

Gordon Street Surgery

Frequently Asked Questions

Updated: 3 May 2024

If you need this document in any other formats, including different languages, please contact ssotics.comms@staffsstoke.icb.nhs.uk

UPDATED 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)

PREVIOUSLY PUBLISHED SECTION:

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 is the contract being terminated?

Gordon Street Surgery is currently rated inadequate by the Care Quality Commission (CQC) and is in special measures, following a series of either requires improvement or inadequate CQC ratings since 2017. The current contract holders have 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.

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 are putting 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.

When registered patients are moved from the current building, will this put pressure on neighbouring GP practices 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. We are asking that patients call the surgery for an appointment before attending, and this is just to ensure a smooth transition whilst the new locations become more established.

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 will not effect 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 current Gordon Street Surgery premises is owned privately and not by the NHS or the ICB. We were hoping to be able to continue using the current building. Unfortunately, that has not proven possible, and so we had to secure alternative premises at very short notice. The location of Gordon Street Surgery will need to change from Tuesday 7 May 2024. 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 on or after Tuesday 7 May will 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 either of the locations on or after 7 May 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 will be the new provider?

GP services will be provided by East Staffordshire Primary Care Partnership from Tuesday 7 May 2024. The surgery will be closed on Monday 6 May, as this is a bank holiday (see further below for what to do on the bank holiday). 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 the next 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).

Booking appointments – will I see any changes?

You will be unable to book an appointment after Friday 3 May 2024 with the current GPs. Please contact the practice (using the telephone number above) or the NHS App from Tuesday 7 May to book future appointments. The surgery will be closed on Monday 6 May 2024, as this is a bank holiday.

When calling to book an appointment on or after this date, the telephone receptionist/care navigator will ask questions to help with your query or need. If you are then booked in for a face-to-face appointment, you will be told which of the two above addresses you should go to for this appointment.

I already have an appointment booked with the existing GPs at Gordon Street Surgery after 3 May – will I still have this appointment?

No, if you already have an appointment booked with a GP or Nurse at Gordon Street Surgery after Friday 3 May you will need to contact the practice on or after Tuesday 7 May to re-book this appointment.

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.

Can I still get to see a GP or Nurse at Gordon Street Surgery until Friday 3 May 2024?

Yes, general practice services provided by Gordon Street Surgery will continue to be available and patients are able to access the practice and services as you normally would until Friday 3 May.

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.

This falls over a bank holiday weekend, what happens if I'm unwell or need a GP/my prescription?

Pharmacists can give you expert advice on medicines and looking after yourself at home, and you won't have a long wait.

If you need urgent medical help but you're not sure where to go, visit www.111.nhs.uk or call 111. They will assess you and direct you to the right service. Alternatively, you can use the NHS App for advice and guidance.

Some pharmacies will remain open over the bank holiday, please see details below.

Boots The Chemist (open Monday 6 May from 10am until 4pm). This is 1.3miles from Gordon Street:
1 Cooper Square,
Burton-on-Trent,
Staffordshire,
DE14 1DG
01283 561573

We would always advise that you order repeat prescriptions in plenty of time ahead of any bank holiday. This will make sure you have enough time to collect your prescription before the bank holiday and ensure that you do not run out of medication over the weekend.

I currently 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. 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.