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Off Newbold Road  
Chesterfield  
Derbyshire  
S41 7PF

Tel: 01246 514000  
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Dear Patient,

As you may already be aware, the contract for GP services at Creswell Medical Centre and Langwith Medical Centre with Primary Provider Ltd was terminated on 31<sup>st</sup> January 2015. This unexpected termination was in advance of the contract end date originally agreed by NHS England and Primary Provider Ltd.

In order to ensure that the surgeries were open for patients as usual on Monday 2<sup>nd</sup> February, Hardwick CCG and NHS England worked together and were able to arrange for Derbyshire Community Health Services NHS Foundation Trust (DCHS) to run the practice on an interim basis, using many of the existing GPs, nursing and practice management team. DCHS continue to offer services to patients at both Creswell and Langwith.

Patients were informed of the change in management at the time, however due to the urgency of the situation; we were unable to engage with patients prior to the change. Feedback from the practice's Patient Participation Group, since DCHS took over has been positive.

An engagement process is now underway to get patients' views on securing longer term services on the two sites which will provide greater stability for both patients and staff at the practice. We would like the specification, which describes the service we will commission for patients, to be developed by late summer so that the new provider can be in place from 1<sup>st</sup> April 2016.

It is important that the patients give us feedback to help us to commission a service which meets your needs. Enclosed with this letter is a short questionnaire so you can share your views on current services and make suggestions on how things could be improved in the future. It will only take a few minutes to complete the questionnaire and this information will form a very important part of designing services at the practice.

You may also be interested to know that we remain committed to developing new buildings for both surgeries in Creswell and Langwith and the developers are hoping to be in a position to apply for planning permission later in the year, subject to final approval from NHS Property Services. NHS England and Hardwick CCG will continue to hold NHS Property Services to account to ensure this happens as soon as possible and the commitments previously made to the people of Creswell and Langwith are fulfilled. We will keep you informed on the outcome and timescales. This will not be affected by the procurement process.

Thank you for taking the time to complete the questionnaire, please return completed questionnaires in the pre-paid envelope provided by Friday 14<sup>th</sup> August 2015.

This letter has been addressed to one individual in your household so that you don't receive multiple copies. If there are other people in your household who are registered with Creswell and Langwith surgeries and they also want to complete a questionnaire, please make a copy, go to our website [www.hardwickccg.nhs.uk](http://www.hardwickccg.nhs.uk) or contact the CCG. Copies will also be available in both surgeries.

Please let us know if you would like some help in accessing this document, email [enquiries@hardwickccg.nhs.uk](mailto:enquiries@hardwickccg.nhs.uk) or phone 01246 514000 and ask for NHS Hardwick CCG.

We will be holding drop in sessions at the surgeries;

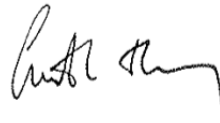
- Creswell Surgery on Wednesday 29<sup>th</sup> July between 8:30am and 11am.
- Langwith Surgery on Thursday 30<sup>th</sup> July between 8:30am and 11am.

Please come along and speak to us.

Yours faithfully



Dr Steve Lloyd  
Chair  
NHS Hardwick CCG



Gareth Harry  
Chief Commissioning Officer  
NHS Hardwick CCG

**Survey Questions**

1. Which surgery do you use most often?

Creswell

☐

Langwith

☐

2. What's good about the service you get from the practice now?

3. What would make the service better for you?

4. We are aware that this practice has had seven providers since 2004. How important is it to you that the new provider has a long term contract – ie. more than five years?

**Please see over page.**

## Monitoring Questions

To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. All information will be kept strictly confidential and in accordance with the Data Protection Act 1998 and associated protocols.

1 What is your gender/sex?

Male ☐ Female ☐ I'd prefer not to say ☐

2 What is your age?

3 Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months?

Yes ☐ No ☐

If yes, please say what your illness is \_\_\_\_\_

4 Please choose one option that best describes how you think of yourself:

Heterosexual / Straight	<input type="checkbox"/>
Gay / Lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
Other	<input type="checkbox"/>
I'd prefer not to say	<input type="checkbox"/>

5 Please choose one option that best describes your Ethnic Group or Background

White British	<input type="checkbox"/>
White Other	<input type="checkbox"/>
White Mixed	<input type="checkbox"/>
Gypsy or Irish Traveller	<input type="checkbox"/>
Asian	<input type="checkbox"/>
Asian British	<input type="checkbox"/>
Black	<input type="checkbox"/>
Black British	<input type="checkbox"/>
Chinese	<input type="checkbox"/>

Any other ethnic group, please describe: \_\_\_\_\_

I'd prefer not to say ☐

# **Creswell and Langwith Surgeries**

## **Engagement and Communications Plan – Summer 2015**

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### **1 Background**

The contract for primary care services at Creswell Medical Centre and Langwith Medical Centre, with Primary Provider Company Limited, was terminated on 31<sup>st</sup> January 2015 following difficulties in obtaining corporate indemnity insurance.. The unexpected termination was in advance of the contract end date originally agreed by NHS England and Primary Provider Company Limited.

NHS England and NHS Hardwick Clinical Commissioning Group worked together to make alternative arrangements for Derbyshire Community Health Services Foundation Trust to run the centres on an interim basis from the 31<sup>st</sup> January in response to this immediate need. Both centres continue to offer services to patients using a number of the existing GPs, nursing and practice management team, but under different supervision.

Patients were informed of the change at the time, and there has been a meeting with the Practice Participation Group. A procurement process is now underway to secure longer term services on the two sites. The specification needs to be agreed by the end of August so that the new service can be in place from 1<sup>st</sup> April 2016. Both Creswell and Langwith are also subject to a new build.

### **2 Stakeholders**

Key stakeholders include:

- Practice staff
- Attached staff
- PPG members
- Patients
- The local community
- Parish and district councillors
- The local MP (Dennis Skinner)
- CCG Governing Body
- Improvement and Scrutiny Committee.

A detailed stakeholder database is begin developed so that key community groups and leaders can be identified and prioritised.

### 3 Action Plan

	Activity	Details	Target Audience	Responsible Owner	Timescale	Due Date	Benefit
1	Stakeholder engagement	Meeting with PPG.	PPG Members	GH	4th and 17th February 2015	Completed	To provide PPG members with an opportunity to ask questions regarding the caretaker arrangements and future plans.
2	Stakeholder engagement	Attendance at a public event at Creswell Social Centre	Patients and the public.	GH	23 <sup>rd</sup> April 2015	Completed	To provide an opportunity for patients and the public to ask questions and provide feedback on the caretaker arrangement and future plans.
3	Stakeholder Mapping	Identify key community leaders and local community groups.	Internal	SH/JR	June 2015	19.06.15	Identification and prioritisation of key stakeholders.

4							
5	Drop in sessions(s)	Make initial contact with practice to agree dates.	Patients and the public.	JR	June	19.6.15	To provide an opportunity for patients and the public to ask questions and provide feedback
6	Stakeholder engagement	Send final Communications and Engagement Plan to ISC	Key local stakeholders	JR	June	19.6.15	Assurance re process
7	Letter and Questionnaire	Send draft to Tina Glover and Consultation Institute	PPG and CI	JR	June	19.6.15	Comments on letter from key leader/advisory body
8	Local Community Groups	Letters and/or speakers at local community groups.  Community group leaders will also be contacted by telephone by the GEM team with a proactive offer of a speaker at their group.	Group members and the wider community through word of mouth	SH/JR/GH	June-August 2015	22.6.15 – 14.8.15	Provides an opportunity for group members to ask questions and encourages discussion in the community.
9	Staff engagement	Communication to practice staff via DCHS with copy of patient letter	Staff	RH and DCHS	July	6.7.15	Ensure staff are informed when patients ask questions
10	Stakeholder Engagement	Contact with MP, Parish and local authority councillors with copy of patient letter	Key local stakeholders	GH/JR	July	6.7.15	Ensures key individuals within the community are informed and engaged..
11	Letter and Questionnaire	Standard letter and questionnaire.	Registered Patients	DJ/JR/SH	June 2015	6.7.15 to 13.7.15 delivery	Ensures all patients are contacted personally and have an opportunity to influence decision making.
12	Practice Website	Article on practice website.	Registered population using the website.	RS/RH	July 2015	13.7.15	Provides additional opportunities for patients and the local population to receive information and to

							learn about opportunities to influence decision making.
13	CCG Website	Article and feedback form.	CCG website users.	DJ/JR	July 2015	13.7.15	Provides additional opportunities for patients and the local population to receive information and to influence decision making.
14	Local media	Media release issued. Articles/interviews in existing publications, Parish Newsletter etc.	Registered patients and local population	RH/JR	July 2015	17.7.15	Provides additional opportunities for patients and the local population to receive information and to learn about opportunities to influence decision making.
15	Stakeholder Engagement	Meeting with Improvement and Scrutiny committee.	Elected Members	GH/JR	July 2015	20.7.15	Ensures appropriate oversight.
16	Drop in session(s).	Practice and CCG/GEM staff available to answer questions in the waiting room and other venues.	Registered patients and local population.	SH/JR/GH	July/August 2015	27.7.15 - 14.8.15	Provides an opportunity for registered patients and the local population to ask questions and give feedback face to face.

DJ – Debbie Jackson – Arden and GEM Communications & Engagement Team.

SH – Sue Higginson – Arden and GEM Communications & Engagement Team.

RH – Rob Hill – Arden and GEM Communications & Engagement Team.

JR – Jean Richards – Hardwick CCG.

GH – Gareth Harry – Hardwick CCG

RS – Rob Steel – DCHS.