

Dear Registered Patients,

You may already be aware NHS England (Lancashire & South Cumbria) and NHS West Lancashire Clinical Commissioning Group (CCG) recently carried out a patient listening exercise to hear patient views on a number of potential options for the future of your GP practice and to understand any other factors that patient felt should be considered. We are writing to you as a patient at Viran Medical Centre, to share some of the feedback and let you know about what is going to happen next.

Patient listening exercise; what you told us

During the listening exercise (May 29 – June 15, 2018) a total of 73 patients of the practice attended the listening events, 37 patients contacted the Freephone helpline, 18 patients emailed the dedicated email address, 27 patients completed a comment card at Viran Medical Centre, and 1 patient sent a letter. A total of 7.1% of the patient population at the time of the exercise engaged in the process.

The outcome of the patient listening exercise established the following:

- The main concern raised was a desire to have a local, good quality and sustainable service for patients.
- Patients were concerned that any future provider should be a local, known and trusted provider.
- Patients who fed back expressed a mixture of opinions about the current interim provider and other local providers. Patients preferred to keep Viran Medical Centre independent of other practices in the locality.
- They expressed a view that if patients had to be dispersed to other GP practices, they would appreciate an outreach clinic to be located in Hesketh Bank.

What happens now?

Throughout the listening exercise a number of concerns were raised about the long-term future of the practice. We have tried to answer these overleaf. Patient numbers at the practice have continued to decline, worsening the issue of sustainability and viability. We have looked at how sustainable the practice is long-term, taking into account the current reducing patient numbers and the expected increase in patient because of housing developments. The patient listening exercise feedback report has been considered in addition to the following:

- An Independent Transport Survey
- A report on options for premises
- Equality Impact Assessment, which considered the potential impact of any changes to services on vulnerable groups of patients
- A financial review
- The national NHS England strategy for primary care, General Practice Forward View

After careful consideration of all of these factors, it is now clear that the only realistic and deliverable option is to disperse patients who are registered with Viran Medical Centre – this means that patients currently registered will have to move to another local practice.

Patients will be asked to choose which local practice they wish to join. Before this can happen, we wish to hear from all registered patients, aged 13 and older, about the impact this will have on them as part of a four-week consultation.

You can tell us what you think by completing and returning the attached survey – or find out more about the different ways to get involved overleaf. We would be really grateful if you could take the time to completely and return the survey to us. We will be in touch to let you know about the outcome of the consultation and any next steps. In the meantime, if you have any questions, see the back page for details of how to contact us.

Patient Concerns

Capacity at alternate practices – during the listening exercise many patients commented on alternate practices in the locality having closed lists. NHS England (Lancashire & South Cumbria) and NHS West Lancashire CCG can confirm that no practice in Lancashire has a closed patient list. We are working closely with practices to offer support through this period of transition. Practices will be able to apply for financial and staff support throughout the dispersal and patient registration period. As mentioned during the listening events we are also working to expand and more effectively utilise the space within Tarleton Health Centre; this has been an ongoing conversation for a period of time.

Getting appointments – patients expressed concern about the wait time to get an appointment at the practice. NHS commissioners have created an extended hours service across a number of practices in the locality:

Day of the Week	Location	Time	Service Offered
Monday	Skelmersdale – Sandy Lane Health Centre	18:30 – 20:00	GP and Advanced Nurse Practitioner
Tuesday	Skelmersdale - Birleywood	18:30 – 20:00	GP and Advanced Nurse Practitioner
Wednesday	North – Tarleton Group Practice	18:30 – 20:00	GP and Advanced Nurse Practitioner
Saturday	North – Stanley Court, Burscough	10:00 – 14:00	GP, Nurse and Phlebotomy
Saturday	Ormskirk – Ormskirk Medical Practice	10:00 – 16:00	GP, Nurse and Phlebotomy
Saturday	Skelmersdale – Sandy Lane Health Centre	10:00 – 16:00	GP, Nurse and Phlebotomy
Sunday	North – Stanley Court, Burscough	10:00 – 14:00	GP and Nurse
Sunday	Skelmersdale – Sandy Lane Health Centre	10:00 – 14:00	GP and Nurse

You can access an appointment at any of these extended hours services by requesting one through the receptionist at your own practice.

Community Services – NHS West Lancashire CCG have developed new innovative community services across Lancashire. It became apparent during the listening exercise that patients were unaware of these services.

At the CCG's My View Citizens Panel event on 25th September from 11:30am which is to be held in the Christian Centre in Hesketh Bank, the CCG will describe the work it has been doing and the services available to patients across West Lancashire. If you would like to attend to find out more, please contact:

Marco Giannini
wlccg.myview@nhs.net
01695 588 203

We want to hear from you

The consultation will run from Monday 20th August to Friday 28th September

Prepaid Envelope – Please complete and detach the paper survey on the following pages and return in the prepaid envelope provided by Friday 28th September 2018. No stamp required. Please also complete the Equality and Diversity questionnaire on the back of the survey for monitoring purposes.

Online – For ease of completion, you can complete the survey online by going to this link: <https://www.surveymonkey.co.uk/r/ViranMedicalCentre>

Email – Please email any queries to: viranmedical@h2a.global

Freephone Helpline – If you require this correspondence in large print, audio, Braille or an alternative format, or you need this document translated into a different language, please call 0800 044 8169 and we will do our best help. If you would like support completing the survey, wish to ask some general questions, you can also call the Freephone number above.

Frequently Asked Questions (FAQs)

Has the patient list size of Viran Medical Centre decreased? And since when?

The Viran Medical Centre list size has declined since 2014 as demonstrated in the table below:

Practice	March 14	March 15	March 16	March 17	March 18	June 18
Viran Medical Centre	2,682	2,672	2,533	2,337	2,185	2,191

How many patients are there at Tarleton Group Practice?

The number of patients registered at Tarleton Group Practice is 8,318.

How many patients are there at the Banks Surgery?

The number of patients registered at Banks Surgery is 3,167.

Will Viran Medical Centre close?

When Viran Medical Centre's patient list is completely dispersed, and all patients have moved to an alternative provider in the locality, the practice will close. The contract with the current interim provider and the lease on the portacabin terminates on February 1st, 2019 and at this time the practice will cease to exist.

Where will we be dispersed to?

It is your choice as a patient, as to where you will be dispersed to. Following this consultation exercise, all patients will receive a communication through the post that informs them of the timeline for dispersal and offers options of other local providers that patients can move to. Patients will have the choice to decide which practice they wish to move to and a practice will only be assigned to a patient if they have not moved before Viran Medical Centre is set to close.

Do we need to change practice immediately?

Patients of Viran Medical Centre do not need to move practice immediately. Following this consultation regarding the impact of dispersal, we will write to patients with information about when the practice will close and advice about registering with another practice.

When will we know the long term solution for Viran Medical Centre?

The consultation exercise runs until Friday, September 28th. Following the consultation, a final Equality Impact Assessment will be undertaken to understand the potential impact of the dispersal on vulnerable groups of patients and an independent report of the feedback will be produced. The final decision will then be taken. We are aiming that by late October all patients will be given information about the practice closure and advice about registering with another practice.

Is there enough space at Tarleton Health Centre physically should it need to include Viran Medical Centre patients?

NHS West Lancashire CCG and NHS Property Services are working closely with Tarleton Health Centre to understand whether the space within the premises is being used as efficiently and effectively as it could be. There is potential within the premises to extend and use the space and rooms more effectively. There is also the option for another provider to use the space in Tarleton Health Centre which is not currently occupied.

Does Tarleton Health Centre have a closed patient list?

Tarleton Health Centre does not have a closed patient list. There are no GP practices in the West Lancashire area with a closed patient list, all practices are accepting new patients.

Who owns Tarleton Health Centre?

Tarleton Health Centre is the property of NHS Property Services.

What is the formal complaint process?

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