

Beech Grove and Lake branch surgeries

Questions and Answers (QAs)

Q1) What is happening to our GP practice? (Beech Grove and its branch in Lake)

A) NHS Isle of Wight Clinical Commissioning Group (CCG) has been formally informed by the two GP partners at Beech Grove Surgery that they are handing back their contract for providing GP services at both Brading and Lake on the 31st March 2020.

Q2) Why are they doing this?

A) The two GPs are struggling with capacity and ongoing recruitment issues at a time of continuing heavy demand for their services.

Q3) What does this mean?

A) As things stand, it means that there will no longer be primary care services at the two practices from the start of April, 2020. But until then it is business as usual, the practices will continue to operate as normal and you will still have access to the same GPs and staff.

Q4) What is the CCG doing about this?

The CCG is working closely with the practice to offer support and advice – whilst taking action to ensure that all registered patients at Beech Grove and Lake will have continuous and ongoing access to high-quality primary care services. This work currently involves developing an options appraisal which will need to consider how best these services can continue to be provided to you in a way that is sustainable for the long-term future.

Q5) What is a CCG?

A) The CCG is a GP-led organisation responsible for planning and paying for many health services across the Island, including primary care services – eg those provided by your GP practices.

Q6) So what are the options that you are considering?

A) There are three options:

- i) Try to find other GPs to operate the business (at the same sites)
- ii) Have a 'managed dispersal' of the list (moving all the registered patients to other practices in a planned way)
- iii) Allowing patients to try to register where they want at practices which have the capacity to take them.

Q7) Will we as patients have a say in which option is chosen?

A) The local NHS wants to know your views, and we are undertaking a questionnaire to find out some of the things more important to you, to help inform the decision-making process. But the decision will need to be based on which option is the best in terms of providing long-term sustainability and continued high-quality primary care services for you - at a time when there are national challenges facing GP recruitment and retention and the demand for primary care services in general has never been greater.

Q8) Who will make the final decision?

A) NHS Isle of Wight CCG is part of the Hampshire and Isle of Wight Partnership of CCGs, which also represents the CCGs of North Hampshire, Fareham and Gosport and South Eastern Hampshire. The decision will be taken by the Partnership's Primary Care Commissioning Committee, which comprises both GPs and senior NHS managers. The CCG is also liaising with NHS England, which is being kept informed of developments.

Q9) What is the timescale for this?

We expect the decision will be made by no later than mid-November when we will make the announcement and set up the two public meetings – one in daytime, the other early one weekend evening.

Q10) When will we know what is going on?

A) The CCG has undertaken to hold two public meetings in Brading – at venues and dates to be decided – once a decision has been made on the agreed option. At these meetings, and in our wider communications work, we will give you full explanations for our decision and what happens next.

We will publicise these meetings – and our final decision – widely, using the practice's own website, the CCG website and the local media. We will also write again to the households of all patients registered at Beech Grove and Lake.

Q11) What should I do as a patient?

A) We would ask you not to do anything until you hear from us. Your practice remains open and it is business as usual until the end of March 2020. Please do bear in mind that these are also challenging times for the practice staff. We understand that many of you will have concerns, but this is not a situation of their making – and we would ask you to allow them to carry on with their day jobs to help ensure the continued smooth running of the surgery.

The CCG also needs time to put its plans in place and continue its discussions with neighbouring and other GP practices on the Island. Patients who try to re-register elsewhere now – when it possibly MAY not be necessary to do so – are putting extra workload on GP services.

Q12) Who can I speak to about this if I have any questions or comments?

A) The practice is putting out a comment box in receptions at both Beech Grove and the site at Lake. Or you can email the CCG at iwccg.iw@nhs.net.