

Website copy for parish councils near to Blakeney

NHS Norfolk and Waveney seeks feedback on Holt Medical Practice's proposed medicines collection service

As you may be aware, this February the Norfolk and Waveney Primary Care Commissioning Committee (PCCC) received an application from Holt Medical Practice to close its branch surgery at Blakeney. Papers for that meeting on 13th February, including the practice's application, are available [here](#).

During that meeting, the (PCCC) opted to postpone making a decision about the future of Blakeney branch surgery to give NHS Norfolk and Waveney Integrated Care Board (the ICB) some more time to undertake a further period of engagement with local people.

This was to enable the ICB to better understand patient views on Holt Medical Practice's proposal to provide a residual medication collection service in Blakeney.

On March 7th, the ICB attended the Blakeney Parish Council meeting to discuss the additional period of public involvement that the ICB is taking. The presentation and questions that were presented to attendees and a copy of this presentation is available on Blakeney Parish Council's website [here](#).

The ICB also wants to extend the opportunity to surrounding parishes to send us feedback on behalf of their residents.

We particularly want to understand what the effects would be on more vulnerable groups of people if the application to close Blakeney branch surgery is approved, and what their needs would be in relation to collecting their medicines.

Please see the questions below, and ways to provide feedback to the ICB.

Please note the questions below are taken from the presentation shared with Blakeney Parish Council at their annual meeting on 7 March:

We (NHS Norfolk and Waveney ICB) want to focus on the issue of medicines collection:

- 85% of people supported collecting medicines from a different Blakeney-based site – **tell us more** e.g.
 - What will the building need to offer? Accessibility? Parking? Opening hours?
 - What about access issues such as pavement? Location?
- Delivery was a popular suggestion and whilst the practice can deliver some prescriptions, online pharmacies were also suggested – **tell us more** e.g.
 - What support and information would people need to access online pharmacies or deliveries from high street pharmacies?
- There was very limited support (5.8%) for the vending machine idea – **tell us why** e.g.
 - Is there anything that would help or encourage people to use them?
- Comments were made that many people, especially older people were not confident with using mobile phones and the internet – **tell us more** e.g.
 - Is there anything that could be done to help people learn new skills?

- Many comments raised concerns about what would happen if the prescription was wrong, or the patient had questions – tell us more e.g.
 - What support and information would people need to contact the pharmacy or dispensary?
- Is there anything else about medicines collection that concerns you? Are there any other ideas?

Please provide feedback by **Tuesday 2 April** via:

- **Email:** nwicb.contactus@nhs.net - please put 'Blakeney' in the subject line of the email
- **Post:** NHS Norfolk and Waveney ICB, County Hall, Martineau Ln, Norwich, NR1 2DH

Please note that no decision has yet been made following the application to close Blakeney branch surgery. The final decision will be taken by the Primary Care Commissioning Committee after 2nd May.