Cumbria and the North East

Waterfront 4
Goldcrest Way
Newburn Riverside
Newburn
NE15 8NY

18 January 2016

Dear Patient

We continue to be very interested in hearing about what local people want from future primary care (GP services) in your area, and as a former patient of Harbottle Surgery, we write now to ask for your views in this respect.

We know people in the community feel strongly that there should be a continuation of local GP services in the village. We have a temporary agreement with the Rothbury Practice to provide some GP and nursing services, and under this arrangement a GP and a nurse are available twice a week on Tuesday and Thursday mornings. As this is only a temporary measure, following conversations with local councillors and Healthwatch, we have agreed to look at these arrangements again.

To make sure we get the views of as many local people as possible, we are writing to all former patients to ask for help and are entering a period of engagement, designed to give every local person the opportunity to have their say.

There will be two phases. To begin with, we are asking you to participate in a short survey about the future of primary care (GP services) in Harbottle. We will then look at all the responses to the survey alongside all the other information and feedback we have already received, including the views of Healthwatch Northumberland.

Working with NHS Northumberland Clinical Commissioning Group, local councillors and Healthwatch, we will then agree how to use the feedback for 'phase 2' and what 'phase 2' engagement of former patients will look like. We will let you know the results of all this, and what happens next, in the spring.

Yours sincerely

Matt Brown
Head of Primary Care for Cumbria and the North East
NHS England

Harbottle survey

The temporary arrangement for running two weekly GP and nurse sessions, and a pharmacy medicines collection service in the village of Harbottle is due to come to an end on 18 October, 2016. NHS England and other local health commissioners are looking to secure continuity of services for patients registered with the practice in-line with NHS England policy *"Managing the end of time-limited contracts for primary medical services."* There are questions about GP services and there are some questions about your views on how prescribed medicines are issued to people in Harbottle as well.

Please read the attached patient letter as it provides more information on why you have been sent this survey. If you have questions, suggestions, comments or concerns, please use this form and return it to the freepost address below:

FAO: Comms and Engagement, FREEPOST RLSH-KHYU-YREH, North of England Commissioning Support, John Snow House, Durham University Science Park, DH1 3YG

You can also complete it online https://www.surveymonkey.com/r/harbottlephaseone01. If you would like help to complete this survey, please contact please ring 0191 374 2795 or email NECSU.comms@nhs.net

The deadline for completion is 29 February 2016.

What you want from your GP service

1. What is important to you when accessing GP services?
2. What matters least to you when accessing GP services?

3. What GP services need to be local?
4. What GP services could be done further away?
5. When does the service need to be there?

6. Do you have any other comments, suggestions, questions or concerns that you want to raise?

What you want from local pharmacy services

The former Harbottle Surgery dispensed medicines direct from the practice. Other arrangements have now been put in place for patients to receive their prescribed medicines. Boots Pharmacy, Rothbury, provides a medicines collections service enabling patients to collect their medicines from the temporary Harbottle surgery site at the Village Hall on Tuesday and Thursday afternoons between 3pm and 4pm every week from 12 January 2016 until 31 October 2016. We would like your view about what you think about this part of the service.

Accessing your medicines

7. Which of the following words describe your feelings about **how you access medicines from the dispensing service now** (please circle as many that apply)

I am …	*The service is…*
Annoyed	*Better*
Confused	*Efficient*
Frustrated	*Inefficient*
Happy	*Safe*
Informed	*Unsafe*
Reassured	*Worse*

Please explain ….

8. How could access to the pharmacy dispensing services be improved?

9. Do you think you need a local collection point to pick up your medicines?

☐ Yes ☐ No

If yes:

- Do you have any suggestions on where this should be (local venues)?

- What times of the day should this be?

10. Do you have any questions, suggestions or concerns generally in relation to Pharmacy services?

About you

5. Are you male or female?

☐ Male ☐ Female

Other……..

6. How old are you?

☐ Under 18	☐ 18 to 24	☐ 25 to 34
☐ 35 to 44	☐ 45 to 54	☐ 55 to 64
☐ 65 to 74	☐ 75 to 84	☐ 85 or over

10. What is your ethnic group?

☐ A. White	☐ B. Mixed / multiple ethnic groups
☐ C. Asian / Asian British	☐ D. Black / African / Caribbean / Black British

☐ E. Other ethnic group……..

11. Do you consider <u>yourself</u> to have either:

- **long-term physical or mental ill health / disability, or**
- **problems related to old age?**

☐ Yes ☐ No

12. Do you <u>care</u> for someone with either:

- **long-term physical or mental ill health / disability, or**
- **problems related to old age?**

☐ Yes ☐ No

13. Are you a parent or guardian (or grandparent) who generally has to accompany a child or young person to their GP appointment?

☐ Yes ☐ No

Thank you for completing this survey

Please note all responses are confidential, and please use the freepost address below to return your survey. The deadline for responses is **Monday 29 February 2016**.

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