



IMPORTANT: PLEASE READ

NHS Cambridgeshire & Peterborough
Gemini House
Bartholomew's Walk
Cambridgeshire Business Park
Angel Drove
Ely
Cambridgeshire
CB7 4EA

e-mail: cpicb.pet@nhs.net

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Dear Householder

Subject: Priors Field Surgery, Sutton

We understand how important access is to local health and care services for our communities and would like to apologise for any upset and concern the proposed closure of Priors Field Surgery has caused and for the delay in confirming the location of the new primary care service in Sutton.

Our priority at all times has been to ensure ongoing access to primary care services for all our patients. We are pleased to confirm that we have now secured a new GP service provider, Malling Health, to deliver primary care services for the patients of Priors Field Surgery under a caretaker contract from 1 April 2023 from the same location as before. This will be on an interim basis for a period of 12 months with the option to extend.

Malling Health are an experienced provider of high-quality primary care services. The contract is for the same GP service that you currently receive and will continue to run from the current Priors Field building. For more information about Malling Health please visit <https://malling.health>

Patients can continue to access the practice and services as they do now via the existing number on 01353 778208 or via the new practice website www.priorsfieldsurgery.nhs.uk

Due to the recent uncertainty around future provision of services in Sutton from April we know that some patients may have chosen to register at an alternative GP Practice. If so, patients can choose to return and reregister at Priors Field or continue as a patient of the GP practice of their choice.

Whilst an interim solution has been secured, we are committed to keep working with the local community to ensure Sutton and the surrounding areas continue to have primary care services that meet their needs both now and in the future. We will also keep updating the Let's Talk - Primary Care in Sutton webpage at www.cpics.org.uk/sutton with the latest information and ways in which you can share your feedback, as well as sharing updates via the Patient Participation Group and local groups.

Further information can be found in the frequently asked questions in this letter. You can also contact the practice, or you can email us at cpicb.pet@nhs.net. Alternatively, you can contact your local Healthwatch Team on 0330 355 1285.

Yours sincerely

Jan Thomas
Chief Executive Officer, Cambridgeshire & Peterborough Integrated Care System (ICS)

Priors Field Surgery Frequently Asked Questions (FAQS)

- **Who are the new providers?**

Malling Health has been awarded the interim contract to provide GP-led services to the patients of Priors Field Surgery. The services will be delivered from the current Priors Field building as they are now. The contract will start on 1 April 2023 and will run for 12 months with the potential to extend.

Malling Health is an experienced provider of NHS GP services and manages a wide portfolio of GP practices, including others in Cambridgeshire and Peterborough. For more information about Malling Health please visit <https://malling.health>

- **Will there be any changes to services at my GP practice?**

You will continue to receive the same NHS services as you do now. The GP clinical system will remain the same and Malling Health will have access to all patient records and information.

The only change will be that Malling Health are unable to dispense medication which means that from 1 April 2023 patients will no longer be able to collect their medication directly from the practice as they may have done previously.

Patients who currently collect medications from the practice dispensary will need to inform the practice of their nominated pharmacy where they would like their prescriptions to be sent. This can be a local pharmacy or an online pharmacy service. Patients can also update this information via the NHS App or SystmOnline. There is a list of local pharmacies at the end of this FAQ or you can find your nearest pharmacy online at Find a pharmacy - NHS (www.nhs.uk)

- **Will my GP change?**

Yes, you will no longer see the same GP as you do now. Malling Health, as the new contract holder, will work with the current provider to ensure a smooth transfer of services and staff. Some staff may decide not to be employed by the new provider. This decision will be for individuals to make based on their individual circumstances. Malling Health is committed to providing high quality services for patients and will seek to minimise any disruption.

- **Do I need to contact the practice to re-register?**

No, you do not need to do anything if you haven't already registered at another surgery. The GP clinical system will remain the same. Malling Health will adopt this system and have access to all patient records and information of current care and treatment.

- **Can I choose to register at a different practice?**

If, for any reason, you want to change your GP practice, you will need to register as a new patient. You can find GP practices near you on the www.nhs.uk website. You will need to contact the GP practice you wish to be registered at directly.

- **Will there be any changes to how I book appointments?**

Patients will be able to book in for appointments from Monday 3 April 2023 by calling the same telephone number as before on 01353 778208.

If there are any other changes to how you contact the practice or services available, you will be updated. Information will be available on the practice website

www.priorsfieldsurgery.nhs.uk and on the Let's Talk - Primary Care in Sutton webpage at www.cpics.org.uk/sutton

- **Can I still access my patient records and request repeat prescriptions online?**

Yes. If you currently do this via SystemOnline then you will be able to do this via the new Priors Field website at www.priorsfieldsurgery.nhs.uk which will be live from 1 April 2023. If you access them via the NHS online or the NHS App then you will continue to access as you do now.

- **Will I still be able to collect my prescriptions from Priors Field Surgery?**

No, due to Pharmaceutical Regulations, new providers (in this case Malling Health UK Ltd) are unable to continue dispensing medication. This means that from 1 April 2023 patients will no longer be able to collect their medication directly from Priors Field Surgery as they may have done previously.

In order to ensure that you receive your medication from a convenient local pharmacy or via an online pharmacy, staff at the surgery will review your record to check that a new nominated pharmacy is indicated on your record. If not, they will contact you to obtain this information and update your record.

There will be no change for patients who currently collect prescriptions from a community pharmacy or have these delivered by an online service.

The nearest local pharmacies are:

Sutton Pharmacy	29A High Street, Sutton CB6 2RB		01353 778024
Haddenham Pharmacy	1 Station Road, Haddenham, CB6 3XD	haddenhampharmacy.co.uk	01353 740257

There are also multiple pharmacies in Ely and further pharmacies in Willingham and Chatteris

- **Will I still be able to drop off my paper prescription requests at Priors Field Surgery?**

Yes, you will be able to continue to drop off your paper prescription requests at the new Priors Field Surgery. These will be processed and then sent on to requested pharmacy for collection.