

Seractil[®]
dexibuprofen

Sandy

Will be very sad to lose you
but completely see why - you
worked hard looking after
all your patients, now have your
time. Enjoy

Feb 5 / 2010.

I only received my News letter a few days ago when I attended surgery. Although I shall be very sorry to say Goodbye to Dr. Sancy, I would like to wish him many happy years to come, to enjoy his retirement which is very well deserved.

I would also like to extend my thanks and good wishes to all the other members of staff who will be leaving, we shall miss you all. If possible I would like to be placed on Dr. Morrell's list of patients.

Once again, many good wishes to all and my grateful thanks for all help and kindness received
Yours Sincerely

Drs. Morrell, Braakenburg and Kuur
Shiphay Manor Surgery
37 Shiphay Lane
Torquay
TQ2 7DU

We would welcome your opinion on changes that we are proposing to the existing medical service at Shiphay Manor Surgery. The details are included in the enclosed newsletter for your information, but we would value your opinion on those changes. In summary, on the retirement of Dr Sandy Ellis on 31st March 2010, we are proposing to move the current medical service at Shiphay Manor to Chelston Hall Surgery about 1.2 miles away on the corner of Rousdown and Old Mill Road which would mean the closure of Shiphay Manor Surgery.

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We look forward to hearing from you at the surgery or alternatively you may write direct to :

Mrs Tracey Kerslake
Torbay Care Trust
Bay House,
Nicholson Road,
Torquay TQ2 7TD

Yours sincerely

Drs. Morrell, Braakenburg, and Kuur

We Do NOT SUPPORT
move to Chelston Manor surgery. support / do not support (delete as appropriate) the proposed

Comments (please feel free to express any concerns):

I have been coming to this surgery for 20+ years. Any more would be difficult for me

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~~Support~~ We support do not support (delete as appropriate) the proposed move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

~~THIS IS COMPLETELY WRONG, ARE YOU NOT
CONSIDERING THE PATIENTS? NO.
OR IS IT TO SAVE MONEY, YOU HAVE
A PERFECTLY GOOD PLACE AT SHIPHAY LANE
MOST PEOPLE ARE SENIOR, NOT A
GOOD IDEA AT ALL & BUSTLE~~

AWE	IRM	LAD	
U 8 JAN 2010			

Dr I Morrell
Shiphay Manor Surgery
Shiphay Lane
Shiphay
TORQUAY

Dear Dr Morrell

Ref: NEWSLETTER AND CONSULTATION DOCUMENT.

I have asked a friend to type this for me as I do not have a computer or typewriter.

1. I am concerned that, when the surgery moves to Chelston Hall, how will patients be able to see the doctor especially if they are unable to drive? At the moment I have mobility problems and am receiving treatment for macular disease. I fear the day when I will be unable to drive. I am sure that there are many other patients who will find it very difficult to access the bus service from Shiphay.
2. The parking at Chelston Hall is insufficient for the patients already registered there so it will not be any better than Shiphay.
3. I would not be able to receive repeat prescriptions via e-mail, would it mean that I would have to collect them?
4. Are all the current patients at Shiphay Manor being informed of this move as I am sure there are some who do not attend the surgery on a regular basis?

would you please convey my best wishes to Dr Ellis on his retirement.

Yours sincerely

*I have been to this surgery
for 29 years*

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Comments (please feel free to express any concerns):

as there are two surgery's there already, plus doctors
car we don't think there is enough parking space plus
the road is always full of parked cars, also patients who have to
use the bus and have a bus pass like the elderly cannot use it
until after 9.30 am, also as the practice is called Shiphay Manor
we think it should stay in Shiphay and not move
to Chelston

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Comments (please feel free to express any concerns):

We Need to Stay Here Because it is
Easy to get to our Elder as well. NO
and we dont like to MOVE ANY WHERE
Else Because we like Here the
Best That Why and Who going to Paid
Bus Force all the time St I Wood like here

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I want like it one Bet

~~DATE~~ _____ support/do not support (delete as appropriate) the proposed move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

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move to Chelston Manor Surgery.

Comments (please feel free to express any concerns):

As a patient at this surgery for the last 26yrs and more recently registered disabled, myself and my husband are very upset that the surgery that has supported the Shiphay community is now moving to Chelston where there are already 2 other surgeries. We feel that the personal service we have always appreciated will be lost in the Super surgery of Chelston with multiple doctors. As for being more convenient - Instead of being a 5 minute journey to get here, it will be a nightmare trip of 25 minutes or more fighting through the traffic of 3 schools both for morning and evening surgery, also the inconvenience of being situated on the first floor, ourselves and other patients we know have driven past the new surgery to find the car park full this will not improve with the extra burden of Shiphay surgery staff and the extra patients. Because of the above we do not support the proposed move and are very upset in its removal.

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Comments (please feel free to express any concerns):

I would change my Doctor to a Paediatric Doctor.

I/We ~~support~~/do not support (delete as appropriate) the proposed
move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

/We support ~~do not support~~ (delete as appropriate) the proposed move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

AS LONG STANDING PATIENTS OF DRs J. ELLIS AND A. W. ELLIS WE ARE VERY UPSET AT PROPOSED MOVE OF SURGERY TO CHELSTON. WE LIVE IN SHIPHAY NO. 1 CHELSTON WHO IT APPEARS ARE WELL CATERED FOR ALREADY AT 98 AND 73. THE DISTANCE INVOLVED IS OUT OF THE QUESTION. WE ARE VERY WORRIED AND CANNOT UNDERSTAND WHY SHIPHAY SURGERY DOESN'T STAY IN SHIPHAY. WE ARE VERY VERY WORRIED.

AWE	IRM	LAD	⁹ 13
20 JAN 2010			
Reply or tape 2/1/10			

Dear Dr. Brackenburg, I am writing to you, in response to the Newsletter regarding the change over to the Practice in Shiphay.

I am wondering how we, my husband & self, will manage, as we have no transport, also, my main concern is Repeat Prescriptions? We have had such a good service from the Shiphay Pharmacy.

Will you kindly enlighten me.

Yours Sincerely



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Comments (please feel free to express any concerns):

USEFUL TO RETAIN EXISTING SURGERY TELEPHONE NUMBER.
HAVE A FACILITY TO RING IN FOR REPEAT PRESCRIPTIONS THEN
COLLECT AND THEN HAVE DISPENSED AT ON SITE PHARMACY (SAVING PATIENTS
ONE JOURNEY). POSSIBLY SET UP A PHYSIOTHERAPY CLINIC.
OLD SYSTEM OF RECEPTIONIST WHICH SOME CITIZENS PREFER, THEY DONT
LIKE COMPUTER TECHNOLOGY. PARKING STILL COULD BE A PROBLEM.

1/16/16 _____ support/~~do not support~~ (delete as appropriate) the proposed
move to Chelston Manor, surgery.

Comments (please feel free to express any concerns):

IMPROVED TECHNICAL SERVICES, PARKING ETC WILL
BE WELCOME.

EXTENDED HOURS WILL BE A DEFINITE IMPROVEMENT.

ON SITE PHARMACY A BONUS IF IT CAN FULFIL
MOST IF NOT ALL OF PRESCRIPTION REQUIREMENTS.

I/We _____ support/~~do not support~~ (delete as appropriate) the proposed move to Christon Manor surgery.

Comments (please feel free to express any concerns):

Understand that there is a need for bigger surgery & more parking etc.

Best wishes for a smooth re-location.

I/We _____ support/~~do not support~~ (delete as appropriate) the proposed
move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

Whilst I would prefer the surgery to
remain in Shipway, a move to Chelston
would not inconvenience me at all.

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Yours sincerely

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move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

We have no concerns, from a purely selfish view
point, Chelston Manor Surgery is nearer to where
we live and as long as we are keeping the
same Doctors, we have no problems.

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move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

The area at Chelston is more safer for
parking. They have a pharmacy on site.

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Comments (please feel free to express any concerns):

WE SUPPORT THE MOVE PURELY FOR PRACTICAL REASONS (ACCOMMODATING MORE SERVICES IN THE PRACTICE ETC AS LONG AS THE FOLLOWING CAN BE MAINTAINED:

1. EASE OF ACCESS TO THE DOCTOR OF OUR CHOICE
2. EASE OF MAKING APPOINTMENTS, INCLUDING SAME DAY APPOINTMENTS
3. INDEPENDENCE OF THIS PRACTICE IN EVERY SENSE OF THE WORD (RECEPTION, DOCTORS NURSES ETC). SOME OF THIS MAY NOT BE POSSIBLE IN THE LONG TERM, BUT YOU CAN SET ~~SOME~~ STANDARDS.

26/12/09.

I/We support/~~do not support~~ (delete as appropriate) the proposed
move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

Send a survey! We'll miss the ones
not moving with the new surgery. But the
new ones is nothing as nice as the old ones.
And the new facilities @ Chelston sound excellent.
The prospect to be moved is wonderful!
V. glad Dr. Kuntz is coming too. This is great!

I/We support/~~do not support~~ (delete as appropriate) the proposed move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

AS LONG AS REMAINS A FAMILY BASED LISTENING PRACTICE
THEN YES IT SOUNDS A GOOD EXCITING AND FORWARD
LOOKING IDEA

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We ~~do not~~ support/do not support (delete as appropriate) the proposed
move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

We are very sorry to hear about the move to Chelston, as obviously it will be very inconvenient for us, having been "neighbours" to Shiphay Manor Surgery all those years (33 yrs)! However, we think it will be better for the majority of patients - more facilities, more room to work, on site pharmacy & better parking - so good luck to the new venture,

We wish Dr Leandy, Julia, Jenny & Bev all the best in their well earned retirement & hope they continue to have a happy & fulfilled lives.
Thank all of them for their wonderful care over the years, especially Dr Leandy.
Regards!

NAME _____ support/do not support (delete as appropriate) the proposed
move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

MY SUPPORT IS BASED ON ACCEPTING THAT CHANGE IS AN ESSENTIAL
PART OF PROGRESS. HOWEVER, HAVING BEEN RECEIVING CARE
AS STAFFORD SINCE 1954 I INTEND TO TRANSFER TO ABBEY FARM
WHERE MY WIFE ATTENDS AS THIS SURGERY IS NEARER TO
OUR HOME IN WELLSWOOD. I ALSO HOPE THAT THE EXCELLENT
CARE I HAVE ENJOYED OVER THE YEARS WILL BE MAINTAINED
ALONGSIDE THE IMPROVEMENTS AND LOOK FORWARD TO DEVELOPING
A RELATIONSHIP WITH DR KURR

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~~we~~ support/~~do not support~~ (delete as appropriate) the proposed
move to Chelston Manor surgery.

Comments (please feel free to express any concerns):

2/We
move to Chelston Manor surgery.

support/do not support (delete as appropriate) the proposed

Comments (please feel free to express any concerns):

We do not mind the move but hope
we will get the level of support which we
have enjoyed over the many years we have been
with you, which has been excellent

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Very good idea

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We...
move to Chelston Manor surgery.

support/~~do not~~ support (delete as appropriate) the proposed

Comments (please feel free to express any concerns):

agree with points made in the newsletter
More space needed for a larger surgery
Better services
Plenty of parking

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We would be happier if the practice moved as parking is such an issue in Shiphay.

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Torquay
TQ2 7DU

We would welcome your opinion on changes that we are proposing to the existing medical service at Shiphay Manor Surgery. The details are included in the enclosed newsletter for your information, but we would value your opinion on those changes. In summary, on the retirement of Dr Sandy Ellis on 31st March 2010, we are proposing to move the current medical service at Shiphay Manor to Chelston Hall Surgery about 1.2 miles away on the corner of Rousdown and Old Mill Road which would mean the closure of Shiphay Manor Surgery.

The benefits that we hope to offer are detailed in the newsletter, but in order to proceed, with support from the Torbay Care Trust we need your opinion of those changes and what they might mean to you. Please take time to consider the proposed changes carefully before you make your comment.

We look forward to hearing from you at the surgery or alternatively you may write direct to :

Mrs Tracey Kerlake
Torbay Care Trust
Bay House,
Nicholson Road,
Torquay TQ2 7TD

Yours sincerely

Drs. Morrell, Braakenburg, and Kuur

I/We support/~~do not support~~ (delete as appropriate) the proposed move to Chelston Manor surgery!

Comments (please feel free to express any concerns):

and we are welcoming
and supporting all the mentioned changes, which
benefit every one doctor ^{careers} and patients.

13TH JANUARY 2010.

TRACEY KERSLAKE
TORBAY CARE TRUST,
BAY HOUSE,
RIVIERA PARK,
TORQUAY TQ2 7BD.

DEAR MADAM

I AM WRITING IN RESPONSE TO THE NEWSLETTER AND CONSULTATION DOCUMENT REGARDING THE CLOSURE OF SHIPHAY MANOR SURGERY. MY HUSBAND AND I HAVE ALWAYS RECEIVED EFFICIENT AND VERY GOOD SERVICE FROM THIS SURGERY, AND WE WERE EXTREMELY DISAPPOINTED TO LEARN THAT THIS BRANCH IS NOW BEING CLOSED, AND RELOCATED TO CHELSTON.

I UNDERSTAND THAT THE GOVERNMENT WOULD LIKE TO SEE LARGER SURGERIES WITH ALL THE TECHNOLOGY THAT THIS ENTAILS. HOWEVER, I FEEL THAT CLOSING THIS SURGERY IS NOT THE RIGHT ANSWER.

I HAVE RECENTLY ATTENDED A SHIPHAY/WILLOWS PUBLIC MEETING WHERE WE WERE INFORMED OF AN INCREASE IN HOMES IN THE SHIPHAY AREA. AS A RESULT THERE WILL BE A LARGER DEMAND FOR HEALTH SERVICE FACILITIES, AND I AM CONCERNED THAT THIS WILL NOT BE MET SUFFICIENTLY. IN ADDITION TO THIS, DISADVANTAGED MEMBERS OF THE COMMUNITY MAY NOT HAVE THEIR NEEDS MET.

I AM THEREFORE KEEN, FOR THIS DECISION TO BE CONSIDERED CAREFULLY, IN REGARD TO THE FUTURE WELLBEING OF THE RESIDENTS OF THE SHIPHAY AREA.

YOURS FAITHFULLY

C.C. TO DRS. I MORRELL AND MR.P.BRAAKENBURG, SHIPHAY MANOR SURGERY.