

Burntwood Health and Wellbeing Centre List Dispersal

Frequently Asked Questions

March 2024 (updated)



This document is a live document that will be regularly updated to include additional information regarding the closure of Burntwood Health & Wellbeing Centre on 31 March 2024 and will provide up to date information for patients.

****NEW****

I've received a letter telling me that I've been registered at another GP practice. Why?

We wrote to patients who were registered at Burntwood Health and Wellbeing Centre (BHWB) in August 2023, December 2023 and January 2024 to let them know that the practice would be closing at the end of March 2024. All patients were advised to register themselves at another nearby GP practice. If you did not do this yourself, then you will have been automatically transferred to one of the nearby GP practices in the area when was due to close at the end of March 2024.

I don't want to be registered at the GP practice I've been automatically transferred to. Can I register with another practice?

YES, patients can register with another GP practice of their choosing at any time if they live in the catchment area for that practice. To register with a new GP practice, you should contact the surgery or practice you want to register with. Alternatively, you can find a surgery near you using the NHS services directory at Find a GP - NHS (www.nhs.uk). This website gives further information about the practices, like opening hours and patient satisfaction survey results.

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.

Why couldn't the existing contract with the current provider be extended?

The only options available to commissioners when an APMS (Alternative Provider Medical Services) contract that contains no clause for extension comes to an end, is either to re-procure the service or disperse the patient list. Extending the contract with the existing provider is not an option due to the fact that extending any contract beyond a previously agreed end date could be considered a material change to the terms of that contract.

This can lead to a procurement challenge from alternative providers. Carrying out a full procurement exercise could not be justified in this case due to the short-term nature on which the contract would be awarded, in addition to the further disruption it would cause for patients if they were once again registered with a temporary provider.

Why were the patients registered at Burntwood Health and Wellbeing Centre dispersed?

Burntwood Health and Wellbeing Centre opened as a GP (General Practice) surgery in 2009 as a temporary solution to support the growing population in Burntwood. The current GP contract ends in March 2024.

When a GP contract ends, the NHS Integrated Care Board (ICB) for Staffordshire and Stoke-on-Trent needs to decide how patients registered at the practice can access GP services in the future.

A commissioning decision was made to disperse the patient list at Burntwood Health and Wellbeing Centre when the contract ended. Capacity in GP services has been developed substantially in Burntwood over recent years to support with the growth of housing developments, which includes the Greenwood Health Centre. Another large development is due to be completed in 2025 at Cherry Close. This plan is in line with NHS England's estate strategy and will ensure the current and future healthcare needs of local people will be met, with the best services, delivered from high quality, fit for purpose buildings with the right resources.

What does dispersal mean?

List dispersal means when the current contract expires, registered patients would be directed to re-register with another local GP practice.

What will happen to any referrals that have been made, now that I have moved GP practice?

Any referrals made by the practice before you were transferred will remain valid. This includes referrals to specialists at the hospital or for investigations or scans.