

The Surgery, Ashby – Patient Engagement Themes

During our engagement with patients on the closure of The Surgery in Ashby the CCG received a total of 37 enquiries, two of which were raised as formal complaints. All enquires were resolved and all patients are now registered with an alternative practice.

The most common enquiries received were regarding:

- **Medication** – Will my repeat prescription be affected?
- **Moving to Castle Medical Group (CMG)** – Losing the current level of patient care received at The Surgery
- **(Biggest issues) Catchment issues/ Patients living on the border** – Patients were only able to register with a surgery if their home address was within the confirmed catchment area for that practice. This meant that a number of patients were unable to register with CMG as they lived outside of the catchment area
- **Catchment/ boundary incorrect** – patients were receiving conflicting information regarding practice catchment areas
- **How to register with the new practice** – Patients were required to attend the relevant practice to complete the registration forms, provide ID etc.
- **Practice of choice** – Patients were unable to register with their practice of choice as they were not within the catchment area.