

Proposed Closure of South Park Branch Surgery

Patient Frequently Asked Questions (FAQ)

The Partners of South Park and Heath Surgeries have sought approval from NHS England and Lincolnshire West Clinical Commissioning Group to undertake patient consultation on the proposal to close South Park Branch Surgery. Listed below are a number of FAQs that are provided to answer any potential queries patients may have. Any further queries should be directed to Surgery staff.

- 1. Why have you proposed to close South Park?** The South Park Branch Surgery building needs a considerable amount of investment (in the region £45k+) to bring the premises up to the required standards. Over the last 2-3 years the Practice has suffered some significant challenges including financial fraud and the tragic death of a GP Partner. Both of these have impacted on the services we are able to provide from two sites. The closure will enable consistency of care, helping us to deliver better care with less reliance on employing more expensive Locum or bank staff.
- 2. Will the Heath Surgery opening times remain as they are currently?** Yes, our opening times will remain the same, including our extended hours opening on Wednesday evenings.
- 3. How will I make appointments?** We will continue to provide a full GP service from the Heath Surgery, providing daily appointments to see Doctors, Nurses and Health Care Assistants. Indeed, we are hoping to be able to add to our current clinical team to include access to see other healthcare professionals. eg Advanced Nurse Practitioner, expanding family planning clinics and introducing minor surgery clinics.
- 4. Will I still be able to see my usual doctor or nurse?** Yes, you will. All staff and partners (whether clinical or not) will be based at The Heath Surgery.
- 5. Will the same number of appointments be available?** Yes, initially we will be increasing the number of appointments at The Heath to cover those that were previously available at South Park. Ultimately, our aim is to be able to increase the number of appointments for our patients.
- 6. What will happen to vulnerable patients?** All our patients currently registered with the practice will have the option of being able to stay on our practice list, whilst living at their existing address. The doctors will continue to provide home visits to our vulnerable, housebound patients.
- 7. Will the practice boundaries change?** No - we will continue to register and provide services for patients that fall into the catchment area.
- 8. Will the services currently offered at the South Park surgery be offered at the Heath?** Yes - All services that we currently offer under the GP contract will be transferred to The Heath Surgery.

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9. **Will any new services be introduced?** We certainly hope so. One of the main reasons for the proposed closure is for us to be able to grow and expand the services that we are able to provide locally from within the Practice. We are still in the early stages of investigating what additional services could be delivered locally and are committed to working with local commissioners to provide access to additional services as and when they become available.
10. **How would the closure benefit the medical staff at the practice?** Medical staff will have a wider pool of clinical knowledge and experience to draw upon and will have more opportunities to specialise; annual and sick leave will be better covered leading to lower stress levels of the remaining staff. Partners will be able to share the ever increasing administrative work load required of them by government and regulators.
11. **Will there be changes to the way I book appointments?** No, you will continue to be able to book appointments as you do now, either online or by the telephone. We will continue to recall those patients that require scheduled vaccinations, chronic disease reviews or for participation in routine screening programmes (smears, diabetic eye checks etc) we do however hope that we will be able to improve our current appointment booking and administrative systems, with a larger pool of administrative and reception staff available on one site.
12. **Will there be any changes to how I access the GP out of hour's service?** No, in order to access a GP when the Practice is closed, you will still need to telephone the NHS 111 service and they will either signpost you to the most appropriate service or arrange for you to access a GP.
13. **Will I need to re-register to remain on the Practice list? Will my health records be transferred?** No, all patients will remain registered with The Heath Surgery and your health records will remain there. The only way your registration will change, will be if you choose to register yourself at a different Practice or if you move from your current address outside the practice catchment area.
14. **Will this affect any treatment or medication I am currently receiving either at the GP practice or any Hospital?** No – Any patient's current treatments, medications or any investigations that they are receiving from any hospital or other healthcare provider will be unaffected by the closure.
15. **What are the timescales for the decision of whether to close South Park?** Following the consultation (ends 4 November 2016) the feedback will be analysed and included in a report, for the Primary Care Commissioning Committee to make an informed decision on 16 November 2016.