**Questions and Answers**

**Eagle Way Surgery**

**Why is the surgery closing?**

Some patients may already be aware that the team behind Eagle Way Surgery also run another larger surgery located in Benfleet. The last five years have seen a huge increase in regulation and bureaucracy and have led to huge increases in the workload involved in running two surgeries. We have over this time looked at various options including merging with our other surgery in Benfleet, merging with other local practices and looking for new doctors to take over the surgery. However, the small size of the surgery and wide geographical spread of our patients has meant it impractical to pursue any of these options. It is with a heavy heart the decision has been made to close the surgery. The doctors and all staff employed by the surgery will be instead moving to our other surgery in Benfleet to continue focussing on delivering services from this location.

All the staff at Eagle Way Surgery would like to extend our gratitude to our patients for their support over the years.

**When is Eagle Way Surgery closing?**

31 December 2020

**Is there an option to keep the surgery open?**

NHS Southend CCG has approved the application to close the surgery. In comparison to other practices in Southend, Eagle Way Surgery has a small number of registered patients (approx. 2,000) with many living out of the practice’s boundary. As there are a number of other suitable GP practice facilities nearby, closure of the surgery was approved. We would like to reassure patients that the practice is not closing because of any quality issues.

**What happens next?**

All registered patients will be written to and given guidance in relation to registering with an alternative nearby practice. All patients have the right to choose where they register. More information about GP Practices in the local area can be found by visiting [www.nhs.uk](http://www.nhs.uk). If you do not have access to a computer you can call Healthwatch Southend **01702 416320** between the hours of 09:00 – 17:00 Monday to Friday for support registering with a new practice.

If people do not register elsewhere they will be allocated to an alternative GP practice, near to where they live as long as they live within the practice catchment area. Patients will be contacted by their new practice once the registration process has taken place.

**How do I re-register somewhere if I am shielding?**

National guidance is constantly changing, however, in all circumstances it would be beneficial to contact the GP practice by phone that you wish to join. They will be able to provide you with the information needed to register.

**How quickly do I have to move surgeries?**

The surgery is due to close on 31 December 2020. All registered patients will receive a letter giving them at least 6 weeks to register elsewhere.

**How can my family help me register if I do not understand the process?**

Ask your friend or family member to be present when you call the GP practice that you wish to join. They can explain for you, the situation and the practice staff can offer advice to be able to ensure that the register with them in a timely way*.*

**I am waiting to see a specialist at the hospital and the GP has referred me, what happens now?**

Your medical records will automatically transfer over to your new GP once the registration forms are received (this may be over a period of a few days). Your referral will remain in process regardless of registering with a new GP. However, when you attend your hospital appointment, please be sure to update your hospital records with the new GP details.

**I have a repeat prescription, will my new practice be aware of what medications I am prescribed?**

Yes, when you register at a new GP practice all the information about your medications will be transferred as part of your electronic records. However, there might a slight time delay on this so we advise that you register at your new practice as soon as possible. We would also advise patients who have a repeat prescription to request an additional one-month supply from Eagle Way Surgery ahead of registering with a new practice to allow for this.

**Can I wait until Eagle Way Surgery closes on the 31 December 2020 before I register at a new Practice?**

We are advising patients to register at a new practice as soon as possible. This will help to support the smooth transfer of your records. It will also help local practices to manage the process of accepting a large number of new patient registrations.

**If I register at a new practice before Eagle Way Surgery closes can I still use it as my surgery?**

No, once you register at a new practice you become their patient and should access services you need at that practice only.

**What if I can’t register anywhere else?**

All nearby GP practices are accepting new patients.If, however, you find that they are unable to register at a practice of their choice, they can contact Healthwatch Southend **01702 416320** between the hours of 09:00 – 17:00 Monday to Friday who will help them to find a GP practice covering their home address.

All patients will continue to have access to GP services.

**Will I still be able to access the same services at one of the new surgeries?**

All neighbouring surgeries offer a full range of general medical services via a range of staff – for example, GPs, nurses, healthcare assistants etc. and so you should see no significant change in the type of service you are currently offered. Local GP practices are increasingly working together in networks called Primary Care Networks to deliver more coordinated health and care services so the range of services and healthcare professionals available in Shoebury is set to grow. Certain roles such as new Wellbeing Link Coordinators already work across multiple practices to support people with non-clinical issues like loneliness and isolation, meaning residents will continue to benefit from these. Depending on which practice you decide to register with, there may be some other differences, such as appointment booking systems and opening hours. You can check this when registering with a new practice or on the NHS website, [www.nhs.uk](http://www.nhs.uk) .

**What happens to my medical record?**

When you change GP Practice, your medical records will be transferred automatically to your new surgery when you register.

**What happens if I do not register with an alternative practice?**

We are asking all patients to register with a new practice as soon as possible. This gives your new practice time to contact Eagle Way Surgery with any queries about your care before the practice closes on 31 December 2020. It also gives NHS England and NHS Southend CCG the necessary time to ensure all patients have successfully registered with a new practice before Eagle Way Surgery actually closes.

If people choose not to register at a new practice they will be reallocated to one of the other practices accepting new patient registrations on the day before Eagle Way Surgery closes. Everyone, however, has the choice to register elsewhere as long as they live within the practice catchment area.

**I moved to Eagle Way Surgery because I was dissatisfied with other surgeries – can you assure me that another surgery I choose will provide a good service?**

We are committed to ensuring that all patients receive good quality care from their GPs. However, if you are not happy with your GP practice, you should in the first instance contact your GP surgery or you can contact NHS England by writing to:

NHS England

PO Box 16738

Redditch B97 9PT

or email to england.contactus@nhs.net or by free phone number: 0300 311 22 33.

Patients with concerns are also able to contact Healthwatch Essex, an independent consumer champion who gather and represent the views of the public, on 0300 500 1895

**Why are we only being told now, a few weeks before the practice closes?**

NHS England and Southend CCG have been exploring a number of options to ensure that all patients would be able to register with a suitable GP, this unfortunately does take time, and NHS England and Southend CCG wanted to ensure it had explored all options prior to contacting patients. It is crucial that no one is left without access to a local GP as a result of this closure