

Dear Colleague,

NHS Kent and Medway Clinical Commissioning Group (CCG), which is responsible for making sure patients have access to GP practice services, is engaging with patients of Orchard House Surgery in Lydd about the future of services at that site.

Orchard House Surgery in Lydd is currently managed by a group of GPs, who have made the decision to stop services there after 30 April 2021.

It is the CCG's priority to ensure that all patients registered at Orchard House Surgery can continue to access a full range of GP services at their surgery and we are currently looking at solutions to achieve this.

Please be assured that all patients who are affected by these changes will continue to receive care. In the meantime, we are gathering feedback from patients on GP services.

There are a number of ways which views can be shared with us.

- a) Complete the survey online at <https://www.smartsurvey.co.uk/s/OrchardHouse/>. if you have access to the internet (Please only complete the survey once per patient.)

Usually we would provide drop-in face-to-face sessions at the GP practice for patients to ask questions and give feedback but owing to the on-going Coronavirus pandemic, we are unable to do this on this occasion.

As alternatives, a member of the CCG's Team will be available to take questions:

- b) by phone: this line will operate from 08:00 – 16:00 Monday to Friday, excluding public and bank holidays until 30 April 2021. The number to call is: 03005550708
- c) by online video call on 17 February 2021 between 2.30pm-3.30pm <https://www.eventbrite.com/e/future-of-gp-services-at-orchard-house-surgery-tickets-137929132749> or between 6.30pm-8pm <https://www.eventbrite.com/e/future-of-gp-services-at-orchard-house-surgery-tickets-137930057515> (You will be able to access the online video call by registering through above links)

Alternatively, views can be shared in writing:

- d) by email (please put ORCHARD HOUSE SURGERY VIEWS in the subject header) to kmccg.primarycare@nhs.net
- e) by letter to

Freepost: RUAY-JLRZ-RRSE,
NHS Medway Clinical Commissioning Group
Unit A

Compass Centre North
Pembroke Road
Chatham Maritime
Kent
ME4 4YG
MEDWAY

In order for feedback or the completed survey to be considered as part of the engagement process please return to the above address by Friday 26 February 2021.

If you require a copy of the survey in another format or language, please contact –
kmccg.engage@nhs.net

An engagement report summarising all feedback received will be compiled and submitted to the CCG's Primary Care Commissioning Committee (PCCC), along with recommendations for the future provision of GP services for patients registered at Orchard House Surgery. The PCCC is expected to make a decision on the way forward on at its meeting on 18 March 2021.

The CCG recognises this will be a worrying time for patients of the practice and we will do our best to ensure a future for GP services at the practice. If you have any questions about this, please email kmccg.primarycare@nhs.net

Yours sincerely



Bill Millar

Director of Primary Care
NHS Kent and Medway Clinical Commissioning Group