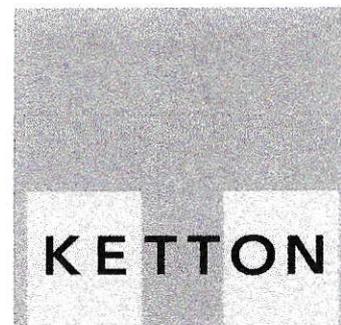


The Right Hon Matt Hancock MP
Secretary of State for Health
39 Victoria St
Westminster
London SW1H 0EU



30 August 2018

Dear Sir

We would like to seek your intervention on the decision by the East Leicestershire and Rutland CCG to close the branch Surgery and dispensary at Ketton. Ketton is a village of some 2000 inhabitants located in the south east corner of Rutland with limited public transport.

Our reason for writing to you directly is that we believe that the procedures proposing the closure were mis-handled by the CCG throughout the whole process and that the final decision taken by the CCG to close the Surgery failed to give sufficient attention to mitigate the impact of the closure on the vulnerable members of our community.

In our opinion the consultation process was sloppy, lacked rigour and failed to gather accurate data to reflect the stated views of the community. There were many areas of the process which were flawed, for example:-

- 1 The questionnaire did not establish whether respondents were patients of the Surgery or where they lived. Anyone could complete the form providing erroneous information. The online version of the form allowed multiple submissions to be made without any check on whether a respondent had completed the survey previously.
- 2 When the CCG were challenged they amended the questionnaire but did not start the process afresh and combined both sets of answers into a single report comparing apples and oranges and still with the opportunity for multiple submissions from individuals. This failure in obtaining an accurate reflection of the views of the patients was not recognised in the final version of the report.
- 3 There was confusion about the role of who was proposing the closure. The Surgery acted to the best of their limited ability and experience in proposing the business case for the closure, however the CCG flipped from being the judge and jury in the process to being the prosecutor of the action to close the Surgery, including writing to the local newspaper letters page justifying the potential closure.

Ketton Parish Council

Parish Offices, Stocks Hill Lane, Ketton, Stamford, PE9 3TW

kettonpc@btinternet.com • 01780 722 451 (Parish Clerk) • ketton.org.uk

The Parish Office is open 09.00 to 16.00 on Wednesdays and Thursdays

- 4 Initially the Surgery's case was around its inability to recruit and retain GPs in our rural community however by the end of the process the CCG argued it was about declining numbers of patients.

When the case came in front of the CCG's Primary Care Commissioning Committee to decide the fate of the Surgery, it was the CCG which presented the case for closure and not the Surgery in effect the CCG had become judge, jury and prosecutor all at the same time. A view that we believed throughout the whole process.

We are also extremely concerned in the event that the closure does proceed then inadequate attention has been paid to mitigate the impact of the closure on the vulnerable patients in Ketton. Because the Surgery has been reducing the GP sessions to patients for over last 10 years and more, numbers did reduce, effectively a death by a thousand cuts, resulting in mostly frail and vulnerable patients being left with the Surgery with the more able patients moving to other surgeries.

The CCG has failed to recognise this because of their flawed consultation and while the Surgery has offered to provide additional home visits, which seems a contradiction when they claim to be short of GPs, this will only be for a 6 month period before it will be reviewed (and cut?).

In addition to removing the GP sessions from the village, the Surgery also plans to close the Nurse Practitioner service and the Dispensary. While other arrangements can be made to have prescriptions delivered to the doorstep, the loss of the Nurse Practitioner will impact the more elderly and infirm patients, especially those requiring regular attendance for replacement of dressings, etc.

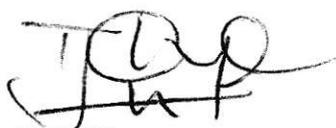
We therefore question whether the Surgery or the CCG have adequately considered if they might be discriminating against our disabled and frail residents.

Given the above we would seek that you ask your officials to review the case and question the CCG as to both the quality of the consultation process and their decision to close the Surgery

In the event that your officials find that the consultation was not carried out adequately, we would ask you to intervene to keep the Surgery open until such time as a new consultation has taken place and a new decision is considered. If that is not possible, then we would seek more stringent mitigation measures to be put in place to protect the vulnerable in our community.

Thank you in advance for your interest in this matter and we look forward to your reply.

Yours faithfully



Tim Charge
Ketton Parish Council
Chairman



Gordon Brown
Rutland County Council
Ward Member



Gary Conde
Rutland County Council
Ward Member