

# KING'S LYNN ST MARGARET'S WITH ST NICHOLAS WARD FORUM

A local amenity society working with the Borough Council of King's Lynn & West Norfolk  
for a better, brighter, safer King's Lynn

Please reply to: Sally Turff, forum clerk, 15 Queen Street, King's Lynn PE30 1HT  
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Dr J.M. Galloway,  
St James Medical Practice,  
County Court Road,  
King's Lynn, PE30 5SY

April 17, 2016

Dear Dr Galloway,  
Re: Surgery move to Kilham's Way.

Thank you for your letter of April 5. Although it explains the reasoning for the proposed move I regret to say that you have neglected to answer some of the questions we posed in our letter to Dr Moussakou. They are detailed (below) and we would be grateful if you could address them. Since sending our original letter further aspects of the move have also arisen, which are also detailed.

Consultation. We have circulated our members who are also SJMP patients to ask a) if they participated in the consultation and b) whether they were aware that it was taking place. To date only one has told us that he has participated, and that was to oppose the move. No-one has told us of their awareness that the consultation was taking place; this includes our clerk, Sally Turff. Certainly the consultation does not appear to have been flagged up on the information screens in the waiting rooms – which we would have expected for such a crucial move. We ask again, therefore, if you would inform us of the number of your patients who participated and what proportion this represents of the whole. We were told subsequently – ie *after* it was over – that there were forms on the desk in the foyer. But as patients book in on the screen in the foyer, and not at the desk, they are unlikely to have seen them.

In our view it was also important that the consultation should have addressed the residential location of your patients as this is crucial when it comes to assessing the difficulties they will face in getting to Kilham's Way, (KW). Was this taken into account and if not will it be before a final decision is made?

Parking. You say that the area proposed at KW will provide ' a large amount of parking, which will exceed our needs now and in the future'. How many vehicles will be accommodated there? And can you be certain that as the practice grows – you mention the proposed building programme concentrating upon North Lynn and the Woottons – those needs will continue to be exceeded? We have the unfortunate example of the Queen Elizabeth Hospital, which despite considerable parking provision being made at the outset has been found to be wholly inadequate subsequently and a continuing source of conflict in the surrounding streets.

Parking may indeed be inadequate at the present surgery, but by making the move you will be ensuring that cars will have to be used where they are not now, with the attendant effect upon health and well-being.

more follows/

CONTD/ Surgery move to Kilham's Way/2

Public transport. You acknowledge that at present it is 'inadequate' and that negotiations will have to take place to make the proposed site acceptable'. In our original letter we asked how this could be guaranteed, not merely at the outset but in perpetuity. Bus provision is in the gift of government subsidy and there is simply no way of knowing whether this a) will be forthcoming and b) if it is, for how long.

We are aware that you are at an early stage but we also asked what the departure point for buses would be and if there would be a through service from South Lynn, where many of your patients live. (NB we understand that the proposal for the Southgates Surgery to provide a facility in South Lynn has been shelved, so at the moment there is no local alternative.)

Taxis A number of your patients do not drive and do not have access to a car, in any event someone who is ill is reluctant to drive. Taking a taxi will be extremely costly; present fare from the town centre is approximately £5 each way – a not inconsiderable sum, especially for someone who has to see a doctor on frequently.

Pedestrians. KW is situated just off John Kennedy Way, one of the main routes into and out of King's Lynn centre. It is an extremely busy road and although there is a footpath, is not a pleasant route for pedestrians, especially a mother with toddlers and/or babies in prams or push chairs. Crossing this road is NOT a pleasant experience and, we are advised, the underpass is frequently flooded – and thoroughly unpleasant at any time.

Alternative sites. We are aware of difficulties of expansion at your present site, but you did not inform us which other sites – other than KW - had been considered. Surely there are places which would be more accessible, ie Beech Tree Close, the former Lynn Hospital building. There is vacant land on the North Lynn Industrial Estate, not, we agree, entirely appropriate but at least nearer and more accessible. You did not explain why the large and vacant tax office close by is not an option.

Decision. You say that at present no land has been purchased but we understand it is in the ownership of the borough council and therefore available and so we do not see this as a cogent explanation for asserting that no decision has yet been made.

Yours sincerely,

Dr Julian Litten,  
Chairman,  
St Margaret's with St Nicholas Ward Forum.

CC: Mrs Kathy Foley, practice manager.  
Andrea Patman, head of commissioning for NHS England (East).  
Cllrs Lesley Bambridge, Andy Tyler, Sandra Buck. County Cllrs David Collis, Alexandra Kemp.  
Ray Harding, Chief Executive, Borough Council of King's Lynn and West Norfolk  
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