

## **Have your say on ongoing changes at Unity Healthcare, including final closure of our Camps Road branch surgery in the Christmas Maltings building.**

Many changes have happened since the Suffolk GP Federation took on the management of Christmas Maltings and Clements Practice in April 2017, including changing our name to Unity Healthcare.

We have also launched a new website, and prior to the outbreak of the Covid-19 pandemic we were praised for having conducted more online consultations via eConsult than any other surgery in the UK.

As part of our ongoing plans to improve our services for all patients, we are looking to take the final steps to permanently close our Camps Road branch surgery in the Christmas Maltings building, as agreed by NHS West Suffolk Clinical Commissioning Group (WSCCG) in 2017.

### **Statement by Dr Firas Watfeh, GP Haverhill Family Practice and Clinical Director - Haverhill PCN:**

**“Haverhill Family Practice have agreed to support the ultrasound service room at Camps Road once Covid-19 regulations allow. We will also review the established outreach services as part of our proposed expansion plan”.**

### **What has happened with the Christmas Maltings building in the last two years?**

- Suffolk GP Federation does not own the Christmas Maltings building.
- In November 2017, the practice made an application to WSCCG to close our Camps Road branch site within the Christmas Maltings building after reviewing feedback received from patients and members of the local community. WSCCG agreed to the closure, but until now, we have had to postpone it due to complications with the lease.
- Since November 2017, we have only used the Camps Road site for ad hoc services and Covid-19 hot clinics during the pandemic.
- Due to recent lease agreements and a review of our processes, we feel that it is now time to move forward with our branch closure. Our new demand led booking and consultation system is improving the provision of fairer access to all our services. It is proving successful throughout the Covid-19 pandemic and has the scope to continue supporting us to meet the needs of all our patients into the future.
- Unity Healthcare now wants to permanently vacate the Camps Road site, which will allow the Haverhill Family Practice the opportunity to expand their space.

### **How has the new demand led booking and consultation system improved services?**

- Our new eConsult system has proved to be a fantastic asset during the Covid-19 pandemic.
  - It has enabled us to provide accessible and responsive healthcare despite the restrictions.

- Patients contacting the practice by eConsult will receive a response by the end of the next working day at the latest. Often it is much sooner, particularly if the matter is urgent.
- Anyone that needs to be seen in person as a result of their eConsult, is offered this usually on the same day.
- Patients can send photographs to the practice via the eConsult system when required.
- Those who are unable to use a computer, have no internet, or need to make an appointment with a nurse, can call the surgery to book appointments. A telephone consultation is normally offered in the first instance.
- Access to video consulting software now means that many patients who would have historically required a face-to-face consultation, can be managed through this medium instead.
- More functionality is being added to this new and rapidly improving service regularly.

### **Have there been any other changes?**

- We now have a full complement of staff to support our new model of integrated care including GPs, nurse practitioners, pharmacists, physiotherapists, paramedics and mental health practitioners.
- In 2019, we introduced the Long Term Medical Conditions (LTMC) clinic. It was a huge success and led to a 'QOF' (the score our performance is judged by) score of 99% for the year April 2019 to April 2020. Moving us from historically some of the lowest scores in the UK, to being into the top quartile. It means that the vast majority of patients with these conditions have had a detailed, high quality, comprehensive review and have been provided the best possible treatment. This year, Covid-19 pandemic restrictions have caused disruptions to this clinic, but we hope that 2021 will allow a little more normality.
- Improvements to the dispensary at the Clements site including a home delivery service. We dispense to patients living in surrounding villages which are more than one mile from a pharmacy.
- We have found great reward in working as an approved training practice. Many patients have encountered our current trainees in some capacity and have noticed how excellent they are. Some will become the GPs of Haverhill's future, while those already qualified are being supported on their journey towards qualification as specialist GPs. Training a wide range of excellent practitioners in varied roles will help improve patient access and the quality of care we are able to offer.
- Four excellent mental health specialist practitioners are working within the practice as part of the new mental health services model. They can be accessed via eConsult.
- We have continued the growth and empowerment of the Unity Healthcare Patient Participation Group (PPG). If you would like to know how you can become a member, please ask at reception or email: [wscg.unityhealthcare@nhs.net](mailto:wscg.unityhealthcare@nhs.net) for more information.
- Following a re-inspection of the practice in October 2020, the Care Quality Commission (CQC) decided to remove the practice from 'special measures' to reflect the progress we have made. Whilst our overall rating remains 'Requires improvement', they now consider us to be 'Good' in the majority of domains and our eConsult work to be 'outstanding'.
  - Visit [www.cqc.org.uk](http://www.cqc.org.uk) for the full report.
- We are working with the Haverhill LifeLink health project for social prescribing support by referring patients who have a non-medical reason for contacting the practice, such as housing issues or debt management.

### **What are the plans for the future?**

- Ensuring the practice's sustainability for the future by embracing innovation and technology, and supporting our workforce to work together in the most beneficial way for our patients.
- Continuing to work collaboratively with our integrated neighbourhood teams, partner organisations and other providers to offer improved and co-ordinated services.
- Continuing to work collaboratively with partner practices in the Suffolk GP Federation and Suffolk Primary Care Network, to share ideas, resources and intellectual property.
- We are on track to improve our rates of cervical screening back to the national average (or above), as this was previously well below. This screening programme is really important for the early diagnosis of Cervical Cancer.

### **What is happening with Kedington Surgery?**

- The Kedington Surgery is currently closed due to Covid-19 restrictions, but is open between the hours of 10:15am and 11:45am every Wednesday morning for the collection of prescriptions only. (It is a pick-up point with no access to the Surgery).

### **What is happening with Steeple Bumpstead Surgery?**

- The Steeple Bumpstead Surgery is currently closed due to Covid-19 restrictions.

### **Where can I find information about local transport?**

- Information about Suffolk passenger transport is available online: [www.suffolkonboard.com](http://www.suffolkonboard.com) or Tel: **0345 6066171**.
- Bus services are also available via Stagecoach: [www.stagecoachbus.com](http://www.stagecoachbus.com)
- Connecting Communities is a transport service provided by Suffolk County Council designed to help people travel around the county of Suffolk who might not have access to a regular bus service. Details are available online: [www.suffolkonboard.com/cc](http://www.suffolkonboard.com/cc) or Tel: **0345 6066171**.

### **How can you have your say?**

We would like to engage with our patients and the local community during January 2021, to hear your views about the changes we have made, our plans for the future and our proposal to go ahead with the closure of our Camps Road branch surgery in the Christmas Maltings building. **(Feedback closing date: Friday, January 29, 2021).**

All feedback received during this period will be used to help support our decision-making process for shaping the future of Unity Healthcare.

Please let us know your comments, concerns and ideas by filling in our online **patient survey January 2021** at: <https://www.surveymonkey.co.uk/r/UnityHealthcareChristmasMaltings>



- A limited number of printed copies are available at the Clements surgery reception desk for anyone without internet access.
- You can also write to Laura Lyons, Service Manager, Unity Healthcare, Greenfields Way, Haverhill, Suffolk CB9 8LU
- Your feedback can also be shared with **Healthwatch Suffolk**, an independent body set up to shape and influence local NHS and social care services. Please email: [info@healthwatchsuffolk.co.uk](mailto:info@healthwatchsuffolk.co.uk) or call **01449 703949** if you do not have internet access.
- Join the **Unity Healthcare Patient Participation Group** – please ask at reception or email: [wscg.unityhealthcare@nhs.net](mailto:wscg.unityhealthcare@nhs.net) for more information.

For more information, please email: [info@suffolkfed.co.uk](mailto:info@suffolkfed.co.uk) or [wscg.unityhealthcare@nhs.net](mailto:wscg.unityhealthcare@nhs.net)

### **Latest news**

To keep up to date with our latest news visit our new website: [www.unityhealthhaverhill.org.uk](http://www.unityhealthhaverhill.org.uk) or search for [Unity Healthcare](#) on Facebook.

**If you require this information sheet in an alternative format, please contact Sarah Miller, Governance Manager, Suffolk GP Federation CIC. Call 07908 950194 or email: [sarah.miller29@nhs.net](mailto:sarah.miller29@nhs.net)**