

### CHANGES TO SURGERY OPENING TIMES

#### Background

Staffa Health provides a high degree of choice to our patients in terms of:

- Location
- Type of clinician
- Clinicians with specialities
- Time of the day
- Day of the week
- On-the-day appointments to meet urgent needs
- Ability to book ahead
- Access to other professionals e.g. physiotherapist, talking therapies, wellbeing worker, other specialists etc.

Operating in this way over our four sites and providing effective and efficient cover is challenging and is becoming more challenging in these times of ever increasing pressures on the NHS.

Demand for General Practice services continues to increase at a time when funding isn't keeping pace.

It is now necessary to review the way we provide services to reflect these growing challenges and we have been looking at ways in which we can make our service more responsive and more effective.

This review has resulted in the need to adjust our opening hours at Pilsley and Stonebroom surgeries. We believe that consolidating services will allow us to deliver them in a better way for the good of all our patients and quality of your care.

#### What changes are necessary?

**Pilsley surgery will close at 12.30pm on a Tuesday, reopening at 08.30am on Wednesday**

**Stonebroom surgery will close at 1.00pm on a Friday, reopening at 08.00am on Monday**

The changes will come into effect on the **1<sup>st</sup> February 2017**.

We will still provide services to registered patients from four locations.

This proposal has been agreed with Hardwick Clinical Commissioning Group (CCG) who commission and manage our contract with the NHS.

#### Have patients been consulted on these changes?

As part of the review process these changes have been discussed with the patient representatives on our Patient Participation Group (PPG).

## How might these changes affect you?

The Patient Participation Group raised a number of suggestions regarding how to minimise any inconvenience resulting from these changes. As a result of their recommendations it has been agreed to:

- Increase GP appointments for Pilsley and Stonebroom at other times
- Ensure that additional urgent appointments are available in the morning on the affected days, to ensure that patients needing to be seen can get an urgent appointment
- Make sure patients will continue to be able to:
  - Telephone to speak to a member of the Staffa Health team between 8.00am and 6.30pm, even if their normal surgery is closed
  - Access appointments at other sites for urgent and non-urgent appointments
  - Arrange a consultation over the telephone if their normal surgery is closed
  - Continue to access the on-call doctor and on-call nurse if their normal surgery is closed and the patient has an emergency.

We will continue to consult with patients on the changes over the coming months at our Patient Participation Group meetings.

### Our Commitment to Excellent Patient Care

We understand how important it is for our patients, their families and carers to know that their GP surgery can give them the support they need when they need it.

We are very proud of being able to deliver really good care to our patients. We are one of the few surgeries in Derbyshire which offers routine appointments to our patients on a Saturday morning, as well as early morning and late evening appointments. We also have a range of clinicians with specialisms available for our patients.

Consolidating services allows for a wider team to support patients and to maintain the quality of care we provide in the future.

## Questions you may have:

**What will the opening hours be for surgeries in the future?**

	<b>Tibshelf</b>		<b>Stonebroom</b>
<b>Monday:</b>	<b>08:00am – 6:30pm</b>	<b>Monday:</b>	<b>08:00am – 6:00pm</b>
<b>Tuesday:</b>	<b>08:00am – 6:30pm</b>	<b>Tuesday:</b>	<b>08:00am – 6:00pm</b>
<b>Wednesday:</b>	<b>08:00am – 6:30pm</b>	<b>Wednesday:</b>	<b>08:00am – 6:00pm</b>
<b>Thursday:</b>	<b>08:00am – 8:00pm*</b>	<b>Thursday:</b>	<b>08:00am – 6:00pm</b>
<b>Friday:</b>	<b>08:00am – 6:30pm</b>	<b>Friday:</b>	<b>08:00am – 1:00pm</b>
<b>Saturday:</b>	<b>07:00am – 12:00pm*</b>		

\*Evening and Saturday Morning appointments are for pre-booked doctor's appointments only

	<b>Pilsley</b>		<b>Holmewood</b>
<b>Monday:</b>	<b>08:30am – 6:00pm**</b>	<b>Monday:</b>	<b>08:30am – 6:00pm</b>
<b>Tuesday:</b>	<b>08:30am – 12:30pm</b>	<b>Tuesday:</b>	<b>08:30am – 1:00pm</b>
<b>Wednesday:</b>	<b>08:30am – 12:30pm</b>	<b>Wednesday:</b>	<b>08:30am – 6:00pm</b>
<b>Thursday:</b>	<b>08:30am – 6:00pm**</b>	<b>Thursday:</b>	<b>08:30am – 6:00pm</b>
<b>Friday:</b>	<b>08:30am – 12:30pm</b>	<b>Friday:</b>	<b>08:30am – 1:00pm</b>

\*\*Pilsley surgery is closed between 12.30pm and 2.00pm Monday and Thursday

### **When will the changes take place?**

The changes will take effect from Wednesday the 1<sup>st</sup> February 2017. That means Stonebroom will be closed on Friday afternoons from Friday the 3<sup>rd</sup> February and Pilsley will be closed on Tuesday afternoons from Tuesday the 7<sup>th</sup> February.

### **What do I do if I need help and my normal surgery is closed?**

- Always try to ring your surgery as early as you can. If you ring early in the morning we will be able to respond to you before the surgery closes.
- If the surgery has already closed telephone the normal surgery number and your call will be answered by a member of our team at another site. They will be able to advise you.
- If you need an appointment this can be arranged at an alternative surgery, or a telephone consultation can be arranged.
- If you are housebound and need a home visit this will also be arranged for you.

### **Sometimes all sites are closed on a Wednesday afternoon, will that change?**

Once a month all Practices in our area close on a Wednesday afternoon to allow staff time to undertake essential training. This will not change. The NHS 111 service is staffed to support patients at these times.

### **I am a patient at Holmewood, is anything changing there?**

None of these changes affect Holmewood surgery.

### **I am a patient at Tibshelf surgery, is anything changing there?**

None of these changes affect Tibshelf surgery.

### **Will there be fewer appointments available?**

No. By relocating services for 2 afternoons per week we will not be losing clinical time, it will be deployed at different times in the week or at different sites.

### **Opportunities to share concerns, ask questions and offer ideas:**

If you have any concerns you would like to raise and/or would like to give us your feedback please get in touch via ✉ email: [admin.staffahealth@nhs.net](mailto:admin.staffahealth@nhs.net).