



Rooksdown Practice and Beggarwood Surgery – ten top questions answered

1. Why is our surgery changing?

Cedar Medical Limited and NHS North Hampshire Clinical Commissioning Group (CCG) agreed that a six-month notice of contract termination would begin on 8 March 2019. This is the required period for ending their contract with the CCG to provide general medical services from the two practice sites.

BUT GP services won't be ending at your surgery. The CCG is totally committed to continuing to commission GP/primary care services from both practice sites and put in place new arrangements which will be effective from September, so there is a seamless and continuous service for you. The CCG is exploring the different options which include an open-market procurement of a new contract with a new provider at the same locations. Another option is for us to work with other local and existing providers.

2. What should we, as patients, do?

There is no need for you to do anything – and, while we completely understand you will have concerns Rooksdown Practice and Beggarwood Surgery both remain open, and patients can continue to access all of the same services. Patients are asked not to re-register at another practice at this time.

The CCG would like to hear your views on current and potential future services so we can use your views and feedback to inform our discussions with a future provider to try to ensure that we not only maintain existing primary care services in the long-term, but also take this opportunity to explore new or extended services in this fast-changing world for the NHS. You can share your views through a survey (see question nine for more details).

3. Wouldn't it be better if I registered at another practice?

Many areas of the country have been affected by staffing challenges, including our own. Adding to the pressures on other neighbouring practices won't help other practices – and it won't help you, especially as replacement services will operate from the site from the day the existing contract ends. Please continue to support your local NHS system by remaining at the practice.

4. How can the CCG be sure that it will be able to procure a new service?

Various options are being explored by the CCG. But the provision of primary care services is changing in some parts of the country to meet the new demands and expectations on our services. New ways of working ('models of care') are emerging which can involve some practices merging with each other, forming partnerships with other NHS providers, the voluntary sector and healthcare professionals, or pooling certain resources. The CCG often is able to help deliver change in a way outside the scope of a single GP practice, learning from experience elsewhere.

5. What is being done to improve the service we receive now?

The CCG is working with Cedar Medical Ltd to improve the services they currently provide. This includes working with neighbouring practices to provide clinical support and recruiting staff to cover key areas including GPs, nurses and a practice manager. The CCG and practice have also worked together to ensure patients are able to book appointments in advance which we know is particularly important to those with long-term conditions.

We understand that may be a worrying time for practice patients and are working closely with the practice Patient Participation Group to ensure everyone is kept fully informed.

6. What is happening to the staff?

All we can honestly say at this stage is that we will keep all staff informed about the developments at every turn. They could well continue to have a future at the practices, depending on the eventual preferred option moving forward however this is very much a personal decision for each member of staff. In the meantime, we urge all patients to bear this in mind in your future dealings with all staff, from the GPs and nurses, to the receptionists.

7. When will the new arrangements be finalised?

The CCG can't give an accurate timescale at this stage in the process. But we are, as previously stated, working to ensure that new services are in place by September. And we will work with the practices to keep you informed, as the process moves forward.

8. What happens if you fail to procure a new provider?

The CCG is responsible for ensuring that all patients can access GP services. If the usual channels of procurement prove unsuccessful, the CCG can, using a national framework, pursue other fast-track options to ensure a continuation of services - and allow more time to find a more permanent solution. This involves buying GP services from suppliers on the framework on a pre-determined contract.

9. How do I access the survey?

You can access the survey online through a dedicated webpage on the CCG website – www.northhamshireccg.co.uk/beggarwoodandrooksdwn/ – or paper copies are available in the practice. The deadline is midnight Sunday May 12th. The CCG will publish the headline results as soon as possible.

10. How will I know what's happening in future?

The CCG and practices will keep you updated with developments.