**Notice of Enhanced service work**

**Treatment Room**

1. Send a letter using the Lincolnshire LMC template letter (Practice Letter to ICB giving Notice-Treatment Room) to Lincolnshire ICB informing them you are giving them notice.



1. Create a letter using the Lincolnshire LMC template letter (Practice Letter to Patient-Treatment Room) for any patients who ask you why they cannot have Treatment Room services at your practice.



1. For any new referrals you send for secondary care or community surgery which may require a surgical procedure after the expiry of notice, attach the following statement:

“Please note that from X date, as previously advised to your hospital or organisation, we will no longer be providing post-procedure wound services (Treatment Room). Please note this as part of discharge and follow up planning if this patient needs a surgical procedure”.

Below is the letter we have sent to Secondary Care Specialities and the ICB to inform them that Practices may start giving notice on Treatment Room.



1. Below is some patient facing communications developed by Ancaster and Caythorpe that you may wish to add to your social media and websites once you serve notice on the Treatment room enhanced service.



**Possible Website / Social Media Message to Patients**

As a Practice we receive the majority of our funding from the Government via NHS England. They in turn receive this money from you (and us) the taxpayer. We recognise how important it is that we use these funds wisely to provide the very best care that we can with the resources we have available. For context our core funding is paid under a General Medical Services (GMS) contract. This is a nationally negotiated contract used by the vast majority of GP Practices in England. This GMS contract pays us in the region of 30p per day for caring for each of you.

For approximately £10 each per month (less than half the figure that many pet owners pay for their pet insurance) we are there for you when you need us. We have one of the highest doctor to patient ratios in the country, we perform very well in national patient surveys and we often receive lovely feedback from you, as patients and loved ones of patients about the care we provide. Obviously we don’t always get this right but when things don’t go well we will always do our best to put things right and apologise when we have made mistakes.

Unfortunately that funding just hasn’t increased with our costs. The same pressures we are all under for household bills apply to the Practice too. Our utility costs have increased dramatically, insurance and other costs that we cannot avoid have gone up and our staffing bill has increased (although not by as much as we feel they deserve). All of these things come from that 30p a day.

There are some additional services we supply outside of our core contract to Lincolnshire Integrated Care Board (ICB). These are known as locally enhanced services and are designed to recognise the needs of the local population. One of these is a wound care service (wound dressings, stitch, and clip removal). We have provided this service very well to thousands of patients for many years but the funding has not covered the actual costs we incur delivering that service. We have accepted this loss as part of the overall package of care and we have tried our very best over the years to improve efficiencies in an attempt to continue offering this service to our patients.

Unfortunately, despite our best efforts it has become unsustainable for us to do so, as we are now losing money on every appointment we provide. We have received no funding for the more complicated wounds we have been managing over the years, which more often involve lengthy appointments being needed over a long period of time. These include things like cavity wounds or infected wounds.

As a result, along with other local surgeries across Southwest Lincolnshire, we have made the incredibly difficult decision to stop providing appointments for dressing services. We understand that this news will be of concern to the patients who use this service but due to increasing demands on our nursing team and the significant financial pressures on NHS General Practice overall, we can no longer continue to provide services that are simply not cost effective, without compromising our ability to deliver core General Practice services.

Lincolnshire ICB who commission this ‘Treatment Room’ service, are working hard to identify who will be providing it and we expect to have more information from them over the next few weeks. We will keep you informed as soon as we have further details.

What will this mean for you? From Wednesday 2nd October 2024:

• if you come out of hospital with stitches or clips in a wound, these will be removed by another service.

• If you have a dressing on a wound that needs replacing, this will be provided by another service

• If you develop a wound, you will be signposted for an assessment with another service, who will manage any treatment

• Any wound that is from a minor injury that occurred in the last 48 hours should be treated at a Minor injury service/Urgent Treatment Centre, or Accident and Emergency department

• If you have a more complex wound, including a cavity wound after surgery or an infected wound, you will be signposted to another provider

Decisions of this type are not taken lightly. We have a duty to provide you with the very best care that we can and we feel that we are the right place to provide this service to patients, we are good at it and patients receive excellent care. Unfortunately we are unable to continue to provide a service that makes such a significant loss. We hope in the future with adequate resources that this service can return to our Practice. If you have any concerns please contact the Practice in the usual way and ask to speak with the Practice Manager.

**Creating a Word Letter Template**

1. Use this link to a [YouTube video](https://www.youtube.com/watch?v=3BtpE5AIqCw&t=206s) for creating a Word Letter Template or ask SystmOne trainers to assist by emailing them on agcsu.gpsystemstraining@nhs.net

Alternatively, you can import the letter from this batch (**note**: this batch contains 2 letters).

1. From SystmOne Menu – Setup – Referrals & Letters – Word Letter Templates



1. Navigate to the file location.

 

