

First :thank you. Would like to make it clear that I am speaking as an ordinary Radstock resident, but with a good feeling for public opinion because of my weekly surgeries in Radstock/Westfield. Nothing I am going to say impinges on the current planning application for the new Waterloo Road doctors' surgeries, because I am going to talk solely about the commissioning process.

I have had a lot of time to meditate on the NHS from a hospital bed in recent months, and it seems to me that nothing has changed since the Salmon Report in 1970. We have world class medical staff and dreadful IT systems and administration. We also have a problem with aged unsuitable buildings. Radstock Pharmacy!!!

The problem is that decisions are taken from lofty heights without proper **local consultation** unlike, for example, MOD/Foxhills. Local people should be involved in NHS major projects. Any business carefully tests out its customer base: HHS have not.

I have studied the committee papers for today with great interest, especially those relating to mental health, and welcome much that I have read, especially the principle of patient involvement/choice. I particularly like the mental health charter, if it is implemented .

So, as a result of the diabolical experience Radstock residents have had I would propose the following charter for you:

- From the outset, all facts must be carefully verified.
- Those affected by the decision **MUST** be fully consulted, as well as all neighbouring businesses.
- Costs must be appropriate and proportionate to the benefits
- There must be accountability and transparency to the democratically elected representatives of the people.
- No section of the public should be disadvantaged, and proper risk assessments must be made.
- Local people must taken seriously. For example, if the location is wrong or dangerous.
- No blackmail or bogus facts. The public expect the highest ethical standards from all professionals

NHHS fails on all counts, as did the East of Bath Park and Ride, St Nicholas CE School, etc. Please change this patriarchal culture