

Steeple Bumpstead Surgery Questions

Summary

What's happening?

- Suffolk GP Federation has taken over the management of the Steeple Bumpstead Surgery on the Essex/Suffolk border
- Steeple Bumpstead Surgery will become a branch of the Christmas Maltings and Clements Surgery
- Patients who continue to use the branch at Steeple Bumpstead will also be able to use the services provided at Clements and Kedington

Why is this happening?

- Provide Community Interest Company (CIC), who were previously contracted to run the Steeple Bumpstead Surgery, have withdrawn their contract because they were unable to attract and retain staff at this small, stand-alone Surgery
- Provide CIC asked West Essex Clinical Commissioning Group (CCG) to make alternative arrangements as soon as possible
- West Essex CCG decided, after considering other expressions of interest, to appoint Suffolk GP Federation to take over the management of the Steeple Bumpstead Surgery

When is this happening?

- As of Thursday 31st October, Steeple Bumpstead Surgery will become a branch of Christmas Maltings and Clements Surgery
- Suffolk GP Federation will take over the management of the Surgery
- Christmas Maltings and Clements Surgery will close at 3pm on Wednesday 30th October and will re-open on the 31st October to allow time for the IT transition to happen
- The Steeple Bumpstead Surgery will close at 3pm on Wednesday 30th October and will re-open on Tuesday 5th November to allow time for the IT transition to happen. During this closure period, additional appointments will be made available for Steeple Bumpstead patients at either the Clements or the Kedington Surgeries

Where is the Steeple Bumpstead practice?

- 4 miles away from the Christmas Maltings & Clements Surgery.
- Address: 10 Bower Hall Drive, Steeple Bumpstead, Haverhill, Suffolk, CB9 7ED

What are the opening hours for the Steeple Bumpstead practice?

- The revised opening times for the Steeple Bumpstead Surgery will be:
 - Tuesdays - 08:00 to 18:30
 - Wednesdays - 08:00-13:00

- Thursdays - 08:00 to 18:30
- Outside of these opening hours, appointments will be at Clements or Kedington Surgeries.

We already struggle to get appointments at Christmas Maltings and Clements Surgery. Why have Suffolk GP Federation agreed to take on more patients?

- If Suffolk GP Federation had not taken over the management of Steeple Bumpstead Surgery, it would have closed permanently. The patients at Steeple Bumpstead Surgery would then have to register at a different local surgery. Inevitably, many of these patients would become patients of Christmas Maltings and Clements Surgery anyway.
- With Steeple Bumpstead Surgery becoming a branch of Christmas Maltings and Clements, all patients will benefit from the recruitment of additional clinical staff and an additional location for appointments
- The Federation believe it is important to keep the surgery open so patients can continue to receive healthcare in their local community

Who are Suffolk GP Federation?

- A not-for-profit organisation that represents and is owned by most of the GP practices in Suffolk.
- It employs 650 staff and is growing rapidly.
- It runs several services in Suffolk, including community-based ultrasound, cardiology and urology clinics as well as managing all diabetes care in North East Essex.
- It also runs Walton Surgery in Felixstowe, Kirkley Mill Surgery in Lowestoft and Christmas Maltings and Clements Practice in Haverhill.
- It is responsible for Suffolk's GP+ service – providing extra GP appointments for patients after work, weekends and Bank Holidays.
- It is responsible for the Suffolk Out of Hours Service

For more information, visit www.suffolkfed.org.uk.

Transition Support

What is the plan over the next few weeks to ensure a smooth hand over?

- Christmas Maltings and Clements Surgery, West Essex Clinical Commissioning Group (CCG) and West Suffolk CCG have worked through a thorough due diligence process. All aspects of Steeple Bumpstead Surgery have been looked at, therefore allowing Christmas Maltings and Clements Surgery to adequately put processes in place for a smooth hand over
- Steeple Bumpstead Surgery will close at 3pm on Wednesday 30th October and will re-open on Tuesday 5th November to allow time for the IT transition to happen
- During this closure period, additional appointments will be made available for Steeple Bumpstead patients at either the Clements or the Kedington Surgeries

- Initially, you will make all appointments by ringing Christmas Maltings and Clements Surgery on **01440 841 300**
- Patients will be kept up to date with any changes through regular newsletters and posts on the Christmas Maltings and Clements website:
<http://www.christmasandclements.co.uk/> and Facebook page

Will there be a named contact for patients during the transition to deal with the almost inevitable difficulties that will occur due to the speed of Provide withdrawing from the contract?

- Please contact West Suffolk Clinical Commissioning Group Patient Advice and Liaison Service (PALS) on **0800 389 6819**
E-mail: **pals@suffolk.nhs.uk**

Will there be additional funding to support the transition? Will Clements be recruiting additional staff and will funding be available for this from West Suffolk CCG?

- Every GP practice is given money from their CCG. This is calculated per head of the population. Taking over Steeple Bumpstead Surgery will mean Christmas Maltings and Clements will have a larger patient list and will receive extra money as a result
- By taking over the management of Steeple Bumpstead Surgery, Suffolk GP Federation are able to put additional resources in place such as - recruiting additional clinical staff, preparing for patients to use an online appointment booking system, and ensuring there is another venue for patients to be seen
- Christmas Maltings and Clements will actively recruit additional clinical staff. We are already engaged in positive conversations with several individuals and will keep patients informed of any progress

Can the premises and infrastructure at the Clements site cope with the influx of patients from Steeple Bumpstead surgery - especially with the Camps Road branch already closed?

- Yes - By taking over the management of Steeple Bumpstead Surgery, Suffolk GP Federation are able to put additional resources in place such as - recruiting additional clinical staff, preparing for patients to use an online appointment booking system, and ensuring there is another venue for patients to be seen
- If Suffolk GP Federation had not taken over the management of Steeple Bumpstead Surgery, it would have closed permanently
- The Federation believe it is important to keep the surgery open so patients can continue to receive healthcare in their local community
- Steeple Bumpstead patients will now have access to a wider range of services and staff such as Nurse Prescribers, Emergency Care Practitioners, Physician Associates, Physiotherapists and Pharmacists
- Without becoming a branch of Christmas Maltings and Clements Surgery, the patients at Steeple Bumpstead Surgery would have to register at a different local surgery, and inevitably, many of these patients would then have become patients of Christmas Maltings and Clements Surgery anyway

Will the Camps Road branch open soon to alleviate pressure on a practice that admitted in their newsletter of Spring 2018 “Our practice continues to operate under great pressure”?

- The Camps Road branch of Clements & Christmas Maltings Surgery in Haverhill closed temporarily due to administration staffing shortages. The situation remains unchanged for the time being
- There is adequate space available for the Surgery’s clinical needs at the Clements and Kedington branches
- The community clinics run from Camps Road by teams from West Suffolk and Addenbrooke’s hospitals have continued as normal

Clinical Care

Will the clinical appointment slots at Steeple Bumpstead Surgery be for Steeple Bumpstead patients only?

- Steeple Bumpstead Surgery will become a branch of Christmas Maltings and Clements Surgery
- All of our patients will have access to appointments at the three branches. (Steeple Bumpstead, Kedington and Clements)
- Steeple Bumpstead patients will have access to a wider range of services and staff such as Nurse Prescribers, Emergency Care Practitioners, Physician Associates, Physiotherapists and Pharmacists

Are the Suffolk GP Federation able to give assurance that the surgery will continue to operate in the village indefinitely?

- Our intention is to continue offering services from Steeple Bumpstead but we cannot give assurances and certainly not indefinitely

If patients go elsewhere at what point does the surgery become unviable?

- If the circa 2,500 Steeple Bumpstead patients decided to leave, it would be down to the Christmas Maltings and Clements Surgery to decide how many hours to offer at the branch, or how many appointments they wish to offer to other local patients

Will patients be able to book appointments in advance or only on the day? What about follow up appointments?

- Other than those for nurse or healthcare assistant clinics (e.g. blood tests or routine clinics for long term conditions such as diabetes), appointments will only be available on the day that you call
- When you contact the practice, you will speak to a Care Navigator who will treat your call with the same level of confidentiality as our clinicians.
- The Care Navigator will direct you to the most appropriate specialist clinician to meet your needs, which may not necessarily be a GP. You will be offered two alternative appointment times to choose from.

- On busy days we will prioritise appointments for those patients who we have determined as clinically urgent.
- When no appointments are available, you will be directed to alternative sources of advice (such as NHS 111 or the NHS Choices website) or asked to phone back the next day.
- Patients who believe they need a home visit are asked to request this before 10am.

Christmas Maltings surgery is in special measures and has been rated by CQC as inadequate in August 2018 & January 2019 as not being well-led or effective. What reassurance can they give that this has changed?

- The practice is successfully addressing the issues raised by the CQC. Recent Quality and Outcomes Framework (QOF) data showed significant improvements. There have also been improvements in other areas of concern. The practice was recently re-inspected by CQC.

Patient reviews are not positive and patients at Christmas Maltings have complained of waiting over an hour to get through to the practice on the phone and then are unable to get an appointment?

- Christmas Maltings and Clements Surgery will soon introduce eConsult. The new system will ensure that all patients whose conditions indicate that they need an appointment will get one. eConsult is already used widely across the UK and will enable us to deliver the improvements requested in the feedback we have received from our patients and from the Care Quality Commission (CQC)
- To inform the Surgery of your concern or condition, you will need to complete an online form and there will be no need to ring the surgery. With the exception of appointments for blood tests, nurse appointments and reviews of Long-Term Conditions, all appointments will be made using the new online system
- eConsult will be available on the practice website (<http://www.christmasandclements.co.uk/>) in the near future and we will provide all our patients with more information in the coming weeks

With all the extra patients how are they going to address this already unacceptable situation?

- By taking over the management of Steeple Bumpstead Surgery, Suffolk GP Federation are able to put additional resources in place such as - recruiting additional clinical staff, preparing for patients to use an online appointment booking system, and ensuring there is another venue for patients to be seen
- If Suffolk GP Federation had not taken over the management of Steeple Bumpstead Surgery, it would have closed permanently
- The Federation believe it is important to keep the surgery open so patients can continue to receive healthcare in their local community

If, as suggested, an online booking system is the answer and there are no plans to introduce it until at least December, what are the interim plans to address this problem?

- On busy days we will prioritise appointments for those patients who we have determined as clinically urgent
- You will have access to a wider range of services and staff such as Nurse Prescribers, Emergency Care Practitioners, Physician Associates, Physiotherapists and Pharmacists
- Christmas Maltings and Clements are actively recruiting additional clinical staff. We are already engaged in positive conversations with several individuals and will keep patients informed of any progress

With on line booking being introduced in the future for general appointments, how are those without computers or who are not computer savvy going to be supported?

- If a patient is unable to use the online booking system, for whatever reason, they can still phone the Surgery and one of our trained Care Navigators will be take you through the health questionnaire, and complete it with you over the phone. If everyone is busy helping other patients, someone will call you back. You will not be penalised because you were not able to complete the health questionnaire yourself
- Calling the Surgery to complete a health questionnaire over the phone will not mean patients are seen quicker than those who complete the health questionnaire on our website. All the health questionnaires will be seen by our clinical triage team and dealt with in the same way
- Important Notice – If a patient cannot use the internet, they should be prepared to provide information, over the phone, to our trained Care Navigators in order for them to complete the questionnaire on their behalf

What special provision is made for children, the elderly and patients with long term health conditions, e.g. COPD and asthma, who will often need urgent on the day appointments to prevent hospital admission or anyone else needing urgent appointment?

- We always prioritise appointments for those patients who we have determined as clinically urgent

Repeat prescriptions/managed prescription/on the day prescriptions - How will prescriptions be dispensed into the future (assuming there will not be a dispensary in Steeple Bumpstead)? How are they going to manage the transition so that patients have continuity of medication?

- The dispensary will be closing; however, patients will still be able to collect their prescriptions from this surgery when it is open
- The Steeple Bumpstead Surgery opening hours are:
 - Tuesdays - 08:00 to 18:30
 - Wednesdays - 08:00-13:00
- Thursdays - 08:00 to 18:30We will begin running a delivery service
- Patients can choose to have their medication dispensed from the Clements branch

How will the clinical governance arrangements work at the surgery to ensure a safe service?

- Steeple Bumpstead Surgery will be fully integrated into Suffolk GP Federation's existing clinical governance structures
- We currently work with our surgeries and other services to ensure that we react appropriately to safety alerts and make changes in response to risks and incidents
- We report to the respective Clinical Commissioning Group, Care Quality Commission and NHS England where appropriate, ensuring we comply with national guidance
- We undertake regular auditing of clinical activity across the team and share the findings with our other surgeries and teams
- We are confident that we deliver safe, high quality and accountable services

Steeple Bumpstead Surgery has dementia friendly status. Will this change with the new arrangements?

- This status will not change
- Christmas Maltings and Clements Surgery works with the Dementia Action Alliance group in Haverhill and the lead clinician for dementia in the West Suffolk Clinical Commissioning Group
- Christmas Malting and Clements Surgery is considered dementia friendly

Patient Data / Patient Choice

In practice, what are the alternatives available to patients? It is well known that surgeries won't accept patients outside of their catchment areas, and to my knowledge Freshwell, Stonehall, Thaxted and the SW practices will not therefore take SB residents? I think Hempstead patients can go to Thaxted. Not sure if Helions patients can go to Linton? Family Practice in Haverhill is currently shut to new patients. It seems that in practice there is no choice for SB residents.

- You can register with any surgery as long as you live within the geographical catchment area, and they have an open list. Some surgery's may accept patients outside their catchment area, but this is at their discretion. You can find out more here: <https://www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice/>

Why haven't patients been allowed to choose which surgery they transfer to?

- Christmas Maltings and Clements Surgery were the only practice to work with the West Essex Clinical Commissioning Group (CCG) through the due diligence process. If no surgery had stepped forward, the 2,500 patients would have been dispersed to their nearest geographic GP surgery. For the majority this would have been Christmas Maltings and Clements Surgery anyway - and Steeple Bumpstead Surgery would have been permanently closed
- Things have improved considerably at Christmas Maltings and Clements over the last 18 months. We know that this will be challenging initially, however we do ask people to bear with us as we make changes

Are the computer systems at Clements and Steeple Bumpstead Surgery the same? If not, what is the migration plan and what impact will it have on patients in the short term?

- The computer systems at Christmas Maltings and Clements Surgery are the same as the systems used at Steeple Bumpstead Surgery, therefore patients will not be impacted

All of the patient data is being shared with another surgery – why don't patients need to give permission for this?

- NHS contracts allow your records to be transferred to a new practice to ensure that patients continue to receive the care they need
- This is in line with NHS Constitution Pledge: to ensure those involved in your care and treatment have access to your health information so they can care for you safely and effectively
- The transfer of information will be carefully planned to ensure it is secure and complete
- Suffolk GP Federation are held to the same standards of confidentiality and security as the previous provider (Provide CIC)
- For any queries or concerns, contact Suffolk GP Federation Data Protection Officer on emma.cooper35@nhs.net or visit <https://suffolkfed.org.uk/> and click YOUR INFORMATION

Choice of Surgery

Can patients choose not to switch to Clements Surgery and move to another surgery? Will other surgeries be compelled to take on additional patients?

- Christmas Maltings and Clements Surgery were the only practice to work with the West Essex Clinical Commissioning Group (CCG) through the due diligence process. If no surgery had stepped forward the 2500 patients would have been dispersed to their nearest geographic GP surgery. For the majority this would have been Christmas Maltings and Clements Surgery anyway - and Steeple Bumpstead Surgery would have been closed
- You can register with any surgery as long as you live within the geographical catchment area, and they have an open list. Some surgery's may accept patients outside their catchment area, but this is at their discretion. You can find out more here: <https://www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice/>

Surgery Contract

Will the contract actually be held by the SGPF? Will it be the same type of contract as held by Provide rather than GMS? Assuming so how long is the contract for?

Steeple Bumpstead patients will become part of the Christmas Maltings & Clements contract. It is a PMS contract whereas Provide had an APMS contract. PMS contracts are indefinite

Given that Provide signed a fixed term contract, why were they allowed to withdraw from the contract?

- All NHSE primary care contracts have notice periods allowing a provider to withdraw from the contract.
- Steeple Bumpstead Surgery has been managed by Provide CIC between 1st June 2013 and the end of May 2018. Provide were then given an extension to their contract for three years. Provide CIC has had difficulty attracting and retaining staff – a situation that has significantly worsened over the past six months. This has led to the service becoming unsustainable.
- Provide has recently concluded it is not feasible to continue and has asked West Essex CCG to commission alternative arrangements as soon as is safely possible. Following this request, the CCG sought expressions of interest to run the surgery. The CCG received one credible expression of interest and after a checking process appointed Suffolk GP Federation.

Dispensary

Will the timescales for requesting repeat meds and managed repeats increase from the current 3 days to take account of drugs being dispensed at Clements?

- Yes. Please leave 4 working days from ordering a repeat, to collection

For non-housebound patients are there any home delivery options available from local pharmacies such as Boots, Well Pharmacy etc.?

- The Christmas Maltings and Clements Surgery do offer a home delivery service one day per week. This is usually on a Thursday
- Patients must be in to receive their prescriptions as we are unable to put them through the letter box or leave them with anyone else
- Well Pharmacy and Haverhill Pharmacy also operate delivery services
- For more information about home visits, see the Christmas Maltings and Clements website: <http://www.christmasandclements.co.uk/making-appointments.aspx?t=2>

Will Prescriptions be able to be collected from Steeple Bumpstead Surgery?

- Patients will be able to collect their prescriptions from Steeple Bumpstead when it is open.
- Steeple Bumpstead's opening hours are:
 - Tuesdays - 08:00 to 18:30
 - Wednesdays - 08:00-13:00
 - Thursdays - 08:00 to 18:30
- We will be running a home delivery service for medications
- Patients can choose to have their medication dispensed from the Clements branch

Opening Times

What is the plan for the services available at Steeple Bumpstead Surgery when it is open in terms of GP cover, ANP, PN etc.?

- We plan to offer a range of different consultations at Steeple Bumpstead branch mirroring the services offered at our Kedington branch.
- Patients will have access to a wider range of services and staff from the Steeple Bumpstead branch. These include Advanced Nurse Practitioner, Practice Nurse, Healthcare Assistant, Approved Medical Practitioner, Emergency Care Practitioner and Physician Associate

Will the surgery still be closed at lunchtimes on Tuesdays and Thursdays?

- The Surgery will close for lunch between 13:00 and 14:00hrs on these days

What is behind the Tuesdays to Thursdays opening as Mondays and Fridays are known to be the busiest days for surgeries and it is likely to make it even more difficult to get an appointment at Clements on these days?

- Christmas Maltings and Clements Surgery hold essential clinical meetings at the Clements branch on a Monday and is therefore necessary to have the clinical team based at this branch

Will more GP, ANP, and PN appointments be available at Clements compared to now to take account of the influx of Steeple Bumpstead Surgery patients?

- Steeple Bumpstead Surgery will close at 3pm on Wednesday 30th October and will re-open on Tuesday 5th November to allow time for the IT transition to happen
- During this closure period, additional appointments will be made available for Steeple Bumpstead patients at Clements or Kedington Surgeries
- Christmas Maltings and Clements will actively recruit additional clinical staff. We are already engaged in positive conversations with several individuals and will keep patients informed of any progress

Will the Out of Hours Service (OOHs) change with a change in CCG? Where is the OOHs based? The OOHs stopped at the Clements site. Why is this?

- Patients will ring NHS 111 as they do today, but will be directed to Suffolk OOH provision (which is also provided by Suffolk GP Federation)

Staffing

Have Steeple Bumpstead staff been given sufficient notice? Will they be offered roles at the surgery?

- The Suffolk GP Federation have been working closely with Provide to consult with Steeple Bumpstead staff according to employment law. The process is of course confidential

Christmas Maltings and Clements Surgery is known to have its own staff recruitment and retention problems so how will it cope in providing an expanded service for more patients in another location? There are no employed GPs or ANP by Provide to transfer so how will the Steeple Bumpstead service be staffed immediately from 30th October?

- The Christmas Maltings and Clements will continue with the current arrangements in the immediate future (Locum staff).
- Christmas Maltings and Clements Surgery is actively recruiting additional clinical staff and are already engaged in positive conversations with several individuals. We will keep patients informed of any progress

Are Christmas Maltings and Clements intending to recruit additional clinical and clerical staff to cover the additional appointments slots necessary for the extra 2,500 patient load?

- Christmas Maltings and Clements Surgery is actively recruiting additional clinical staff and are already engaged in positive conversations with several individuals. We will keep patients informed of any progress

What will happen to existing staff working at SB surgery?

- The Suffolk GP Federation have been working closely with Provide to consult with Steeple Bumpstead staff according to employment law. The process is of course confidential

Will it be the same staff covering SB Surgery each week to provide some continuity?

- All Christmas Maltings and Clements staff will work from our Clements, Kedington and Steeple Bumpstead branches. Staff will be rotated weekly. If a patient would like to see a particular member of staff, they are welcome to travel to one of our other branches if they are not working at Steeple Bumpstead when they require an appointment.
- The Clements Surgery is 4 miles from the Steeple Bumpstead Surgery
- The Kedington Surgery is 5 miles from the Steeple Bumpstead Surgery

Hospital Referrals / Hospital Services

Q8 of the letter refers to no change to the community and hospital services AT THE CURRENT TIME. This implies that there will be changes ahead. What might these be? Will patients still have the same access to a range of hospitals including for some services at SW hospital?

- Current patient arrangements will continue as they are. Going forward, everyone will be individually reviewed by West Suffolk CCG before February 2020 to see if they would

benefit from staying with already arranged services going forward. If not, they'll be invited to use West Suffolk services

Will patients currently being treated at clinics at Addenbrookes need to move to West Suffolk?

- Current patient arrangements will continue as they are. Going forward, everyone will be individually reviewed by the CCG by February 2020 to see if they would benefit from staying with already arranged services going forward. If not, they'll be invited to access West Suffolk services

Will all new referrals to secondary care be to West Suffolk?

- Patients will have the choice to continue using the secondary services currently provided by West Essex Clinical Commissioning Group, or they can choose to be referred to secondary care services provided by West Suffolk Clinical Commissioning Group

As we are being transferred from West Essex CCG to West Suffolk CCG, I assume referral pathways will change? At the moment many OPD appointments, physiotherapy, x-ray, ultrasound, podiatry and diabetic eye screening amongst others, take place at Saffron Walden. Will this change and if so when? Will patients have any choice? What will happen to other services, e.g. community nursing, mental health, dementia and antenatal services. Who and where will they be provided? Change could cause serious distress etc.

- All Steeple Bumpstead patients will remain using the care services they currently receive for the remainder of the financial year, up until 1st April 2020
- Patients who use community services (such as mental health, dementia, antenatal services etc.), will continue to do so and will be discharged back to their GP as and when appropriate
- For those patients who will need access to these services beyond 1st April 2020, West Suffolk CCG will work with you to review your care program and where appropriate, may refer patients to their existing care services

Which service will women use for 3 yearly mammograms? Will that change to Suffolk from Essex?

- Patients who use this service, which is currently provided by West Essex CCG, will be transferred to West Suffolk CCG

At one time some consultants from Addenbrookes visited the Christmas Maltings building (not sure which of the 2 practices) for OPD clinics. Does this happen at Clements and if so, will Steeple Bumpstead Surgery patients have access?

- West Suffolk Clinical Commissioning Group provides a Specialist Nurse that Steeple Bumpstead patients will have access to

Steeple Bumpstead Surgery pathology testing is currently done at Addenbrookes. Will this change when Clements takes over?

- There will be no changes to this current arrangement

Will there be any changes to social care or occupational health provision? Particularly for patients already being cared for?

- There will be no changes for social care, or social care occupational therapy
- There will only be a change if the patient receiving occupational therapy has been commissioned to do so by a healthcare professional

Transport

Will any transport be available to take patients from SB to Clements? If so, how would this work?

- Patients will be expected to make their own way to their appointments

Is there a bus that goes to the Clements from the town centre? (There is bookable community transport from the village but at a cost and with 24hrs warning and bus passes are not accepted)

- There is a good bus service connecting Steeple Bumpstead with Haverhill
- Stagecoach East Buss services 13 and 13A are available if patients need public transport to the town centre to the Clements branch. Printed timetables are available from the library, tourist information centre, or by calling Stagecoach East on 01223 433250. Online timetables can be found at www.suffolkonboard.com
- 349 - Four daily circular bus services Mon - Fri from Haverhill bus Station. Online timetables can be found at www.suffolkonboard.com
- The Connecting Communities service in Haverhill offers a 'dial a ride' bus and a car service for people who find it difficult to travel to places such as GP appointments. When you need to make a journey, they will collect you and connect you to an appropriate bus route or train link for onward travel. For journeys where connecting to other services is inappropriate, end to end journeys may be possible. The 'dial a ride' buses have lifts for access and are for local runs. The cost is £1.75 one way or £3.50 return. The cars can do local runs but are often used for longer journeys such as hospital appointments. They charge 54p per mile from the driver's home to the passenger's home plus the requested trip (minimum charge £3.50). There is an annual subscription of £10 to use the Connecting Communities service. Connecting Communities operates Monday to Saturday 7.15am until 7.15pm. You can book by calling **01440 712028** Monday to Friday 8am until 4pm. More details can be found at: <http://www.thevoluntarynetwork.org/community-transport/>

Is there parking at the Clements surgery?

- Yes. Both the Clements and the Kedington branches of Christmas Maltings and Clements Surgery have free parking for patients

PPG

Both Clements Surgery Steeple Bumpstead Surgery has its own PPG. What is going to happen to the PPG?

- The PPG for Steeple Bumpstead will merge with the PPG for Christmas Maltings and Clements. Anyone who is interested in joining should contact **WSCCG.christmas-clements@nhs.net**