

12 July 2018 - Briefing note

GP care in Hatherleigh and Shebbear

Ruby Country Medical Group (RCMG) has been providing GP services in Hatherleigh and Shebbear since early July, having taken over the practice previously run by Dr Francis Fernandez.

Patient safety concerns about the practice prompted the new arrangements to be brought forward from the planned start date in August. This was at the request of NHS England, which commissions primary care. Hatherleigh and Shebbear had both been rated as 'inadequate' in April this year by the Care Quality Commission (see below).

Services have been provided from Hatherleigh Community Centre and Shebbear Village Hall because RCMG was unable to gain support from Dr Fernandez for continued use of the existing surgeries.

Unfortunately, further clinical and related issues arising from the previous contract have now been identified by RCMG. Limited availability and IT connectivity at both community halls have also made it difficult to sustain a presence.

As a result, until further notice, neither community hall will be viable for use either for clinics or for the request or delivery of prescriptions. Holsworthy Medical Centre will be the single point of contact for patients this week and further updates will be issued as they become available.

This means that:

- Patients will need to go to Holsworthy Medical Centre for clinic appointments. To minimise the impact, NHS England has arranged free transport to and from Holsworthy, which patients will be able to book when they make their appointment.
- Prescriptions can be requested by phone from Holsworthy Medical Centre, rather than in person at the community halls. Arrangements are being put in place for delivery of the prescribed medicines.

Given the circumstances, NHS England believes that these are the best options for sustaining access to GP care over coming days and weeks.

It is now working with RCMG to bring services back to Hatherleigh and Shebbear as soon as possible. Possibilities include the commissioning of a mobile surgery

RCMG has already identified potential permanent premises in Hatherleigh and has been holding discussions with the owners, with the aim of opening in early autumn. NHS England is also helping identify options for premises in Shebbear.

What does this mean for patients?

- A free minibus will be available to and from Holsworthy for patients from Shebbear and Hatherleigh (see below)
- Patients should continue to book appointments by calling 01409 253692.
- Prescriptions may be ordered by calling 01409 253692
- Prescriptions may also be ordered by emailing: D-CCG.HolsworthyMC-Prescriptions@nhs.net
- Prescriptions can be collected from any community pharmacy, including those in Holsworthy. One is located on the medical centre site (Boots), and another in the town square (Lloyds).
- Work is under way to set up a delivery service for prescriptions

The latest information will be available at: www.rubycountrymedicalgroup.co.uk

RCMG can also be contacted with any queries via email: D-CCG.HolsworthyMC-Reception@nhs.net

Free patient transport:

9.45am	Collect from Hatherleigh Community Centre
10.15am	Collect from Shebbear Village Hall
10.30am	Drop off at Holsworthy Medical Centre
11.30am	Collect at Holsworthy Medical Centre
11.45am	Drop off Shebbear Village Hall
12.15pm	Drop off Hatherleigh Community Centre
12.45pm	Collect from Hatherleigh Community Centre
1.15pm	Collect from Shebbear Village Hall
1.30pm	Drop off at Holsworthy Medical Centre
2.30pm	Collect at Holsworthy Medical Centre
2.45pm	Drop off Shebbear Village Hall
3.15pm	Drop off Hatherleigh Community Centre

Care Quality Commission reports:

Reports on both surgeries were published by the Care Quality Commission (CQC) in April 2018. These are available via the CQC website.

- Hatherleigh Medical Centre: <https://www.cqc.org.uk/location/1-2098151920>
- Beech House Surgery, Shebbear: <https://www.cqc.org.uk/location/1-545206044>

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