

Frequently Asked Questions Viran Medical Centre

Will the GP practice close?

Closing the practice and dispersing patients will be the last resort. We are working quickly to find a suitable provider. If this is successful, you will be able to stay registered with the GP practice.

If we are unable to find a suitable provider, we would have no alternative but to close the practice and transfer patients to another practice in the area. This would be a last resort and would be considered only if there were no other options available to us.

Whatever happens, you will still have access to GP services. We will keep you updated about our progress.

Will I need a new GP?

You do not need to register with another practice at this stage. The practice remains open as normal until Friday, June 30 and patients will be able to continue to access services as well as re-ordering prescriptions in the usual way. We will get in touch with you in plenty of time to let you know if we are unsuccessful in finding a new provider - and if this is the case, what the next steps are.

What if I need a GP on July 1 and 2?

If you require urgent access to primary care out of hours service you be able to contact the NHS 111 service, which will direct you to the nearest service. Your call will be free of charge.

Why can't things just stay as they are?

The current contract-holder wishes to withdraw from the contract to provide GP services at the Viran Medical Centre.

Will services continue to be delivered in Hesketh Bank?

The NHS does not own any premises in the Hesketh Bank area. We have considered a number of potential options for premises in Hesketh Bank, including providing a state of the art mobile medical unit on the car park of the community centre. These potential options were considered not to be viable for a number of reasons, including timescales, ensuring that premises would meet a suitable standard and issues around obtaining a secure NHS IT connection.

We will continue to explore all the options for a permanent arrangement, working closely with the Patient Participation Group, patients and wider community.

Is a mobile unit suitable accommodation for a GP practice?

Modern mobile medical grade units are state of the art and have to meet high quality standards set by the NHS and Care Quality Commission (CQC). It is not intended to be a permanent solution to the premises issue faced, but will enable continued service delivery in a safe and secure place whilst a more permanent solution is sought.

What if you don't get planning permission for the mobile unit?

We are working with West Lancashire Borough Council to secure the necessary planning permission for the mobile unit to be located in the grounds of Tarleton Health Centre. We are exploring what other options may be available to us if we do not secure planning permission and will keep you informed.

When will the mobile unit be installed on the Health Centre car park?

The mobile unit will be installed in the middle of June. When we know an exact date we will share this with you and provide you with more information.

How long will our practice be run from the mobile unit?

We intend that the practice will use the mobile unit for approximately 12 months, subject to alternative premises and a new provider being found. If alternative premises are identified sooner, then of course the practice will move as soon as possible. We will keep you informed of progress.

How many consulting rooms will the mobile unit have?

There will be three consulting rooms available to be used in the mobile unit.

Will there be enough waiting room space in the mobile unit?

Yes, there is enough space to accommodate 12 people in the waiting room, which is in line with space the practice currently has.

Is the mobile unit large enough to accommodate the practice staff and patient records?

Yes. A large mobile unit has been ordered to accommodate practice staff and records.

Other areas have a GP based in the village, why can't Hesketh Bank?

The arrangements we are proposing at Tarleton Health Centre are temporary and no final decisions have been made yet about permanent premises. We will explore all the options for a permanent arrangement and will work with the Patient Participation Group, patients and wider community.

The NHS as a whole is seeking to reform primary care, which will mean more convenient access to care, a stronger focus on population health, reducing health inequalities and prevention, doctors and a wider range of nursing and support staff operating in more modern buildings, and better integrated with community and preventive services, hospital specialists and mental health care.

It is the responsibility of NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG to ensure services are equitable for all residents across the West Lancashire area and that all residents continue to be able to register with a GP.

Will appointment times and dates be the same?

Services will continue to be provided as normal until June 30, 2017. Patients will be able to continue to access at least the same level of service that they do now.

Can I ask to be registered at another practice?

There is no need to register at another practice at this time. However, if you choose to do so, you can find other local practices by putting your postcode into the 'Services Near You' box at www.nhs.uk or call NHS England on 0300 311 22 33.

When will a decision be made about the long-term location of the practice?

We will ensure patients and local people are kept as up to date as possible on arrangements for the future. We will be working closely with the practice Patient Participation Group and other stakeholders to ensure that the patient voice is represented and considered throughout the process.

What about new housing developments?

We are aware of a number of housing developments being built in the area which could bring up to 200 new dwellings to the local area. This can place extra pressure on the social, physical and economic infrastructure which already exists in a certain area.

There are a number of government initiatives that are in place to support local areas growing in size thanks to additional housing developments.

We will work with colleagues from Lancashire County Council and NHS Property Services to ensure that the local health system is robust enough to support the additional growth in the area.

When will the public be able to give their views?

NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG plan to have a listening exercise to gather the views of local people in relation to the relocation of Viran Medical Centre. In the run up to local elections on 4 May, the NHS is restricted in what it can and cannot communicate about.

Once the local elections have taken place, we will share details of this listening exercise and other opportunities for local people to give their views.

If you have any questions or queries, please contact: Freephone: 0800 044 8169 or email viranmedical@H2A.global.

I want to make a complaint – how do I do this?

To make a complaint please contact NHS England on 0300 311 22 33 or email england.contactus@nhs.net To find out more about the complaints process please visit the NHS England website at www.england.nhs.uk.