

NEWS ABOUT YOUR SURGERY

ISSUE 3 • SUMMER 2017

Suffolk Primary Care: Working together to improve patient services

Welcome to the latest newsletter from Suffolk Primary Care – the first since our official launch in April.

It's been a very busy summer and we are excited to finally be up and running. The collaboration represents a great opportunity to provide better care for our patients.

Suffolk Primary Care is a partnership of 11 GP practices from across the county. The surgeries remain independent but work together so that we can make best use of resources and share expertise.

No surgeries will close and patients will not have to travel further to get an appointment. On the contrary, we aim to bring care closer to people's homes.

Over time we plan to make gradual changes that we hope will lead to less delays and improved access to appointments.

We will also introduce a more effective community team at each location, involving GPs, nurse practitioners, pharmacists and physiotherapists to ensure patients are always treated by the most appropriate healthcare professional in a familiar setting.

We appreciate your continued support and look forward to a bright and positive future. In the meantime, should you have any questions please do not hesitate to contact your local practice manager or email suffolkprimarycare@nhs.net.

What practices are part of Suffolk Primary Care?

- Brandon Medical Practice, Brandon
- Combs Ford Surgery, Stowmarket
- Deben Road Surgery, Ipswich
- Debenham Group Practice, Debenham
- Haven Health Surgery, Felixstowe
- Howard House Surgery, Felixstowe
- Leiston Surgery, Leiston
- Norwich Road Surgery, Ipswich
- Oakfield Surgery, Newmarket
- Orchard House Surgery, Newmarket
- Stowhealth, Stowmarket



Core values

- Compassionate and effective care
- Sustainable
- Nurturing and supportive
- Community focused
- Ambitious for the future
- Innovative
- Driven by evidence-based outcomes

For more information on how you can get involved in the changes at your surgery, please turn over.



What is an Emergency Care Practitioner?

You may notice that many of our practices now employ an Emergency Care Practitioner (ECP) to help deliver care. ECPs generally come from a background in paramedicine and have additional academic qualifications, with enhanced skills in medical assessment and extra clinical skills. They work closely with the GP to deliver patient care.

Our early achievements

Although still very early days, we are already making good progress towards our goals:

- We have secured **NHS funding** to improve efficiency across all practices – allowing healthcare professionals to spend more time with patients.
- Joining together has allowed us to make significant **'back room' savings** – for example moving to a single accountancy provider. Further reductions will also be made for insurance, clinical equipment, telephones, HR consultancy and stationery. The money saved will be reinvested into frontline services and recruitment.
- To meet growing patient demand **Brandon Surgery** and **Oakfield Surgery** have jointly recruited an emergency care practitioner to help with home visits.
- **Howard House** and **Haven Health** surgeries have teamed up with nearby Walton Surgery to deliver a shared home visiting service. This has helped to streamline home visits and has freed up GPs to allow them to see more patients. A similar model is being launched in Ipswich between Norwich Road and Chesterfield Drive surgeries.

How you can help

We are keen for patients to be involved in shaping the future of Suffolk Primary Care.

To help keep people informed, regular newsletters and information will be displayed in surgeries and on practice websites. You can also visit www.suffolkprimarycare.co.uk

We will also be launching a dedicated Suffolk Primary Care Facebook page and plan to hold regular Patient Participation Group (PPG) meetings and surveys to encourage feedback. You can help this by asking questions, voicing concerns and sharing ideas.

Please ask at your practice reception or email suffolkprimarycare@nhs.net for more information.

What to do if you have any questions

The first person to contact if you have any questions or concerns about the changes should be your local practice manager. Alternatively, you can email suffolkprimarycare@nhs.net.

The Patient Participation Group (PPG) at your surgery is another key way to make sure you are kept updated. If you would like to join, please ask at your practice reception.

Healthwatch Suffolk

You can also share feedback on the changes with Healthwatch Suffolk, an independent body set up to shape and influence local NHS and social care services. Call 01449 703949 or email info@healthwatchesuffolk.co.uk.

