**CLANRICARDE MEDICAL GROUP**

**Clanricarde Medical Centre and Rowan Tree Surgery**

**CLANRICARDE MEDICAL CENTRE ROWAN TREE SURGERY**

**ABBEY COURT ROWAN TREE ROAD**

**ST JOHNS ROAD TUNRIDGE WELLS**

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11 February 2019

Dear patients of Rowan Tree and Clanricarde Surgeries,

Since the merger of the two practices, we have been making every effort to maintain at both sites the high quality of service our patients rightly expect. Unfortunately this has become increasingly difficult due to the unprecedented challenges facing general practice and the wider NHS. It has become clear that it is no longer realistic or sustainable to keep both practices open, despite the hard work of all our GPs, nurses and practice staff. For this reason we have reached the regrettable decision to close Rowan Tree Surgery. We propose to do this in January 2020. It must be emphasised that we will continue to care forALL of our patients. Existing GP and nursing services will move to our main site at Clanricarde Medical Centre (1.5 miles from Rowan Tree Surgery).

This has been a difficult decision and is due to a number of reasons which we hope you will understand. The state of the NHS currently is such that we have ever increasing patient demand on the background of difficulty in recruitment and worsening financial challenges. We therefore feel it is necessary to consolidate our resources to enable us to continue to provide the level of service which we feel you all deserve. We are concerned that without this, the viability of the entire combined practice will be at risk in the future.

Below are some of the difficulties we face in maintaining a 2 site service:

* Inability to maintain high calibre services from Rowan Tree Surgery due to lack of staff cover (including poor availability of locum GPs) potentially leading to limited opening hours and access to patients.
* Financial viability of both Clanricarde Medical Centre and Rowan Tree Surgery ‘at risk’.
* Operating across two sites presents problems around communication and efficiencies of scale.
* Vulnerability of lone worker (receptionist) at Rowan Tree Surgery.
* Isolation of clinical staff due to difficulties communicating across two sites.
* GP & nursing time is currently split between the two sites, resulting in fragmented services on both sites, with patients not being able to see a full choice of doctors/nurses each day.
* Due to difficulties in sustaining 2 sites, opening hours and telephone access will inevitably become limited.

Some of the benefits of rationalising services to the main site:

* Greater range of clinical expertise available under one roof for ALL patients.
* Premises more suitable long term for provision of GP services.
* Financial efficiency to allow us to sustain a high quality GP service to all 15,000 of our patients.
* Larger team with the ability to provide essential primary care services more
* effectively.
* Enable better use of resources to provide extra services to all our registered patients.
* GPs (Male & Female) available to all for consultations everyday.
* Improved telephone access at main site with more people able to staff the telephone lines.
* Increased access by phone and face to face during core hours, i.e. 8:00am –

6:30pm Monday – Friday due to better staff cover.

We are consulting over the next month and would welcome your views and opinions on this proposal. We will also be discussing the proposal with all parties involved including our commissioners and the local council.

Please leave any comments you would like to make on the slips at reception and we will keep you updated.

Kind Regards

The Partners of Clanricarde Medical Group

(Clanricarde Medical Centre & Rowan Tree Surgery)