

Letter to Community Action Group from Dr Lucy Ross - copies sent to representatives known to be members and surrounding area stakeholders. Please do circulate or advise accordingly so we may update our records and forward on.

8/12/16

Dear Hopton Surgery Community Action Group.

Thank you for your letter dated the 12th of November 2016 in which you highlighted the work your community has done to help find a solution to our withdrawal of services from Hopton.

I am the new partner at Hopton and Stanton Surgery having assumed my role following the retirement of Dr Hassan. I write to you today to address some of the issues you raised in your letter and to suggest a way for us to move forward from this together.

On behalf of the surgery I would like to acknowledge the shortcomings of our services that you have highlighted. Our decision to remove services from Hopton was made when Dr Hassan asked us to vacate the consultation room at Hopton leaving us with no facility to practice in. We would of course, have liked to find a way to keep the Hopton branch open but we found that the alternatives available to us were not financially or practically viable.

I would like to acknowledge that at the point of our decision to withdraw from Hopton a public consultation process would have helped to inform of us of the communities feelings and opinions. By not undertaking a consultation process we missed a valuable opportunity to receive public opinion to help design new ways to deliver services. We also missed to opportunity to engage with you in a meaningful way so that you could fully understand the rationale behind our decisions.

Copies of the recent engagement event reports and feedback comments are available to download from the 'News' section of our website www.stantonsurgery.co.uk Also available is the premises options appraisal report that was conducted earlier this year which demonstrates the viability of the options we have available.

I fully support the work to further develop our existing Patient Participation Group as the views of our patients are important to us. Furthermore I would seek the continued support of community leaders to ensure all views are represented evenly. I understand and acknowledge that the decisions of the practice have caused disappointment among many but there a large number of the community that still rely on our services.

I would like to take responsibility on behalf of the practice to find a way to move forward by working in partnership with you. I feel that the place to start with this is to meet with you so that I can hear your views in person and discuss your concerns.

I would like to suggest that I could attend the next community action group meeting. I believe the next Hopton parish council meeting is on the 12th December and I would be prepared to attend this too. I can use this opportunity to introduce myself and I would also like to hear any opinions the community has on how our services might be offered to you going forward into the future.

I look forward to meeting with you soon.

Dr Lucy Ross

GP Partner