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Temporary suspension of services at Barton

Surgery, Horn Lane, Plymstock, Devon PL9 9BR.

**Frequently Asked Questions**

**Why have services been suspended at Barton Surgery?**

We have been informed by the Care Quality Commission (CQC) of the results of an unannounced inspection at Barton Surgery, Plymstock in Plymouth on Thursday 24 October 2019.

The CQC reported that as a result of serious concerns found by inspectors at the practice, they have taken urgent action to protect patients who use it. They have put in place a temporary suspension at Barton Surgery from Monday 28 October 2019 until Monday 25 November 2019.

**What is the CQC?**

The CQC is the independent regulator of health and adult social care in England, including GP practices.

**What is the CCG doing about this?**

The priority for the CCG is to ensure all patients registered with the practice have ongoing access to local GP services. The CCG is responsible for commissioning (planning, paying for and monitoring) GP practices in Devon and the priority is to guarantee that you have ongoing access to a full range of medical services and care.

The CCG is working closely with the practice and have issued advice and guidance to all patients so you can continue to have access to any medical care you need.

**What happens next?**

NHS Devon Clinical Commissioning Group (CCG) is working closely with the practice and have issued advice and guidance to all patients so that they can continue to have access to any medical care they need. Every registered patient will receive a letter with advice and guidance about how to access services.

**When will Barton Surgery reopen?**

Monday 25 November 2019.

**How do I access medication?**

Community pharmacies can make an emergency supply of a patient’s medicine. This may include both prescription-only and other medicines usually obtained on prescription by the patient from their GP.

If you need to access your medication, one of the following must apply:

* 1. The Pharmacist must speak to you directly
  2. The Pharmacist must be satisfied there is an immediate need
  3. The medicine must have previously been prescribed
  4. The Pharmacist must have some evidence of the details of the medication – for example a repeat prescription counterfoil, or by consulting their records if you have used that pharmacy before

Some medicines are not suitable for emergency supply such as controlled drugs (for example morphine, oxycodone, fentanyl) or medicines which are higher risk and need closer monitoring (such as methotrexate or lithium). If you are on medication that requires close monitoring, you will receive an additional letter.

This letter advises patients to contact the NHS Devon prescription ordering direct service on 01752 398533. The call handler will ask for some details of the medication and will then advise what action is required.

**Where can I access pharmacy services?**

You will find several pharmacies close to Barton Surgery:

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| **Springfield Pharmacy**  24 Springfield Road  Plymouth PL9 8EN  Telephone: 01752 407114 | **Church Road Pharmacy**  91 Church Road  Plymstock PL9 9AX  Telephone: 01752 402246 |
| **Boots**  20 The Broadway  Plymstock PL9 7AU  Telephone: 01752 402372 | **Pharmacy (inside Sainsburys)**  Plymouth Road  Plymouth PL3 6RL  Telephone: 01752 604156 |
| **Morrisons Pharmacy**  15 Pomphlett Road  Plymstock PL9 7BH  Telephone: 01752 403434 | **Well Plymstock**  14/16 Radford Park Road  Plymstock PL9 9DH  Telephone: 01752 401494 |
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Details of other pharmacies are available from <https://beta.nhs.uk/find-a-pharmacy/>

**What if I have a minor illness?**

If you have a minor ailment or illness, you can visit your local pharmacy. Your local pharmacy team are qualified health professionals with the knowledge and skills to help with many health concerns. Pharmacists can give clinical advice, right there and then, and help you choose the most appropriate treatment. If your symptoms suggest it’s more serious, they’ll ensure you get the care you need.

A GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns. Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it’s more serious, they’ll ensure you get the care you need.

**How can I get my flu vaccination?**

If you need a flu vaccination – speak to your local pharmacy as the pharmacy can offer vaccinations. If you usually have a free vaccination (for example, patients over 65 or with medical conditions such as asthma, COPD or diabetes) you may need to book an appointment with the pharmacy to have a flu vaccination.

**What if I have a minor injury?**

Minor Injuries Units provide non-urgent services for a range of conditions such as cuts, sprains, strains, bruises, rash and minor burns. The Unit is nurse-led and you don’t need an appointment. Your nearest MIU is:

Cumberland Centre

Damerel Close

Devonport

Plymouth PL1 4JZ

Telephone: 01752 434 400

**I am waiting for ongoing test results or referrals, what should I do?**

If you are expecting test results or referrals you will be contacted separately.

**What do I do if I need to see a GP?**

If you need to see someone at another GP surgery urgently then you can contact Church View surgery and they will be able to help you. Please be advised that each practice operates differently, so you may be asked a series of questions prior to speaking with a GP.

Church View Surgery

30 Holland Road,

Plymstock

Plymouth

PL9 9BN

Website: [www.church-view-surgery.co.uk/](http://www.church-view-surgery.co.uk/)

Phone: [01752 403206](tel:01752403206)

**I had an appointment booked at the surgery – what should I do?**

If you have an appointment booked over the next four weeks, you will be contacted, and this appointment may take place at another surgery. Unfortunately, some routine appointments will be cancelled.

**I am waiting for a hospital referral – what should I do?**

You can check the status any ongoing hospital referrals with the referral helpline on 01626 883 888.

**I need urgent advice – what should I do?**

If you need urgent advice and you aren’t sure where to go, call NHS 111 or visit NHS 11 online [www.111.nhs.uk](http://www.111.nhs.uk)

**I want to make a complaint – what should I do?**

Speak to our Patient Advice and Complaints Team. They can be contacted on:

Telephone: 0300 123 1672

Email: [pals.devon@nhs.net](mailto:pals.devon@nhs.net)