Welcome to the Bridge of Earn primary care services Community Update. This will be a regular bulletin to keep local people informed about primary care services being provided in the Bridge of Earn.

We recognise that many local people are understandably upset about the ongoing situation in the village and we want to ensure there is better information and ongoing communication available. We are sorry about this and therefore the Perth and Kinross Health and Social Care Partnership and NHS Tayside are making a commitment to keep the local population informed going forwards with regular updates.

The current situation is:

- You will now be aware that the Bridge of Earn Surgery practice terminated its contract with NHS Tayside with an end date of August 30, 2019.

- Senior doctors from Perth and Kinross Health and Social Care Partnership and NHS Tayside had been trying to find a way forward in terms of securing permanent GPs to be able to continue to deliver services in the area. A number of options were explored including a merger with another practice, a nearby practice operating a satellite practice in the village and the employment of salaried doctors to run the practice.

- Unfortunately, permanent GP cover could not be provided and all patients have been transferred to a new nearby practice.

- Letters have now been sent to patients with details explaining where people should now go to see a GP nearby. If you have not received your letter, please contact Primary Care Services on 01382 424176 or email primarycareservices.tayside@nhs.net

- Practices have already received lists of the patients who have been allocated to them and are beginning the patient record transfer process.

- It has been agreed with the Bridge of Earn GPs that they will be available in an advisory role for two weeks from Monday, 2 September to ensure that there is a good communication link between new GP practices which will support the patient transfer. Some members of the practice staff are also staying on for a time to ensure a smooth transition for patients.

Following the Earn Community Council meeting on Monday, 26 August it was made really clear to both NHS Tayside and the Perth and Kinross Health and Social Care Partnership that the community of Bridge of Earn and the surrounding areas want to be involved in shaping health and social care services going forward. Both organisations are committed to making sure that there is now improved engagement and involvement with the local community.

Clinical leaders from NHS Tayside and the Perth and Kinross Health and Social Care Partnership have stated that they will continue to actively look at working together to provide a range of primary care services in Bridge of Earn in the future.
A patient information sheet is included with patient letters.
Here are some of the most frequently asked questions patients have:

- **I know I am being transferred to a new GP, but what do I have to do?**

  Arrangements have been made for you to be allocated a new GP practice from 2 September 2019. Letters have been sent to patients which tell people where their new GP practice is. Patients will be automatically transferred to their new practices with effect from Monday, 2 September 2019 and patient notes will also be transferred electronically. This means patients do not need to take any further action once they receive their letter. A full question and answer document is being sent along with the letter.

  You should have your letter. Please contact Primary Care Services on 01382 424176 or email primarycareservices.tayside@nhs.net if you have any queries.

- **What will my new doctor know about me?**

  Your full records held at the Bridge of Earn Surgery will be transferred to your new doctor so that your new GP will have all the notes and hospital letters that are in your medical notes.

- **I am waiting for a referral to hospital. Will this be affected by the closure of the practice?**

  No – referrals and investigations made by the Bridge of Earn Surgery are not affected. If you have been referred to a clinic or for a test, then you will still get an appointment. The results of any hospital tests you have been sent for or any letters from the hospital will be sent to your new GP practice.

- **My repeat medicines are sent to a local pharmacy. Will this be affected?**

  It is important to tell your new GP practice the name and details of the pharmacy where you would normally collect your repeat prescription. Once you have given your new practice your pharmacy details, your repeat ordering service can continue as before. You can also organise this via your pharmacy by completing their prescription collection mandate/authorisation form.

- **I am new resident to the area, how do I register with a GP?**

  You can register with a GP practice whose boundary covers the area in which you live and is operating an open list. For further advice, please contact Primary Care Services on 01382 424176 or email primarycareservices.tayside@nhs.net

---

**Next steps**

- **We will keep you informed with regular updates about what is happening.**

- **We will also send our updates to the Earn Community Council and other local individuals and groups to keep them informed.**

- **We will ensure there is a supply of Community Updates in the village, as well as on our websites and social media channels.**