write a letter, email or call the ICB.

We ensured events were held at a variety of locations and at different times of the day to ensure people had as much chance as possible to attend if they wished to share their views that way.

The events were promoted via the ICB website, social media, via the local media and in the consultation document.

Respondent information

In total there were 1,984 written responses to the consultation. In addition, people gave feedback at the drop-in sessions and the public meeting. Here is a breakdown of the people that responded in writing:

Responding as:		
I am registered with Toftwood Medical Centre.	1,068	55.25%
I am supporting someone who is registered with Toftwood Medical Centre to respond.	177	9.16%
I am registered with Orchard Surgery.	132	6.83%

I am supporting someone who is registered with Orchard Surgery to respond.	22	1.14%
I am registered with Theatre Royal Surgery.	678	35.08%
I am supporting someone who is registered with Theatre Royal Surgery to respond.	53	2.74%
I work at Toftwood Medical Centre.	5	0.26%
I work at Orchard Surgery.	5	0.26%
I work at Theatre Royal Surgery.	6	0.31%
I am responding on behalf of a local organisation (please state)	10	0.52%
Total		100%

Demographic questions

We asked a number of demographic questions to make sure that the consultation was representative of the community we serve and the people that use our services. These were not mandatory and people could choose not to share this information.

Age	Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75+
Number of people	8	50	189	222	298	394	400	302
Percentage	0.4%	2.7%	10.1%	11.9%	16.0%	21.1%	21.5%	16.2%

	Number of people	Percentage
Male	617	32.3%
Female	1,265	66.2%
Prefer not to say	29	1.5%

The majority of respondents told us they were white British (1,361 people / 69%), followed by British (333 people / 17%), white (57 people / 3%) and English (45 people / 2%).

The vast majority of respondents told us their first language was English (1,804 people / 91%), followed by Portuguese (11 people / 1%), Polish (3 people / 0.2%) and Romanian (3 people / 0.2%).

Do you have a disability?	Number of people	Percentage
Yes	550	29.2%
No	1,220	64.7%
Prefer not to say	115	6.1%

Format

Of the 1,984 written responses received, the majority (1,835 or 92.5%) were responses to the online survey.

How we received the responses:		
Online survey	1,835	92.5%
Paper survey	143	7.2%
Email	6	0.3%
Total	1,984	100%

Themes

Every response was carefully read by a member of the ICB and was categorised based on the key themes, the points raised and the information included. Many responses raised multiple points and therefore have numerous tags attached to them.

We asked two open questions about the proposal. Sometimes people made the same point or a very similar point in response to question one and question two of the survey. The column titled 'Numbers of times mentioned' provides the combined number of times a point was made in response to both question one and question two of the survey.

All quotes included have been lifted verbatim directly from responses provided.

Theme	Points raised	Number of times mentioned	Quotes
Access or quality of care at Toftwood Medical Centre	<ul style="list-style-type: none"> The quality of care at Toftwood is excellent. Staff are friendly, professional and caring. Patients can usually secure an appointment when they need one. 	339	<ul style="list-style-type: none"> "I love the personal and happy service I get from Toftwood surgery and have been very happy with everything they have done." "Toftwood has a genuine community GP feel." "The Toftwood practice is amazing, they are patient and understanding of my own needs and of those of my children." "Staff are brilliant and never had such a good doctors surgery!" "We are so lucky to be able to ring up on the day and 9 times out of 10 we are able to get an appointment."
Access or quality of care at Orchard Surgery and / or Theatre Royal Surgery	<ul style="list-style-type: none"> Some Toftwood patients were previously registered at Orchard Surgery or Theatre Royal Surgery and felt the quality of care was poor. 	74	<ul style="list-style-type: none"> "I was previously registered at Orchard Surgery and whilst I am sure staff did their best, Orchard Surgery staff are overwhelmed and cannot cope with the patients they have got now."

			<ul style="list-style-type: none"> • “I moved to Toftwood from Theatre Royal because you could never get an appointment there, and trying to speak to a medical professional was impossible.”
	<ul style="list-style-type: none"> • Friends, relatives or neighbours report the quality of care at Orchard Surgery or Theatre Royal Surgery to be poor. • Friends, relatives, or neighbours registered at Orchard Surgery or Theatre Royal Surgery report they cannot get an appointment. 	166	<ul style="list-style-type: none"> • “I haven't heard good reviews from orchard surgery, I know a few people who have had a really difficult time there and this will make me anxious as to what service I will receive.” • “It only takes a quick jaunt onto social media to find people that are complaining that it is too difficult to get an appointment as the practices are too busy.”
Capacity of Orchard Surgery and / or Theatre Royal Surgery to take on new patients	<ul style="list-style-type: none"> • People highlighted concerns around the capacity of Orchard Surgery or Theatre Royal Surgery to take on Toftwood patients. 	1,207	<ul style="list-style-type: none"> • “Both Orchard and Theatre street surgeries are at capacity and this will cause inevitable issues with appointments.” • “...both practices have full capacity already and I understand from friends who attend both these surgeries that being able to get an appointment to see a doctor is already extremely difficult – so this is going to make this situation much worse.” • “Theatre Royal surgery in particular has inadequate consultation space and very limited room for expansion.”
Population growth in and around Dereham	<ul style="list-style-type: none"> • Concerns around the impact that local housing developments will have on general practice services, particularly if Toftwood were to close. • There needs to be a long-term plan for ensuring that 	653	<ul style="list-style-type: none"> • “Toftwood is an area that is expanding at an alarming rate with no plans to improve the infrastructure around it.” • “The town has significantly increased in population over the last 30 years but the healthcare provision has not. If anything there needs to be additional services added to deal with this rather than combining existing services.”

	Dereham has the infrastructure and services in place to support the growing population.		<ul style="list-style-type: none"> “Thousands of new houses are being built around the area, but no new infrastructure is ever built, no schools, no new medical centres.”
Patient experience and health outcomes	<ul style="list-style-type: none"> The proposal would negatively impact people’s physical and mental health and care. The proposal would make it harder for people to access services. Concerns around moving to a different or larger practice for those who are neurodivergent or those who have mental health conditions. Concerns the proposal could cause additional pressure on emergency departments and walk-in centre. 	1,454	<ul style="list-style-type: none"> “The health of the patients will be negatively impacted as the longer waiting times, limited appointments and services will mean some people cannot get treatment they need.” “This could also mean that if symptoms are not seen and diagnosed early because of the wait it could have a serious impact on people's health.” “Patients who have ongoing/lifelong medical conditions that require several appointments weekly/monthly will also be penalised, as it is hard enough to get an appointment now let alone if this proposal goes ahead.” “I suffer with anxiety and I am comfortable with my current doctor and all staff at Toftwood Medical Practice and feel in safe hands there.” “My whole family are SEN myself and 2 children are autistic and ADHD having the smaller practice is more beneficial to us than the larger ones.” “I am autistic and attending a smaller doctors surgery is far easier than a larger one and the thought of changing at all gives me a lot of anxiety.” “...would invariably have to go to Norfolk and Norwich A&E and wait for 4 or 5 hours to get treatment. Not a great way to spend my day and a massive waste of a valuable NHS Resource.”
	<ul style="list-style-type: none"> Impact on existing Orchard Surgery / Theatre Royal Surgery patients 	425	<ul style="list-style-type: none"> “A bad idea. I am a patient with Orchard and struggle to get an appointment as it is without half another surgery in there too.”

			<ul style="list-style-type: none"> • “As a patient of Theatre Royal Surgery my concern are how can a doctors that is struggling at the present patient numbers cope with 2 thousand more.”
Equality impact	<ul style="list-style-type: none"> • Concerns about the impact on older people. 	282	<ul style="list-style-type: none"> • “The population of patients in Toftwood is high, many are elderly vulnerable and in need of a local service.” • “Dad has always been able to see the same doctor at Toftwood and this is helpful as he has dementia.” • “They have a large population of elderly and housebound that struggle to travel, or require home visits, alongside covering multiple care homes...” • “...the Toftwood medical centre serves many elderly patients including my grandmother, who is nearly blind and cannot walk well. she will not be able to get to the doctors in Dereham as it's too far for her.” • “It would make it very difficult if I needed to visit the doctor as I rely on my daughter and she is not always available.” • “Now with limited mobility and increasing health issues it is most worrying that we will need to travel by bus or taxi into town for a consultation.”
	<ul style="list-style-type: none"> • Concerns about the impact on people with disabilities or people who have reduced mobility. 	127	<ul style="list-style-type: none"> • “I am a disabled war veteran and when I am unwell with one of my more serious problems I am unable to travel on public transport or walk very far.” • “I cannot take public transport safely alone and am ... housebound so I feel like individuals like me have not been considered.” • “I am disabled & need to be fully hoisted. With some of my ailments I require a home visit - I am very concerned that I would have to wait longer for a home visit by the doctor.”

			<ul style="list-style-type: none"> • “As a parent of 3 special needs children I don't want to worry about future medical appointments or lack of them...”
	<ul style="list-style-type: none"> • Concerns about the impact on children, young people and families. 	117	<ul style="list-style-type: none"> • “...would have a significant impact on my family, as a family who doesn't drive getting to other practices is challenging esp with a sick child.” • “Closing this practice would mean struggling to get an appointment for myself or my baby daughter.” • “...it's only around the corner for my family which also gives me the advantage to pop in before school run and book if needed to.” • “I and my family are registered with one of the surgeries in town and it is extremely hard to get appointments now, let alone with an extra couple of thousand patients from Toftwood being added!” • “I live and work in Toftwood, my sons school is in Toftwood, I don't drive. If I'm at work or if he's at school we can just nip out and return back with in a few minutes.” • “My children being autistic would not cope well with these changes!”
	<ul style="list-style-type: none"> • Concerns from people who work. 	17	<ul style="list-style-type: none"> • “As someone who works for a living I cannot get an appointment now without taking time off work. Now you want to move my surgery so it is even more inconvenient.” • “I work from home and so having the local surgery means I can get to appointments during working hours.” • “...it would affect not only my self, but also my wife as we work long hours on different shifts and this move would make having an appointment difficult”

			<ul style="list-style-type: none"> • “I live and work in Toftwood, certainly wouldn't be able to have an appointment and then get to work on time.”
	<ul style="list-style-type: none"> • Concerns about the impact on people on low incomes and the increase in the cost of living. 	39	<ul style="list-style-type: none"> • “The ever diminishing money in ours and everyone's household would mean finding means to pay for public transport into town.” • “I work and live in Toftwood, certainly can't get to an appointment and back to work, without losing pay.” • “Having to travel to another surgery would be timely and costly, in a time of ever increasing costs.”
Transport, travel and traffic	<ul style="list-style-type: none"> • Concerns about the distance people will have to travel, especially when feeling unwell. • Concerns about traffic congestion and the impact on the environment. 	497	<ul style="list-style-type: none"> • “I have to carry a 5kg oxygen tank and this increased travel would not only cause physical stress but considerable mental fatigue in planning my trip to appointments.” • “My parents are elderly with compromised immune systems, so putting them on public transport when unwell is opening them up to increased risk when compared to the current surgery which is walking distance.” • “It would have an impact on elderly patients who may need to get a taxi, which is costly with the current cost of living.” • “For those who do drive, they are now getting cars out and joining an ever busier trip into Dereham and achieving exactly the opposite in becoming environmentally friendly, by using cars where they would have walked to Toftwood Centre...”
	<ul style="list-style-type: none"> • Concerns about the cost, availability, reliability and accessibility of public transport. 	112	<ul style="list-style-type: none"> • “You suggested that current patients could easily bus into town but busses are FREQUENTLY CANCELLED at short notice meaning missed/wasted appts.” • “Although there is public transport, the journey and following walk there + back, with buses maybe every 1/2

	<ul style="list-style-type: none"> Concerns included the distance between the bus stop in the town and both surgeries. 		<p>hr when you are unwell, infirm or aged is a very daunting thought.</p> <ul style="list-style-type: none"> “...sometimes the buses are already full by the time they get to the bottom of Middlemarch Road, especially on a Friday, market day. There have been a few times when I have had to stand all the way to the marketplace, because at my age, I cannot climb the stairs.” “...not everyone can access or afford public transport to get the other side of town.” “If Toftwood medical centre closed down I then wouldn't be able to get to an alternative location as I don't get on buses due to anxiety.”
	<ul style="list-style-type: none"> Concerns around the availability and cost of local car parking at Orchard Surgery and / or Theatre Royal Surgery. 	137	<ul style="list-style-type: none"> “Orchard Surgery again has limited parking and you often have to wait for a space.” “Neither of the two Dereham surgeries have adequate parking, with Theatre having none available to the public.” “Driving would not be an option, especially as Breckland Council plan to introduce parking charges at all car parks. I would effectively be charged to see a GP.”
Trust, transparency and the consultation process	<ul style="list-style-type: none"> Concerns that a decision has already been made. More engagement is needed or the engagement is too late. Questions and further information needed regarding the proposals to form an opinion. 	89	<ul style="list-style-type: none"> “On reading through the proposals, it feels as though the decision has already been taken to close down Toftwood Medical Centre. I'd like to think that this is not the case and that the views of all the residents will be taken into account...” “This survey will probably be conducted to satisfy a standard procedure!!” “Consultation at such a late stage doesn't give any room to arrange other options, so it would appear we won't have a choice.”

			<ul style="list-style-type: none"> • “No details on expansion of Orchard or Theatre surgeries i.e. How many doctors / nurses / staff will be taken on to deal with extra patients.”
Alternative options	<ul style="list-style-type: none"> • Keep Toftwood open. 	584	<ul style="list-style-type: none"> • “Keep it open - some provision is surely better than none.”
	<ul style="list-style-type: none"> • Keep Toftwood open and invest in it. 	124	<ul style="list-style-type: none"> • “Investment in Toftwood centre to ensure a fit for purpose practice, even if it is on the small side.”
	<ul style="list-style-type: none"> • Keep Toftwood open and expand or extend it. 	311	<ul style="list-style-type: none"> • “Extending the surgery seems to have been dismissed, there is plenty of room at the rear to extend; alternatively adding a second floor to the existing surgery may be an option.” • “...add a extension or a mobile unit, do a refurbishment of the building with space saving furniture...”
	<ul style="list-style-type: none"> • Build a new practice. 	326	<ul style="list-style-type: none"> • “Build a new surgery near a bus stop or within walking distance in Dereham or Toftwood.” • “Keep the old surgery open while you build a new surgery.” • “...build a fit for purpose sustainable surgery in Toftwood. One that can grow with the ever increasing population.”
	<ul style="list-style-type: none"> • Relocate Toftwood to alternative premises or use an empty building. 	389	<ul style="list-style-type: none"> • “Given the number of empty business properties in the Dereham area it would surely be possible to find somewhere suitable that could accommodate the service...” • “Would it not be possible to find or build warehouse type accommodation on one of the estates within the Toftwood area ... which could be built or adapted for surgery use?”
	<ul style="list-style-type: none"> • Use the Dereham Hospital site, potentially for a health hub. 	126	<ul style="list-style-type: none"> • “Dereham Hospital is underused. Again, good car parking available. It has many areas that are not used at the moment.”

			<ul style="list-style-type: none"> • “Why not follow Costessey’s lead in merging all three surgeries into one big medical centre at Dereham Hospital where the NHS has a lot of unused space which is cost ineffective. There's also plenty of room for expansion, car parking facilities, there is already a Toftwood to Dereham bus service serving the hospital.”
	<ul style="list-style-type: none"> • Relocate to the Fred Nicholson school site. 	89	<ul style="list-style-type: none"> • “The Fred Nicholson School is moving to Swaffham, maybe part of that site could be considered, it would make a good medical centre with ample parking.” • “It is central to Toftwood and on a bus route, so would ease the difficulty faced by the many patients who would find it very difficult to travel into Dereham to access the surgeries there.”
	<ul style="list-style-type: none"> • Relocate to the old Jewson’s site / Westfield Road. 	66	<ul style="list-style-type: none"> • “Westfield Road Toftwood has a vacant site for a new building. This has been empty for sometime, and would be perfect for a centre for people living in Toftwood.” • “The land on Westfield Road were Jewson was could have been a good place...”
	<ul style="list-style-type: none"> • Use the old dentist building to increase capacity. 	28	<ul style="list-style-type: none"> • “As I understand the dentist bungalow is now empty it is on the same site and could be used to good effect.” • “...take over the former dentist surgery - as it is adjacent to the pharmacy, there is a very good case for doing this and integrating all three buildings.”
	<ul style="list-style-type: none"> • Review Toftwood’s patient catchment area or criteria. 	50	<ul style="list-style-type: none"> • “...move those who live closest to Dereham and the option for voluntary change by anyone else.” • “Perhaps stop accepting new people if you are already aware its too small for the amount of people in Toftwood.” • “Have a smaller stricter catchment area, or a certain. Demographic... over 60's, diabetics, long term illnesses etc”

			<ul style="list-style-type: none"> • “Stretch the catchment boundaries of Swanton Morley surgery, or those of North Elmham.”
	<ul style="list-style-type: none"> • Allow patients to be transferred to other surgeries, not just Orchard Surgery and Theatre Royal Surgery. 	32	<ul style="list-style-type: none"> • “Transferring registration to Swanton Morely or North Elmham so to keep continuity of health professionals.” • “Perhaps consider giving people the option of which surgery to go to such as the neighbouring villages for those who can access transport and are happy to travel 10-15 minutes again if there's capacity at the surgery for further patients.”

	<p>There were also a range of other ideas put forward by individuals or a small number of people.</p>	<ul style="list-style-type: none"> • Find alternative / additional funding to keep Toftwood Medical Centre open, this could include fundraising or crowd sourcing, working with the council to secure section 106 funding / community infrastructure levy funding, renting out space to local groups to raise income for the practice or asking people from Toftwood to pay more council tax. • Increase the capacity of Toftwood Medical Centre by opening in the evenings and at weekends so that they could care for more patients and it would be a more efficient use of resources. • The NHS could buy the building outright or make a compulsory purchase order. • Work with the landlady to agree a new lease. • Get a court order to force a temporary lease extension. • Make house builders and developers pay more towards to costs of new infrastructure, like a new GP practice for Toftwood. • Keep the building open, but provide a more limited range of services from Toftwood which do not require a GP to deliver. • Introduce appointments at all three surgeries that you can book online in advance to make better use of resources and improve patient experience – on the day appointments could be held in one location. <p>The following suggestions were made for if the proposal to close the practice were to go ahead:</p> <ul style="list-style-type: none"> • Do not close Toftwood until you have either built a new practice or are ready to move to an alternative premises.
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		<ul style="list-style-type: none">• Extend the lease for a short period of time to enable more time to plan for and move over patients to the other surgeries.• Set-up a mobile surgery.• Set-up a new super hub somewhere geographically between the three existing surgeries.• Establish a walk-in centre in the area.• Run a mini bus to Dereham for Toftwood patients.• Hold a satellite clinic once a week in Toftwood to allow those who cannot get to the Dereham surgeries to be seen.• Offer more phone / video appointments and home visits to patients from Toftwood to reduce how often they have to travel into the town for appointments.• Consider continuing to remotely supply the medication to Toftwood via a third party and install an automated collections unit.• Consider co-locating with the ambulance or pharmacy to share costs and facilities.
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<p>Positive and neutral responses</p>	<ul style="list-style-type: none"> The vast majority of the responses were negative or raised concerns about the proposal, but there were a few responses which were positive or neutral regarding the proposal. 	<p>24 positive 41 neutral</p>	<ul style="list-style-type: none"> “...as a former practice manager, I understand the pressures and feel that it will be in the best interests of everyone to make the move.” “I understand perfectly why the Toftwood Surgery could close and I think what you are proposing transferring patients to Orchard or Theatre Street surgeries would be better for me.” “Yes good idea to close down it is not fit for purpose...” “I think it will be okay if the other surgeries are supported to provide the care for the new patients.”
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Feedback from groups, organisations and businesses

We received some responses from people who told us they were responding on behalf of a group, organisation or business. The organisations cited were:

- Healthwatch Norfolk
- Orchard Surgery Patient Participation Group (PPG)
- Specsavers Hearcare East Dereham
- Shipham Manor Care Home

Healthwatch Norfolk raised concerns about the consultation process and the survey design. They also urged the ICB to pause or halt the consultation and to try to find a way to extend the current contract for a period of time, engage with the landlady to discuss what could be done to improve and develop the current building, hold a wider discussion about the future of primary care in the Dereham area, generate a Dereham area plan, and then conduct any further consultation required.

Orchard Surgery PPG raised concerns about the capacity of the surgery to take on additional patients and the impact this would have on the care that existing Orchard Surgery patients would receive. They also noted concerns about the surgery's capacity to take on more patients as new housing developments are built.

Specsavers Hearcare East Dereham noted their concern that if it were to become harder to get an appointment with a GP then it could put additional pressure on other NHS services, such as such as NHS 111, pharmacies, primary care providers and emergency departments.

Shipdham Manor Care Home commended the care provided by Toftwood Medical Centre and said that having the practice so close to the care home had saved residents.

Feedback from staff

We received 16 responses from staff who work at the three practices impacted by the proposal. Their feedback was broadly in line with that of other people who responded to the consultation. They highlighted that the staff at Toftwood Medical Centre care about their patients and they provide good quality services. They raised concerns that some Toftwood patients, for example older people, might struggle to get into the town, as well as concerns about the capacity of other practices to take on more patients. They suggested further work is done to investigate alternative sites in Toftwood to relocate the practice to.

Events

141 people attended the public meeting held in the evening. We also held two drop-in sessions during the day. The feedback received at the in-person events was largely similar to the feedback received via the survey, however there were some additional points and some points that came through more strongly at the events:

- There were quite a lot of concerns raised and comments made about the consultation itself and the process at the in-person events, as well as requests for additional information about the proposal and how it was developed.
- It was commented that the draft EqIA should have a greater focus on the potential impact on people and that it was too focused on the potential impact on services.
- There were a range of questions and comments about the past and current discussions between the ICB and the landlady.
- The potential impact of the ICB's proposal on the resilience of general practice was questioned.
- The need for a long-term plan for general practice and primary care provision for Dereham and the surrounding area was raised in light of planned housing developments.
- There were some questions about the potential impact of the proposal on the pharmacy, as well as questions about the services that the pharmacy does and could provide.
- There were questions about patient choice and how it would be decided which patients would go to which surgery if the proposal were to go ahead.

Petition

In addition, we also received a petition signed by 792 people. The petition was titled: 'Petition to stop the closure of Toftwood Medical Centre' and included the following wording: "This petition to stop the closure of Toftwood Medical Centre, was started in response to NHS Norfolk and Waveney's current consultation which started on 10th October 2024, after it reviewed the services provided by Toftwood Medical Centre."

Appendix A – Survey questions

Q1. What do you think of our proposal to close Toftwood Medical Centre and transfer the people registered there to another practice in Dereham? How would this proposal affect you if it went ahead? Please write in the box below:

Q2. Are there any other options that we have not considered that would help us to achieve our objective of finding the best way to provide general practice services for people registered with Toftwood Medical Centre? If yes, please tell us about these by writing in the box below:

Q3. Please place a tick against the descriptions that apply to you:	
I am registered with Toftwood Medical Centre.	
I am supporting someone who is registered with Toftwood Medical Centre to respond.	
I am registered with Orchard Surgery.	
I am supporting someone who is registered with Orchard Surgery to respond.	
I am registered with Theatre Royal Surgery.	
I am supporting someone who is registered with Theatre Royal Surgery to respond.	
I work at Toftwood Medical Centre.	
I work at Orchard Surgery.	
I work at Theatre Royal Surgery.	
I am responding on behalf of a local organisation (please state)	
Other (please state)	

About you

NHS Norfolk and Waveney ICB wants to make sure that services are open and accessible and that our consultations are representative of the community we serve and the people that use our services. Please help us measure how far we are achieving this by answering the following questions.

Please note: You do not have to give us this information, but it will help us if you do. We will keep this information confidential and not use it for any other purpose.

1. How old are you?

2. Are you ...? (Please tick one box only)

Male Female Prefer not to say

Prefer to self-describe.

3. How would you describe your ethnicity? For example white British / black British

4. What is your first language?

5. Would you describe yourself as having a sensory disability (affecting your sight or hearing), physical disability, learning difficulty or long-term illness? Please tick one box only.

Yes No Prefer not to say