

1<sup>st</sup> April 2022  
Our Ref: ENHCCG/4611

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Natalie Rotherham

Sent by email:

[natalie.rotherham@hertfordshire.gov.uk](mailto:natalie.rotherham@hertfordshire.gov.uk)

Dear Natalie

**Re: Application to close the Kimpton Surgery (Branch of Bridge Cottage)**

Thank you for your email dated 15<sup>th</sup> March 2022 regarding County Councillor Richard Thake and Kimpton Parish Councillor Jonathan Marsh's correspondence regarding the proposed closure of the Kimpton site of Bridge Cottage Surgery.

Please do advise the councillors and the Committee that no decision has yet been made on this proposed closure. As with all proposals for practice closures, there are many reasons the requests are made. In the case of Kimpton Surgery, the following main issues have prompted this application:

- The surgery premises does not comply with the Equality Act 2010 and thus the Care Quality Commission recommendations regarding reasonable adjustments for disabled people. For instance, the surgery only has one suitable consultation room at ground level and although there are additional rooms upstairs, the stairs leading to the first floor are steep and a health and safety hazard
- Clinicians and staff are regularly alone in the building, known as 'lone working'. Lone working is associated with significant risks including, but not limited to, a lack of support or staff to deal with emergencies, an increased risk of physical or verbal abuse, the risks associated with manual handling without support, for example.

As with any application to close a premises, there is a required process to be followed and this will involve patient engagement. The CCG has encouraged the surgery to undertake as stringent an engagement process as possible. The practice are undertaking engagement activities which includes a patient letter and a survey of patient views including how they access services, and their views on the proposal. The letter explains that patients can fill in the survey online or request a paper copy and can also email or write to the surgery.

Dr Jane Halpin  
Accountable Officer

Sharn Elton  
Managing Director

Dr Prag Moodley  
Chair



Hertfordshire Health Improvement Service offers local help and advice to quit smoking.  
Please go to [www.hertfordshire.gov.uk/stopsmoking](http://www.hertfordshire.gov.uk/stopsmoking) for more information  
or call 0800 389 3 998



The responses received from patients will be considered before a decision is made at the CCG's Primary Medical Care Contract Panel meeting.

We are keen that councillors are assured that all views from patients will be considered and taken seriously, and feedback will be provided to both patients and local stakeholders once a final decision is made.

I hope that my response has addressed the concerns raised in your correspondence. Should you wish to discuss my response, or you are unhappy with the outcome of the investigation, you can contact Selina Charles, Patient Experience & Safety Facilitator on 01707 685356 or via [enhccg.quality@nhs.net](mailto:enhccg.quality@nhs.net)

Yours sincerely



Sharn Elton  
**Managing Director**  
**East and North Hertfordshire Clinical Commissioning Group**

Dr Jane Halpin  
Accountable Officer

Sharn Elton  
Managing Director

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