

## THE FUTURE OF EAST BARNWELL HEALTH CENTRE – YOUR QUESTIONS ANSWERED

### ***What is happening?***

Over the last 10 years, East Barnwell Health Centre GP Practice has been facing increasing financial challenges. These have been in three main areas including an exponential rise in the service charges required to work out of our current NHS Property Services owned building; inadequate local health funding to meet the needs of our patients; and a national contract funding increase well below inflation. All of this has made it increasingly difficult to maintain a financially viable practice that offers the safe and responsive care that you have received over the years.

We have had many meetings over several years with the local NHS system leaders and worked very hard to try to achieve a solution to guarantee our viability going forward. We are very proud of all our team at the surgery who have continued to work in the practice despite increasingly difficult circumstances.

Unfortunately, we have not been successful in securing the ongoing funding that we need to continue to provide the level of service that our patients require and deserve.

It is therefore with great sadness that the four Partners, Dr Harmer, Dr Boualem, Dr Macnair and Dr Mellanby have made the decision to hand back their contract. This means that from the 10<sup>th</sup> October 2024, these Partners will no longer be responsible for running East Barnwell Health Centre.

The local ICS (Integrated Care System) is now in the process of looking for an alternative provider to run the practice. As soon as we have more information about who this will be, we will let you know.

We want to reassure you that the practice will continue to be open and medical care will be provided for you as it has always done – it will just mean that there will be different management in place and some new faces to get to know. We very much hope that lots of familiar faces will remain.

In the meantime, the Partners would like to say that it has been a privilege to be part of this community of Abbey.

### ***When will a new provider be announced?***

The procurement process has now started. Confirmation of the new provider is expected at the end of August 2024. The new provider will start on 10<sup>th</sup> October 2024.

***Will there be any changes to services available during the procurement process?***

Your GP practice will continue to deliver the core and additional services that they do now. Please continue to access the practice as you do now and attend any appointment you have booked in as planned unless you are contacted and advised differently.

***Will my GP change when a new provider is in place?***

Possibly. We are unable to provide further details until a new provider has been appointed.

***Will I need to re-register once a new provider is in place?***

No, you will not need to do anything. The new provider will adopt our current systems and have access to all patient records. There are NHS safeguards in relation to patient confidentiality of information, and these will continue to remain in place.

***Can I choose to register at a different practice?***

If, for any reason, you want to change your GP practice, you will need to register as a new patient. You can find GP practices near you on the [www.nhs.uk](http://www.nhs.uk) website. You will need to contact the GP practice you wish to be registered at directly.

***Will there be any changes to how I book appointments or access the surgery?***

If there are any changes to how you contact your GP practice, you will be notified and updated information will be available on the practice website.

***I have appointments booked in over the next weeks/months – will these go ahead as planned?***

Please continue to attend any appointment you have booked in as planned unless you are contacted and advised differently.

***Who should I contact for further support?***

You can contact the NHS Cambridgeshire & Peterborough Patient Experience Team for free via 0800 279 2535, or by emailing [cpicb.pet@nhs.net](mailto:cpicb.pet@nhs.net). You can find out more information online at [www.cpics.org.uk/patient-experience-team](http://www.cpics.org.uk/patient-experience-team)

Alternatively, if you wish to speak to an independent organisation you can contact your local Healthwatch Team on 0330 355 1285 between the hours of 09:00 – 16:00 Monday to Thursday and 09:00 - 15:30 on Friday.

Healthwatch is an independent organisation that supports people to have a say when decisions are made about their healthcare services. You can find more information on their website: <https://www.healthwatchcambridgeshire.co.uk/>.