

## **PATIENT CONCERNS**

- 1. The High fields medical Centre surgeries have been re-located without a proper and informed consultation process with the patients. We as a patient forum and backed up by our representatives from the PPG are appalled that we were only notified by NHS ENGLAND 2 weeks before the RE-LOCATION AND THIS IS NOT ACCEPTABLE . We are now faced with having to re-register with another practice in the same neighbourhood and there are not enough places to accommodate us all; infact , there is up to a 2 month waiting time in some practices and we are seriously concerned about the delivery of our ongoing care . Why was this allowed to happen in the first place? Why did the practice not engage with the PPG a LOT sooner and take our views into account? OUR locality is already short of doctors and we are NOT AT ALL HAPPY about the re-location to MERLYN VAZ .**
- 2. The new management has mounted a campaign to remove essential medication from patient's repeats WITHOUT engaging in a written dialogue to the effect that patient care and safety has been compromised. Hospital letters and blood test reports have not been communicated to the patients in a timely manner. The patient petition is evidence in its own right to show that so many patients are unhappy about the standard of care being currently delivered. WE want to make NHS England aware of this and asking for their direct intervention to investigate into the policies of the practice.**
- 3. The new management have reduced front line staff to a skeleton level that it is now very difficult to access the surgeries at any time. Specific examples include having to wait up to 20 minutes before telephones are answered, repeat prescriptions NOT being generated within 48 hrs as required by the standards of good medical practice. WE want both CQC AND NHS ENGLAND to intervene and investigate this matter as patient care and safety is at high risk here. We want urgent intervention before a serious incident occurs.**

**NHS ENGLAND**

**20 OCT 2014**

**LEICS & LINGS**