

Hightown Village Surgery: Frequently asked questions

So is the GP practice going to stay open now?

We are really pleased that the Chapel Lane Surgery has come forward to take on Hightown Village Surgery. This means that full-time primary care services will continue to be delivered from the Hightown Village Surgery. The GP practice will stay open and will be managed by Chapel Lane. This is **not** a temporary contract. It is a standard substantive Alternative Provider Medical Services (APMS) contract on General Medical Services (GMS) terms for three years, with the option to extend for a further two years.

This change will come in to effect from 1 April 2018. Chapel Lane Surgery has a proven track record in delivering NHS primary care services to the local population.

Chapel Lane Surgery has provided the following statement:

"The partners and staff at Chapel Lane Surgery are delighted to be taking over the operation of Hightown Village Surgery. We are very much looking forward to working with the practice team, patients and wider community in Hightown, to continue providing much-needed care and services locally."

Will it be a branch surgery?

No, it will not be a branch surgery. It will be a full-time, GP led service, as it is currently.

Will there be different staff, including GPs?

The existing Hightown staff will continue to work at the practice.

I've just moved to a new GP practice, because you told me that Hightown was going to close – can I move back?

You can register with any surgery of your choice providing you live within the practice boundary. If you want to move back, please contact the reception at Hightown Village Surgery, who will be able to help you with this.

Why did you write to me and tell me that the GP practice was going to close, if there was a chance it was going to stay open?

We wrote to patients registered with Hightown Village Surgery on 26 February, 2018, to inform them that the procurement exercise to find a permanent provider had been unsuccessful. At that stage, there was no-one to provide services and therefore no other option but to make preparations to allocate patients to another surgery. We have a legal duty to ensure that patients continue to be registered with a GP and it was important to contact patients at the earliest opportunity to tell them about this. We could not have foreseen that another provider would come forward after the

original procurement process had already been completed, but we are extremely pleased that this has happened and that the practice can remain open.

Who is the new provider – will services stay the same?

The new provider is Chapel Lane Surgery, Formby. They will be responsible for the day-to-day management of Hightown Village Surgery from 1 April 2018. There will be no change to arrangements for booking appointments and opening hours will remain the same. It is possible that you will be able to access additional services through Chapel Lane Surgery in the future and the provider will keep you informed about this. Chapel Lane Surgery will work with the Patient Participation Group if they wish to make any improvements to services in the future.

How is it possible to award this contract to a provider after an unsuccessful procurement?

Following an unsuccessful procurement we can directly award a contract in order to maintain services for patients.

We have a statutory duty to ensure that patients are registered with a GP and this meant we had to act quickly to either put another provider in place or to allocate patients to other practices. NHS commissioners want the practice to remain open and Chapel Lane Surgery are a quality local provider who are able to take on the practice at short notice and have satisfied robust checks to ensure they are suitable to provide services at Hightown.

Is it true that there is a break clause in the contract?

We have awarded this contract on the same basis as the original tender and this includes a one-year break clause as standard. We would like to be clear that a break clause is not specific to Hightown, but is a standard element of all GP practice contracts.

What happens to Ashurst?

Ashurst will no longer provide the service after 31 March. As the interim provider we are grateful for the quality service that they have provided to the registered patient list.

Ashurst will continue to provide GP services at The Village Surgery, Formby, and were recently successful in their bid for Freshfield Surgery.

There's been no engagement with patients about this development

We always planned to hold further engagement sessions with registered patients, following the unsuccessful procurement process. We have had to move quickly to secure Chapel Lane as the new providers and we are working with the Patient

participation group (PPG) to organise an event so that patients can meet the new provider ask further questions.

Has the Adult Social Care and Health Scrutiny Committee been informed?

We have informed the Council and there will be another formal extraordinary meeting of the Overview and Scrutiny Committee held in public on 3 April, 2018.

I want to discuss this decision further, who do I contact?

A dedicated helpline has been established to take queries and comments from patients and members of the public. Please call freephone: 0800 044 8169 or email Hightownpractice@H2A.Global.

I want to make a complaint – how do I do this?

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.