

NEWS ABOUT YOUR SURGERY

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SUFFOLK PRIMARY CARE: INNOVATIVE PARTNERSHIP WILL IMPROVE SERVICES

To meet the challenges currently faced by the NHS – and to ensure we continue to provide the high level of care our patients rightly deserve – GP surgeries such as ours need to find new ways of working.

From April 1st, 2017 we will be joining with other like-minded practices to form Suffolk Primary Care – an innovative partnership of 13 doctors' surgeries from across the county.

The practices will remain independent but by working in closer partnership we can make best use of resources and share our expertise.

Joining together will allow us to:

- Provide more effective care
- Maintain control over the future of our practice
- Team up with other healthcare professionals to continue to provide high quality care and support
- Improve organisation so that more time is spent treating patients
- Offer better career opportunities and greater job security to GPs, nurses and other practice staff

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
- **Walton Surgery**
Felixstowe



SUFFOLK PRIMARY CARE'S CORE VALUES

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

For more information about Suffolk Primary Care and what it means for you, please turn over.

WHAT WILL THIS MEAN FOR PATIENTS?

NOW

- In the short term, you will experience very little change – you will continue to see the same staff, in the same buildings and receive the same high quality care.
- The focus is on delivering better care and improving the way practices work.
- A patient implementation group will be formed that we hope will meet every two months to help advise on the formation of Suffolk Primary Care.

2018-19

- Access to services provided by your GP surgery will improve, for example making sure practices are dementia friendly.
- Surgeries will start to share services, helping, for example, to reduce time spent on paperwork so that doctors can spend more time with patients.

2019 AND BEYOND

- More services such as physiotherapy, medicines management and social care will be provided within a local, familiar and reassuring setting.
- A more effective community team involving GPs, nurse practitioners, community nurses, pharmacists, and physiotherapists – to ensure you get treated within the community and in a familiar setting to avoid unnecessary trips to the hospital.
- Multi-skilled teams will ensure greater flexibility across all practices, for example there will be a wider range of appointment options responsive to individual needs – from on the day appointments and telephone consultations through to online access and advance booking.



HOW YOU CAN HELP US WITH OUR PLANS

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

Regular newsletters and information will be displayed in surgeries and on practice websites. We hope to keep patients as informed as we can.

We also plan to hold regular Patient Participation Group (PPG) meetings and patient surveys to encourage feedback on our progress. You can help this by asking questions, voicing concerns or ideas and talking to other patients. You don't need to be part of the PPG to do this. If you would like to know more about how you can help, please ask at your practice reception.

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WHERE TO GO 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, who will be able to help you with all enquiries.

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

