

Bentley Village Surgery

Questions and Answers

Q - What is happening at our GP practice?

A – We currently have two GP partners, who are responsible not just for medical care, but who are also legally responsible for all aspects of the practice.

One partner is retiring, and despite huge efforts no replacement has been found. Given this, with no prospect of new support, our other partner has also, very reluctantly, had to take the difficult decision to step away from the practice as well. The partners will continue to work as normal until March next year, but will both leave at that time.

Q - What does this mean?

A – For time being, absolutely nothing. The practice remains open, providing all of the care and services you would normally expect.

However, with no GP partners after next March, the Hampshire, Southampton and Isle of Wight Clinical Commissioning Group (CCG) must make arrangements for all patients to be registered at other practices by that point. The practice simply cannot remain open without partners to be responsible for running it, but you cannot - and will not - be left without care.

Nobody needs to do anything at this stage – the CCG will handle everything so that all patients can be transferred to new practices as smoothly as possible.

Q – So what happens now?

A – All patients have been written to – the letters were posted on Monday, 6 December. (A copy of the letter is also available on this website).

The letter explains that the practice has to close next March, and asks patients to express their preferences for which practice they would wish to register with in the future. *Please do take this opportunity* – if any patient does not express a preference they will be allocated to a local practice which has capacity. The deadline for replies is 7 January, 2022.

Patients will then be allocated to new practices – there is no absolute guarantee that everyone will get their first preference, but wherever possible people's wishes will be respected. Everyone will then be informed about their new surgery.

Q - What if I don't receive a letter?

Please be patient – the process remains open until 7 January and so there is no rush. The letters were posted on 6 December, so if you haven't heard anything by 10 December, please just contact nhccg.enquiries@nhs.net and a new letter will be sent.

Q - Is there enough capacity at other practices to be able to take on so many new patients?

A - Yes. The CCG has already been in touch with other local practices about this. Although no single practice could take everyone, overall there is enough capacity.

Q - What if I would rather register with another practice?

A – Everyone has the right of choice when it comes to NHS services, so people do have the right to try to register elsewhere if they wish.

However, we are asking for people to just be patient for a while, given that the closure of a practice is a very unusual event, and can cause real disruption to other practices as well. If you are not happy with the practice you are registered with, we would ask you to delay trying to move for a few months – that would help all of the other practices to avoid giving staff extra work, and facing extra costs and upheaval.

Q - What happens about my prescriptions and prescription records?

A - Any prescription records you have will be transferred to the new GP practice, along with other medical notes.

Q – What about the pharmacy service?

A - We absolutely recognise the importance of maintaining access to medication for patients at Bentley Village. We are currently exploring the options for supporting the ongoing running of the practice pharmacy, and patients will be updated at the earliest possible point.

Q - How can I find out more about what is happening?

A - We will be regularly updating the practice website, and we will be available to answer questions at three events – the details of which are in the patient letter, and below:

1) Zoom meeting: Bentley Village

Monday, December 13, 11am - noon

Join:

<https://us06web.zoom.us/j/84225356412?pwd=MGhXYU5tTi9WcG1BOS9xTkVyVTM1Zz09>

Meeting ID: 842 2535 6412

Passcode: 271102

2) Open meeting, Bentley Memorial Hall

Tuesday, December 14, 7pm

3) Zoom meeting: Bentley Village

Thursday, December 16, 4-5pm

Join:

<https://us06web.zoom.us/j/85744379592?pwd=UXFnc0dRNHI1bEFKSkxZRTRw a2c5Zz09>

Meeting ID: 857 4437 9592

Passcode: 031354