

VIRAN MEDICAL CENTRE – DISPERSAL FAQs

Will Viran Medical Centre close?

From Thursday 31 January 2019, the Viran Medical Centre will no longer be treating patients, as the temporary contract with the care-taking practice will cease. Therefore, all patients currently registered with the Viran must register with a new practice before the 31 December 2018. This date is to allow a smooth transition between practices and continuity of care.

If patients have not moved to a practice of their choosing by the end of December, the CCG will transfer patients to the nearest GP practice to where they live. Patients will be free to subsequently move to another practice that covers their area, if the one allocated does not meet their needs.

Where will patients be dispersed to?

The CCG are not dispersing (transferring) patients to any practice. They are keen for patients to choose where they want to go. However, if some patients have not chosen to move by the end of December, the CCG and NHS England will allocate them a place at the nearest GP practice to where they live. If subsequently patients are not happy with this transfer, they can choose to move to another practice at any time. The enclosed leaflet should provide you with enough information to help inform your decision when choosing a new practice.

Do we need to change practice immediately?

Patients of Viran Medical Centre do not need to move practice immediately. However, as the current provider contract will cease as of 1 February 2019, it is vitally important that all existing patients are registered with a new practice before 31 December 2018. This date is to allow a smooth transition between practices and continuity of care.

I am concerned that my medical records will not transfer over to a new practice when I register.

All patient records are transferred electronically and securely from your existing practice, to your new practice. There will be no loss of continuity in this process.

Is there any community transport available in West Lancashire as I am concerned about being able to get to a new practice from where I live?

Dial A Ride operates throughout West Lancashire and are available online www.wldar.org.uk or by phone for further information on 01704 893 373.

How will I know which practice to choose when I have specific health needs? I understand that some GP practices have refused patients with several long-term conditions? What do I do if I am refused?

All GP practices are committed to both eliminating discrimination in all its forms. There is no previous evidence of a patient being refused by a GP on the grounds of their current health status. Should a patient have such an experience, we encourage you to raise a complaint via the normal channels, details of which are at the bottom of these FAQ's. Our GP practices and their staff are required to operate within the requirements of the Equality Act 2010 and therefore are expected not to discriminate on grounds of gender, marital status, race, ethnicity, gender identity, sexual orientation, religion/belief or age.

How will I now if I have been assigned my practice of choice?

The practice you have chosen to register with will inform you when the transfer has been completed.

What is the process of transferring?

Once you have chosen which practice you wish to transfer to, you can contact them directly and you will be asked to complete a transfer form. Once the transfer is complete, your new practice will contact you and let you know.

What if the form I fill in to transfer practice gets lost?

Ask your new practice how long it will take for the transfer to complete and if you have not heard back from them by this time, give them a call to ask for an update.

What sort of information will the practice request from me before I transfer?

The practice will require your name, address, ethnicity, your NHS number and any special requirements. Your NHS number is available from your existing GP practice or any NHS England correspondence (E.G. hospital appointment letters).

Do the practices that I can choose from have a website where I can get more information?

Yes, the websites are as follows:

Beacon Primary Care: www.beaconprimarycare.org.uk

The Beeches Medical Centre: www.beecheslongton.co.uk

Croston Medical Centre: www.nmhealthinnovations.co.uk

Croston Village Surgery: www.crostonvillagesurgery.co.uk

Lathom House Surgery: www.lathomhousesurgery.nhs.uk

Longton Health Centre: www.longtonhealthcentre.co.uk

Tarleton Group Practice: www.tarletongrouppractice.nhs.uk

What about my repeat prescriptions?

There should be a smooth transfer of all your patient records and repeat prescriptions. If you have any queries, contact your new practice directly.

I am away when Viran Medical Centre closes, how will I know if I have been registered at the practice of my choosing?

At the time of registering, please make it clear to the new practice that you are due to be away on holiday during the transferring period and ask them to write to you to confirm the transfer. Alternatively, you could ask them to send you a text message or email if you have access to a mobile and/or an email address.

Will there be an opportunity to speak to somebody face to face?

Yes, there will be a drop-in day taking place on Monday 12 November 2018, within the Health Education Room at the Tarleton Health Centre, from 9am – 5pm.

The drop-in session is aimed to assist you with your transfer to a new practice.

I have further questions that have not been answered within this document. How do I raise them?

If you have any further queries or concerns, please call 0800 044 8169 or email viranmedical@h2a.global.

What is the formal complaint process should I wish to raise a complaint?

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