

8th October 2019

**To patients registered at
ORCHARD SURGERY**

Charter House
Parkway
Welwyn Garden City
Hertfordshire
AL8 6JL

Direct Dial: 01707 685 000
www.enhertsccg.nhs.uk

FOR ALL PATIENTS REGISTERED WITH ORCHARD SURGERY, BUNTINGFORD

What is happening at Orchard Surgery?

NHS East and North Hertfordshire Clinical Commissioning Group (CCG) is responsible for making sure that people in your area have access to high-quality GP services.

The GP services at Orchard Surgery are provided by a company called Generating Healthcare (GHC). The contract is due to finish on 31st March 2020 and the building lease also expires in the Spring.

Following discussions between the CCG and GHC, the contract provided from Orchard Surgery will not be renewed from 1st April 2020. The premises at Orchard Surgery will also not be able to be retained; therefore no GP service will be run from the current Orchard Surgery site.

What does this mean for patients?

Changing practices can cause some concerns for people used to using the same surgery perhaps for many years, but the CCG will support you to register at alternative practices. We expect most patients will prefer to register with a practice in their local area and the other practices in the Buntingford area are all registering new patients. However at the moment you do not need to do anything and should continue to use the surgery as normal.

We hope that patients registering with the larger local practices in the area will have more choice of the available GP and nurse appointments which should support continuity of patient care.

Why has this decision been made?

The CCG has not taken this decision lightly and are aware that many patients have been registered at this surgery for many years.

A lot of consideration has been made about what should happen when the closure of a building and discontinuation of a contract is being planned, and whether other options could be considered.

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Beverley Flowers
Chief Executive



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or call 0800 389 3 998

Dr Prag Moodley
Chair



After reviewing all possible options the CCG have agreed with GHC that the best option for the patients of Orchard Surgery is to close the practice at the end of March 2020.

The CCG acknowledges the hard work that has been undertaken by GHC at Orchard Surgery, but also recognise that the practice is predominately staffed by locum GPs which can affect continuity of patient care.

We also value the positive contribution of all non-clinical staff and will be supporting them to remain in the Buntingford / CCG healthcare system.

What happens next?

If you want to give direct feedback, comments or ask any questions about this decision, you can email enhertscg.feedback@nhs.net.

If you want to be heard through your surgery's patient participation group (PPG), you can contact PPG Co-ordinator Justin Jewitt on 07970 287743 or email justin.jewitt@me.com, and he will take your views through the normal engagement channels including meetings with relevant staff at the CCG.

For more information on how to get involved with the Orchard PPG along with dates of the next meetings please go to <https://www.orchardsurgerybuntingford.co.uk/practice-information/patient-participation-group/> or contact Justin on the above details.

You can also write to:

The Contracts Team
NHS East and North Hertfordshire CCG
Charter House
Parkway
Welwyn Garden City
AL8 6JL.

We will write to you in the next two months with the next steps for patients to take, and the progress of this work.

Yours faithfully



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