

Important Patient Notice

Potential changes to the services we (UEA Medical Centre) provide to patients from 1st April 2018

Due to the pressure on general practices the British Medical Association (BMA) launched Quality First: Managing Workload to Deliver Safe Patient Care in 2015.

There has been a large and increasing gulf between the workload demands on practices and our capacity to deliver essential services to our patients. GPs are being overwhelmed by rising workload at a time when there is a severe shortage of GPs.

Government policy continues to move services into the community, placing yet more pressure on overstretched GP services that are struggling to provide enough appointments. This has followed year on year cuts in practice funding.

It is crucial that the safe provision of core services to patients remains our overriding priority and as CQC registered providers we have an obligation to review and take appropriate measures if workload is putting patient safety or quality in jeopardy.

Managing workload is not about restricting services but about providing safe, quality and accessible care to patients. Some of the services we provide are not in our core contract and may not have been commissioned by Norfolk Clinical Commissioning Group (CCG) who are responsible for planning and paying for appropriate NHS care for patients in Norfolk.

Continuing to undertake uncontracted, unfunded or underfunded work is not sustainable and so last summer we, along with other practices across Norfolk & Waveney, asked our CCG to review the range of services commissioned from local general practice. We asked the CCG to:

- Ensure that all the services they would like us to continue to provide to our patients from 1st April 2018 are adequately funded under a contract which is offered to us in plenty of time for us to consider
- To align the range of services available to patients across Norfolk & Waveney where it is clinically appropriate to do so.
- Seek an appropriate contractual route and funding for all existing and future Shared Care Agreements with hospitals and other organisations

So what does all this mean for you?

It may mean that from 1st April 2018 some services we currently offer may no longer be provided by us; these may include services such as:

- ECGs (routine)
- Spirometry
- Zoladex injections
- B12 injections
- Ear Irrigation (syringing)

If we are not contracted by North Norfolk CCG to provide services from 1st April the CCG will be able to tell you if you can access these services elsewhere.

**Please do not take out your frustrations regarding this on our staff.
It is not their fault for the reduction in some services and we appreciate your understanding.**

Thank you