

Proposed Branch Closure, Burtonwood Surgery

Patient Frequently Asked Questions (FAQ)

The Partners of Vista Road Surgery have sought approval from NHS Cheshire and Merseyside - St Helens Place to engage with local patients about the proposal to close the branch surgery at Kinnock Park, Burtonwood. 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.

Why have you proposed to close Burtonwood Surgery?

Due to retirement of partners and difficulties with recruiting and replacing GPs due to the national shortage of GPs, it is necessary to rethink ways of working to secure the long-term future of Vista Road Surgery.

We can consolidate and provide more services from Vista Road Surgery, which is a purpose-built medical facility that meets the required CQC standards. By doing so, we are in a position to provide safer services from one site, maximising the capacity of our workforce to ensure we can offer the highest number of appointments possible.

Would Vista Road Surgery opening times remain as they are currently?

Yes, we would continue to open as normal from 8.00am to 6.30pm Monday to Friday, we also offer extended hours and enhanced access 6 days a week which you can book by calling 01744 673 807. These services may not be at our Vista Road practice as nationally the model of providing care is now moving towards more service provision across a wider Newton and Haydock network.

How would I access appointments?

We would continue to provide a full GP service from our surgery at Vista Road, providing daily appointments to see doctors, nurses and health care assistants. We will also continue to use alternative methods of accessing appointments, for example via online services etc.

Would I still be able to see my usual doctor or nurse?

Yes, you would. All staff and partners (whether clinical or not) would be based at Vista Road Surgery. However, as always this may mean waiting a little longer to see the clinician of choice. By consolidating services on one site, it allows us to deliver continuity of care for more of our patients, as we will not be splitting our scarce workforce across 2 sites, so we can enhance how we deliver care at one site.

Would the same number of appointments be available?

There would be more appointments available because patients would have better access at the main surgery Monday to Friday 8.00am to 6:30pm, and both extended hours and enhanced access 6 days per week.

What would happen to vulnerable patients?

All our patients currently registered with the practice would have the option of being able to remain on our practice list, whilst living at their existing address, and the practice hope that patients would wish to remain registered with the practice. The doctors would continue to provide home visits to our vulnerable, housebound patients, and access to all wrap around services, such as out of hours services, and improved and extended access appointments would continue to be provided to all our residents.

Would the services currently offered at Burtonwood Surgery be offered at Vista Road Surgery?

Yes, all services currently offered under the GP contract would be available at the main surgery site.

Would any new services be introduced?

No, we would not be introducing any new services, However, we do currently provide physiotherapy and a mental health practitioner and by consolidating services, these network-wide roles would have capacity to run more clinics at Vista Road.

How would the closure benefit the medical staff at the practice?

The staff would be able to provide more focused, safer care, with continuity of services. We are also a training practice for our future GPs, and we will be able to continue to provide this vital service from our main site.

Would there be changes to the way I book appointments?

Patients currently seen at Burtonwood Surgery would book appointments through the Vista Road telephone number (01925 221457) or online via our patient online access system. Should patients dial the Burtonwood Surgery telephone number once the surgery had closed down, their call would be automatically redirected to the Vista Road number. As the branch has been closed for a significant time, this process is now embedded and patients would not see a change in how they make an appointment.

Would there be any changes to how I access the GP out of hours service?

No, there would be no change. Wherever you were registered you would access the out of hours service by calling the normal surgery telephone number. If you called the Burtonwood Surgery number your call would be automatically redirected to the Vista Road number (01925 221457) and you would then get the appropriate out of hours message.

Would I need to re-register to remain on the practice list?

No, you would remain registered with Vista Road Surgery unless you chose to register with another practice or moved from your current address to an address outside the practice catchment area. We are hopeful that our patients will want to remain registered with us. The vast majority of residents in the Burtonwood area have accessed services at our Vista Road site over the last 2 years during the temporary closure of the branch.

Would my health records be transferred?

If you remained registered with Vista Road Surgery your electronic health records would be accessible at the main surgery. If you chose to register with another practice your records would be transferred to that practice and would be available to the clinicians at that practice.

Would this affect any treatment or medication I am currently receiving either at the GP practice or any hospital?

No, any current treatments, medications or any investigations that you are receiving from any hospital or other healthcare provider would be unaffected by the closure of the branch surgery. All prescription requests will continue to be processed as they are now, via EPS (electronic prescribing service), and will be sent to the pharmacy of your choice, this could be a pharmacy closer to your home address, often patients have no need to attend the surgery at all for repeat medications.

What are the timescales for the decision on whether to close Burtonwood Surgery?

All feedback following the engagement with patients will be collated during February 2023 and presented to the Primary Care Group at NHS Cheshire and Merseyside - St Helens Place in March 2023 so that an informed decision can be made.