

Cuddington Parish Council
Clerk to the Council Mrs Julie Chrimes

Sunnyside
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CW8 3HX
Tel: 01606 852444

1st June 2021

Dear Dr McGregor-Smith,

FORMAL COMPLAINT

Cuddington Parish Council wrote to you 19th March 2020 to express its opposition to the proposal by DMP to close Sandiway Surgery, and to complain about the way in which the Practice had conducted the patient consultation process.

The Parish Council still has not received a response to the letter and to the three specific questions which were asked, namely:

1. What are the detailed reasons for the proposal to close Sandiway Surgery as specified in the CQC report?
2. What remedial work would be required to keep Sandiway Surgery open?
3. What other options have been considered, to maintain a primary care facility in Sandiway, including discussions with other practices in the area?

Since we wrote, Danebridge has continued with its plans to seek closure of the surgery, throughout the pandemic, and most recently has conducted a series of Focus Groups via Microsoft Teams to discuss mitigation of closure with a very small group of patients. This process, alongside a very basic survey has only reached around 180 patients, all of whom have internet access. The vast majority of the 3500 patients at Sandiway Surgery have been excluded.

We note that the many questions raised by patients in those focus groups have not been answered in the outputs you have produced on your website, nor do you appear to have attempted to analyse the results of the survey issued by the CCG.

We also note that you allege that there have been zero complaints received by you in 2020/2021 about the proposal to close Sandiway Surgery. Perhaps you should read our letter of 19th March 2020 and perhaps also ask your staff to provide you with the many emails sent in by patients, and reports by our Sandiway Residents Action Group before allowing them to make such an assertion on your behalf.

We understand that the CCG PCCC will be meeting in July to re-consider your proposal for Sandiway Surgery. We would like to hear from you, before that time, what plans are in place to replace the Primary Care for the patients in our Parish and in particular how you plan to provide primary care access, close to home, for those patients who cannot travel to Danebridge or Kingsmead surgeries.

Yours sincerely,

Julie Chrimes

Cc: Dr Rosie Benneyworth CQC Chief Inspector
CWaC Borough Cllrs Charles Fifield, Gillian Edwards, Paul Williams
Ms Pam Smith Chair CCG PCCC
Dr A Wilson/Ms C Watson CCG
Edward Timpson MP
Ms Kate Cernik CWaC OSC
Ms Jem Davies Healthwatch Cheshire