



Frequently Asked Questions Collings Park Surgery | March 2021

Do I need to take any action?

No. You will remain registered with Mayflower Medical Group, your medical record will be held at Mannamead Surgery and you can contact the practice via the telephone, email, or website. If you are happy to be registered at Mannamead Surgery, then no further action is required on your part – we will automatically transfer your registration on May 1, 2021. If you would prefer to be registered at one of our other practices, please let us know by April 30, 2021 and we will facilitate this for you.

Will I still be able to access GP practice services within a close proximity to my home?

Yes. It is our intention that all Collings Park Surgery registered patients will be automatically transferred to Mannamead Surgery to continue receiving health care services as and when required. This is less than half a mile from Collings Park. You do also have the option to be seen at any of other four sites, as follows:

- Ernesettle Medical Centre, Ernesettle Green, Plymouth PL5 2ST
- Mount Gould Medical Centre, 200 Mount Gould Road, Plymouth PL4 7PY
- Stirling Road Medical Centre, Stirling Road, St Budeaux, Plymouth PL5 1PL
- Trelawny GP Surgery, 45 Ham Drive, Plymouth PL2 2NJ

What will happen if I don't want to be a registered patient at Mannamead Surgery?

Patients have the option to express a wish to be seen at any of the Mayflower Medical Group practices and we will respect this. As Collings Park Surgery will not be reopening, we must provide suitable alternative access to services for all registered patients, and we believe the needs of the registered patients can be best met at the nearby Mannamead Surgery [22 Eggbuckland Road, Mannamead, Plymouth PL3 5HE]. If people don't wish to remain registered with us, they can find their closest GP practice to register with on the NHS website, www.nhs.uk/service-search/find-a-GP.

If Collings Park patients move to Mannamead, will there be less appointments and longer waiting times to be seen? No. We have a system for appointment requests, which means we assess every patient and offer a face-to-face appointments based on clinical need. We have introduced new technology over the last year that improves the way in which patients can access the GP practice team. For some patients this can be online or remotely, for others a telephone consultation or face-to-face appointments are beneficial. If you need to be seen, a clinician will determine what is best, based on individual patient circumstances. We are continuously reviewing this system to make sure it meets the needs of our patients.

Will I still see the same members of staff that I saw at Collings Park Surgery?

All staff have been relocated to either Mannamead Surgery or Mount Gould Medical Centre. We have not made any staff redundant. Therefore, if you have an appointment at either of these practices, there is a high likelihood you will see a familiar face on your visit.

Is Collings Park Surgery closing due to the pandemic?

The pandemic has forced us to work in different ways, but it has also led us to make improvements to the way we deliver our GP practice service. Over the last year, we have found many benefits of working across fewer sites.



I am anxious about switching to a new GP surgery, can you tell me who the doctors and nurses are?

Mannamead Surgery employs the following clinicians on a permanent basis:

- GPs: Dr Peter Leman [male], Dr Claire Harnett [female], Dr Sarah Adams [female], Dr Clare Ashford [female];
- Advanced Nurse Practitioners: Andrew and John
- Nurses: Anita and Janet
- Health Care Assistants: Joanne and Kelli

We also have a number of regular locum staff that support the team to ensure continuity for our patients, as well as full support from the central Mayflower clinical, pharmacy, and community visiting teams to ensure that we are able to provide a high standard of care to our registered patients.

I have previously had to go to Stirling Road Surgery when I had an urgent medical need requiring an appointment on the day – will this happen even more now that Collings Park has closed?

No. There may be occasions that an appointment at an alternative branch practice further afield is offered, however, we have been working hard in the last few months to ensure that patients are seen at a practice as close to where they live as possible. To that effect, we have allocated Mannamead Surgery as our second urgent-care hub, which means we will offer urgent same-day appointments there for patients with an urgent medical need as required, to ensure travel across the city is minimised.

There are double yellow lines outside of Mannamead Surgery –where will I park when I have an appointment?

Mannamead Surgery has allocated off-road parking spaces adjacent to the surgery in Rosevean Gardens. Some patients prefer to park in Brandreth Road or Eggbuckland Road for the short duration of their visit.

Is there enough space to be seen at Mannamead surgery?

As part of our COVID-secure protocol, we have had to temporarily reduce the number of patients in our waiting rooms in accordance with social-distancing guidelines. We also need to ask some additional screening questions to every patient presenting at the door, so this can increase the time it takes for us to allow patients to enter the premises. However, please be assured we are following the guidance very closely, so will ensure our processes are updated accordingly as and when updated guidance is issued from the Government.

Did the engagement process impact on the decision-making for the future of Collings Park?

Yes. It was important for us to seek the feedback from our patients and stakeholders regarding the implications of the temporary closure and what adverse effects may occur if this were to be made permanent. This helped to inform our decision. We decided to make the closure permanent and this was approved by our commissioners NHS Devon Clinical Commissioning Group, following a comprehensive review and analysis of all feedback received.

Mannamead Surgery is further away from where I live, so is further to walk and I now have to rely on public transport or a lift from a friend / member of my family.

For some patients, there will be a short increase [0.3 miles] in the distance required to travel to Mannamead Surgery in comparison to Collings Park Surgery, while other patients will need to travel less far. We aim to ensure patients are only required to attend the practice in person when absolutely necessary. If required to attend the practice, we have ensured the building is fully accessible and we are continuing to improve and develop the supporting technology for our patients.

If I change surgeries, does that mean community services such as my pharmacy will change too?

No, there will be no change to other services.

In the past, I have struggled to get through to the practice on the phone, will you improve this?

Following the COVID-19 pandemic, there has been a great increase in the use of our services accessed by phone and online. If patients have experienced a decline in the expected levels of service during this period, we apologise. We are currently reviewing all of our systems and processes and exploring new and better ways of enabling access to our practice.

How many patients from Collings Park Surgery are affected by this change?

There are 3,530 patients that are currently registered at Collings Park Surgery; all of who will be transferred automatically to Mannamead Surgery to continue receiving health care services from Mayflower Medical Group.

If you have any further questions please contact the practice directly on 01752 982200 or email us on d-ccg.mayflower@nhs.net