

Dear Patient

## **COLDINGHAM BRANCH SURGERY AND DISPENSING SERVICE**

I am writing to tell you that the Partners at Eyemouth Medical Practice have informed NHS Borders of concerns about their ability to continue running the Coldingham Branch Surgery and Dispensing Service.

This is because of:

- significant challenges in the recruitment and retention of staff within the Practice which make it very difficult to provide cover across the two surgeries
- the inability to offer patients a full range of clinical services from the Coldingham branch surgery which they feel is no longer fit for modern General Practice due to the limited facilities
- safety reasons when staff have to work alone in the Coldingham surgery because it presents risks to patients and staff

We are working closely with the Partners to explore these issues, and what measures should be taken to provide the best possible service to the whole practice population.

As part of this work we want to know the impact it would have on you if the Coldingham branch surgery closed and dispensing service ceased.

This would mean that all appointments would be provided from the Eyemouth surgery. Home visits, where deemed clinically appropriate, would continue to be provided to eligible patients. Medicines would be dispensed from alternative pharmacies in the area. Pharmacies may offer a delivery service for those who are unable to attend the pharmacy in person to collect their prescription.

If you rely on public transport, Borders Buses operate a service between Coldingham and Eyemouth. In addition, community transport is available to anyone in the community who cannot access transport.

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If you would be affected by this we would like to hear any comments and suggestions you may have, and encourage you to get in touch in the following ways:

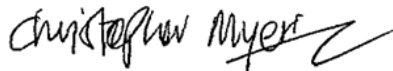
- By phoning 0800 731 4052, free of charge (you may need to leave a message)
- By email to: [public.involvement@borders.scot.nhs.uk](mailto:public.involvement@borders.scot.nhs.uk)
- By post to: Public Involvement, Communications & Engagement, Education Centre, Borders General Hospital, Melrose, TD6 9BD.

Details about what is happening will be published on the Eyemouth Medical Practice website <https://www.eyemouthmedicalpractice.co.uk/> and on the NHS Borders website [www.nhsborders.scot.nhs.uk](http://www.nhsborders.scot.nhs.uk)

If you would specifically like us to contact you directly with progress reports please email [public.involvement@borders.scot.nhs.uk](mailto:public.involvement@borders.scot.nhs.uk) or phone 0800 731 4052 to give us your contact details.

Please get in touch as soon as you are able, and before Monday 9 August 2021.

Yours sincerely



Chris Myers  
General Manager