

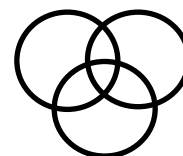
# THREE VILLAGES MEDICAL PRACTICE

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Branch Surgery:  
80 Bridgnorth Road  
Wollaston, DY8 3PA

## Frequently Asked Questions

***Three Villages has put a proposal into the CCG to close Wollaston Branch Surgery. Please see some frequently asked questions about the proposal, process and outcome***

### Why and how?

#### **Q: Why has the practice proposed the closure of Wollaston Surgery?**

- Working across two sites is increasingly difficult; communication, safety, team work
- Logistics of maintaining an efficient and safe service is increasingly challenging to achieve.
- Practice budget does not allow us to effectively run two sites without compromises.
- Not an effective use of NHS resources
- Enable full utilization of the purpose built building: health centre
- Have a full complement of clinical skills working from one site
- Improve staff moral and retention
- Lone working elimination
- Chaperone availability

#### **Q: What is the process of the consultation?**

A: The CCG has a set process which the practice has to follow. A consultation period of 16<sup>th</sup> July to 19<sup>th</sup> September which will include two public meetings and various methods of patient feedback (meetings, comments cards, online survey).

Meeting dates and times :

- Wednesday 25<sup>th</sup> July, 3.30pm start at Holy Trinity Church Hall, High St, Amblecote, DY8 4JA
- Wednesday 8<sup>th</sup> August, 7.00pm start at St James' Church, Belfry Drive, Wollaston, DY8 3SE

All registered patients and carers are welcome to come.

**Q: When will a decision be made on the proposals?**

A: The CCG's Primary Care Commissioning Committee will make a decision on the proposal at their meeting on **19<sup>th</sup> October 2018**.

As the CCG understands that proposals to close or merge practices can be worrying for local patients and communities, they will usually allow some time at the start of the meeting to go through the proposals and take some questions before moving onto other agenda items.

**Q: What other information is considered by the CCG Primary Care Commissioning Committee (PCCC) when they make a decision on the proposal?**

A: The PCCC will consider the consequences and implications of the proposed change and any alternatives. Consideration will include, but not be limited to:

- Registered list size and patient demographics;
- Condition, accessibility and compliance to required standards of the premises;
- Accessibility of the main surgery premises including transport implications;
- The Commissioner's strategic plans for the area;
- Other primary health care provision within the locality (including other providers and their current list provision, accessibility, dispensaries and rural issues);
- Financial viability
- Whether the contractor is currently in receipt of premises costs for the relevant premises;
- Other payment amendments;
- Possible co-location of services;
- Consultation feedback;
- Any impact on groups protected by the Equality Act 2010 ;
- The impact on health and health inequalities.

## **Appointments and staffing**

**Q: Will there be less appointments at Stourbridge Health & Social Care Centre (SHSCC) if the proposal is approved?**

A: All appointments at Wollaston Surgery would be transferred to SHSCC. The GPs and the nurses that cover these sessions would just move to SHSCC and run their surgeries from there.

**Q: Will the extended access on Sunday mornings still take place?**

A: The practice will still continue to offer extended hours

## **Transport and Parking**

**Q: Will I have to pay for parking if I go to SHSCC?**

A: No, parking at SHSCC is free, there is parking on site, including disabled parking bays and street parking in the surrounding local area.

**Q: Is there a bus service between the Wollaston and SHSCC sites?**

A: Yes

To plan your journey from your home address to Stourbridge Health & Social Care Centre you use the following web tool:

<https://journeyplanner.networkwestmidlands.com/>

Dudley Residents who find it difficult to travel could also consider the Ring and Ride service, patients would need to register for this via online at <http://www.ringandride.org/register/regonline.html> or by calling **0330 053 8136** and selecting Option 1.

Staffordshire residents: Kinver Volunteer Bureau based out of Kinver community library has a transport service to local hospitals, doctors, opticians and the like. Telephone Tuesday to Friday 10-noon Tel: 01384 872344 for more information.

**Q. What would happen to the staff at the practice?**

A: Staff would work from SHSCC. There are no proposed redundancies.

## **Practical Issues**

**Q. I usually hand my prescription in to Wollaston Surgery, what would I do instead?**

A: You can choose from any of the following ways of ordering your prescriptions:

- Order via patient online access (see reception for more info)
- Order via the POD by calling 01384 323222
- Post/hand in prescriptions at SHSCC

Remember, you can nominate a pharmacy and we can send your signed prescription to the pharmacy of your choice.

**Q: How can I make an appointment to see a clinician?**

A: Appointments can be made on patient access, on the phone or in person at SHSCC

**Q: I live in Wollaston. Will I still be able to have a home visit if I am housebound?**

A: The practice's home visit policy will not be affected by the proposed closure. Home visits will continue to be offered to all our housebound registered patients.

**Q: I usually see the nurse or doctor at Wollaston surgery. Will I still be able to see the same clinician?**

A: Yes and all your medical records will also be available

**Q: Will there be a phlebotomy service within Wollaston?**

A: Yes. Phlebotomy is available to all registered Dudley residents at Lion Health, Lowndes Road. Clinics run on a Monday and Thursday morning 9-12.50 and a Wednesday afternoon 2-3.50pm. This is an appointment only service. To make an appointment call 01384 322222 or attend Lion Health practice to book in person. Please ensure that you take your blood test form with you.

## **Registration**

**Q: Do you expect to retain all the patients that are currently registered with Three Villages Practice?**

A: This is your choice, the patient choice.

**Q. Do I have to stay registered with Three Villages Medical Practice if Wollaston Surgery closes?**

A: No, you are free to register at another practice should you wish to. If you have access to the internet you can put your postcode into the NHS choices website at [www.nhs.uk](http://www.nhs.uk) to find out your nearest GP practice. As well as finding your nearest practice, you can find information to help you choose a new practice.

**Q. How do I change practices?**

A: You can go directly to your chosen practice and complete a registration form.

## **CQC Information**

**Q: What is the Care Quality Commission (CQC) rating for SHSCC?**

A: Three Villages Medical Practice was given an overall rating of 'good' in October 2017. CQC inspectors did not visit the branch site during their inspections. For more information please visit: <https://www.cqc.org.uk/location/1-570998805/reports>