

## **Proposal to Change Opening Hours at Leuchars Surgery**

We have been asked by the Health Board to consult with the public about our proposed developments in the way we operate the surgeries in Balmullo and Leuchars. It is envisaged these developments will enable us to continue to provide a service from both sites.

### **Outline Proposal:**

- To close Leuchars up to 5 afternoons a week.
- At these times a full service would be available at Balmullo Surgery and home visits available as usual.
- Leuchars residents will be given priority to Leuchars appointments where possible
- To compensate for the reduction in routine appointments at Leuchars there would be a proportionate increase in the afternoon appointments at Balmullo, i.e. no loss of total appointment availability.

### **Background:**

For the past 20+ years this practice has been a Dispensing practice. The monies generated through dispensing have enabled the partnership to develop and improve the services available to our patients.

In May this year we had to cease dispensing from our Leuchars site following the successful commercial pharmacy application; and we will also have to stop dispensing from Balmullo come April 2012.

As a commercial pharmacy has been approved in this area the Health Board will not reverse this decision and the recent refusal of our pharmacy application for Balmullo also seems unlikely to change in the near future.

As dispensing income amounted to over 50% of the Practice Income we are entering a very difficult financial time for the Practice. As a result we need to significantly look at how we continue to provide our services.

In the past the dispensing income allowed us to effectively 'punch above our weight' by providing 2 x full time surgeries for what is a relatively small practice population.

The resources required to run 2 full time surgeries is substantial and regrettably it is in these areas we need to cutback.

Our experience so far is that patients are happy to be seen in either Surgery if it improves the availability of the Doctor or Nurse.

We believe this proposal will allow the continuance of medical services to our Leuchars Patients, especially those unable to travel to Balmullo, whilst significantly reducing the cost of resources.

There is no question of Leuchars Surgery being closed totally and if/when the opportunity arises, we will endeavor to re-open in the afternoons.

**PITCAIRN PRACTICE**  
**LEUCHARS & BALMULLO**

**Questions & Answers**

**Q:** *Is Leuchars Surgery going to permanently close?*

**A:** *NO*

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**Q:** *Will it be harder to see a GP?*

**A:** *No. The doctors and nurses are going to provide more appointments at Balmullo so there will be no reduction in the number of appointments available.*

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**Q:** *What happens if I need to see a GP and Leuchars is shut?*

**A:** *The Leuchars telephones will be transferred to Balmullo (as they are currently between 08:00 – 09:00 and 13:00 – 14:00), so your call will be answered. Only a very small number of patients need to be seen at short notice in any given afternoon. Those that do will be offered an appointment at Balmullo. Non urgent requests will be offered the next suitable appointment at Leuchars or Balmullo.*

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**Q:** *I don't want to travel further to see a GP when Leuchars is shut*

**A:** *Most people who come to Leuchars surgery live in surrounding villages and travel by car. For the few who walk to the surgery and are without transport; priority will be given for the morning appointments.*

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**Q:** *Why is change necessary?*

**A:** *We need to utilise our staff and buildings more efficiently to ensure the continued medical service provision, not just in Leuchars, but for the whole of our practice population.  
We believe this change will allow us to continue to keep Leuchars Surgery open and continue to provide the standard of medical care our patients deserve*

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**PLEASE SUBMIT ALL COMMENTS, QUESTIONS OR CONCERNS TO:**

**CARROLL FINNIE WHO WILL ENSURE THEY ARE FORWARDED TO THE PRACTICE:**

E-Mail: [carrollfinnie171@btinternet.com](mailto:carrollfinnie171@btinternet.com)

Address: 17 St Bunyans Place, Leuchars, KY16 0HT

**Closing Date: 31<sup>st</sup> October 2011**

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