

Coven Memorial Hall Medical Room Temporary Closure

Statement by Brewood Medical Practice on the 11th of June 2024

We regrettably announce that the room used by Brewood Medical Practice to provide access to GP, ACP and MSKP appointments at **Coven** has been **temporarily closed** as of the 13th of May 2024.

Summary of Statement

- The medical room at Coven Memorial Hall used by Brewood Medical Practice is closed temporarily.
- The closure is due to the facility not meeting Care Quality Commission (CQC) requirements.
- Issues with the building are beyond the control of the medical practice and not easily resolved.
- Negotiations with Memorial Hall Trustees for an improved facility have been unsuccessful.
- An action plan was submitted to the CQC, but timelines and requirements necessitated closure.
- The facility would have continued operating if not for external pressures:
 - The CQC was informed by two individuals that they had 1000 complaints, although these complaints were never shared with the CQC or the medical practice.
 - A Facebook post implies that someone with the username Lena Holmes and someone called Charles might be behind the complaints leading to the investigation.
- The Integrated Care Board (ICB) suggests possible improvements but not enough to meet all concerns.
- The ICB will consider future options for a medical facility in Coven and may ask for information from the local population.
- Until the facility is improved, services will be provided at Brewood to ensure no reduction in appointments.
- The medical practice is committed to re-establishing a facility in Coven despite the setbacks caused by a few individuals.
- If any patients are affected by this closure, please contact us or contact the PPG and we will support you through this.

Statement in Full

The facility that has been used for many years does not meet the requirements of a Care Quality Commission (CQC) registered service and those building matters are **outside of our control** and

are unlikely to be addressed immediately. We have been in negotiations and discussions with the Memorial Hall Trustees about an improved facility for a few years, but these had unfortunately concluded in a way that did not allow for this to be possible. In the meantime, we have written to the trustees of the memorial hall in the hope that the matters that need to be addressed can be addressed, included resurrection of an option for an improved facility, and we await a response to our letter in due course.

Despite the above we submitted an action plan to the CQC, but after liaising with the Integrated Care Board (ICB), it became clear that based on the CQC findings and the timescales that are outside of our control we had **no choice** but to close the facility temporarily whilst we investigate the options and work with the ICB on a way forward.

The facility has clearly been used for many years as it is and most likely would have continued to be used until a better facility was possible. However, the CQC informed us that they had been informed by two members of the public that they had 1,000 complaints about the surgery but, because those members of the public **would not share these complaints** with the CQC, they had no choice but to investigate given the potential risk. We would like to make very clear that **no complaint has been forwarded to us** by a concerned member of the public. However, we are aware that an individual, who referred to herself as Lena Holmes, did attempt to disrupt the Patient Participation Group (PPG) Annual General Meeting (AGM) in March with unfounded and untrue suggestions of privatisation of the practice, and a claim of having 2,100 survey forms against the practice. We can also confirm that the **results of such a survey have never been forwarded to us**.

We have been made aware of this Facebook post:



We have no confirmation of who claims to have a thousand complaints about the surgery, but we noted the above Facebook post and allegation. Whether the investigation was instigated by someone with the Facebook account called 'Lena Holmes' and Charles (as mentioned in the Facebook post above) or by someone else claiming to have a thousand complaints, the conclusion with regard to the use of Coven Memorial Hall, as a facility, is that the building does not meet the requirements.

The ICB team have looked and made similar suggestions to what we envisage will allow the memorial hall trustees to improve certain aspects of the facility, however, that will not address all of the concerns. **We have asked the ICB to consider what the options now are for a facility in Coven**, as it is up to the ICB to agree to the provision of a facility, whether in Coven or elsewhere. It is likely that the ICB will need to liaise with population of Coven in due course and consider what is already available locally. **The time frame for this is currently unknown.**

In the meantime, **if the Landlord were to bring the facility up to scratch**, then we feel we could make a case for, and **justify the reopening**. However, until then we are providing the clinics that would have been provided at Coven Memorial Hall at Brewood instead, so there is **no reduction in the numbers of appointments**.

If the individual posting on Facebook under the name Lena Holmes and the individual referred to as Charles in the post are indeed the instigators of this situation, as the Facebook post suggests then, the status quo has been disrupted by them and may lead to a loss of the facility at Coven altogether and indeed, although we had been looking to create a better facility for Coven for some time, we believe the likely outcome, at best, after a prolonged break, is now, and for the foreseeable future, the same as what we had (with some improvements to the rooms), or at worse a complete loss of the facility.

Notwithstanding the above, the people of Coven have **our commitment** that we will try to **re-establish a facility in Coven** despite the setbacks created by the actions of a few people claiming to represent the people of Coven. We realise that some patients may be affected by this closure. If this affects any patients, please contact us and we will do what we can to support you through this or accommodate you as best possible. You can also contact the PPG who can offer advice and support and will also be able to take your concerns and pass them on to us and work with us in addressing them if possible.

Brewood Medical Practice