

The Brownhill Surgery

Your questions answered

1) Why has Brownhill Surgery taken the decision to no longer provide general medical services after the 30 November 2017?

The CCG has been given notice by the GPs of Brownhill Surgery to end their contract to provide general medical services on 30 November 2017¹. This decision has been taken by the GPs (as independent contractors) as a result of difficulties in GP recruitment and increasing workload pressure.

¹The General Medical Services (GMS) contract is the contract between general practices and NHS England for the delivery of general medical services to their registered patients.

2) Can anything be done to keep the Surgery open after 30 November 2017

West Hampshire Clinical Commissioning Group (WHCCG), which is responsible for the commissioning and development of primary care services, has explored all potential options.

As there is sufficient capacity for patients to be able to register with another local practice, the CCG is asking for your views as to whether you would:

- Prefer for the NHS (West Hampshire Clinical Commissioning Group) to re-register you with one of nine local practices, including; Fryern Surgery, Park Surgery and St Francis, North Baddesley Surgery, Archers Practice, Parkside Family Practice, Boyatt Wood Surgery, St Andrews Surgery, Twyford Surgery and Stokewood Surgery. This would be undertaken according to the closest practice to your address (usually within 3 miles).or
- Prefer to be given the choice of practice with which to register. The practice you choose will normally be within the practice boundary (catchment) area of where you live, although since January 2015, all GP Practices in England are free to register new patients who live outside their practice boundary area, but it is for a practice to decide, at the point of registration, whether it is clinically appropriate and practical to register individual patients in that way.

The CCG is committed to ensuring that all patients have continued access to high quality General Practice services.

3) How can patients give their views?

Patients registered with Brownhill Surgery can give their views by completing a short survey by accessing the following link:

<http://www.smartsurvey.co.uk/s/WHCCGbrownhill/>

The survey will be available until the 11 August 2017. Paper copies of the survey are available from Brownhill Surgery.

There will also be drop-in events on:

- **Monday 31 July 2017, between 2.00 p.m. – 7.00 p.m.** Cuckoo Bush Hall, The Hilt, Hiltingbury Community Centre, Hiltingbury Road, Chandler's Ford, SO53 5NP
- **Thursday 3 August 2017, between 11.30 a.m. – 4.30 p.m.** Cuckoo Bush Hall, The Hilt, Hiltingbury Community Centre, Hiltingbury Road, Chandler's Ford, SO53 5NP
- **Wednesday 9 August 2017, between 5.00 p.m. – 8.00 p.m.** Chandler's Ford Methodist Church, Winchester Road, Chandler's Ford, SO53 2GJ

4) Why can't I move to a new surgery now?

Brownhill Surgery has 7,000 registered patients. Patients at Brownhill Surgery should not try to re-register with another local practice until they receive further information from WHCCG. This is to enable:

- Patients views to be gained on whether they would prefer for WHCCG to allocate them to a local practice or whether they would prefer to choose.
- The re-registration process to be managed in a planned and co-ordinated way

5) When is the last time I can use the Brownhill Surgery?

The Brownhill Surgery will remain open and patients can continue to access all of the same services until 30 November 2017.

6) What do I do after 30 November 2017?

Patients registered with Brownhill Surgery will have received a letter from West Hampshire CCG advising of the process that is being followed.

They should not try to re-register with another local practice until they receive further information from WHCCG. This is to enable:

- Patients views to be gained on whether they would prefer for WHCCG to allocate them to a local practice or whether they would prefer to choose.
- The re-registration process to be managed in a planned and co-ordinated way

The feedback from the survey will help us to make a decision regarding the future provision for patients currently registered with the Brownhill Surgery, and help us to manage this process to

enable patients to access alternative provision with local practices in a planned and co-ordinated manner.

Following a final decision, you will receive a further letter in early September outlining the next steps, including what you will need to do and when.

7) How do I register with another practice?

You will be advised of the process in a second letter from West Hampshire CCG as soon as the feedback has been reviewed and a decision made. This is likely to be in early September 2017.

8) Can I choose where I go and will they accept me?

You have the right to choose a local practice or to be allocated by WHCCG. We would like to hear your views regarding these options.

Practices will accept patients that live within their catchment area (practice boundary) unless there are reasonable grounds to refuse to do so – although this must not relate to race, gender, social class, age, religion, sexual orientation, appearance, disability or a medical condition. The Practice must give you reasons for its decision in writing.

9) Will my new doctor understand my medical condition?

Yes. All your patient information will be transferred to your new surgery and qualified medical staff (doctors and nurses) will be able to treat your condition.

10) I am on lots of medicines – will the change affect my prescription?

You will still be able to access the medication that you need. If you are on a lot of medicines, your new practice may wish to undertake a medicines review.

11) Will I still be able to obtain my medicines from the same pharmacy/home delivery service as I usually do?

Yes, but you may need to do the initial set up request again the first time you have a prescription from a different practice.

12) How far away are the nearest practices to the Brownhill Surgery?

The two nearest practices to Brownhill Surgery are Fryern Surgery (0.1 miles) and Park Surgery (0.5 miles). St Francis is a distance of 1.4 miles; North Baddesley Health Centre 2.8 miles and the Knightwood branch surgery 1.5 miles. In addition, Eastleigh town has Parkside Family Practice at a distance of 1.5 miles from Brownhill Surgery; Archers Practice (1.5 miles); Boyatt Wood Surgery

(1 mile) and St Andrews Surgery (1.9 miles). All currently have capacity. The distance from your home to a practice may be a contributory factor in influencing your choice of surgery.

13) Will my whole family be able to move to the same practice?

GP practices understand the reasons why families would want to be registered at the same surgery and will do their utmost to ensure that this can occur.

14) Will there definitely be somewhere in the area for me?

West Hampshire CCG will ensure every patient from the Brownhill Surgery is able to register with a local practice.

15) What is a CCG and why are you involved?

West Hampshire CCG is a statutory organisation which is responsible for commissioning and designing local health services to improve the health of our population. We cover a population of over 550,000 people across a geographical area of 2,242.4 square kms (865.8 square miles).

We have delegated commissioning responsibility from NHS England for the commissioning and development of general practice services. There are 50 General Practices within West Hampshire CCG.

16) Who can I contact about this?

Any enquiries should be directed to: whccg.communications@nhs.net.