

# NEWS ABOUT YOUR SURGERY



## Deben Road, Chesterfield Drive and Norwich Road surgeries

MAY 2020

There are a number of changes at Deben Road Surgery that we need to tell you about as they will affect patients at Deben Road, Chesterfield Drive and Norwich Road surgeries.

### Staffing at Deben Road

Firstly, Dr Kite has made the decision to leave Deben Road Surgery after five years to take up opportunities elsewhere. We are very sorry to see her go. Dr Kite was the only GP partner at the surgery and her departure, along with the planned departures of Dr McDonald, Dr Pinkney and Dr McKee, has prompted some significant changes in terms of the management of our surgery.

### Background

The Deben Road, Chesterfield Drive and Norwich Road surgeries are among 13 GP practices in Suffolk working as part of a larger organisation, Suffolk Primary Care. With the planned relocation of Chesterfield Drive and Deben Road surgeries to new purpose-built premises on the former Tooks Bakery site in December 2022, work has been ongoing over the last two to three years to forge stronger links between the three surgeries located in north-west Ipswich and to look for opportunities to work collaboratively. The longer term vision is for the three surgeries to work together from two sites, i.e. the new premises and the existing Norwich Road Surgery site.

### Management change

The partners of Chesterfield Drive and Norwich Road surgeries have recently taken over the management of Deben Road Surgery. We recognise that this is a significant and unexpected change for patients. In making this decision, we have taken account of the current and projected climate for GP practices. We know that there are difficulties across the country replacing GPs who are retiring or choosing to leave at a time when there is a rise in the needs of an ageing population. These factors put us under increasing pressure.

### What to do if you have any questions

It is understandable that you may have questions about the changes. If you would like to know more, please contact your relevant Practice Operations Manager:

Chrystal Maskall (Deben Road)

Amanda Spalding (Norwich Road)

Tania Brooks (Chesterfield Drive)

Alternatively please contact the project lead, Gill Lewis - [gillian.lewis15@nhs.net](mailto:gillian.lewis15@nhs.net)

### Your healthcare team

It is not always necessary or most appropriate for you to be seen by a GP.

#### The GP Practice team includes:

- Nurse practitioners
- Practice nurses
- Healthcare assistants
- Pharmacists
- Practice paramedics
- Physician associates

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## Collaborative working

This kind of collaborative working has been very successful in other parts of the UK and is already underway at the Chesterfield Drive and Norwich Road surgeries, which have been delivering a 'shared, on the day' (urgent care) service for the last three years. These clinics are for patients who need to be seen the same day. Greater collaboration makes best use of our resources and allows us to share our expertise to ensure patients continue to receive the very best care. By working together, we will also be able to use the skills of other highly trained colleagues such as pharmacists, nurse practitioners and paramedics.

## 'Shared, on the day' service

We plan to extend the existing 'Shared, on the day' service that operates between Chesterfield Drive and Norwich Road surgeries to include Deben Road patients with effect from Monday 15 June, 2020. This service will operate from Deben Road Surgery and will apply to patients from all three practices.

## Routine/non-urgent care

We plan to operate routine (non-urgent) care from the Chesterfield Drive and Norwich Road surgeries only. This will be effective from Monday 15 June, 2020, and will apply to patients from all three practices.

## How will these changes affect patients?

- You will continue to contact your normal surgery in exactly the same way as you do now. The care navigators who take your call will determine, based on the symptoms you describe, whether you need to be booked with the 'on the day' team at Deben Road, an alternative clinic at Chesterfield Drive or Norwich Road, or signposted elsewhere, for example a pharmacy.
- The 'on the day' team operating from Deben Road will be staffed on a rota basis by GPs and healthcare professionals from all three practices.
- Home visits (including those to residential or nursing homes) will be co-ordinated by the 'on the day' team at Deben Road, and undertaken by a team of practice paramedics, supported by a GP as necessary.

## Longer term plans

We are looking at merging the three surgeries to become one large surgery, serving over 30,000 patients. Our intention is to continue to operate from the current three sites, pending the relocation of Chesterfield Drive and Deben Road surgeries to the new premises.

We will continue to keep you up to date with the changes through regular news bulletins and notices on the website. In the meantime, if you have any questions, please contact your Practice Operations Manager.

## GP surgeries have a legal duty to keep information about you strictly confidential.

### We also:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible (i.e. in large type if you are partially sighted)

### We will not share information that identifies you for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- When required or allowed in law
- We have special permission for health or research purposes (e.g. if you have agreed to take part in a research trial)
- It is in the public interest (e.g. there is a risk of serious harm or crime)

## How your records are used

### The surgeries will use your records to:

- Provide a basis for all health decisions
- Make sure your care is safe and effective
- Work effectively with others providing you with care

### Others may also need to use records about you to:

- Check the quality of care you are receiving
- Protect the health of the general public
- Keep track of NHS spending
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers
- Help with research

The teams will always ensure that individual patients are not identified.

Sometimes they may use information which has patient names on it for essential NHS purposes such as research. However, this information will only be used if you agree, unless the law requires us to pass on the information.

## Your rights

By law, you have the right to confidentiality. The laws which apply include the Data Protection Act 2018 (DPA) and the Human Rights Act 1998.

### You also have the right to ask for a copy of the records. If you would like to receive a copy, please note:

- Your request must be made in writing to your surgery

- The surgery is required to respond to your request in writing within 28 days
- You will need to give the surgery your full name, address, date of birth and NHS number
- You will be required to provide personal identification such as a driving licence or passport

## What will happen to your patient records?

Your patient records will be kept by your registered surgery but will be accessible to all three practices when you access the service – unless you tell us otherwise.

## Information about you

The surgery teams aim to provide you with the highest quality care. To do this they must keep records about you, your health and the care they have provided, or plan to provide.

### These records may include:

- Basic details such as address, date of birth and next of kin
- Contact they have had with you
- Notes and reports about your health
- Details and records about your treatment and care

### The surgeries will:

- Discuss and agree with you what they are going to record
- Show you what they have recorded, if you ask

## If you object

You have the right to object to the surgeries seeing your medical records.

If you choose to object, then your access to the services provided may be affected.