

## Gordon Street Surgery

### Frequently Asked Questions

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#### UPDATED SECTION:

##### **Can I still access Patient Access and or the NHS App as I did before? Do I need to update my surgery details?**

You can continue using both the Patient Access app and NHS App exactly as you would have done previously. You will not need to update any surgery details on the apps.

##### **What is the Care Quality Commission (CQC)?**

The CQC is the independent regulator of all health and social care services in England. The CQC monitors and inspects services and publishes reports on what they find. You can find more about the CQC here: <https://www.cqc.org.uk/about-us>

##### **What is a CQC registration?**

All health and social care services require a CQC registration. All new providers must complete a new registration, and **this is being dealt with** through the usual process.

#### PREVIOUSLY PUBLISHED SECTION:

##### **What is a General Medical Service (GMS) contract?**

A GMS contract acts as an arrangement between the ICB and GP providers to provide general medical services to a population area. A GMS contract can be held by one or more GP Partners and the contract sets out mandatory requirements and services for all general practices.

##### **What does it mean to be a GP Partner?**

A GP partnership involves two or more GPs working together as business partners, pooling resources, such as buildings and staff, and together owning a stake in the practice business. GP partners are jointly responsible for meeting the requirements set out in the contract and providing leadership for their practice.

##### **Is Gordon Street Surgery closing?**

No, Gordon Street Surgery is not closing, and patients are asked to continue to be registered with the surgery and access services as you usually would. The location has however had to be changed (see question below)

##### **Why has the ICB not engaged with patients?**

This was an urgent situation where the ICB was required to find a caretaker provider and secure alternative premises within a very short period of time to ensure the continuation of patient care.

Patients registered at the practice received direct communication in February and April to keep them informed about the situation as it developed, but to engage with patients at this time would have delayed the process and led to a gap in care, which is not acceptable.

We have always maintained and communicated to patients that we will be involving them in developing the long-term solution for the practice. Patients will be contacted when this is up and running, to explain how they can get involved and share their experiences and feedback with us.

### **Why has the previous contract been terminated?**

Gordon Street Surgery had been rated inadequate by the Care Quality Commission (CQC) and placed in special measures, following a series of either requires improvement or inadequate CQC ratings since 2017. The previous contract holders had been unable to show an ability to deliver sustained improvements.

As a result, contract termination was considered necessary because of the performance of the practice over a period of several years, which is evidenced by its CQC position. You can find out more about the CQC rating for Gordon Street Surgery, here:

[www.cqc.org.uk/location/1-551326240](http://www.cqc.org.uk/location/1-551326240).

### **Do I need to pay for parking if I am asked to attend a face-to-face appointment at Outwoods House?**

Although the car park does require payment, we have put an agreement in place which will mean that the ICB will cover the cost of parking for patients registered at Gordon Street Surgery who have been asked to attend a face-to-face appointment at Outwoods House.

Car parking spaces for the use of patients registered at Gordon Street Surgery will be rented as part of the wider building rent.

Staff at the practice will tell you what you need to do to have your parking fee covered. Please do not pay for parking before going into the Outwoods House building.

### **Will my appointment be with a GP?**

As standard, the practice will be making use of a full range of qualified healthcare professionals, and you will be given an appointment with the most appropriate clinician for your need. This is how all GP practices manage their appointments, ensuring patients get to see the right clinician first time and enabling those patients who need to see a GP to have access to this.

### **Will neighbouring GP practices be put under pressure because of the move and mean that it is more difficult to get an appointment?**

No. Patients registered at Gordon Street Surgery are not being moved to other neighbouring GP practices. Patients will still be registered with Gordon Street Surgery; however, the services will now be provided from a new location. The two new locations were not previously used as GP practices, and so there will be no effect on other nearby GP services.

However, we are continuing to work with neighbouring GP practices to make sure that they are aware of the situation.

### **I've heard that the practice will be operated like the NHS 111 service. Is this correct?**

No. Patients will not see a change in how they receive or book appointments. When a patient rings to make an appointment, they will be triaged first, which is standard across every GP surgery in Staffordshire and Stoke-on-Trent. This means that patients will be asked about their problem over the phone, and the trained receptionists/care navigators will then advise on the best option for them, including if they need to be seen face-to-face. This is the same as before, and patients will not see a difference.

**How do I get to the new location/s by bus?**

You can find bus information on the Staffordshire County Council website here: [Burton and Uttoxeter - Staffordshire County Council](#)

**Can the current provider dispute the decision to terminate the contract?**

Yes. Any dispute will follow a dispute resolution procedure. However, this does not affect the change of provider and new locations after 3 May.

**Why has the location of Gordon Street Surgery changed and why were patients told at short notice?**

The previous Gordon Street Surgery premises on Gordon Street is owned privately and not by the NHS or the ICB. We were hoping to be able to continue using the previous building. Unfortunately, that has not proven possible, and so we had to secure alternative premises at very short notice. Therefore, the new provider of the practice will be providing services from the new locations.

**Where is the new premises located and how do I get there?**

Appointments will now be at one of the two addresses below:

**Hill Street Health and Wellbeing Centre, Hill Street, Burton-on-Trent, DE15 9LD**

OR

**Outwoods House, Belvedere Road, Burton-on-Trent, Staffordshire, DE13 0QL** (just before Amber Wood Care Home, on the right. Please follow the signs for 'Gordon Street Surgery')

Please do not attend the Hill Street site without being asked to do so by the practice first. If you need a face-to-face appointment, staff will direct you to the most suitable location when you call. If you are not able or willing to travel to the Hill Street site, you will be accommodated.

If you are a wheelchair user or have mobility issues, please tell the receptionist/care navigator when you call.



The new location of Gordon Street Surgery is within the Outwoods House building, please use the above address and postcode for directions. There is car parking available near the practice building and a bus stop which has been highlighted on the map.

**I use a wheelchair or have other mobility issues steps. What do I do?**

If you are a wheelchair user or have mobility issues, please tell the receptionist/care navigator when you call. If you need to be seen face-to-face, the surgery staff will make sure that you can be seen at a location suitable for you that has step-free access. This will be at:

Hill Street Health and Wellbeing Centre, Hill Street, Burton-on-Trent, DE15 9LD

**Who is the new provider?**

GP services are now being provided by East Staffordshire Primary Care Partnership. East Staffordshire Primary Care Partnership already provides high quality services across the GP practices in East Staffordshire and is committed to improving service delivery at the practice. East Staffordshire Primary Care Partnership will run the practice for twelve months, while the ICB looks at a longer-term solution.

**Will the name of the practice change?**

No, for now, the practice will remain as Gordon Street Surgery.

**How do I contact the practice?**

Please contact the practice as you usually would by calling 01283 563175. Telephone lines for all patients are open from 8am until 6.30pm, Monday to Friday (excluding bank holidays).

**Will the usual practice opening times stay the same?**

Yes, there will be no changes to core opening times and the practice will be open Monday to Friday, 8am to 6.30pm.

**What will happen to my medical records?**

All patients have digital medical records. Your new practice team will be able to access your medical records without any disruption. The NHS in Staffordshire and Stoke-on-Trent has moved to recording and storing all records digitally. However, any remaining paper records will be stored securely and in compliance with the law and will be accessible if needed.

**I used to collect my prescriptions from a specific pharmacy. Will it be the same pharmacy?**

If your prescriptions are sent electronically from the surgery to your pharmacy, then yes; this is called your nominated pharmacy. If you want to change it, you can ask your pharmacy or your GP practice to change it. You can also change it through the NHS App.

**What will happen to any referrals that were made before Friday 3 May by the previous GPs?**

Any referrals made by the practice before this change will remain. This includes referrals to specialists at the hospital or for investigations or scans. You do not need to do anything.

**What is Staffordshire and Stoke-on-Trent Integrated Care Board (ICB)?**

Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) is a statutory NHS organisation which is responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in a geographical area which includes the commissioning of GP services.

**If I have any questions, where can I raise them?**

Please review this document and if you cannot find the answer to your question, please contact the Patient Advice and Liaison Service (PALS) on freephone: 0808 196 8861 or email [patientservices@staffsstoke.icb.nhs.uk](mailto:patientservices@staffsstoke.icb.nhs.uk). PALS is open from 9am until 4pm, Monday to Friday (excluding bank holidays).

**What happens next?**

The ICB will start a process to look for a long-term solution. Patients will be given the opportunity to share their feedback and the ICB will continue to let patients know about future developments.

Please be assured that patients will still be able to access GP services during this time and we remain committed to ensuring that patients have continued access to high quality and local healthcare.