

Hillside Practice

Windermere Drive, Skelton, Saltburn, Cleveland TS12 2TG

Tel: 01287 650430 Fax: 01287 651547

Dear Patient,

Important information about Lingdale Clinic

Further to our recent correspondence, we are writing to tell you that following a period of patient engagement, NHS South Tees Clinical Commissioning Group's Primary Care Commissioning Committee agreed at its meeting on Wednesday 27 February 2019 to support an application from both Hillside Practice and Brotton Surgery to permanently close the branch site at Lingdale Clinic.

Lingdale Clinic has been temporarily closed since February 2018, due to problems with the building's heating and hot water system and practice workforce constraints.

During the 3 months prior to the temporary closure of Lingdale Clinic, an average of 19 patients per month accessed the clinic. Our patients have continued to access appointments since that time at the main site at Hillside or via home visits where appropriate.

We would like to assure all patients that they will still be able to see the same doctors and nurses and continue to access the health services needed at our main site at Skelton. We can also confirm that the closure of the Lingdale Clinic will not result in staff redundancies.

Patients are reminded they have the legal right to choose a GP practice that best suits their needs, and if you do not wish to remain registered at Hillside you can use the NHS Choices website to compare Practices that are in the area.

<https://www.nhs.uk/Service-Search/GP/LocationSearch/4>

We have shared information on our website and in our patient waiting areas. We have also included some frequently asked questions within this letter and we would encourage patients who have concerns about the closure of the branch site to raise these with the practice.

Yours sincerely

Dr Harvie & Partners
Hillside Practice

*Drs A K Harvie, P H Lavelle,
S Lord, S Morgan*

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FREQUENTLY ASKED QUESTIONS

Q: Is the branch clinic at Lingdale closing?

A: Yes the branch clinic at Lingdale is now permanently closing. Following a decision at NHS South Tees Clinical Commissioning Group's Primary Care Commissioning Committee at its meeting on Wednesday 27 February 2019 to support an application from Hillside Practice and Brotton Surgery to close the branch site at Lingdale Clinic; the clinic is now permanently closed.

Q: Why is practice closing?

A: Lingdale Clinic is a small, branch clinic of the Hillside Practice and Brotton Surgery. In the 3 months prior to the temporary closure, an average of 19 patients per month used the clinic. Closure of the clinic will make better use of the clinical workforce in order to support improved patient care.

Q: Who made this decision?

A: The NHS South Tees Clinical Commissioning Group's Primary Care Commissioning Committee made the decision based on the business cases it received from the both Hillside Practice and Brotton Surgery, alongside full details of the outcome of patient engagement.

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

A: If you attended appointments at Lingdale Clinic this will affect you; however a very small number of people accessed the clinic at Lingdale. Patients will now access all appointments from the main surgery site at Brotton or via home visits where clinically appropriate.

Q: Have patients been consulted on this decision?

A: The practices carried out a period of engagement with patients to help understand how the proposal to close Lingdale Clinic may impact on them. Patients will still be able to access care at the main site at Brotton. Patients will receive home visits where clinically appropriate. Formal consultation is only required when there is a "significant variation" to the service (a major change to the way patients receive care). Consequently, consultation was not required for the proposal to close Lingdale Clinic.

Q: Where can I get independent support?

A: 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 and speaks up for users of health and social care services.

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

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