



Queens Bower Surgery Patient Information- Engagement period extended to 5 May 2021

1. Why has Rise Park Surgery taken over the running of Queens Bower Surgery temporarily?

The GP operating from Queens Bower Surgery notified NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) that he would no longer provide General Practice (GP) services at the surgery from 4 December 2020.

The CCG is the organisation responsible for planning and paying for healthcare in Nottingham and Nottinghamshire. The CCG had a responsibility to make sure GP services continued to be available to those patients registered at Queens Bower Surgery. This led to the CCG putting in place arrangements for Rise Park Surgery to run the surgery temporarily.

All registered patients were sent a letter explaining the changes in December 2020. Information was also provided about how to register at an alternative practice if this was the patients' choice.

2. Current arrangements are temporary so what happens next?

With temporary arrangements in place to 30 September 2021, the CCG is now looking at how services can be provided over the longer term. There are many things the CCG has to take into consideration, one of which is to have a clear understanding of the impact any change to the way services are provided would have on those patients currently registered with Queens Bower Surgery.

So far, a number of options have been put forward as follows;

- to move patients to another GP surgery in the area
- to identify a new provider to deliver services to the patients of this practice from the current building located at 201 Queens Bower Road, Bestwood Park, Nottingham.
- to identify a new provider to deliver services to the registered patients of this practice from a different building.

It is important to note that no decisions have yet been made.

3. Understanding the impact on patients

The CCG would like to understand the impact the options described above would have on patients prior to making any decisions on the way forward. To help with this we would like to hear from patients registered with Queens Bower Surgery. During the coronavirus pandemic our conversations with you will be held in a way that is Covid-safe either through completing a survey or attending an online discussion forum.



4. Have your say

We would like to hear from as many patients who are registered at Queens Bower Surgery as possible. Information about how you can have your say is included below;

- Please complete the online survey <https://www.surveymonkey.co.uk/r/RKRT2S3>
- Attend an online Zoom discussion forum on **Wednesday 5 May 2021 from 11 30 am to 12 30 pm using Zoom.**
Please register in advance for this meeting:
https://us02web.zoom.us/join/ztAtdOuurD4sEtXDZzc52_7Fmllq8lLq6NTx
After registering, you will receive a confirmation email containing information about joining the meeting.

If you are unable to complete our survey or attend an online discussion forum but would like to share your views, please call or text 07802 655511.

5. What happens after with the information gathered from patients?

The opportunity for registered patients of Queens Bower Surgery to have their say will be available from 15 March to **5 May 2021**. After this time, all the information gathered will be reviewed and will be included in a report that will be published on the CCG's website. The information in the report will be used to inform the options considered by the CCG and it will help the CCG decide how to provide services for patients registered with Queens Bower Surgery moving forward.

To request this information in another language or format please contact the Engagement Team at: nccg.team.engagement@nhs.net or call or text 07385 360071. If texting or leaving a message please provide your contact details and a member of the team will get back to you.