

## Frequently Asked Questions

These questions have been prepared to help answer some of the questions you may have about the proposed permanent closure of Woolsthorpe Surgery, and the move to NHS East Leicestershire and Rutland Clinical Commissioning Group.

### **Questions relating to the permanent closure of Woolsthorpe Surgery:**

#### **Will there be more GP sessions or appointments at Stackyard Surgery to compensate for the closure of the branch surgery?**

Yes, Stackyard will have additional GP sessions – the total GP sessions will equal what is currently available at Stackyard and Woolsthorpe surgeries.

#### **Will appointments be offered at the weekend?**

Our extended hours is currently offered on a Saturday at either our Stackyard Surgery or at Long Clawson Surgery and this will remain the same.

#### **Will we still be able to get same-day appointments at Stackyard Surgery?**

Yes, same day appointments will be available at Stackyard Surgery.

#### **How many patients are registered at each surgery?**

Woolsthorpe Surgery has 1648 registered patients and Stackyard Surgery has 2111 registered patients.

#### **What would happen to the building at Woolsthorpe Surgery if the proposed closure goes ahead?**

We currently rent the Woolsthorpe building, so are unsure what plans the landlord may have for this building.

#### **Is the closure of Woolsthorpe due to saving costs?**

No, the closure of Woolsthorpe Surgery site is due to the reception and waiting area being very small, which means that it is not possible to ensure safe social distancing, and patients and staff attending the building would be subject to an unacceptable increased risk of infection. As the risk from Covid-19 is likely to be with us for many months - possibly years - this risk is not going to disappear soon. Covid-19 has heightened everyone's awareness about the risk of infection and many of us are working to adopt new ways of keeping people safe.

Also, the car park at Woolsthorpe Surgery has recently been declared unsafe by the local council. Whilst patients and staff have previously been able to use it, from a health and safety perspective we do not feel now we can ask you to use the car park.

#### **Will there be more car parking spaces at Stackyard Surgery should the branch surgery close?**

Stackyard Surgery has a generous sized car park and disability bays.

#### **Will I still be able to order and collect my medicines as I do now?**

You will be able to order and collect your prescription as previously, either online, via email or by post. If you did this in person at Woolsthorpe surgery, you will be able to do this at Stackyard Surgery.

#### **How long will the consultation last?**

The consultation period is 8 weeks and closes on Tuesday 27 October 2020.

### **How can people feedback their views?**

By completing our survey, which is available online or by contacting the surgery via email, telephone or by post.

### **Were patients and the public involved with the questionnaire design?**

The questionnaire was shared with the Practice Patient Participation Group for their consideration and comments before it was finalised.

### **Has the decision already been made on the future of the Woolsthorpe Surgery?**

No, the decision is not finalised. Along with our proposal, all feedback we receive from the survey will be taken into consideration and a decision will be made by Lincolnshire Clinical Commissioning Group.

### **Will I need to re-register with my GP if Woolsthorpe Surgery site closes?**

You will not need to do anything unless you wish to register with a new practice which covers your address.

## **Questions relating to the administrative move to NHS East Leicestershire and Rutland Clinical Commissioning Group:**

### **Why do we need to move administratively to another Clinical Commissioning Group?**

Woolsthorpe Surgery and Stackyard Surgery became part of Vale Medical Group several years ago, which is located in NHS East Leicestershire and Rutland Clinical Commissioning Group. Since then, Stackyard Surgery has continued to work well across both Lincolnshire and East Leicestershire and Rutland Clinical Commissioning Groups. More recently when Primary Care Networks (PCNs) were being formed, it was agreed by all parties that Stackyard and Woolsthorpe Surgeries should form part of Melton Syston Vale PCN and this sits in East Leicestershire and Rutland Clinical Commissioning Group.

### **As a patient, how does this affect me?**

The purpose of this is to make it much easier to administer the practices and to provide more effective patient care. There will also be a change to providers for community services and this should have a beneficial effect for you, as it will mean that we will be able to access primary care services in Leicestershire that are currently not available to you - e.g. X-ray services.

### **If I have existing follow-up appointments within Lincolnshire or wish to be referred to Lincolnshire, am I able to still access this?**

With regards to out-patient appointments these should be completely unaffected as a pathway of care has already started. With regards to new referrals, patients have the right to choose the provider of any consultant-led care.

### **Will I still be able to use the walk-in Xray department at Grantham Hospital?**

Grantham Walk-in service is not operational. It is an appointment only system. Xrays, by appointment only, will be available at either Grantham or Melton Mowbray.