



**Aylesbury Vale  
Clinical Commissioning Group**

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Aylesbury Town Council  
Town Hall  
5 Church Street  
Aylesbury  
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HP20 2QP

Attn: Mark Broughton

Dear Dr Broughton

**Re: Mandeville Surgery**

We understand that concerns regarding the service levels provided by Mandeville Surgery were raised at the Aylesbury Town Council Meeting held on 13 July 2016.

We have been notified that following a visit to The Healthy Living Centre, a councillor was left with the impression that only two GPs were working at Mandeville Surgery with patient appointments only available from Monday to Wednesday. We understand that the Councillor has raised this matter with the Buckinghamshire Health Overview and Scrutiny Committee.

A service review meeting took place on Thursday 21 July at Mandeville Surgery and we would like to take this opportunity to inform you of some of the positive developments that have occurred within the practice. We would further like to reassure you that the concerns relayed to the Councillor were erroneous.

As you may be aware, Mandeville Surgery has experienced a challenging year resulting in a change in contractor. From 1 April 2016, the Practice U Services Ltd has been responsible for the provision of primary medical services at Mandeville Surgery and we meet regularly with senior staff at the practice as well as NHS England South to monitor their performance and to ensure that they fulfil their contractual obligations.

Recruitment and retention is a national problem for primary care. Like many other practices, Mandeville Surgery has suffered recruitment issues. Throughout this difficult period the practice has remained clinically staffed although it has had to resort to employing locum staff at times.

A successful recruitment campaign has resulted in the employment of 2 new GPs and an Advanced Nurse Practitioner. We are pleased to report that from September 2016 the practice will be able to provide the local population with 50 – 52 GP sessions a week and will no longer be reliant upon locum clinical staff. This should increase the availability of patient appointments and improve the overall patient experience.

On the day appointments with a clinician continue to be available for patients morning and afternoon five days a week. However the surgery does recognise that there has been some irregularity regarding the number of emergency appointments available each day due to clinical capacity. With the addition of the newly appointed clinical staff this imbalance should resolve. From September 2016 a consistent number of on the day appointments will be made available from Monday to Friday. It is worth noting that on days when a high patient demand is expected we would anticipate a larger number of emergency appointments will be made available than on quieter days.

Currently at Mandeville Surgery the average waiting time for a routine GP appointment is 2 days, with emergency appointments being made available sooner. Further, the surgery aims to open for extended hours in the near future which will further help with the availability of appointments.

The Quarter 1 Performance report demonstrated that patient experience with the practice is improving month on month. The level of and severity of complaints and significant events are well within normal tolerance with no requirement for escalation.

Despite the success so far, the practice acknowledges that further work and development is required. We are satisfied that the new contractor is continuously refining processes and working patterns whilst building a robust team in order to provide a high level of patient care for its patients.

When speaking to the practice about these concerns, the practice was keen to extend an invitation to any representative of the council who wished to visit the practice, if this would be helpful. Similarly, please do not hesitate to contact the CCG should you have any further concerns or queries regarding this or another practice in our area.

Yours sincerely



Helen Delaitre  
**Head of Primary Care**  
NHS Chiltern and Aylesbury Vale CCGs