

Date

The Occupants

1st line of address

2nd line of address

Town

Postcode

**Only one letter has been sent to each household**  
**Please share with other family members registered with the practice**

Dear Patient / Carer

The Partners of Vista Road Surgery are working with NHS Cheshire and Merseyside - St Helens Place to engage with local patients about the proposal to permanently close the branch surgery: Burtonwood Surgery, Kinnock Park, Burtonwood, WA5 4PU.

As you will be aware, this branch surgery has been temporarily closed for a significant length of time, and we have been seeing the vast majority of patients who reside in the Burtonwood area at our main Vista Road site.

If the branch surgery was to close permanently the doctors would still be able to see all patients who are registered at Vista Road Surgery at the main site: Vista Road, Newton-Le-Willows, Merseyside, WA12 9ED. We are hopeful that patients would wish to remain registered with our surgery.

Our aim is to provide high quality NHS primary medical care for all our patients, and we feel that we could best do this by delivering services out of one site at Vista Road Surgery which is a purpose-built medical facility and compliant with the relevant building regulations.

We have been trying to replace GP partners who have now retired but there is a shortage of GPs, both in St Helens and nationally, and it has become impossible to safely provide staff and trainee supervision from the Burtonwood Surgery. At the same time demand at our main site, Vista Road Surgery, has been steadily increasing.

The pandemic has resulted in a significantly higher demand for services - both face to face, telephone and online services - and like many GP practices nationally, we are now in a position that to safely maintain services at the current level of demand, we can only do so by consolidating services on one site, which maximises the capacity of our workforce. By

closing Burtonwood Surgery we would be able to consolidate these services and increase service provision at our Vista Road site. This would enable us to provide more focused, safer care, with continuity of services.

All current clinical, reception and administrative staff would be based at our main Vista Road Surgery site which would enable us to provide a more efficient service and would assist us to cope with increasing workloads.

We would like to assure patients that where there is an urgent need for access, for someone who is unable to attend the practice, access to home visits would remain available to residents in the Burtonwood area.

GP practices are now supported not just by staff employed at the practice, but by many other healthcare staff across the primary care network in Newton and Haydock – this is a national model of care. However, it is not possible for staff who work across multiple practices across the Newton and Haydock area to also attend smaller branch practices due to capacity. This is a further reason that continuing to operate across two sites will affect the ongoing ability to deliver services, not just at Burtonwood, but for all our patients across Newton and Burtonwood.

We can assure patients that we are not considering this decision lightly. We have to look at the safest way to deliver care to all of our patients across Newton and Burtonwood and concentrating our scarce workforce at one site is a safer and more effective way to deliver services to all 8500 patients, allowing us to maximise the numbers of available appointments.

In addition to the fact we can not continue to provide a workforce across two sites in a safe and sustainable way a recent building survey found the Kinnock Park Surgery was not fit for purpose and unsafe for both patients and staff and the findings concluded that it is inadequate to provide services safely from there.

The views of our patients are very important to us and we want to make sure we understand them so that they are taken into consideration in the final decision making. We would welcome your feedback and would like the opportunity to answer any concerns you may have.

You can provide feedback in the following ways:

- By completing the questionnaire online at <https://www.surveymonkey.co.uk/r/DYCXR6P>
- By completing the enclosed questionnaire and handing it in at any of the surgeries.
- By attending one of our drop in sessions, which will be held at both Burtonwood Surgery and Vista Road Surgery, where representatives of the Practice and Cheshire and Mersey Integrated Care Board will be happy to discuss the proposal and answer any questions that you may have. Dates for these meetings are as follows:
  - Burtonwood surgery: 12th December 2022, 7.00pm at Burtonwood Community Centre, Green Jones Brow, Burtonwood, Warrington, WA5 4LH
  - Vista Road Surgery: 19<sup>th</sup> December 2022, 7.00pm at Wargrave Community Hub 143 Alder Street WA12 8HR.

- By contacting the Patient Advice and Liaison Service on 0800 218 2333

Alternatively, you can also email the Practice Manager, Lisa Tull, [Gp.n83005@nhs.net](mailto:Gp.n83005@nhs.net) with any questions or comments that you may have.

We would be grateful if you could provide your feedback by no later than 31 January 2023 so that we can include your feedback when reviewing the proposal. Once this feedback has been analysed it will be shared with Cheshire and Mersey Integrated Care Board (St Helens) for consideration and final decision by the Primary Care Group. The final decision regarding the proposal will be made in March 2023 and we will inform you of this in due course.

Yours faithfully

Drs  
GP Partners

### **Further information**

Please find enclosed further information about the proposal and some frequently asked questions, which we hope will help to answer any questions you may have.

You will also find a copy of the survey which you can fill out and hand in at your GP surgery.

If you need this information in any other format or language, please contact 01744 624269 or email [engagement@sthelensccg.nhs.uk](mailto:engagement@sthelensccg.nhs.uk)