

CHANGE TO SURGERY OPENING TIMES

Background

Staffa Health provides a high degree of choice to our patients in terms of on-the-day appointments to meet urgent needs, location, time of day, day of the week and the ability to book ahead.

Operating in this way over our four sites and providing effective cover is challenging and for some time the Practice has been experiencing increasing difficulty in sustaining clinical GP cover at our Pilsley site.

Across England the NHS is experiencing a sustained fall in GP numbers. At Staffa Health we too have experienced a reduction in the number of GPs working for the Practice and we have not been able to recruit to our vacant GP posts for the last 6 months.

This has been causing problems with making appointments but is now causing us problems staffing 4 separate sites with a GP and as a result we reluctantly need to adjust our opening hours at our Pilsley surgery.

As a Practice we are primarily concerned with the well-being of our patients and we now believe that consolidating services is the only way that we will be able to continue to deliver quality care to our patients.

What change is necessary?

Pilsley surgery will be closed all day on Fridays.

The surgery will close at 18.30pm on Thursdays, reopening at 08.30am on Monday

The change will come into effect from Thursday the **13th June 2019**. That means Pilsley surgery will be closed all day on Fridays from Friday the 14th June 2019.

This change has been agreed with NHS Derby and Derbyshire Clinical Commissioning Group (CCG) who commission and manage our contract with the NHS.

How might this change affect you?

We will try to minimise any inconvenience resulting from this change and we will make sure patients will continue to be able to:

- Telephone to speak to a member of the Staffa Health team between 8.00am and 6.30pm, even if their normal surgery is closed
- Access appointments at other sites for urgent and non-urgent appointments
- Arrange a consultation over the telephone if appropriate
- Access a home visit if they are housebound.

Questions you may have:

What do I do if I need help and my normal surgery is closed?

- If your surgery is closed telephone your normal surgery number and your call will be answered by a member of our team at another site. They will be able to advise you.
- Always try to ring your surgery as early as you can. If you ring early in the morning it helps us to be able to respond to you before the end of the day.
- If you need an appointment this can be arranged at an alternative surgery or a telephone consultation can be arranged.
- If you are housebound and need a home visit this will also be arranged for you.
- Don't forget that you can also access advice and some treatments for minor illnesses at the Pilsley Pharmacy.

What will the opening hours be for surgeries in the future?

Tibshelf		Stonebroom	
Monday:	8:00am – 6:30pm	Monday:	8:00am – 6:00pm
Tuesday:	8:00am – 6:30pm	Tuesday:	8:00am – 6:00pm
Wednesday:	8:00am – 6:30pm	Wednesday:	8:00am – 6:00pm
Thursday:	8:00am – 8:00pm*	Thursday:	8:00am – 6:00pm
Friday:	8:00am – 6:30pm	Friday:	8:00am – 1:00pm
Saturday:	7:30am – 10:00am*		

*Evening and Saturday Morning appointments are for pre-booked doctor's appointments only

Pilsley		Holmewood	
Monday:	8:30am – 6:00pm**	Monday:	8:30am – 6:00pm
Tuesday:	8:30am – 12:30pm	Tuesday:	8:30am – 1:00pm
Wednesday:	8:30am – 12:30pm	Wednesday:	8:30am – 6:00pm
Thursday:	8:30am – 6:00pm**	Thursday:	8:30am – 6:00pm
Friday:	Closed	Friday:	8:30am – 1:00pm

**Pilsley surgery is closed between 12.30pm and 2.00pm Monday and Thursday

I am a patient at Holmewood, Stonebroom or Tibshelf surgery, is anything changing there?

This change does not affect any other surgery.

What is the best way to order and collect prescriptions if my surgery is closed?

You don't need to visit any site to order prescriptions, you can telephone the Medicines Order Line (Tel: 01246 588860 between 9.30am and 2.30pm). Please make requests 7 days before they are needed. Your prescription will be authorised by our GPs even when your own surgery is closed. Authorised prescriptions can be sent electronically to your pre-chosen Pharmacy, this includes the Pilsley Pharmacy so you do not need to collect a printed prescription from the surgery, it can be sent straight to them.

Opportunities to share concerns, ask questions and offer ideas:

If you have any concerns you would like to raise and/or would like to give us your feedback please get in touch via  email: admin.staffahealth@nhs.net.