

IMPORTANT INFORMATION



The future of Monument Surgeries in Pennywell



Due to staff shortages, we might need to close our branch site in Pennywell. We want to explain why. We also want to understand how this would affect you and your family.

Please read this leaflet and tell us what you think

If you need this leaflet in a different language or in large print please call us on: 0191 516 6076



Why are we thinking about closing Pennywell?

For over five years, there has been no permanent GP based in Pennywell. We have tried our best to attract more GPs to come and work with us permanently. This has not been successful. This is because GPs do not want to work alone. They want to work in practices with lots of other GPs.

As we have no permanent GPs in Pennywell, this means we must use locum doctors. This is not good for the quality of patient care. The service is not as good as it should be. For example:

- It's hard for patients to book an appointment
- There is no continuity in care. Patients have to repeat their story
- Patients rarely see the same GP
- GPs don't get to know their patients
- There is a lack of patient choice around when they can access services
- Locum GPs are often male. This is not good for patients who want to speak to a female GP

We also don't have enough nurses in Pennywell. A practice nurse is only available on two days of the week. This means a nurse is not always available for patient care when they need it.

Staff from our other GP practices often help out in Pennywell. But we do not have enough staff to keep doing this. Over the summer, we had to offer patients from Pennywell appointments at our other practices. This was due to staff shortages.

Because of these staffing challenges it is hard for us to improve services. It is not just the poor quality of service that concerns us. Our GP practice in Pennywell costs a lot of money to keep going.

What are we proposing?

Every patient deserves a good quality GP service. We know we can't offer this in Pennywell. We have tried for a number of years to attract more GPs but we haven't been able to.

Because of this, we think we may need to close our services in Pennywell. If we make this change, we believe patient access to GP services and experience of care can be improved.

We want to hear your views before we do anything.

What would happen if Pennywell did close?

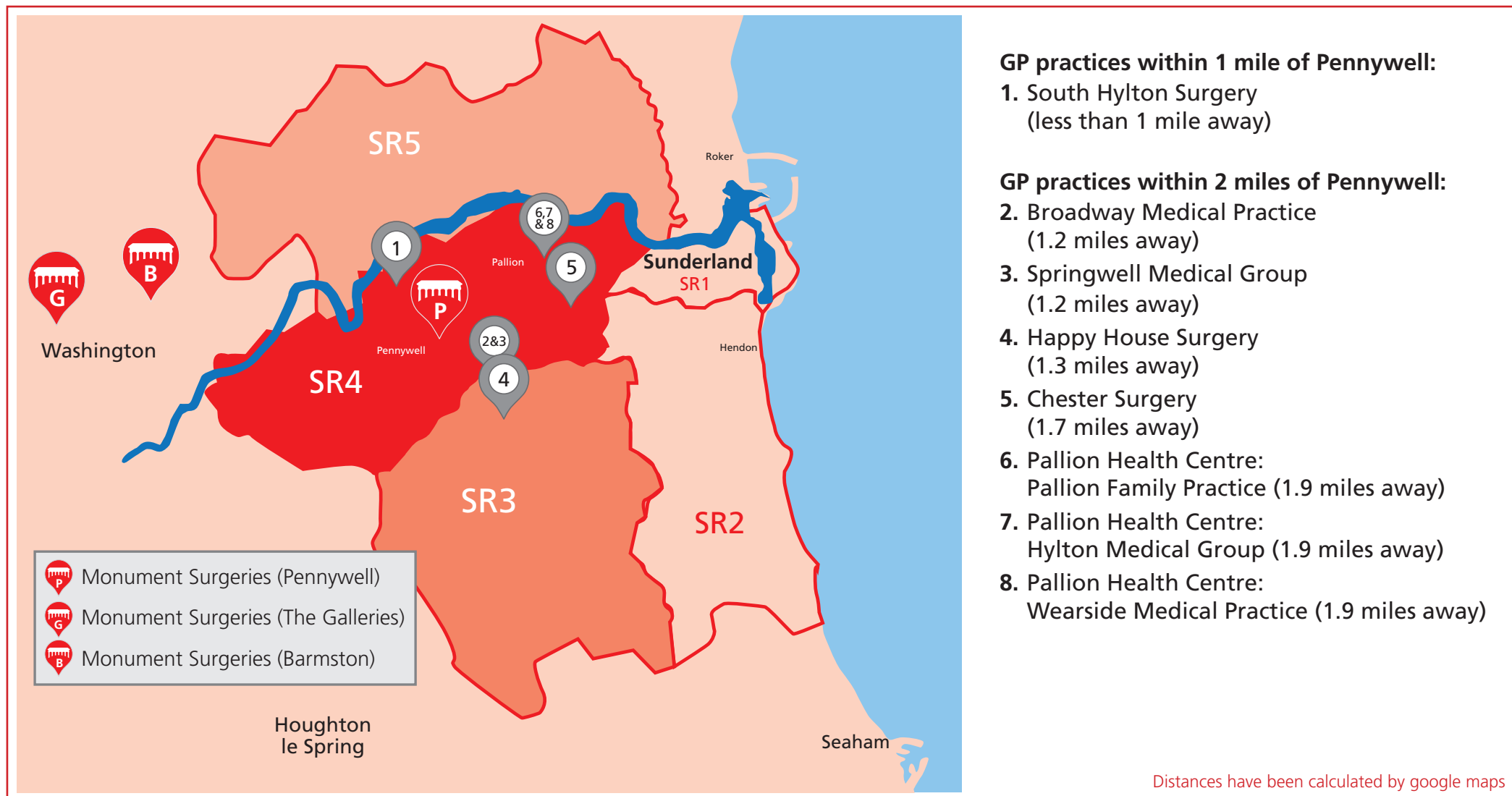
If Pennywell did close, there are a number of options for patients to choose from. If you would like to stay registered with Monument Surgeries, there are two other sites at The Galleries and Barmston. This means patients who are happy to travel to these sites for their care would be able to do so and would not need to re-register with another practice.

There are also eight other practices near to Pennywell which are accepting new patients.

By registering with one of these practices, you would have more choice of appointments and better access to care when you need it. It would mean greater continuity of care. You would see the same, permanent staff who would get to know you and your family.





Other practices

There are eight other practices near to Pennywell which are accepting new patients. This map shows the nearby GP practices you would be able to choose from.






Bus travel information to alternative practices





○ Pennywell to South Hylton Surgery

-  Walk to stop
-  Board 39 at Parkhurst Road
- » Get off at Hylton Road - Peasemoor Road
-   Walk to destination (13 mins - 1260 steps)




Approx travel times

-  via bus 20 mins
-  walking 17 mins
-  by car 3 mins





○ Pennywell to Springwell Medical Group & Broadway Medical Practice

-  Walk to stop
-  Board 39A at Presthope Road - Portslade Rd
- » Get off at Nookside-Holborn Road
-   Walk to destination (12 mins - 1190 steps)




Approx travel times

-  via bus 24 mins
-  walking 27 mins
-  by car 4 mins





○ Pennywell to Pallion Health Centre, Hylton Medical Centre and Wearside Medical Practice

-  Walk to stop
-  Board 39A at Presthope Road - Portslade Rd
- » Get off at Chester Road - St Gabriels Avenue
-   Walk to destination (7mins - 680 steps)




Approx travel times

-  via bus 20 mins
-  walking 32 mins
-  by car 6 mins





○ Pennywell to Chester Surgery

-  Walk to stop
-  Get on 29A at Presthope Rd - Portslade Rd
- » Get off at Sunderland Royal Hospital
-   Walk to destination (less that 1 min - 40 steps)




Approx travel times

-  via bus 17 mins
-  walking 32 mins
-  by car 6 mins







○ Pennywell to Happy House

-  Walk to stop
-  Board 39A at Presthope Rd - Portslade Rd
- » Get off at Nookside-Holborn Road
-   Walk to destination (19 mins - 1840 steps)



Approx travel times

-  via bus 30 mins
-  walking 23 mins
-  by car 6 mins





○ Pennywell to Barmston

-  Walk to stop
-  Board 2A at Grindon Mill Inn
- » Get off at Police Link Road - Leisure Centre
-  Walk to stop (less than 1 min)
-  Board 82 at Police Link Road - Leisure Centre
- » Get off at Glebe Crescent - Avebury Drive
-   Walk to destination (6 mins - 600 steps)



Approx travel times

-  via bus 49 mins
-  by car 10 mins

○ Pennywell to Washington Galleries

-  Walk to stop
-  Board 2A at Grindon Mill Inn
- » Get off at Washington Galleries (Stand B)
-   Walk to destination (3mins - 280 steps)

Approx travel times

-  via bus 33 mins
-  by car 11 mins

Please note: approximate total travel times have been calculated via google maps and Go North East travel planner.

Visit the website for bus times, fares and frequency. As well as information on travel passes and discounts:

 www.gonortheast.co.uk

 North East



What do I need to do?

We would like to hear your feedback about these plans. No decisions have yet been made. We want to listen to our patients first. You can get in touch in a number of ways:



» Complete our online survey

Visit:  <https://www.surveymonkey.co.uk/r/Monument-Surgeries-Pennywell>

or

scan the QR code using the camera on your mobile phone to link straight to the survey.



» Attend an online event

- Wednesday 27th October 2021 – 6.00pm until 7.00pm
- Friday 12th November 2021 – 1.30pm until 2.30pm

For access to the online events:

- » Email us at judith.taylor9@nhs.net
- » Telephone us at **0191 516 6076**

What happens next?

We want to consult with patients about this proposed change. We have written to every household that we have registered at Pennywell.

We want to find out your views. Please respond by **Friday 26 November 2021**.

There will be a meeting in early 2022 to decide the next steps. We will write again directly to patients at this time to update you.