

Hillside Practice
Windermere Drive
Skelton Cleveland
TS12 2TG

01287 650430

26 November 2018

Dear Patient/s,

Engagement session about Lingdale Clinic

We wrote to you last month to let you know that Hillside Practice and Brotton Surgery, and South Tees Clinical Commissioning Group (CCG) were proposing the closure of Lingdale Clinic and invited you to complete a survey so we could understand the impact this may have on you.

As part of our commitment to engage with patients, we asked that you let us know if you would like to attend an engagement session to further understand any concerns or queries you had about the proposed closure of Lingdale Clinic.

I'm pleased to inform you that we have arranged engagement sessions which are detailed below.

Date: Monday 10th December 2018

Time: 8:30am to 9:30am and 5.30pm to 6.30pm

Location: Lingdale Clinic, High Street, Lingdale, TS12 3EX

If you would like to attend either of these sessions, please let us know by telephoning 01287 650430 or emailing STCCG.HillsidePractice@nhs.net by 7th December 2018, please provide your name, address, contact number and inform us which session you are attending.

Your feedback is very important to us. At the engagement session, we will record your questions, queries and concerns as these will help to inform the final decision about the future of Lingdale Clinic. After we have considered all of the feedback, we will present a business case to the CCG and this will be considered by the CCG's Primary Care Committee in the New Year.

The CCG Primary Care Committee meets in public and the papers for this meeting are available around a week before the meeting at www.southteescg.nhs.uk. If you would like to attend this meeting, please contact the CCG on 01642 263030.

Yours sincerely

Hillside Partners and NHS South Tees CCG

FREQUENTLY ASKED QUESTIONS

Q: Is the clinic closing?

A: The practice in conjunction with the CCG is proposing that the clinic closes, but is keen to understand how this will impact on patients. The practice will carry out a period of engagement with patients to understand any adverse impact.

Q: Why is this being proposed?

A: Currently, Lingdale Clinic is a small, branch clinic of the Hillside Practice and Brotton Surgery. Lingdale Clinic was only used by Hillside Medical Practice for two hours per day from Monday to Friday. Currently an average of 19 patients per month use the clinic, an average of less than one per day. This is taking place against a background of serious financial difficulties. GPs from the Brotton area have the option to utilise the clinic twice a week for a couple of hours, but this is rarely utilised.

The CCG and partners are spending more than they have available to them and as such must make savings in order to protect frontline services. The closure of this under-used facility would support the efforts to create savings to protect frontline services.

The CCG fully understands that the branch surgery at Lingdale is convenient for those who live close by – especially for those who have mobility difficulties. However, the practices and the CCG took into account the fact that working across two sites is both time consuming and inefficient at a time of greater demand in the system.

Q: Who makes this decision?

A: The CCG will receive the business case from the practice and review following the period of engagement. The CCG will make the decision taking in to consideration impact of patients and any steps that might be taken to mitigate the impact.

Q: How will it affect me if Lingdale clinic closes?

A: If you attend appointments at the Lingdale clinic this will affect you however a very small number of people accessed the clinic at Lindgale, around 19 per month which equates to less than 1 per day. Patients would continue to access GP and nurse appointments at the main sites in Skelton or Brotton or via home visits where clinically appropriate.

Q: Why have patients not been consulted on this decision?

A: The practices are carrying out a period of engagement with patients to help understand how the proposal to close the clinic might impact on them. Formal consultation is required when there is a "significant variation" to the service (a major change to the way patients receive care). Should a decision be made to close the clinic, patients will still be able to access care at the Hillside site and Brotton site (depending on where you are registered). If a patient required a home visit this would be looked at by the clinician and if required a home visit would take place.

Independent advice – Healthwatch South Tees

If you have any concerns and would like to discuss these changes with an independent organisation, you may want to contact Healthwatch South Tees, the support organisation that listens to, advises and speaks up for users of health and social care services.

Call 0800 9890080 or email: general@healthwatchsouthtees.org.uk