



# BUCKINGHAM TOWN COUNCIL

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Town Clerk: Mr P. Hodson

FULL COUNCIL

Wednesday, 29 September 2021

Councillors,

You are summoned to a meeting of the **Full Council** of Buckingham Town Council to be held on Monday 4<sup>th</sup> October 2021 at 7pm in the Council Chamber, Cornwalls Meadow, Buckingham.

Please note that the meeting will be preceded by a Public Session in accordance with Standing Orders 3.e and 3.f, which will last for a maximum of 15 minutes. Members of the public can attend the meeting in person. The Council is trialling the use of video conferencing to enable the public and guests to address Council meetings virtually. If you would like to address the meeting in this way, please email [committeeclerk@buckingham-tc.gov.uk](mailto:committeeclerk@buckingham-tc.gov.uk) or call 01280 816426 for details.

The meeting can be watched live on the Town Council's YouTube channel here:  
<https://www.youtube.com/channel/UC89BUTwVpjAOEIdSifcZC9Q/>

Mr P. Hodson  
Town Clerk

## AGENDA

### 1. Apologies for Absence

To receive and accept apologies from members.

### 2. Declarations of Interest

To receive declarations of any personal or prejudicial interest under consideration on this agenda in accordance with the Localism Act 2011 Sections 26-34 & Schedule 4.

### 3. Minutes

To receive and agree the minutes of the Full Council Meeting held on Monday 12<sup>th</sup> July 2021  
[Copy previously circulated BTC/04/21](#)

### 4. Interim Minutes

To receive and agree the minutes of the Interim Council meeting held on Monday 13<sup>th</sup> September 2021  
[Copy previously circulated IM/03/21](#)

### 5. Planning Committee

To receive the minutes and confirm the recommendation therein of the Planning Committee meetings held on:



Twinned with Mouvaux, France;  Neukirchen-Vluyn, Germany 

Members are reminded when making decisions that the Public Sector Equality Duty 2010 requires Members to have due regard to the need to: Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act, advance equality of opportunity between people who share a characteristic and those who don't, and to foster good relations between people who share a characteristic and those who don't. All Committee documents can be found on the [Buckingham Town Council's website](#). Alternatively, the Clerk send you a copy of any minutes, reports or other information. To do this, send a request using the contact details set out above.

Monday 19<sup>th</sup> July 2021  
Monday 16<sup>th</sup> August 2021

[Copy previously circulated PL/04/21](#)  
[Copy previously circulated PL/05/21](#)

Members **AGREED** the report recommendation from Cllr. Ralph and seconded by Cllr. Davies that: "I propose this matter of public comments on planning applications no longer being visible on the Buckinghamshire Council Planning Portal is brought formally to the attention of Full Council and in doing so ask that a letter is sent to the relevant Cabinet Members of Buckinghamshire Council to ask if they will confirm that what Mr. Nicholson said is in fact correct and if so, request sight of the relevant GDPR documentation emanating from Central Government diluting the democratic process of transparency in planning applications in this way. At the discretion of Full Council, a copy of any such letter might usefully be forwarded to Greg Smith MP."

Monday 13<sup>th</sup> September 2021

[Copy previously circulated PL/06/21](#)

## 6. Town Centre and Events Committee

To receive the minutes and confirm the recommendation therein of the Town Centre and Events Committee meetings held on:

Monday 27<sup>th</sup> July 2021

[Copy previously circulated TCE/03/21](#)

Monday 6<sup>th</sup> September 2021

[Copy previously circulated TCE/04/21](#)

Proposed by Cllr. Stuchbury, seconded by Cllr. O'Donoghue and unanimously **AGREED** to **RECOMMEND** to Full Council that a Councillor be appointed to represent the Town Council on the [Friends of Buckingham University](#) group.

## 7. Environment Committee

To receive the minutes of the Environment Committee meeting held on Monday 26<sup>th</sup> July 2021

[Copy previously circulated E/02/21](#)

## 8. Resources Committee

To receive the minutes of the Resources Committee meeting held on Monday 20<sup>th</sup> September 2021

**NB:** the recommendation made by the Resources Committee to Full Council will be considered during the confidential section of the meeting.

## 9. Action List

[Appendix A](#)

## 10. External Audit

To receive and note the external auditor report and certificate (Section 3 of the Annual Governance & Accountability Return Part 3

[Appendix B](#)

## 11. Motion – Cllr. R. Stuchbury

In light of recent decisions taken in respect of the Vale of Aylesbury Plan and regardless of any future decisions or planning consent granted by Buckinghamshire Council, Buckingham Town Council signals its intention to look at taking over the open spaces and playing fields within Maids Moreton Road Phase Three Development. The Town Council grants the Town Clerk consent to enter into confidential discussions with the developer.

## 12. Climate Champions

To receive a report from the Town Clerk and to agree nominations to act as the Town Council's Climate Emergency Champions

[BTC/44/21](#)

## 13. Covid 19 Update

To receive a verbal report from the Town Clerk

## 14. Buckingham Neighbourhood Plan/Vale of Aylesbury Plan

To receive a verbal report from the Town Clerk on the meeting of the Buckingham Neighbourhood Plan Sub-Committee held on 14<sup>th</sup> September 2021....

Attendees are encouraged to undertake a lateral flow test within 24 hours prior to attendance of any Council meeting. Consideration should be given to the wearing of face coverings to reduce the risk to individuals and others.  
Email: [office@buckingham-tc.gov.uk](mailto:office@buckingham-tc.gov.uk)

## 15. Creating a Vision for the Oxford-Cambridge Arc

To receive information on the Department for Levelling Up, Housing and Communities' consultation, and discuss and decide a response. The link to this consultation can be found here: [https://www.gov.uk/government/consultations/creating-a-vision-for-the-oxford-cambridge-arc?dm\\_i=5438,EM9W,U4FF1,1OJH3,1](https://www.gov.uk/government/consultations/creating-a-vision-for-the-oxford-cambridge-arc?dm_i=5438,EM9W,U4FF1,1OJH3,1)

## 16. Community Governance Review

To receive, discuss and agree a response to the following consultation questions from the Local Government Boundary commission:

- a) Do you feel that any the suggested numbers put to us - 80, 98 or 120 –represents an appropriate council size for Buckinghamshire Council from 2025?
- b) If so, why do you feel that your preferred number is the 'best' choice? if possible, please refer to the aspects listed in the paragraph above in explaining your choice.
- c) If you don't support any of these numbers and want to suggest an alternative one, or if you prefer to express a more general view about the size of the Council but without specifying a figure, please explain why you feel this way. Again, it might be helpful to refer to the aspects listed above.

<https://s3-eu-west-2.amazonaws.com/lgbce/Reviews/South%20East/Buckinghamshire/Bucks/Buckinghamshire%20council%20size%20consultation%20document.pdf>

## 17. Public Health Care

### 17.1 Lace Hill Medical Centre Consultation

To receive information about the Swan Practice's Consultation on Healthcare Services in Buckingham and decide a response. [Appendix C](#)

### 17.2 Public Health Meeting

To receive and discuss a written report from the Town Clerk

[BTC/45/21](#)

## 18. Child Poverty Day of Reflection & Action

To receive and discuss a written report from the Town Clerk

[BTC/46/21](#)

## 19. Reports from Representatives on Outside Bodies

To receive any reports from Members

## 20. Mayoral Engagements

To receive a list of events attended by the Mayor and Deputy Mayor.

### Functions the Mayor has attended:

July 13: Buckingham in Bloom judging.

July 16: Buckinghamshire Radio interview re The Otter Trail (at Bourton Meadow Academy).

July 16: Meeting of Buckinghamshire Mayors of towns/ parishes which have declared a Climate Emergency (Zoom).

July 19: Meeting with Dr Jane Tapsell, University of Buckingham Pro Vice-Chancellor. (Zoom).

July 19: Opening of Scouting in Buckingham Exhibition at The Old Gaol.

July 20: Oxford Fiddle Group/ Opening of Buckingham Fringe Week. Radcliffe Centre.

July 22: Meeting of Buckingham Area Community Advice Bureau (BACAB) Trustees (Zoom).

July 22: Meeting of local Mayors (Buckinghamshire and Bedfordshire) (Zoom).

July 23: Launch of The Otter Trail.

July 25: Opened Lace Hill Fun Day.

July 29: Trustees Meeting of Buckingham Almshouses and Welfare Charity. (Zoom).

August 16: Opened Alice in Wonderland production.

August 20: Friends of Buckingham Hospital tea party.

August 21: Shop Raffle prize giving. (Old Gaol)

August 21: Three Counties Radio interview re Otter Trail.

Attendees are encouraged to undertake a lateral flow test within 24 hours prior to attendance of any Council meeting. Consideration should be given to the wearing of face coverings to reduce the risk to individuals and others.  
Email: [office@buckingham-tc.gov.uk](mailto:office@buckingham-tc.gov.uk)

August 27: Meeting with Professor James Tooley.

August 29: Opened Bandjam.

August 31: Buckingham Society Summer Lecture and Garden Party.

September 2: Florence Nightingale House Hospice Briefing (Hulcott).

September 3: Flag raising for Merchant Navy Day.

September 3: University of Buckingham School of Computing Centre for Artificial Intelligence Opening.

September 4: Celebrate Buckingham Day.

September 8: Buckinghamshire High Sheriff's Summer Reception (Weedon).

September 13: Pontio Meeting.

October 2: Richard 111 Buckingham Half-Angel Exhibition. Old Gaol.

October 3: High Sheriff's Justice Service. Aylesbury.

**Functions the Deputy Mayor has attended:**

Music Not in the Market

**21. Chair's Announcements**

**22. Date of the next meeting:**

Interim Council – Monday 1<sup>st</sup> November 2021

Full Council - Monday 22<sup>nd</sup> November 2021

**Confidential Session**

**23. To confirm the recommendation of the Resources Committee meeting held on Monday 20<sup>th</sup> September 2021**

Copy previously circulated R/02/21

Proposed by Cllr. O'Donoghue, seconded by Cllr. Stuchbury and unanimously **AGREED** It is **recommended** that the Committee recommends to Full Council that the Council enters a three-year contract with Cloudy IT to provide IT infrastructure, phone and network services for the costs as described, with an option to extend for a further two years. The setup costs that cannot be met from the revenue budget to be funded from Ear-marked reserve 901 9051 Office Development / Furniture. Cloudy IT provided the cheapest quote and scored highest on the tender evaluation.

Committee	Minute No.	Action	Action Required	Owner	Update	Deadline
Full Council	384/19; 817/20	Photograph	Members discussed and <b>AGREED</b> arrangements for formal photographs of the 2019/20 Full Council and also the Council elected in May 2021	Town Clerk	Arranged for Friday 3rd December 2021 from 6-8pm	Dec-21
Interim	381/19	NDP	1. That the Council progress with plans for a full refresh of the Buckingham Neighbourhood Plan. This would work towards having clear options available for the new Council in May 2020. The target date would be the end of March, 2020 for these to be developed. 2. That representations as to the retention of the existing NDPs' policies in relation to affordable housing be made in the upcoming consultation period on VALP modifications. 3. That representations are made to the shadow Buckinghamshire Council regarding clarification of the future plans for implementing CIL.	Town Plan Officer and Town Clerk	Verbal update on agenda	Agenda
Full Council	512/19	Climate Emergency Action Plan	The Climate Emergency Action Plan to be reviewed yearly by Full Council, with previously rejected suggestions reviewed and new suggestions added.	Town Clerk	Currently reviewed within each Committee. Next annual review at Full Council - March 2022	Agenda
Interim	911/20	Child Poverty	Child Poverty has increased by 32% from 2015 to 2019 in the Buckingham Constituency... Indeed, in parts of our town, there are more than 1 in 5 children living in relative poverty. This is a matter of great concern to the Town Council. Although our powers are limited, we are committed to tackling this scourge in whatever way we can. As a consequence, we will organise a day of reflection and action. The aim will be to bring together all those who wish to consider what might be done to build on existing good work (e.g. the Food Bank, Buckinghamshire Council and all organisations that are currently working around this current issue.) and develop other ideas to help these local children and their families."	Town Clerk	To be arranged	Agenda

Committee	Minute No.	Action	Action Required	Owner	Update	Deadline
Interim	912/20	Public Health Meeting to discuss healthcare provision in Buckingham	To Deliver on the promise to Buckingham by Buckingham Town Council to hold a public meeting to discuss health provision. The Council's Environment Committee agreed, "Due to the current perceived threat to Buckingham Hospital in the light of the proposed new Medical Centre at Lace Hill, this committee recommends that Buckingham Town Council organise a public meeting to discuss residents' concerns and invite the Swan Practice, the CCG and other interested parties to attend. historically Agreed with in a motion of the council" at the meeting held on 22nd October 2018 (minute number 451/18).In light of the inability for the Town Council for various reasons to progress the agreed action to discuss the various health questions within the community about the future of health provision in Buckingham , The main questions and areas for discussion being Buckinghamshire Health Trust, community health and how Buckingham Swan Practice are progressing their vision for future health care for a delivery model of the health centre. I'm proposing that the Council holds an online public meeting with residents and Town Councillors. Questions would be asked of the three primary areas on behalf of our constituents online within a zoom meeting with the three parties delivering health and community care within Buckingham. The Town Council will have advertised the meeting in advance and the fact Councillors will receive questions from the public and would arrange the opportunity for the three health providers in Buckingham to answer those questions within a public forum.	Town Clerk	To be arranged	Agenda
Full Council	1158/20	Greenspaces @ Tingewick Road and Foundry Drive	That the Town Council take on the green spaces and play areas, provided that Barratts agree to make a suitable initial payment, and that the development of the green spaces is completed satisfactorily, in line with the agreed plan. Additionally, Members agreed, in principle, to take on the Foundry Drive play area as well, subject to further information from negotiation between the developer and Town Clerk.	Town Clerk	Negotiations ongoing	On-going

Committee	Minute No.	Action	Action Required	Owner	Update	Deadline
Interim	1224/20	Future Meetings	AGREED for the Town Clerk to respond to the call for evidence from the Ministry of Housing, Communities and Local Government on behalf of the Town Council, requesting that remote and hybrid meetings are allowed for in the future, and emphasising the benefits of the remote meetings held in the last year. I.e. that many more residents have watched Town Council meetings, and attendance at meetings by Town Councillors and guest speakers has been higher. Also, the response should register the Town Council's extreme anxiety and concern about the decision, in that it will force officers and councillors to meet in a situation that was against the government's current Covid guidance. Also, for the Town Clerk to write to Greg Smith MP expressing concern and asking for his views on the matter.	Town Clerk	Specific actions completed. On the agenda	On-going
Full Council	30/21	Code of Conduct	<b>AGREED</b> to accept the code of conduct subject to arranging a workshop to review the new LGA Code of Conduct and consider any changes following Buckinghamshire Council's adoption of the new LGA model.	Town Clerk	Awaiting confirmation from Buckinghamshire Council	On-going
Full Council	235/21	Welcome Signs	Members received a written report from the Town Clerk and held a discussion over alternations to the town's welcome signs. Members <b>AGREED</b> for the Town Clerk to investigate the current situation with Highways and report back to a future meeting of Full Council	Town Clerk	Awaiting response from Buckinghamshire Council/TFB on options to update the signs	On-going

### Section 3 – External Auditor Report and Certificate 2020/21

In respect of **BUCKINGHAM TOWN COUNCIL – BU0028**

#### 1 Respective responsibilities of the body and the auditor

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2021; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

Our responsibility is to review Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with guidance issued by the National Audit Office (NAO) on behalf of the Comptroller and Auditor General (see note below). Our work **does not** constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and **does not** provide the same level of assurance that such an audit would do.

#### 2 External auditor report 2020/21

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the authority:

None.

#### 3 External auditor certificate 2020/21

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2021.

External Auditor Name

**PKF LITTLEJOHN LLP**

External Auditor Signature

*PKF Littlejohn LLP*

Date

24/09/2021

\* Note: the NAO issued guidance applicable to external auditors' work on limited assurance reviews in Auditor Guidance Note AGN/02. The AGN is available from the NAO website ([www.nao.org.uk](http://www.nao.org.uk))



**BUCKINGHAM TOWN COUNCIL**

**FULL COUNCIL**

**Monday 4<sup>th</sup> October 2021**

**Climate Champions**

Contact Officer: Paul Hodson, Town Clerk

**1. Recommendation**

To agree nominations to act as the Town Council's Climate Emergency Champions to help co-ordinate a planned online event and the Council's [Climate Emergency Action Plan](#)

**2. Background**

At Environment Committee on the 14<sup>th</sup> December 2020 members AGREED:

**898/20 Climate Change Champion**

Proposed by Cllr. Stuchbury, seconded by Cllr. Mahi and unanimously **AGREED** to nominate Cllrs. Newell, Gateley, Ralph and Ahmed to act as the Town Council's Climate Change Champions to help raise the profile of the planned online event and the Council's Climate Emergency Action Plan.

Cllr. Newell is no longer a Town Councillor, and the appointments were all made before the recent election. It is proposed that the Council continues to appoint Climate Emergency Champions, and that four nominations are agreed.



## **Patients asked to share their views on the future of healthcare services in Buckingham**

The Swan Practice in Buckingham is asking patients to share their views on the future of GP and healthcare services in the Buckingham area.

As the local population may be aware, for several years the practice has been working on proposals to move its two Buckingham based surgeries - North End and Verney Close - into a new, purpose-built site at Lace Hill, near the large Tesco superstore.

The surgery at Steeple Claydon would not be affected by this plan and would remain as it is.

The aspiration for this new site is to deliver a fuller range of healthcare services in a safer, modern environment with better parking facilities. It would offer enhanced healthcare and a better experience for patients, bringing a number services they currently have to travel to hospital to access closer to home. The practice is also in discussions with other healthcare providers and community organisations who may be interested in having a presence at the proposed site. The aim would be to create a new building which would serve the healthcare needs of the growing community in and around Buckingham for many years to come.

The practice's response to the COVID pandemic has seen a great increase in remote appointments, home visits, and more staff in place to support people in the community. The practice plans to continue to use these methods, when appropriate, to ensure everyone is able to access general practice services whenever they need them.

Some NHS funding is available to support the Lace Hill proposal, but it can only move forward if the practice is able to develop an affordable plan, matched with the necessary finance. However, it is essential for some sort of solution to be found to the problems faced by the practice's current surgeries in Buckingham.

The surgeries at North End and Verney Close are no longer suitable for the requirements of modern general practice. They have poor disabled access, very limited parking and are not satisfactory working environments for staff. They cannot be expanded or redeveloped to the necessary standards. The growing population in the Buckingham area means that these surgeries, which are already over capacity with patient numbers will not be able to meet demand.

Dr George Gavriel, Executive Partner at The Swan Practice, said: "Our goal as a GP Practice is simple - we want to deliver the best possible services to our patients in an environment that is safe, comfortable and fit for the purposes of a modern general practice.

"Unfortunately, that is no longer possible in our current premises in Buckingham. Our surgeries are already beyond their capacity in terms of patient numbers and our population

is growing. Doing nothing is simply not an option if we want to continue to meet the needs of our patients.

“We think the proposal for a new site at Lace Hill would bring enormous benefits to the local community and let us bring a wider range of healthcare services to Buckingham. But while we hope many patients will be excited by these proposals, we know that others may have concerns. We really want to hear as many views as possible, so any future plans we make can take them into account. We would be really grateful if as many of our patients as possible could please take a few moments to give us their feedback.”

You can have your say in a 12-week consultation running from 23 August to 16 November 2021.

You can give feedback in the following ways:

- By email to: [admin.theswanpractice@nhs.net](mailto:admin.theswanpractice@nhs.net) (please include the word ‘*Premises*’ in your subject header).
- By post to: The Business Manager, The Swan Practice, Masonic House Surgery, 26 High Street, Buckingham, MK18 1NU
- Online, via a survey on the Your Voice Bucks platform: <https://yourvoicebucks.citizenspace.com/clinical-commissioning-group/buckingham/>
- You can post comments through the letterboxes of any of our surgeries.
- We are hoping to arrange some form of ‘drop-in’ sessions during the consultation – we will update on these in due course.

More information about the proposals, including FAQs and more details about the issues faced by the current surgeries in Buckingham, can be found at [www.theswanpractice.co.uk](http://www.theswanpractice.co.uk).



## Buckingham Health Centre proposal

### Frequently Asked Questions

**1. Why do you need new premises?**

Our current premises are too small and not fit for the purposes of a modern general practice, especially with regards to legislation requirements – for example, they do not all comply with the Disability Discrimination Act.

**2. The Care Quality Commission (CQC) said premises were good in its last report on The Swan Practice; why do you say they are not adequate?**

That CQC report was made in 2015 and it referred only to North End surgery. While North End does not have the same level of difficulties as Verney Close (in terms of accessibility, for example), it is no longer big enough for our patient population – especially as these numbers are expected to grow significantly in the coming years. Masonic House is also not able to be used for patient use and is now too small for our growing administrative team.

**3. Why aren't the sites big enough?**

Under NHS property guidelines for providing GP services, our combined surgery space in Buckingham alone should only be serving around 15,000 patients. In reality we are now serving more than 25,000 patients and this number is growing.

**4. What growth are you expecting?**

We audited the local area housing plan in 2019. At that time the estimated planned increase in population size for the Buckingham area was an additional 7000 over the subsequent 3-5 years. This would put our patient population at more than 37,000. There are numerous new builds being approved and so this number is ever increasing.

**5. Are you closing the other town surgeries or Steeple Claydon?**

We would need to move the majority of services into the planned new facility so we can work more efficiently and make the best use of the space. This means we would expect to close our surgeries at North End and Verney Close (as well as our administrative building at Masonic House). We plan to keep Steeple Claydon open as usual

**6. Will a new Health Centre definitely be built at Lace Hill?**

Our proposal is just that at this stage – a proposal - and nothing is definite. We would need to fully agree the financing for a new building before we could proceed, and this is still under discussion. Furthermore, we want to take into account the feedback from the public consultation to ensure we can meet our patients needs and address any concerns that may be raised.

**7. When would a new surgery be built?**

If agreement can be reached on financing the new build, we would hope that work will begin in January 2022 meaning we would be hoping to move in by January 2024 at the latest.

**8. Will this affect the community hospital?**

We want to integrate as many services as possible to make this a health and care centre in Buckingham and there may be an opportunity to bring some of the services provided at the hospital to the centre and nearby nursing home. We are working closely with Buckinghamshire Healthcare Trust and the hospital League of Friends. An outline business case has been created and outlines a number of options for hospital activity within Buckingham. These are still in discussion, however, and we will update in due course. We do not expect this to affect any bed provision at the Community Hospital.

**9. Are you getting more doctors?**

Our patient numbers are continually growing, and the doctor-to-patient ratio is constantly monitored and we recruit more GPs when necessary. For each new full time GP we take on, we need growth of around 2,300 patients. Therefore, we currently have enough GPs for our current population of 30,000 patients. Recruiting GPs is becoming ever more difficult and this is recognised as a national issue, however we are expanding our clinical team in lots of other areas to deliver care multi-professionally.

**10. Would I be able to see the same doctors/ healthcare staff that I am used to?**

Yes – we anticipate that our staff will all move over to the planned new site and they will be available as usual and with more space we can expand our team further to offer many more much needed services to our patients

**11. Will patients have to travel further?**

Many patients already drive to the various sites in town and Steeple Claydon. The planned new site at Lace Hill, near the large Tesco superstore, is less than one mile from the existing surgeries. We don't feel there is a big difference in distance to travel for those patients who have access to a car, and it will in fact be closer for many of our existing patients who live near to the planned new site; however, we do recognise that some patients may have difficulty accessing this location if they don't have transport, or their village bus links mean an extra bus.

**12. What can be done for patients who may not have access to a car or who have difficulty travelling?**

Public transport is available to the new site – the 60 service bus from Red Rose Travel runs between the High Street and London Road.

Throughout the pandemic we have served patients through remote consultations (on the telephone, for instance) and home visits, and are working in this way to a greater degree than ever. We intend to continue to use this approach and we are confident that, regardless of their ability to travel, we will be able to meet the needs of all our patients and see anyone who needs a face-to-face appointment. The Swan Practice has also recruited a number of care coordinator

roles in recent years and these members of staff will play a key role in ensuring our patients get the right care at the right time.

**13. Will we be able to park at the planned new site?**

There will be far more availability for parking – the current plan is for more than 90 spaces. This is compared to 10 patient parking spaces at North End and 6 at Verney Close.

**14. How much public money would this cost?**

This development is being funded by The Swan Partnership and private lending. There is also potential for a capital grants from NHS England subject to plans meeting affordability criteria which will need to be signed off by the CCG.



## **Buckingham Health Centre - summary of stakeholder engagement by The Swan Practice to date**

As with any plan of this scale, engagement with patients and local stakeholders at an early stage has been essential. The Swan Practice has been working to keep stakeholders informed of earlier versions of this proposal for several years now, and to ensure that their feedback has been factored into the plans as they are developed.

The executive partners from The Swan Practice presented to Buckingham Town Council in November 2016, where there was support for the principles of this development. Meetings have also been held with The Buckingham Society, which feeds into the Town Council Planning Group, and which also indicated support. The League of Friends, a community hospital group, has also been made aware and has been generally supportive of the outline plan.

The Swan Practice formed the **Lace Hill Focus Group** in 2018 to discuss details around the plan, and the reasoning behind it, with representatives of various stakeholders and the wider patient population. This was to ensure the views of the patient population, their families and carers were represented and fed into this plan at an early stage. Also represented were the views of The Swan Practice workforce – in particular, from the point of view of improving working conditions.

This stakeholder group included membership from Patient Participation Group members, Buckingham Town Council and Buckinghamshire County Council colleagues, Buckinghamshire Healthcare NHS Trust, Adult Community Healthcare Teams and a wide range of patients, carers, and charitable and voluntary sector groups including Community Care North Bucks, Age Concern, Access for the Disabled and the League of Friends (LOF) who represent Buckingham Community Hospital.

Membership of this group was open to all stakeholders; it was not limited to patients of the Swan Practice but to open to all with an interest in the community services and estates development.

This group met numerous times in 2018 and 2019. Among the key aims of the Lace Hill Focus Group were to:

- Represent the patient population, local stakeholders, and community, in discussions and planning for a new health centre development
- Facilitate good relations between all stakeholders and critically to analyse decision making by communicating patient experience, interests and concerns and providing feedback to the practice on proposed new developments
- Work collaboratively and positively with the all stakeholders to improve services and facilities for the local population.

- Act as a representative group to influence local provision of health and social care.

Among the topics discussed were:

- The way the building would be physically accessed – both in terms of geographical location and within any new premises themselves.
- Local transport links to the proposed location
- Car parking availability
- Design of the building
- What services could be provided at the proposed location
- What signage, signposting and help for patients should be in place
- Ensuring any new building would be dementia friendly
- Security / CCTV for the site.

This engagement slowed down in late 2019, due to delays to the project itself and a lack of meaningful updates to share with stakeholders. Compounding this was the impact of the COVID-19 pandemic from 2020 onwards. Only relatively recently has the plan moved forward in a significant way.

While some of the details of the plan have changed from those discussed in this period of engagement, most key points are still in place. The work done with the Lace Hill Focus Group and other stakeholders has been extremely valuable in understanding patient and stakeholder concerns as we move into this public consultation phase of the proposal.





# Swan Practice premises concerns and issues

This document sets out some of the chief concerns around three of the premises currently used by The Swan Practice, and why they are not deemed fit for the purposes of modern general practice.

The premises are:

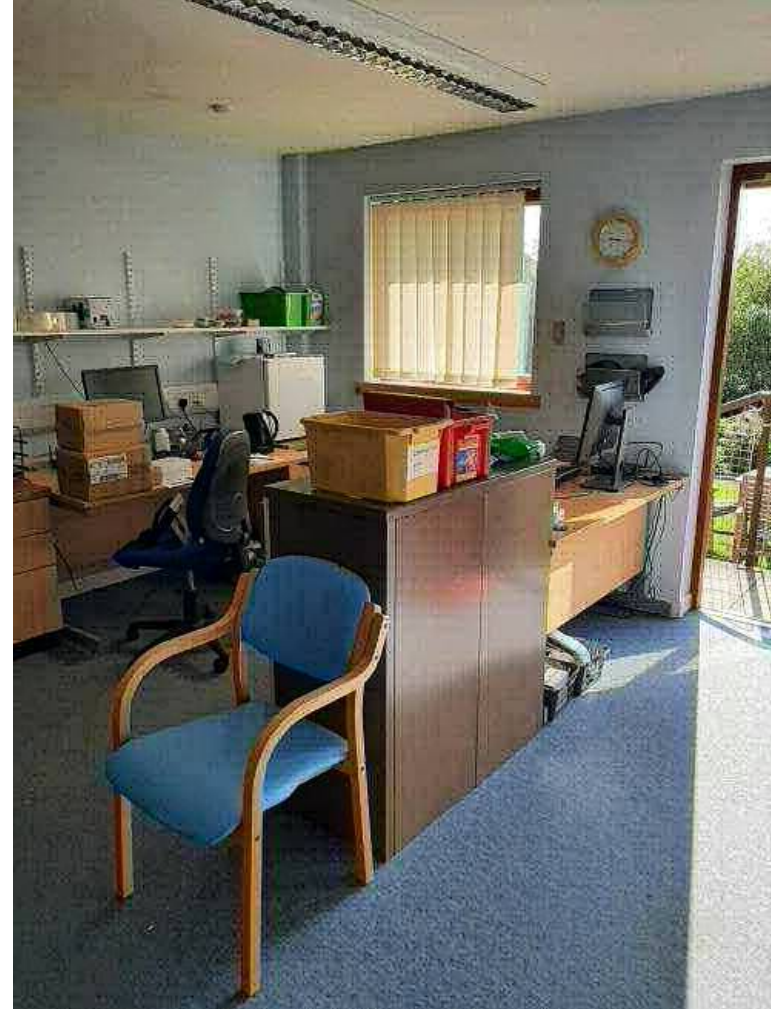
- North End, High Street, Buckingham
- Verney Close, Buckingham
- Masonic House (administration office), 26 High Street, Buckingham

# North End Surgery

- The occupancy of all our clinical rooms at North End Surgery is at full capacity. At various times it has been necessary to cancel rooms booked by other healthcare professionals and agencies in order to accommodate our regular staff. This has meant having to cancel services such as midwifery, memory assessments, sexual health, podiatry, acupuncture, healthy minds and counselling.
- The car park has room for just 10 patient cars.
- This site has very limited storage areas – this means stored items now encroach heavily into workspaces and rest areas.
- Computer servers and vaccine fridges are stored in the site's kitchen area, which is not a satisfactory solution.
- The area once used as a break room for staff has been converted to accommodate pharmacy dispensary needs and now acts as an extended office.

The pictures on this page and the next show in particular the lack of storage space and the way workspaces have been extended to the detriment of meeting and rest areas at North End Surgery.

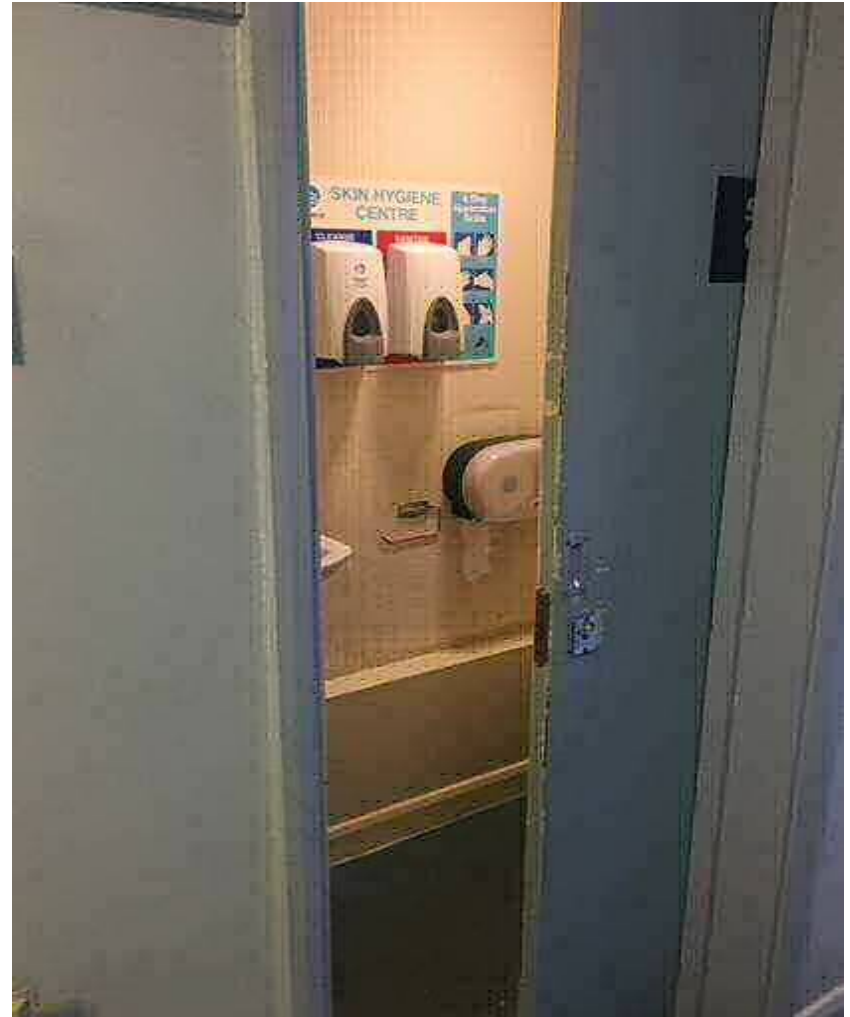




# Verney Close Surgery

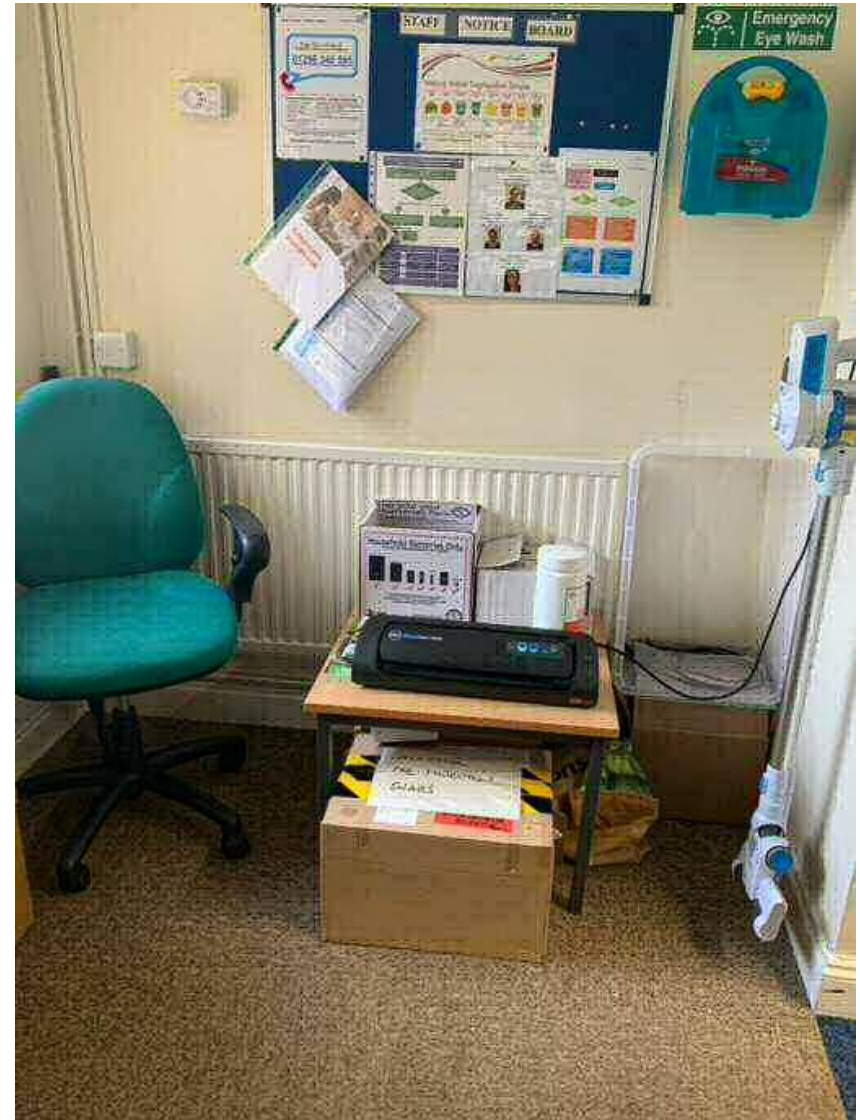
- All original spaces meant for administrative purposes have now been converted to consulting rooms where patients can be seen. However, these rooms are small and cramped, and far from ideal for consulting space.
- The surgery's reception area is very small, with a high counter. The space limitations do not allow for patients to have any privacy in their conversations with reception staff.
- This site also has very limited areas for storage and no room that is suitable for staff to have a break in.
- The car park has spaces for just six patient cars.
- There is a single, cramped staff toilet with a sliding door.
- Although five rooms can potentially be used for consulting purposes on the first floor (converted from office space), this is impossible as there is no room to install a lift on site. Therefore they do not fulfil basic accessibility criteria and would not pass inspection by the Care Quality Commission.

As the following pictures show, accessibility is a huge problem at the Verney Close building. The entrance, supporting columns and narrow corridors make access impossible for wheelchair users. The staff and patient toilet are also not accessible and the corridors/ turns are too tight for wheelchairs and cannot accommodate mobility scooters.





The office space at Verney Close was originally meant for two people. It is now having to be used by six people and there is no adequate rest area – there is room for one person to sit by office equipment to eat lunch.





# Masonic House

- This site is used by the Swan Practice for administrative purposes only. This means that the practice team has to work in a fragmented way, which is not helpful for morale and team working.
- The Care Quality Commission (CQC) deemed this site unfit for patients to use, due to step and level changes which cannot be solved.
- There is no storage area at this site – all storage spaces have been converted to office space.
- and no break room which can be used by staff.
- Ventilation and lighting is poor which, on top of an already cramped space, creates an unpleasant and inadequate working environment.
- The computer servers operating in this office can heat spaces to more than 30 degrees in the summer months; not only does this add to the unpleasant working conditions but it is also a potential fire risk.
- This site houses the only meeting room across the whole practice at this time, which seats 8-10 people.
- From a Health and Safety perspective, this site is a risk for staff members using it. It is a threat to our ability to retain staff and it creates a poor impression when we are recruiting potential employees.
- There are only two parking spaces available.

The following pictures illustrate the cramped working conditions and inadequate office space available for staff at Masonic House.









# The future of GP and Healthcare services in Buckingham

## Overview



**This survey is being conducted on behalf of The Swan Practice in Buckingham.**

The Swan Practice is asking patients to share their views on the future of GP and Primary Care services in the Buckingham area.

As you may be aware, we have been working on proposals to move our two Buckingham based surgeries - North End and Verney Close - into a possible new site at Lace Hill, near the large Tesco superstore.

Our surgery at Steeple Claydon would not be affected by this plan.

The ageing buildings, which have very limited car parking facilities and poor disabled access, cannot be expanded or redeveloped to adequate standards. It is no longer possible to safely offer the level of service to patients that we would wish to as a modern, innovative GP Practice. We must also prepare for the fact that our population size is growing. Our practices are already too small for the size of population we serve.

As a result of these considerations, The Swan Practice now believes the best course of action is to relocate to a purpose-built Health Centre which can offer a wider range of high quality services to our patients.

First, however, it is vital that we first understand the views and needs of our patients to ensure any future proposals take these into account.

We would be very grateful if you could please take part in this survey to help us.

You can find more information about these plans at [www.theswanpractice.co.uk](http://www.theswanpractice.co.uk)

[<https://www.theswanpractice.co.uk/>](https://www.theswanpractice.co.uk/)

## Privacy

We will use the information you provide here only for this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details. For

more information about data and privacy, please see our **Privacy Policy**  
<<https://www.buckinghamshire.gov.uk/your-council/privacy/privacy-policy/>> .

If you have questions about data and privacy, please email us  
on **dataprotection@buckinghamshire.gov.uk**. Or write to our Data Protection Officer at  
Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.

## Introduction

### 1 Please tell us your age.

(Required)

Please select only one item

- 18-24  25-34  35-44  45-54  55-64  65-74  75 and over

### 2 What is your gender?

Please select only one item

- Male  Female  Something else (please specify below)  Prefer not to say

Self-identifying description

### 3 Which surgery do you currently use?

(Required)

Please select only one item

- North End, High Street, Buckingham  Verney Close, Buckingham  
 Steeple Claydon, 2 Vicarage Lane , Steeple Claydon

### 4 What services do you currently use at your surgery?

Please select all that apply

- GP service  Practice Nurse service  Health Care Assistant  
 Dispensing Pharmacy  Other (please specify below)

## 5 Are you a dispensing patient at The Swan Practice?

A 'dispensing patient' is one who lives more than one mile from their nearest pharmacy and can collect their medication from one of the practice's dispensaries.

Please select only one item

Yes  No

## 6 How do you normally get to your current surgery?

(Required)

Please select only one item

Walk  Drive  Cycle  Public transport  Taxi  
 Other (please specify below)

## 7 If you were to travel to the proposed Buckingham Health Centre site at Lace Hill (by the large Tesco), what methods would you use?

Please select all that apply

Walk  Drive  Cycle  Public transport  Taxi  
 Other (please specify below)

## 8 Have you used telephone/ video consultation services at The Swan Practice?

Please select only one item

Yes  No

## Telephone/ video consultations

## 9 How satisfied were you when you used the telephone/ video consultation service?

Please select only one item

Very satisfied  Quite satisfied  Neither satisfied or dissatisfied  
 Quite dissatisfied  Very dissatisfied



**10** Do you have any other comments about the telephone/ video consultation service?

## Concerns and feedback

**11** Do you have any concerns about the plans for a Health Centre in Lace Hill? If yes, please state why.

**12** Do you support the plans for a Health Centre in Lace Hill? If yes, please state why.

**BUCKINGHAM TOWN COUNCIL**

**FULL COUNCIL**

**Monday 4<sup>th</sup> October 2021**

**Public Health Meeting**

Contact Officer: Paul Hodson, Town Clerk

**1. Recommendations**

- 1.1. It is recommended that Councillors decide whether or not to go ahead with a public meeting as decided in 2018.

**2. Background**

- 2.1. In October 2018 the Environment Committee decided to hold a public meeting to discuss residents' concerns about the "current perceived threat to Buckingham Hospital in the light of the proposed new Medical Centre at Lace Hill". Since then the proposed meeting has been discussed several times by the Environment Committee and also features on Full Council's Action Plan. The meeting was to be called and chaired by the Town Council, with attendees invited from the Swan Surgery, the CCG and Buckinghamshire Adult Social Care.

**3. Current Situation**

- 3.1. At present there are no known plans to reduce the level of services by the Community Hospital.
- 3.2. A public consultation is underway regarding the proposals for the Lace Hill Medical Centre. The Swan Practice has informed the Town Clerk that they would not attend the public meeting proposed.
- 3.3. No meeting has been held as yet. The following minutes summarise the Council's subsequent discussions of the plan to hold a meeting:

**4. Relevant Environment Committee Minutes**

- 4.1. 22<sup>nd</sup> October 2018:

451/18 Motion – Cllr. Strain-Clark

Due to the current perceived threat to Buckingham Hospital in the light of the proposed new Medical Centre at Lace Hill, this committee recommends that Buckingham Town Council organise a public meeting to discuss residents' concerns and invite the Swan Practice, the CCG and other interested parties to attend. Cllr. Stuchbury seconded the motion. Cllr. Harvey said The Bucks Healthcare Trust, BCC, Trade Unions and Staff Unions and other interested parties should be included on the formal list of invitees. Cllr. Stuchbury suggested inviting the Chairman of The HASC.

Members unanimously **AGREED** the motion. Members **AGREED** for the meeting to take place in the Buckingham Community Centre and for a press release to follow.

**4.2. April 2020**

Minute 895/20 426/19 (Healthcare Public Event) – The Town Clerk informed Members that whilst all three parties (GP Practice, Commissioners and Adult Social Care) had been contacted he was not expecting a response until business returned to normal. Members **AGREED** to review the action at a future meeting of Environment Committee.

**4.3. 15<sup>th</sup> June 2020**

127/20 (Public Healthcare Meeting) – Cllr. Stuchbury explained that the Buckingham Society were keen to arrange a similar public event and suggested that the organisations join forces. The Town Clerk said it was possible to arrange a public meeting via Zoom involving representatives from the Swan Practice.

Proposed by Cllr. Stuchbury, seconded by Cllr O'Donoghue and unanimously **AGREED** to arrange an online meeting, and that if representatives from the GP Practice, Commissioners and Adult Social Care were not willing to attend an online meeting then Committee Members should submit formal questions to the September meeting of HASC including questions canvassed from the general public.

**4.4. 26<sup>th</sup> October 2020**

755/20 Health Care Public Meeting (127/20) – Cllr. O'Donoghue asked if a meeting of the HASC took place and if questions from the public were submitted.

The Town Clerk explained that an online meeting between local GP surgeries and other health partners had not taken place and the Town Council had not submitted any resident's questions to the September meeting of HASC. Cllr. Stuchbury reported that HASC were meeting again on the 5<sup>th</sup> November 2020 and 7<sup>th</sup> January 2021 and if Environment Committee wished to send a representative then it would be prudent to submit written questions in advance. Cllr. Stuchbury proposed a written question on plans for the provision of community health and adult social care in Buckingham. Cllr. Gateley offered to attend on behalf of the Environment Committee.

Members **AGREED** with Cllr. Smith's proposal that written questions, regarding the Lace Hill Health Centre, be submitted to the November meeting if possible, or if there is not time then to the January meeting, and further submissions are to be agreed at the next meeting of Environment Committee on the 14th December 2020. **ACTION TOWN CLERK**

4.5. 14<sup>th</sup> December 2020

889/20 Members discussed whether it was an appropriate time to organise a meeting when healthcare representatives maybe have limited resources given the imminent roll out of the vaccination programme. It was **AGREED** there was merit in investigating any developments in the plans for the new Healthcare Centre at Lace Hill. **ACTION TOWN CLERK**

4.6. 14<sup>th</sup> February 2021

1076/20 Public Health Meeting to discuss healthcare provision in Buckingham

The Town Clerk reported that there had not been significant progress in arranging a public meeting as many of the healthcare providers have been extremely busy with the delivery of the national vaccination programme. The Town Clerk was hopeful there would be progress within the next few weeks.

Cllr. Stuchbury expressed regret that the meeting had not yet been held and said it was important for the new Full Council, in May 2021, to understand the importance of delivering on this action. Cllr. Strain-Clark said that while she had supported the original motion, it had not been appropriate to hold the meeting as yet for understandable reasons.

**BUCKINGHAM TOWN COUNCIL**

**FULL COUNCIL**

**Monday 4<sup>th</sup> October 2021**

**Child Poverty Day of Reflection & Action**

Contact Officer: Paul Hodson, Town Clerk

**1. Recommendations**

That Members nominate Councillors to form a working group to formulate a plan for the day of reflection.

**2. Background**

At Interim Full Council on the 21<sup>st</sup> December 2020 Members **AGREED** the following motion:

Child Poverty has increased by 32% from 2015 to 2019 in the Buckingham Constituency. (Relative Child Poverty 2014/15 = 7.2%. 2018/19 = 9.5%. Absolute poverty is also increasing: up from 7.4% to 8.5% - (see House of Commons Library). Indeed, in parts of our town, there are more than 1 in 5 children living in relative poverty. This is a matter of great concern to the Town Council. Although our powers are limited, we are committed to tackling this scourge in whatever way we can. As a consequence, we will organise a day of reflection and action. The aim will be to bring together all those who wish to consider what might be done to build on existing good work (e.g. the Food Bank, Buckinghamshire Council and all organisations that are currently working around this current issue.) and develop other ideas to help these local children and their families.”