



**Ipswich and East Suffolk**  
Clinical Commissioning Group

Our Ref: EG/hjf

24 October 2019

Therese Coffey  
MP for Suffolk Coastal  
Via email [therese.coffey.mp@parliament.uk](mailto:therese.coffey.mp@parliament.uk)

First Floor  
Endeavour House  
8 Russell Road  
Ipswich  
Suffolk  
IP1 2BX

~~XXXXXXXXXXXX~~  
~~XXXXXXXXXXXX~~  
Web: [www.ipswichandeastsuffolkccg.nhs.uk](http://www.ipswichandeastsuffolkccg.nhs.uk)

Dear Therese

**Re: Felixstowe Minor Injuries Clinic**

Thank you for organising the public meeting in Felixstowe on Friday 18 October regarding the recent change to access arrangements for the Minor Injuries Clinic (MIC).

As I have stated previously and was happy to confirm on the evening, there are no plans to close Felixstowe Community Hospital. To the contrary, we are currently adding additional services at the hospital for the benefit of the local population, namely the new proactive frailty service which launched at the start of October, and our significant investment in social prescribing.

At the meeting I announced that the CCG had agreed to invest in new software that will enable the town's four GP practices and 111 call handlers to directly book 'on the day' appointments at the MIC (where this is deemed clinically appropriate). As confirmed by our colleagues from the Suffolk GP Federation on the evening, 80% of MIC bookings are currently arranged by the Felixstowe practices. We aim to have this new software operational in time for the New Year.

We have also commenced a review of the Directory of Services (DoS), the database of conditions deemed suitable for treatment at the MIC based on the symptoms described by patients to call handlers employed by our 111 provider Care UK, and which it uses to direct them to the most appropriate care option, depending on the time of call. We would welcome feedback from your constituents in order to help us improve the DoS, and they can do this by directing emails to [comms@suffolk.nhs.uk](mailto:comms@suffolk.nhs.uk) and putting Felixstowe MIC in the subject field.

Additionally, I have also agreed to pay for new signage in the town that better reflects the current access arrangements for the MIC, and this will be progressed with our colleagues at Suffolk County Council as a priority.

I hope you find the above measures a solid foundation for a constructive way forward but please feel free to get in touch should you wish to discuss any of these matters further.

Yours sincerely

**Dr Ed Garratt**  
Chief Executive