

Congresbury Surgery – Engagement Survey



Serving as a "hot site" during the COVID-19 pandemic, Congresbury Surgery provided essential services to the community, allowing the practice to safely see patients suspected of having COVID-19. However, due to ongoing challenges and the limitations of the site, it has since been temporarily closed and is no longer viable for long-term clinical use. As a result, over the last 5 years, Congresbury patients have been reallocated to our neighbouring branch sites at Langford Surgery and Yatton Surgery.

Given the temporary closure, we are now evaluating options for the building's future. We are considering its potential long-term use, considering the needs of the local community and surrounding areas. We are committed to exploring alternatives that will meet the healthcare needs of our patients, including the possibility of re-purposing the building. The following survey focuses on gathering input for patients and the community on how the temporary closure has impacted their access to receive healthcare.

Please be reassured that all responses are anonymous.

At the end of the survey, you will have the opportunity to provide feedback or ask Mendip Vale any questions you may have about Congresbury Surgery. While we won't be able to respond to you directly, your questions will help us build and improve our Frequently Asked Questions (FAQs) section on the Mendip Vale website and communication channels.

1. Please state your connection with MVMG and Congresbury Surgery

- ☐ I'm a registered patient with MVMG
- ☐ I'm a former patient
- ☐ I'm a carer for a registered patient
- ☐ I visit the practice on behalf of a family member/ friend who is a registered patient
- ☐ I'm a professional advocate or support worker for a registered patient
- ☐ I help interpret or assist with language needs for a registered patient
- ☐ I'm a foster carer/ guardian for a registered patient
- ☐ I'd prefer not to say
- ☐ Other (please specify):

Equality Monitoring Questions

When changing an NHS service, it is essential to adhere to key equality and diversity responsibilities to ensure compliance with legal obligations and promote equitable access to healthcare. These responsibilities are outlined in several laws and policies, including the Equality Act 2010 and the Health and Social Care Act 2012.

As part of this commitment to promoting equality, diversity and inclusion, we ask a few optional questions to help us better understand the communities we serve. The information you provide is anonymous and will be used solely for guidance purposes. This helps us ensure that our services are accessible, fair, and responsive to everyone's needs.

You are not required to answer any questions you are uncomfortable with — simply select “Prefer not to say” if you wish to skip a question.

2. What is your age

- ☐ 19 and under
- ☐ 20 - 29
- ☐ 30 - 39
- ☐ 40 - 49
- ☐ 50 - 59
- ☐ 60 - 69
- ☐ 70 -79
- ☐ 80 and above
- ☐ Prefer not to say

3. Gender

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer not to say

4. Religion/ Faith

- ☐ None
- ☐ Christian
- ☐ Buddhist
- ☐ Sikh
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Prefer not to say
- ☐ Other (please specify):

6. What is your current occupation?

- ☐ Student
- ☐ Full-time employed
- ☐ Part-time employed
- ☐ Self-employed
- ☐ Retired
- ☐ Unemployed
- ☐ Prefer not to say
- ☐ Other (please specify):

7. What is your ethnicity?

- ☐ White British
- ☐ White Irish
- ☐ Other White
- ☐ Mixed
- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Prefer not to say
- ☐ Other (please specify):

Congresbury Surgery

8. How often do you visit the GP surgery?

- ☐ Regularly (once a month or more)
- ☐ Occasionally (few times a year)
- ☐ Rarely (Once a year or less)
- ☐ Only for urgent matters

9. Which surgery is currently most convenient for you?

- ☐ Langford Surgery
- ☐ St Georges Surgery
- ☐ Yatton Surgery
- ☐ Sunnyside Surgery
- ☐ Not applicable

10. How would you rate your overall experience with accessing healthcare services during Congresbury Surgery temporary closure?

- ☐ Excellent
- ☐ Good
- ☐ Acceptable
- ☐ Poor
- ☐ Very Poor

Please give a reason for your answer:

11. Has transportation played a role in your ability to access healthcare since Congresbury Surgery temporary closure?

- ☐ Yes
- ☐ No

12. If transportation is a challenge, what were the main issues you faced? (Select all that apply)

- ☐ Lack of public transport options
- ☐ Difficulty arranging a ride
- ☐ Distance to my preferred Surgery
- ☐ High transport costs
- ☐ No available parking
- ☐ Limited mobility or physical difficulty getting to the location
- ☐ Other (please specify):

13. Do you use any of the following transportation options to get to your preferred surgery (Select all that apply)

- ☐ Public transportation (bus, train, etc.)
- ☐ Personal vehicle
- ☐ Taxi
- ☐ Walking
- ☐ Cycling
- ☐ Family or friends provided transportation

☐ Other (please specify):

14. Were you aware that if you have no other way to get to an urgent (same day) appointment, reception can help arrange transport, including access to a car if needed?

☐ Yes

☐ No

15. Do you have any concerns about the future of health care services for Congresbury and Yatton area that is not related to transport?

☐ Yes

☐ No

If yes, what are your concerns?

16. If there was an offer to go to an alternative surgery, not a part of MVMG, would you go elsewhere?

☐ Yes

☐ No

☐ Maybe

☐ Not applicable

17. Are you still able to see your preferred clinician at your alternative surgery? (Continuity of care)

☐ Yes

☐ No

☐ Not applicable

Do you have any questions or feedback regarding the closure of Congresbury Surgery

Thank you. Please submit your completed survey to Langford Surgery or Yatton Surgery Reception by the 23rd of May 2025