

## **Press Release**

GP practice concludes that consolidation at Red Lodge is best option for patients

The Reynard Surgery in Red Lodge has concluded its patient engagement with the decision to consolidate all its services under one roof at the surgery, and not seek to provide a satellite service from the Mildenhall Hub.

When the ageing White House Surgery in Mildenhall closed last September, the initial plan was to provide some services from the hub, but the disruption caused by COVID-19 resulted in a review of those plans, and the introduction of new ways of working to best deliver health and care services to local people.

Now clinicians can make the very best use of their time by offering a convenient mix of face-to-face and remote appointments, enabling the practice to offer a smoother and more effective primary care service.

The practice wrote to around 2500 of its Mildenhall patients asking for their views on delivering services solely from Red Lodge, with 100 patients giving feedback.

Practice Manager, Debbie Allen, says: “The pandemic has affected every aspect of primary care, whilst we worked hard to deal with its impact on patients and our staff. These challenges gave us an opportunity to really think about how we could best serve our patients’ needs. Though initially a hub location was seen as the best option, new working practices over the last year combined with encouraging patient feedback, has informed us that consolidating services at Red Lodge is the best option.

“We’re pleased to have reached this decision and look forward to continuing to support our patients.”