



Cam and Uley Family Practice

Patient Engagement Survey Frequently Asked Questions and Responses August 2026

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Thank you for taking part in our Survey !



Many thanks to everyone who participated in the recent survey we conducted regarding the potential for a new surgery for Cam.

We would like to provide a brief summary and some answers in the form of Frequently Asked Questions (FAQ's).

Firstly, we would like to acknowledge that 92% of respondents stated they would support this potential development. We would like to thank you for this phenomenal show of support!

In summary your positive responses said that you:

- Have no concerns.
- Support the proposal.
- Believe a new surgery is needed because of population growth and housing development.
- Want a larger, modern, future-proof facility.
- See the proposal as a positive opportunity to improve healthcare provision.

In summary the areas where you all generally agreed were around the following themes:

Your priority	What you are saying
1. Location & accessibility	Keep it central, walkable and accessible by public transport, particularly for older, disabled and non-driving patients.
2. Capacity & future-proofing	Make it genuinely large enough for today's population and the planned growth.
3. People before bricks	A bigger building must come with enough GPs, nurses and other staff, and translate into better access and shorter waits.
4. Protect existing services	Don't allow the development to undermine Uley or the quality, personal nature and continuity of the existing service.
5. Minimise disruption	Manage construction and transition carefully so patients continue to receive a good service throughout.
6. Demonstrate value & purpose	Explain why a new building is needed, how it will be funded and how it will demonstrably improve patient care.

We also asked patients specifically about any concerns they may have regarding the potential development. We have listened carefully to the feedback received and grouped the main concerns into the themes below. Through the following FAQs, we hope to address the questions raised and provide reassurance wherever possible.

FAQ 1 Location and Accessibility



This was probably the dominant concern and the following questions were raised:

- Where the new surgery will be located.
- Whether it will remain central to Cam and reasonably close to the current location.
- Concern that moving to the outskirts, a new housing development, Box Road, the A38/railway area or another peripheral location could make it significantly harder to reach.
- Maintaining walking access, particularly for older people, disabled people, people with mobility difficulties, families with young children and those without cars.
- Access from Uley, Coaley, Nympsfield, Owlpen and surrounding areas.
- Good and reliable public transport, including a nearby bus stop.
- Avoiding a location that disadvantages one part of the community in order to benefit another.
- Ease of access by car and safe road access.

Response:

The exact location of a new surgery has not yet been decided. Any potential site will need to meet a range of important requirements, **including accessibility, capacity, parking, road access and the needs of the growing population.**

What we can say is that, wherever a new surgery is located, it will remain **centrally located within Cam**. We recognise that any change of location will inevitably mean that the journey will be slightly further for some existing patients, while making it more convenient for others. This is a natural consequence of finding the right location to serve the whole and growing community, and our aim will be to achieve the best possible balance.

We recognise the importance of **good pedestrian and cycling access** for those who are able to walk or cycle to the surgery, and this will be an important consideration when assessing any potential location.

At the same time, the needs of **older people, people with mobility difficulties and those without access to a car** will also be carefully considered. This will include appropriate disabled parking, drop-off arrangements and accessible routes into the building.

The current surgery is very convenient for some patients, while others already have a significant journey to reach it. Any future location will therefore need to consider accessibility for the community as a whole, rather than simply replicating the current position.

Public transport is an important part of this consideration. We recognise that Cam's current public transport network is limited and that this has been a longstanding difficulty for some residents. Local councils are aware of the importance of ensuring that major community facilities such as a new surgery are well connected, and opportunities to improve public transport links will need to be considered alongside any development.

For those travelling by car, **safe and convenient road access and adequate parking** will also be key considerations in assessing any potential site.

Ultimately, the aim is not simply to move the surgery from one location to another. It is to create **a facility that is accessible, sustainable and fit for the whole community**, both now and as Cam continues to grow. The location will therefore be considered carefully, with the needs of patients across Cam and the surrounding area at the heart of the decision.

FAQ 2 Parking, Traffic and Road Access



Another key area of concern with the following questions raised:

- Sufficient on-site parking for patients and staff.
- Concern that the current ability to use Tesco/parish/community parking may not be replicated.
- Avoiding increased parking pressure on surrounding residential roads.
- Safe and practical entrances and exits.
- Concern about congestion and traffic around the new site.
- Ensuring adequate parking for additional services and staff as well as patients.
- Accessible parking and appropriate provision for disabled people and families with young children.
- Concerns that relocating the surgery could increase car dependency and traffic in Cam.

Response:

We recognise that **parking at the current surgery is inadequate**, and this was one of the clear concerns raised through the patient engagement exercise. Adequate parking will therefore be an important consideration in the design and assessment of any new development.

A new facility provides an opportunity to improve the current situation. **Parking provision will be designed as part of the overall layout of the new surgery**, with appropriate provision for patients, staff and visitors, including an increased number of dedicated disabled parking spaces. The intention is that patients should not have to rely on nearby facilities such as Tesco or community parking to access the surgery.

Safe and practical entrances, exits and road access will also be essential considerations. Any proposals will need to meet the relevant planning, highways and safety requirements, and ensuring that the facility can be accessed safely and conveniently will be a high priority.

We also recognise that changing the location of the surgery may alter how individual patients travel to it. For some people, a new location may mean that they are able to walk or cycle more easily, while for others it may mean that they need to use a car where they do not currently do so. Equally, some patients who currently rely on a car may find a future location more convenient.

The aim will therefore be to ensure that the **new surgery is as accessible as possible by all appropriate means**, with good pedestrian access, safe road access, adequate parking and consideration of public transport connections. Importantly, the intention is not simply to relocate the existing parking problems. A new surgery should provide an opportunity to improve parking and access as part of a purpose-designed facility that is fit for the needs of the growing community.

FAQ 3 Adequate Capacity for a Growing Population



You wanted reassurance that the new facility will be:

- Large enough to accommodate the existing population and planned housing growth.
- Properly future-proofed, rather than becoming too small shortly after completion.
- Able to accommodate increasing patient numbers without creating additional pressure on existing services.
- Designed with sufficient clinical rooms, waiting areas and space for additional services.
- Flexible enough to expand further if population growth continues.
- That the building would not be outgrown by the time it is completed because of the scale and speed of housing development.

Response:

Planning for the future population of Cam is at the heart of the proposed development. The intention is not simply to replace the existing surgery with a larger building, but to create a facility with the capacity to meet the needs of a growing community.

The number of consulting and clinical rooms, together with the overall footprint of the development, will be planned using the **current Local Plan housing and population projections**. This will help ensure that the proposed facility is appropriately sized for the anticipated growth in Cam and the surrounding area.

Capacity will be considered across the whole building, not just the number of consulting rooms. This will include **clinical and treatment rooms, waiting areas, reception facilities, staff areas and space for other healthcare services**, ensuring that the building is designed to function effectively as a modern healthcare facility.

We will also consider whether **additional adjacent land could be acquired**, providing the potential for further development or expansion in future years if the needs of the community continue to grow. This is an important part of ensuring that the investment is as future-proof as possible. However, a building can only provide capacity if there are people to provide the services within it. **The intention is therefore to support the recruitment of additional GPs, nurses and other healthcare professionals**, alongside exploring opportunities for additional services that could benefit the local community.

The aim is to create a surgery that has **the space, flexibility and clinical capacity to support the community not just when it opens, but for many years to come.**

We recognise that Cam is experiencing significant housing growth and that patients understandably want reassurance that the surgery will not simply become overcrowded again in a few years' time. Future population growth will therefore be an important consideration throughout the planning and design process.

FAQ 4 Staffing, Appointments and Access to Clinical Care



This was an important concern for many of you regarding the actual GP service as opposed to the building.

A recurring message was essentially:

“A bigger building is no use without enough doctors, nurses and other clinical staff.”

Specific concerns include:

- Recruiting enough GPs, nurses and other healthcare professionals.
- Having enough staff to fill the additional consulting rooms.
- Ensuring additional capacity translates into more appointments.
- Reducing waiting times for appointments.
- Maintaining or improving access to face-to-face appointments.
- Ensuring that taking on more patients does not simply result in longer waiting times.
- Ensuring the new building genuinely improves patient care rather than simply providing more space.
- Maintaining continuity of care and, where possible, continuity with preferred doctors.
- Not allowing the practice to become overstretched or impersonal as it grows.

Response:

The intention is for the new facility to support **a better service, not simply provide a bigger building**. As part of the development, there will be an intention to recruit additional GPs, nurses and other healthcare professionals to meet the needs of the growing community.

The aim will always be to **improve access to appointments, reduce waiting times and increase the availability of face-to-face consultations**. However, we also recognise that a new building alone cannot remove all the challenges associated with demand, workforce availability and recruitment. These challenges will continue to require careful management.

The patient experience will also be an important part of the design. This will include **a more appropriate and private reception area, better designed waiting spaces, careful consideration of temperature and comfort**, and opportunities to provide additional healthcare services alongside traditional GP appointments.

We also recognise how important continuity of care is to patients. **Patients will continue to be able to see their preferred doctor where possible**, although, as with any practice, individual staff may move on or change roles over time and this is not something the Practice can always control.

Ultimately, the measure of success will not be the size or appearance of the new building, but **whether it enables us to provide better, more accessible and more effective care for the community**.

FAQ 5 Protecting the Quality and Personal Nature of the Existing Service



You expressed that you value the current practice and want to ensure that growth does not mean losing:

- The friendly, personal and welcoming nature of the practice.
- Continuity and familiarity with clinicians.
- A human rather than overly digital/automated service.
- The ability to speak to reception staff and healthcare professionals.
- Good patient experience and empathy.
- The quality of care currently provided.

Several of you expressed the fear that “bigger” could mean “less personal” or “more impersonal.”

Response:

Maintaining the friendly, personal and welcoming nature of the current practice is extremely important to us. The new building is intended to enhance the patient experience, not change what patients value about the practice.

We will continue to **prioritise personal care, continuity, accessibility, privacy, empathy and the ability to speak to people when you need to**, alongside the clinical services provided.

FAQ 6 Uley Surgery

This section has been included as there was a very strong concern repeated throughout the survey answers.

Some of you were concerned that a new/larger Cam surgery could:

- Lead to the closure of Uley Surgery.
- Result in reduced services or investment at Uley.
- Gradually undermine the viability of Uley.
- Disadvantage Uley patients through increased travel.
- Make it harder for people without cars to access services.

Response:

Patients should have no concerns about the future of Uley Surgery.

The decision has been made to **retain Uley Surgery as an important part of the Cam & Uley Family Practice**, providing services to patients in Uley and the surrounding communities.

To help secure its long-term future, the Practice is **currently progressing the purchase of the Uley Surgery property**. This demonstrates our commitment to retaining this important local service alongside any future development of the Cam surgery.

The development of a new or expanded Cam surgery is therefore **not intended to be at the expense of Uley Surgery**.

FAQ 7 Continuity of Services during Construction and Transition



This was a practical concern and many of you asked for reassurance about:

- Disruption to existing services during construction.
- Where services will operate while the new building is being constructed.
- Whether the existing surgery will remain operational until the new one is ready.
- Temporary accommodation if required.
- A smooth handover between old and new premises.
- Avoiding disruption causing further appointment delays.
- Ensuring staff and clinicians remain focused on patient care during the project.
- Avoiding the existing service being compromised during the transition.

Response:

We recognise that patients are understandably concerned about disruption during the construction and transition to a new facility.

Maintaining continuity of patient care will be a fundamental requirement throughout the full life cycle of any potential new development.

The Practice has a duty to ensure that patients continue to have access to the healthcare services they need, and any construction and transition arrangements will be planned with this firmly in mind.

The potential development is still at an early stage, so detailed arrangements for the eventual transition have not yet been determined.

However, **our intention is to minimise disruption to patients and maintain the quality and availability of services throughout the process.**

At this stage, we do not anticipate that a temporary surgery will be required, although this will ultimately depend on the final design and construction arrangements.

If the new development does go ahead, patients will be kept informed about the arrangements and any practical changes that may affect them.

FAQ 8 Cost, Funding and Value for Money



Concerns include:

- How much will the new surgery cost?
- Who will pay for it?
- Is it good value for money?
- Could the money be better spent on GPs, nurses and improving services?
- Is building a new surgery preferable to improving or expanding the existing building?
- Will building costs ultimately put pressure on staffing or services?
- Will the investment genuinely result in better patient care?
- Concern about a costly building becoming a “vanity project” without corresponding service improvements.
- Some questioned whether the current building is sufficiently old or inadequate to justify replacement.

Response:

The **principal cost of the new development is expected to be met by the developer**, with the Practice leasing the completed facility, just as it does with its current premises. There may also be opportunities to secure additional funding from local council and NHS sources. The precise funding arrangements will be confirmed if the development goes ahead.

The proposal is not simply about replacing the existing building, but about creating **a facility that is better suited to the current and future needs of a growing population.**

The current surgery is increasingly inadequate with significant limitations in the number and range of clinical spaces available, as well as inadequate administration and reception areas and insufficient parking. Modern primary care requires space for a much wider range of healthcare activity than GP consultations alone, and the current building cannot provide the flexibility and capacity needed.

We have also considered whether the existing building could simply be extended or improved. Unfortunately, the current site is effectively landlocked by surrounding housing, leaving very limited opportunity to extend the building. There is also no realistic opportunity to create the additional parking capacity that is needed.

A new purpose-designed facility therefore provides an opportunity to address these limitations and create a building that is better equipped for the future. We believe that **improved facilities and additional clinical capacity will also help us to recruit additional doctors, nurses and other healthcare professionals**, enabling us to improve access to care and the range of services available locally.

Ultimately, this is not about investing in a building for its own sake. **The investment needs to translate into better access, better facilities and better care for patients**, while providing a financially sustainable solution for the Practice and the growing community it serves.

FAQ 9 Environment, Planning and Impact on the Local Community



A smaller but important group of concerns.

These include:

- Avoiding development on greenfield/green space where possible.
- Protecting wildlife and biodiversity.
- Environmental impact and carbon footprint.
- Sustainable design, including renewable energy and energy efficiency.
- Impact of construction on local infrastructure.
- Traffic, noise and air quality.
- Concern about building on land that might otherwise be used for affordable housing or other community purposes.
- Ensuring the development does not simply reinforce wider concerns about housing growth without adequate infrastructure.

Response:

Any new development will be required to comply fully with **all relevant planning, environmental, highways and other legislation and regulatory requirements**.

The impact on the local community, including issues such as traffic, noise, biodiversity, sustainability and the use of land, will be considered as part of the planning and development process.

The Practice will work with the relevant local authorities and other stakeholders to ensure that any development is **appropriately designed, responsibly delivered and compliant with all applicable requirements**.

FAQ 10 What About the Existing Building?

You wanted to know:

- Will the current Cam surgery close?
- If so, what will happen to the building/site?
- Could the existing site continue to provide healthcare or community services?
- Will it simply be sold/developed?
- Could it be retained as an additional facility rather than replaced?
- Could it provide other services such as physiotherapy, wellbeing or community healthcare?

Response:

If the new development goes ahead, **the current surgery will close and be replaced by the new facility**.

The future of the existing building has not yet been determined. As the building is not owned by the Practice, any decision about its future will ultimately rest with its owners. However, **we will explore whether there may be opportunities for the building to continue to support the local community in some way**.