

Farnsfield Surgery

Recently there have been many adverse Facebook comments about the service that Farnsfield residents receive from Sherwood Medical Partnership (SMP). As a reaction, two Parish Councillors, their families, friends and other residents have contributed to creating a subjective, but overwhelming case that the service provided is not acceptable and needs to be improved. We stress at this stage that this dissatisfaction is purely with administration and not clinical issues.

Parish Councillors contacted the Clinical Commissioning Group (CCG) through their AGM and asked them if they would give SMP the necessary support to improve **the telephone system, the appointments system and the repeat prescriptions system**. The CCG is the statutory NHS body responsible for the planning and commissioning of health care services for the local area.

The CCG requested that David Ainsworth, Locality Director for Newark and Sherwood, to oversee improving the service. The two Parish Councillors met with David and his staff on Friday 2nd October in a Teams meeting for an initial discussion and to understand the issues.

It was a very constructive meeting where the CCG absolutely accepted that there is a problem with patient experience service levels in Farnsfield. It is the view of the two councillors that the CCG team appear to understand the depth of dissatisfaction and are willing to put resources into helping the Practice improve. They have commissioned a working party that will be responsible for improvements and the two Parish Councillors are invited to attend the fortnightly working party meetings.

Any comments (positive and negative) or suggestions about improving the service from SMP (without confidential or sensitive information) can be sent directly to the Parish Council at monitor@farnsfield-pc.uk This will be for commenting only and there will be no replies to emails. These emails will be summarised and passed onto the working party in order to measure progress.

Whilst we go through this process, it is important that we remember, the staff at the surgery should be treated with politeness and respect, inside and outside of their place of work.

The Parish Council will report back regularly through our website and Facebook page.



Farnfield
Parish Council