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## THE BELLINGHAM PRACTICE

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3 February 2017

Mr Martin Chilvers, Secretary

Otterburn Parish Council  
Rochester with Byrness Parish Council  
Elsdon Parish Council

### **Otterburn branch surgery – application for permanent closure**

I am writing to notify you that we have received a letter from Janet Guy, Chair of the NHS Northumberland Clinical Commissioning Group informing us that the Northumberland Primary Care Commissioning Committee has considered and approved the practice application to close the branch surgery operating from Otterburn Memorial Hall.

The approval is subject to the practice submitting a communication plan for patients & stakeholders and an action plan designed to ensure that current patient concerns are mitigated. These plans were submitted to NHS England on 26 January 2017.

The practice is also encouraged to continue to take forward local transport link discussions with the parish council.

A copy of the action plan is attached.

Yours sincerely

Helen Patterson  
Practice Manager

## **Action plan to ensure current patient concerns are mitigated**

The public transport links between Otterburn and Bellingham are poor – there is currently only a service on Fridays.

- The appointments created specifically for “Rede Valley” patients to fit in with the bus timetable on Fridays (with the GPs on duty, Nurse Practitioner, Practice Nurse and both Healthcare Assistants) have been well used and we will continue to designate these appointments for Rede Valley patients
- All households in the Rede Valley area have received a frequently asked questions sheet which includes information about the bus service and the community transport options available locally. An updated version of this FAQ sheet will be posted on the practice website, included in the practice brochure and a paper copy will be available in the waiting room.
- We will continue to provide home visits where clinically appropriate
- We have a weekly pre-bookable telephone consultation surgery with each GP and also a daily telephone appointments list
- We are promoting the use of online access to test results for patients with long term conditions
- We are providing more telephone consultations to discuss results of long term condition reviews with patients who prefer this option
- We will continue to work with the local Parish Councils to explore funding options and develop local community transport services between the Rede Valley and Bellingham on other days of the week.