

# News from Christmas Maltings & Clements

## Introducing some changes at our practice

In common with other GP surgeries across the country we have been looking at how we can ensure all our patients continue to receive the very best care, both now and in the future.

Christmas Maltings & Clements – like others in Suffolk – faces serious challenges which need to be addressed. These are:

- We now have only three GP partners who run the practice.
- A number of other GPs have also decided to leave and we cannot attract new doctors to work in the surgery.

As a result, we have decided to work more closely with Suffolk GP Federation – who will begin running the practice in the very near future.

We feel very fortunate that Suffolk GP Federation has agreed to manage Christmas Maltings & Clements. NHS England and NHS West Suffolk Clinical Commissioning Group (CCG) agree that this is a very positive step. Haverhill Family Practice is also in full support.

### **Working with Suffolk GP Federation means the way we run the practice will have to change. We will:**

- Keep our local practice for the people of Haverhill
- Introduce more staff, such as nurses, paramedics and pharmacists, who will speak to or see patients where appropriate
- Change the way appointments are accessed and trial a new booking system
- Involve patients in the management of the practice
- Make the practice more attractive for staff and help with future recruitment

We will involve staff and patients in the changes that are needed and will continue to keep everyone up to date.

Kind regards,

**Dr Fiona Andrews / Prof Christopher Griffiths / Dr Thomas Curtis**



### **Who are Suffolk GP Federation?**

- A not-for-profit organisation that represents and is owned by most of the GP practices in Suffolk.
- It employs 150 staff and is growing rapidly.
- It runs several services in Suffolk, including community based ultrasound, cardiology and urology clinics as well as managing all diabetes care in North East Essex.
- It also runs Walton Surgery in Felixstowe and is responsible for Suffolk's GP+ service – providing extra GP appointments for patients after work, weekends and Bank Holidays.
- For more information, visit [www.suffolkfed.org.uk](http://www.suffolkfed.org.uk).

## How can you learn more about the changes?

Patients who would like more information about the changes can contact Practice Manager **Marion McLaine** on **01440 840380** or email **WSCCG.christmas-clements@nhs.net**. Senior partners are also happy to explain what is happening in more detail.

If we feel there is sufficient interest we will hold an information event for patients involving senior partners and representatives from Suffolk GP Federation.

Patients who have any concerns about the changes can also contact **Healthwatch Suffolk**, an independent body set up to shape and influence local NHS and social care services. If you would like to share feedback about the changes, call **01449 703949** or email **info@healthwatchesuffolk.co.uk**.



## Key questions answered

### What is happening at the practice?

Suffolk GP Federation will take over the running of Christmas Maltings & Clements in the near future.

### Why are the changes taking place?

Christmas Maltings & Clements – like many GP surgeries up and down the country – faces serious challenges. To continue to provide high quality healthcare we need to make changes.

### How will this affect patients?

More staff such as nurses, paramedics and pharmacists will speak to and see patients where appropriate. The way appointments are accessed will also change and we will trial a new booking system.

### How can patients learn more about what's happening?

If you would like to know more about the changes, please ask at the practice reception.

### Is there a way patients can have a say about the changes?

Suffolk GP Federation wants patients to have their say. If you would like more information on joining the Patient Participation Group (PPG), please contact Practice Manager **Marion McLaine** on **01440 840380** or email **WSCCG.christmas-clements@nhs.net**.

### Will there be more change in the future?

Over time Suffolk GP Federation will look to develop services at Christmas Maltings & Clements. Patients will be kept up to date with any changes through regular newsletters and posts on our website.

## Contact us

If you have any questions about the plans for Christmas Maltings & Clements please contact:

Telephone:

**01440 840380**

Email:

**WSCCG.christmas-clements@nhs.net**

At the surgery:

**Christmas Maltings & Clements Surgery,  
Camps Road, Haverhill, CB9 8HF**

Website:

**[www.christmasandclements.co.uk](http://www.christmasandclements.co.uk)**