

IMPORTANT LETTER TO ALL OUR PATIENTS THAT USE PILSLEY SURGERY

Monday 24th June 2019

Staffa Health Patient Consultation

Staffa Health have had to make the difficult decision to commence a Consultation with our patients and stakeholders to propose to permanently close Pilsley surgery.

Background

Staffa Health provides a high degree of choice to our patients in terms of appointment type, location, time of day, day of the week and the ability to book ahead and on the day.

Operating in this way over our four sites and providing effective GP cover is challenging. For some time the Practice has been experiencing increasing difficulty in sustaining clinical GP cover over four sites. In common with other Practices across the country we have experienced a reduction in the number of GPs working for the Practice and we have not been able to recruit to our vacant GP posts.

As a Practice we are primarily concerned with the well-being of our patients and we now believe that bringing services together on fewer sites is the only way that we will be able to continue to deliver high quality care to our patients.

Why is the Change Being Proposed?

The proposal is almost entirely due to the decrease in the number of GPs we have working in the Practice as we are unable to continue to cover four sites with the GP staff available. We also believe however, that operating clinical services on fewer sites will allow us to redesign aspects of our service overall. This will allow the Practice to remain sustainable in the longer term and to continue to provide a quality service into the future.

We understand the service is highly valued by local residents, and has been a feature of the village for many years, however we consider the reasons for the proposed closure are compelling. We believe that by reducing the number of surgeries we provide clinical services from we will be able to continue to offer an efficient and sustainable GP service that retains the standard of quality our patients have come to expect from us.

What This May Mean For Patients

We are proposing the closure of the branch surgery in Pilsley. It is only the surgery that would close.

We would not be asking any of our patients to leave the Practice. Patients would still have the choice to access all our General Practice services at our remaining three sites at Tibshelf, Stonebroom and Holmewood and would continue to be registered with Staffa Health.

We would retain all of our staff and transfer the appointments currently provided at Pilsley to the other surgeries. To help improve access we would offer telephone appointments to our patients where appropriate and we would also explore the provision of online appointments for patients.

Home visits would continue to be provided for patients where they are medically necessary in accordance with our home visiting policy.

We recognise that not all our patients would be able or willing to travel to one of our other surgeries. Any patients who may choose not to remain registered with Staffa Health would be fully supported and offered advice on how to re-register with a different Practice.

How You Can Have Your Say

A formal Consultation about the proposed closure of the Pilsley Branch Surgery will begin on the 24th June 2019. The Consultation will take place over 60 days and will end at the close of business on the 23rd August 2019.

The purpose of the Consultation is to understand and consider the views of our patients and stakeholders on the proposal and understand more fully what the impacts of the change may be. We will welcome all your views.

You can take part in the Consultation by completing the Questionnaire enclosed. The Questionnaire is also available online at <https://www.staffahealth.co.uk/pilsley-consultation/>.

Please contact us on 01773 309030 if you require additional printed copies of the Questionnaire, need the information in another format or language, or need help completing the survey. Copies of the Questionnaire will also be available from the reception at all Staffa Health surgeries.

We will be holding a series of drop-in sessions to answer any questions that people may have. The drop-in sessions will be held on:

Wednesday 10th July – 3.00pm to 7.00pm – Pilsley Surgery

Monday 29th July – 8.30am to 10.30am – Pilsley Surgery

Tuesday 30th July - 1.00pm to 3.00pm – Pilsley Surgery

Please attend at any time between the times detailed above. There will be a senior member of the Staffa Health Practice team available to answer your questions at every session.

Once the formal Consultation is complete the findings will be presented to NHS England and the Derby and Derbyshire Clinical Commissioning Group who will then decide on the final outcome. We will of course notify patients of the decision of the CCG once it is known.

We regret the necessity of proposing this action but it is essential for the future of the Practice. We ask for your understanding and support to work with us through this proposed change.

Yours sincerely

Staffa Health