

**Have your say on our proposal to review having a physical base at the Mildenhall Hub and continue providing all services from our main site at Red Lodge.**

Since the permanent closure of the White House Surgery in Mildenhall last September, we have re-assessed the surgery's plans and wanted to share these with you.

Like other GP practices, we have had to develop a new approach to patient care in order to protect everyone from the risk of Covid-19 infection. As such we are reviewing our plans which sought to provide some of our services from the Mildenhall Hub.

The feedback we have received from patients and staff about our new ways of working has been encouraging and we have made a number of additional changes as a result of this feedback. For instance:

- patients are now contacting us online via e-consult or calling our new telephone system, which has a new options menu and double the original line capacity.
- initial consultations take place via telephone or video. Patients who then need face-to-face consultations are seen in person by our clinicians, either at the surgery or in their homes when appropriate.
- we have introduced a dedicated prescription ordering line, a prescription delivery service for patients eligible to use our dispensing service (patients who live more than 1.6km/approximately 1 mile from a Pharmacy), and have continued with our immunisation and cervical screening programmes, adhering to strict personal protective equipment (PPE) and Covid-19 guidelines.
- additional face to face appointments have been introduced by extending our hours in the early morning and evening. These have proven to be very useful for patients who work and find it difficult to come within normal surgery hours.
- there is a new phlebotomy clinic on Thursday mornings.
- structural improvements have been made to the Reynard Surgery building including automatic front doors with a non-touch surface, entrance step removal to improve access for wheelchairs, mobility scooters, prams and pushchairs, and a new dispensary hatch in the waiting room.

Going forward, we would like to implement many of these changes on a permanent basis and build on the positive experiences from many patients we served. However, we would like to find out how this would impact on you.

We have developed a number of ways in which you can provide your feedback:

- Complete the “comments & suggestions” form available at our reception desk;
- Click on the link to complete the “comments & suggestions” form on our website: <https://www.reynardsurgery.co.uk> (Contact Details page - bottom left under map: Send us your comments or suggestions);
- Email your comments to [wsccg.surgery.feedback@nhs.net](mailto:wsccg.surgery.feedback@nhs.net)

**Closing date: 12<sup>th</sup> July 2021**

Thank you in advance and we look forward to hearing from you.

### **Q&As**

**Q: *I live in the Mildenhall area and do not have my own transport, is it possible to travel to the Reynard Surgery on public transport?***

**A:** Yes:

- There are bus stops directly outside the Reynard Surgery with regular bus services from Mildenhall and the surrounding areas. To find out more visit: [www.suffolkonboard.com/buses/](http://www.suffolkonboard.com/buses/) or [bustimes.org/localities/mildenhall-suffolk](http://bustimes.org/localities/mildenhall-suffolk) or call **0345 6066171**
- Connecting Communities provide affordable and accessible solutions to those who otherwise find it difficult to use public transport. More information at: [thevoluntarynetwork.org/community-transport](http://thevoluntarynetwork.org/community-transport) or call **01638 664304 / 01440 712028**

**Q: *Is there enough car parking space for all patients at the Reynard Surgery?***

**A:** The Reynard Surgery is a large building with plenty of car park access including a secure cycle rack and disabled car parking.

**Q: *Why was the White House Surgery building permanently closed?***

**A:** The White House Surgery building was no longer fit for purpose as there were many operational, access and safety issues.

It is very old and subject to strict building regulations. This meant that it was not possible to make the upgrades required to ensure it conformed to the modern standards required for the safe and secure running of a clinical practice.

- In September 2019, the dispensary had to close as the needed air conditioning could not be fitted.

- In March 2020, new restrictions due to the Covid-19 pandemic compounded the buildings operational limitations.

An application for closure was made to the NHS West Suffolk Clinical Commissioning Group (WSCCG) following a review of feedback received from patients and members of the local community during a public engagement exercise in July 2020.

WSCCG granted permission to close the building at its Primary Care Commissioning Committee meeting on 26<sup>th</sup> August 2020.

**Q: *What happens if we need a home visit?***

**A:** Home visits will continue in the normal way. Please call **01638 552211** to make a request.

**Q: *I/my family are vulnerable/have special needs***

**A:** We will continue to look after you/your family in the same way. Please be assured that we are committed to ensuring that all our patients have access to high-quality healthcare.

**Q: *How do I order prescriptions?***

**A:** There are a few alternative options:

- We have a dedicated prescription ordering line that you can telephone on **01638 750074** Monday to Friday 9am - 12pm & 2pm - 5.30pm. You can also select option 5 when calling on the main surgery number.
- You can also use our Patient Online Services – call reception for more details **01638 552211**.
- In response to Covid-19, patients who receive regular or repeat medicines that do not change regularly may be eligible for the electronic Repeat Dispensing (eRD), where your GP can authorise your medicines to be collected monthly from your local pharmacist.

Click on the link to find more information at [www.reynardsurgery.co.uk](http://www.reynardsurgery.co.uk) under Prescriptions - Electronic Repeat Dispensing