



Kedington branch of Unity Healthcare

The Kedington surgery is a branch of Unity Healthcare (previously known as Christmas Maltings & Clements Surgery) based in Haverhill.

The patients registered with Kedington Surgery have access to a full range of general medical services provided by Unity Healthcare at the Clements Surgery, four miles by road from Kedington. Parking facilities are available and public transport includes a bus service and Connecting Communities Rural Transport.

The surgery will remain open to be used as a base for some of our administrators and also as a training hub in connection with our work with medical students.

Patients can also continue to collect their prescriptions from the surgery each Wednesday between 10.15 - 11.45 a.m

How is the Clements Surgery site providing better quality healthcare for patients?

Historically, the practice has relied on a 'first come, first served' appointment system which has diverted resources away from patients with potentially concerning symptoms, to patients with minor illness or non-medical concerns that can be self-managed with support by more appropriate health and care professionals.

Since introducing triage that embraces innovations and technology, and a 'demand led' rather than 'capacity led' approach towards service delivery, we have been able to ensure that everyone is able to access the healthcare that they NEED, in a timely fashion. Most contacts with the surgery are dealt with on the same day, and if not, by the end of the next working day.

Part of this has involved centralising services at the Clements Surgery and working together in a 'hub' based environment. This allows clinicians to share best practice, to share ideas about patients with more challenging problems, and to be able to allocate the time needed to patients with more complex needs. We can work as a team to ensure that all patients' needs are met. For example, a doctor who is tied up managing a patient who is dying is no longer forming a queue of frustrated patients in the meantime. It also means that patients do not need to take time off work, wait for hours in the surgery etc. for problems that are straightforward and can be managed remotely. We continue to see patients in person, either at the Clements Surgery or in their homes when appropriate (as we have done throughout the pandemic), if this is needed to safely manage the person's condition.

The Clements Surgery has better facilities, and a range of staff on hand to help. The Kedington Surgery building does not offer facilities that are adequate for 21st century healthcare, and staff working there would be isolated and unsupported.

This innovative approach towards service delivery has helped to turn around patient provision from a situation where we could not maintain a workforce of regular staff and were failing on almost every regulatory indicator, into a thriving practice that is regularly recruiting to expand the clinical team, and is now involved in training and education to secure services for the future.

We acknowledge that this is not without ongoing challenges but believe that the challenges we now face are no different or more severe than those affecting General Practice as a whole. The patients of Unity Healthcare now have an excellent team of clinicians dedicated to helping them, which continues to grow and develop to face the new and upcoming challenges.

Figures provided by the GP Patient Survey 2021 (run by Ipsos MORI on behalf of NHS England) indicate that since 2020, patient's overall experience of making an appointment at the practice has improved by 23%, patient satisfaction with the general practice appointment times available has increased by 36.7%, and patients overall experience of Unity Healthcare has improved by 28%.

How can I help to further improve services at Unity Healthcare?

If you would like to join the **Unity Healthcare Patient Participation Group (PPG)** – please ask at reception or email wsccg.unityhealthcare@nhs.net for more information.