



THE KIRTON IN LINDSEY SURGERY PATIENT PARTICIPATION GROUP NEWS LETTER

Issue Number 1 January 2017

PROPOSED MERGER OF THE KIRTON LINDSEY SURGERY AND THE HAWTHORN SURGERY, SCOTTER

As a patient at Kirton Lindsey Surgery you have received a letter to advise you that the Doctors have submitted a proposal to NHS England to merge with the Hawthorn Surgery, Scotter.

The reasons we are proposing a merger are,

- Both Practices had GP Partners retiring last year and needed support to continue to provide services. As a result, Dr Jolly, has become a Partner at Kirton Lindsey Surgery and Dr Padley and Dr Shekhawat have be-come Partners in the Hawthorn Surgery.
- It is felt that a merger would provide a much stronger, resilient and sustainable Practice for the future and help improve services that are currently provided across both Practices.

The Doctors are committed to keeping all that is best and most valued about General Practice whilst maximising the benefits to patients offered by a larger organisation. The proposed merger will provide patients with improved access to a greater choice of clinicians with the potential to provide a wider range of services.

They hope that by combining their relatively small practices, they can continue to provide personalised care to meet the needs of our local communities.

This would help to sustain the future viability of both Practices within the changing NHS landscape and the difficulties faced recruiting new GPs and Nursing staff locally.

The proposed new Practice would be known as '**The Kirton Lindsey and Scotter Surgery**', and would continue to provide a full General Practice service from their current locations, and patients will be able to attend either site for appointments. All current clinical and reception staff would also continue to be based at their existing sites, but would be able to work across both sites to cover for holiday and sickness absence. Managerial and administrative functions would be combined to provide efficiency savings and help cope with increasing workloads.

There are no plans for any cuts to existing staffing; indeed, we are hoping to be able to employ additional clinical staff to better meet the future needs of the combined patient population.

Next steps – Tell us your views

The views of our patients in respect of this proposal are important to us and we would welcome your feedback. We included a questionnaire with the letter which we would be grateful if you could complete and return by 24 February 2017, Alternatively, you can visit our website at <http://www.kirtonlindseysurgery.co.uk> and complete the survey online.

Consultation Events

We will be holding 'drop in' patient consultation meetings where representatives from both Practices and NHS North Lincolnshire Clinical Com-missioning Group will be in attendance to discuss the proposed merger and answer any questions that you may have. These will be held at the Kirton Lindsey Diamond Jubilee Town Hall on the following dates:

Wednesday 25 January 2pm – 3pm

Thursday 26 January 7pm – 8pm

We appreciate that you may have some concerns about this and we would like to reassure you that maintaining a high-quality service for our patients is our top priority. Through a merger with Hawthorn Surgery we hope to secure a sustainable future for both Practices.

We have involved our Patient Participation Group in each stage of the merger process and look forward to their continued support during this time

Lost Appointments

Did you Know that last year **717** appointments were lost?

Which meant that **717** more patients could have seen the Doctor or Nurse when they wanted to.

To make sure this does not happen, if you make an appointment and then do not need it **PLEASE** contact the surgery and **CANCEL IT**.

The next time you cannot get an appointment may be because someone **did not cancel** an appointment they no longer needed.

Text Messaging Service

The new Text Messaging Service, which gives you confirmation of your appointment and gives you the option to cancel by return of text, has helped to reduced missed appointments by approximately 30%

for Doctors and 20% for Nurse's, down from **967** in 2015 to the **717 last** year.

As the Surgery, currently only have approximately a third of patients 'signed up' for Text Messaging, there is considerable scope for further improvements to this fall in lost Appointments.

We would like to use Text messaging to communicate with our patients, including appointment reminders.

Please can make sure that the we have your up to date mobile phone number to enrol for the Text Messaging Service, the next time you visit the surgery

How do you order your repeat Prescriptions?

By phone (and waiting in a queue)?

By Post (going to the post box and spending money on a stamp)?

By Visiting the surgery (wasting time, petrol and finding parking)?

Why not use the computer in the comfort of your own home?

If you are not already registered, sign up at the Surgery to get your user name and password and save time and money!

How to Keep up to date

The Surgery has its own web page www.kirtonlindseysurgery.co.uk where you can find details of all aspects of care and health services provided at the surgery

Facebook

The PPG has a Facebook page – to find us, search for Kirton Lindsey Surgery Patient Participation Group. Like the page as an easy way to stay up to date with PPG news and events.

Join our PPG

Do you want to have a say in how the surgery moves forwards? Anyone registered with the practice can join the Patient Participation Group, and we are actively seeking new members. All are welcome, but we'd especially like to see more young people, retired people, working age patients, carers, patients from minority ethnic groups and those dealing with long term conditions.

It is free to join, and there is no time commitment beyond what you would like to give. We hold meetings on a regular basis to decide what our priorities are as a PPG and to work on our plans.

Joining the PPG will give you the chance to get involved. Perhaps you'd like to help with fundraising or assist elderly or vulnerable patients; may-be you want a voice in suggesting changes to the surgery, or perhaps you'd be keen to run and participate in health information events. What-ever your skills and available time, come on board and help shape the future of your local GP surgery.

To join, fill in the form at

<http://www.kirtonlindseysurgery.co.uk/ppg.aspx> - you can do this online, or you can print it out and take it into the surgery.

We look forward to meeting you!