

Appendix 4 - Patient Experience Team contacts relating to the letter to the 3000 patients to be dispersed

Reference Number	Enquiry Type	Current Stage	Organisation	Date Received	Category	Sub Category	Provider	Practitioner Organisation	Contact Source	Enquiry Description	Date Closed	Outcome	Outcome Reason
GP/20/276	Enquiry	Closed	South Nottinghamshire Locality	08/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Unhappy that GP practice is closing, even though lives out side of the area. Does not think his local surgeries are clean and is not happy about having to be moved to one. He was advised that Platform 1 will be closing 31.3.21 and that could contact NHSE if not happy with this.	08/10/20	Enquiry resolved	
GP/20/277	Enquiry	Closed	City Locality	08/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Patient was confused by the letter. We confirmed that it was to notify them of the changes happening next March, he will be automatically found a new GP and that he wont have to do anything.	08/10/20	Enquiry resolved	Patient reassured they do not have to do anything. Letter for information only.
GP/20/278	Enquiry	Closed	City Locality	08/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Very distressed patient shouting down the phone that 'you can't send me a letter saying you're taking my GP away. You can't do this to me. No contact details left.	08/10/20	Enquiry not resolved - unable to contact enquirer	No contact details left.
GP/20/279	Enquiry	Closed	City Locality	09/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Enquirer advises is devastated that Platform 1 is closing. Patient advised they are disabled and has to be accompanied by their partner to the surgery because their partner works close to the practice . Since receiving the letter the partners personal circumstances has changed and will now be available to take patient to a closer practice. Would prefer to be moved to Netherfield which they say is closest to them but will wait for second letter to advise on the new practice	14/10/20	Enquiry resolved	Patient devastated surgery is closing down as needed to be accompanied due to disability.
GP/20/280	Enquiry	Closed	City Locality	09/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Patient is distressed in having to move surgeries. Suffers from anxiety and depression and has got to know all staff and has formed a comfortable relationship with the clinical staff. I confirm the process and that the surgery was closing. Patient assured having spoken to someone, confirming the what was happening.	14/10/20	Enquiry resolved	Patient felt better for having spoken to someone who confirm what was going to happen and was re-assured.
GP/20/281	Enquiry	Closed	City Locality	09/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Patient said was worried about Platform 1 closing, was previously homeless and has been registered there since then. I explained the process and the patient said they reassured having spoken to someone. I explained that the practice would still be seeing patients as normal up until the end of March.	09/10/20	Enquiry resolved	Patient felt assured having spoken to someone.
GP/20/282	Enquiry	Closed	City Locality	09/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Is really concerned that has received letter about Platform 1. Is currently undergoing investigations for condition and is concerned will have to build a relationship with a new GP and go through all health issues with them. I confirmed that medical records should be automatically transferred to new practice at the end of March. I gave assurances practice was not opening else where. Finished call patient still unsettled.	14/10/20	Enquiry not resolved - enquirer not satisfied	Felt unsettled as is currently undergoing investigations and will have to start from the beginning with the new practice.
GP/20/283	Enquiry	Open	City Locality	09/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Left voicemail wanting to speak about the closure of Platform 1. Unable to contact patient.			
GP/20/284	Enquiry	Closed	City Locality	13/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Has received letter advising about the closure of Platform 1, is ok with this but the letter was sent to their previous address. Is concerned that will not get the second letter advising of the new surgery being allocated to. I was unable to speak with patient but left a message apologising for this situation and to contact us at the end of January 2021 if has received their second letter.	14/10/20	Enquiry resolved	Left message for patient call back end of January if not received letter.
GP/20/286	Enquiry	Closed	City Locality	13/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Enquirer is the carer of the patient registered at Platform 1 and suffers from mental health and physical disabilities. Enquirer says that this change will cause a drama and additional stress for this patient, is the first time they have got settled at surgery, he is taking GP advice, has a really good relationship with Dr Courcha and feels comfortable with them and would like to stay at the surgery. I advised that the surgery was closing and that all patients would be transferred to an alternative practices. I apologised for any distress this would cause.	14/10/20	Enquiry resolved	Explained surgery was closing and all patients are being transferred to alternative practices. I apologised for any distress this process would cause.

GP/20/275	Enquiry	Closed	South Nottinghamshire Locality	14/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Email	Enquiry from patient following receipt of letter saying that Platform 1 will close in March 2021. Patient says that's Dr Graham has kept him alive during the last 10 years as he suffers from chronic depression and is the only GP he has come across who understands him. The letter has set the patient back and now needs further therapy in order to be able to deal with the effect of the letter. Patient says that he needs to be wherever Dr Graham is as he is a crucial part of the patient's wellbeing.	12/10/20	Enquiry resolved	Enquirer advised to contact Platform 1 and ask where Dr Graham will be transferring to when the surgery closes. Patient also advised that he can register at any practice as long as he is in the catchment area.
GP/20/114	Enquiry	Closed	City Locality	14/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Anxious Platform 1 is closing. Is concerned as is being well supported at the Stonebridge Centre and doesn't want to have to be referred elsewhere if they have to register at a GP practice closer to their home address.	21/10/20	Enquiry resolved	
GP/20/290	Enquiry	Closed	City Locality	15/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Email	Patient is furious about the changes being made, has previously had some poor experiences with local practices and is feeling very anxious about having to go back. would like the family to be continue to be registered with the practice.	15/10/20		
GP/20/296	Enquiry	Closed	City Locality	19/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Telephone	Enquirer wanting to speak with some regarding the changes at Platform 1 Practice.	27/10/20	Enquiry not resolved - unable to contact enquirer	Unable to get through and speak to patient.
GP/20/300	Complaint	Closed	South Nottinghamshire Locality	23/10/20	Primary Care	GP practice closed	GP	NEMS Platform One	Email	Complaint about complainant and family being moved from NEMS Platform One next year as they do not live within the new practice boundary. Complainant says this is not a person centred decision as he has 2 adult sons with autism and LD and wants to be able to stay with Platform One. Complainant says patients should be consulted about this decision and is raising the issue with the local authority and his MP.	10/11/20	Complaint not upheld	The current provider does not wish to tender for services once the contract ends so the practice will close. The CCG has to look at alternative options. The complainant is not able to stay with the practice as it will not exist.