

The Future of St James Surgery

Patient information

Frequently Asked Questions

1. **What changes are planned?**

Every General Practice holds a contract with the local Clinical Commissioning Group (CCG) and the current partners of St James Surgery are looking to step back from holding the contract and to pass the contract on to Invicta Health.

2. **What is the need for change?**

The Partners at St James Surgery want to ensure that services continue at the practice and felt that it was the right time for them to consider what plans need to be put in place over the next few years. The Partners reviewed all options and felt that Invicta Health could offer a good solution which aligned to their values.

3. **What does this mean for patients?**

Whilst there may be some changes to signage, it is likely that patients will not notice significant changes. Patients will still be seen by the same staff in the same way as they currently do. With the ever-changing nature of primary care and the health service, future changes cannot be ruled out, but these will be done in collaboration with staff and patients, with the main aim of improving patient care and delivery.

4. **What are the steps required to change the contract?**

A joint application to the Kent and Medway CCG was submitted by the practice and Invicta Health which was approved by the Primary Care Commissioning Committee in February 2022. There are robust plans in place to ensure that the change occurs as smoothly as possible.

5. **When will this change occur?**

It is hoped that changes will be complete by 1st April 2022

6. **Who is Invicta Health?**

Invicta Health is a not for profit, community Interest company made up of GP shareholders. The company was formed in 2008 with the aim of supporting primary care services in the local area. The company delivers a variety of primary care services including:

- GP Practices – Invicta Health manage 4 GP practices and a branch surgery in the Romney Marsh, Birchington and East Cliff areas.
- Primary Care Mental Health services across East Kent
- Provision of GPs in Urgent Treatment Centres

- Invicta Health have also been involved in several community COVID services such as a home visiting service at the beginning of the pandemic, and with the vaccination programme.

7. **What does this mean for the Practice within the wider healthcare setting?**

The practice is currently part of the Dover Primary Care Network (PCN). This is made up of a group of practices who come together to provide and deliver certain services which are best done on a larger scale (for example out of hours appointments). The practice will continue to be part of this network and discussions have already taken place with the PCN to ensure that good working relationships are built.

8. **How can you be involved and feedback?**

We would welcome patients to be part of the shaping of the future of the practice and would encourage those who are interested to join the Patient Participation Group (PPG). This is a forum for patients to discuss what they feel is working well and what could be improved at the practice. Members of the St James and wider Invicta team will be able to take suggestions, comments and feedback and make a real difference to the services that are offered.

For further information on how to join the PPG go to the website www.st-james-surgery.co.uk and complete the Patient Contact Form