

# Blakeney Surgery Public Consultation

## Holt Medical Practice's application to close Blakeney Surgery

Holt Medical Practice has applied to the Norfolk and Waveney Integrated Care Board (the ICB) for permission to close one of its three sites: Blakeney Surgery.

We between 1<sup>st</sup> August and 30<sup>th</sup> September we held a period of public engagement where patient and stakeholder feedback were sought. That feedback and the results of that survey will be collated and summarised and presented to the ICB (with the support of Healthwatch) towards the end of 2023. We expect a decision in early 2024.

## Available Information

We have put together a document that explains why the Practice has made this application, the ways we might mitigate the impact of either outcome of this application and details on ways patients can engage with this process.

To view this document please see [Holt Medical Practice's application to close Blakeney Surgery](#).

This document is also available to view in [Easy Read](#).

In addition to the detailed information above, at the public meeting on 1<sup>st</sup> August at Blakeney Village Hall, we gave a [PowerPoint presentation](#) summarising the background to the application and possible options and ideas for mitigation in the future.

A public survey was available but is now closed.

During the patient engagement period information was also available in hard copy to collect or via postal request. The documents were able to be translated into other languages and in Braille.

We wrote to our most vulnerable patients individually to make sure they had access to all the information and a chance to engage.

## Feedback

During the engagement phase, patients were able to provide feedback in many ways:

- By attending the public meeting
- By putting their thoughts on comment cards and posting it in the dedicated boxes at each of our Surgeries.
- By completing the Survey
- By writing to us at the main Surgery address, marked FAO Katie Franklin.
- By emailing us at: [nwicb.blakeneypatientengagement@nhs.net](mailto:nwicb.blakeneypatientengagement@nhs.net)
- By attending one of the drop-in sessions, run by Healthwatch, being run at various dates and times. During these sessions patients were able to drop in and discuss their concerns with a representative of Healthwatch and/or receive assistance to complete the Survey.

Many people have worked hard to ensure that this application and the opportunity for patients to share their views was widely publicised. There have been texts, emails, posters, social media posts, letters, inserts in political circulars, public and local meetings, radio interviews, QR codes, local surveys, petitions, third party websites and it even made the television.

The engagement phase was run with the assistance and oversight of **Healthwatch Norfolk**.

We will now collate and summarise the feedback and the results of that survey (with the support of Healthwatch) and these, together with our submission on the application will be presented to the ICB towards the end of 2023. We expect a decision in early 2024.