

Changes at Greenfield Surgery - have your say

Patients of Greenfield Surgery are today (Monday 20 May 2019) being informed about some upcoming changes at the practice and how they can share their views.

What is happening?

The practice has given notice to terminate its contract to provide primary care services (the care people receive from GPs and practice nurses) from September 2019. As a result, [NHS North West Surrey Clinical Commissioning Group](#) (CCG) - who plan, buy and monitor local primary care services - is working to identify the best possible options to ensure patients have continued access to a full range of primary care services.

Why is this happening?

The practice has worked extremely hard to maintain high quality care for its patients. However, there are a number of challenges to continuing to provide services from Greenfield Surgery, as outlined below.

- The number of patients registered is relatively small (2,000 people) and is not growing as expected and therefore the practice income remains static. This makes it difficult to offer a full range of services.
- The practice has found it increasingly difficult to recruit the staff necessary to maintain the quality of care for the registered list of patients.
- The way primary care works is changing with groups of practices working together to deliver services and more patients opting for alternative ways to access care – such as remote GP video consultation for example.

What next?

The CCG is doing all that it can to explore ways of ensuring ongoing access to primary care services for all registered patients. For example, working with local practices to identify ways in which they could join together to take over the contract, and reviewing the capacity at surrounding practices to see if there are sufficient alternative local services to meet patients' needs. There are 14 practices within a three mile radius of Greenfield Surgery – you can see these in the map below. We are also considering if it will be necessary to run a competitive procurement to find a different organisation to provide services from Greenfield Surgery.

Between now until September we will also work closely with all vulnerable patients to provide individual support and ensure their care needs are met as best as possible.

Tell us what you think

No final decisions have been made. We want to hear what patients think about the challenges facing the surgery and what should happen next so a period of engagement will run between Monday 20 May and Sunday 9 June.

Attend a public meeting

- Tuesday 28 May 2019, 10am – 12pm
- Thursday 6 June 2019, 6pm – 8pm

Location: St Peter's Church Centre, Church Lane, Old Woking, GU22 9JF

Please let us know if you are attending and if you have any access requirements by contacting us using the details below.

View the information stand

- Inside St Peter's Church anytime between 28 May and 7 June and leave your comments.

You can also leave your feedback at the practice – just speak to any member of staff.

Contact us

Telephone 01372 232 450

Email contactus.nwsurreyccg@nhs.net

Address Patient Experience Team, NHS North West Surrey Clinical Commissioning Group, 58 Church Street, Weybridge, KT13 8DP

Text 07780 091 328

Web www.nwsurreyccg.nhs.uk

Please also use these details to get in touch if you need any of this information in any other language or format.

All feedback from patients and other key stakeholders will be taken into account to reach a final decision. All patients will be updated in July once the review has been completed.

Please note that there will be no immediate changes to patient care. Greenfield Surgery will continue to provide services until a decision is reached and all patients will be supported if any alternative arrangements need to be put in place.