

Public consultation on proposed closure of Evington Branch Surgery, 10 The Common, Evington LE5 6EA

FREQUENTLY ASKED QUESTIONS

Question: What does the proposed closure of the branch surgery mean for me and/or my family?

Answer: After hearing the views of people during the public consultation, if the decision is made to close the Evington Branch Surgery, all existing patients will remain registered with St Elizabeths Medical Centre, 10 The Common, Evington LE5 6EZ. You would not be required to do anything, as all your medical records would be fully accessible. You would still be able to access all your health care needs from St Elizabeth Medical Centre and the health care professionals you see will also be the same.

Question: Would I still be able to see my usual GP or other Health Care Professional at the other site?

Answer: Yes you would. All practice staff, both clinicians and admin/reception staff will still be available for you to consult with/speak to subject to their daily availability.

Question: It is already difficult to get an appointment, often with a long wait, also difficult to get through on the telephone, surely this will impact further all the Netherfield Patients

Answer: We believe that through the proposal to bring all services together providing them on one site, that it would offer patients a more flexible and efficient service. Access would improve as it would increase the number of appointments available each week, with:

63 more GP appointments

15 more Practice Nurse appointments

20 more Health Care Assistant

Question: How will I order my repeat prescriptions?

Answer: Repeat prescriptions can be ordered in person, through the NHS app, on our website or in person at the Netherhall Road. If you have mobility issues your pharmacist can order your medication for you and it can be delivered to you. For safety reason we cannot take prescription request over the telephone from either site.

Question: I have mobility issues and/or transport issues which would make attending the other site difficult, what are my options?

Answer: The practice understands that a small number of patients may have difficulties travelling to alternative sites. The practice would try and accommodate patients by offering a range of consultations including telephone and video consultation. There may be occasions where a face-to-face appointment is needed. The practice would continue to undertake home visits to registered patients where clinically appropriate, regardless of where people live.

If you feel you cannot travel to Netherhall Road, you may wish to register with another GP practice closer to home. If, you live within their practice's boundary, you can. The surgeries below cover most of the Evington area and practice contact numbers/ practice websites are included for your convenience: The number 40 bus runs from Evington to Netherhall Road.

Question: What would change under these proposals?

Answer: The proposals would offer patients a more flexible, efficient GP service with better access for all our patients. It would increase the number of GP, Nurse, and Health Care Assistant appointments, as the time wasted on travelling between sites would be dedicated to providing care to patients. Appointments would increase by 98 every week including 63 GP appointments, 15 Practice Nurse appointments and 20 Health Care Assistant. Under this proposal all patients would remain registered with the Evington Branch Surgery and would access services at St Elizabeth Medical Centre.

Question: Why can't things stay the same, I have been attending Evington Branch Surgery for many years?

Answer: For some time now, we have tried to sustain health care services at Evington to ensure that we are providing high-quality, safe healthcare service for our patients.

In recent times this has become increasingly difficult, as the Evington Branch Surgery building is no longer suitable to provide a high standard of safe care from. It is a small site with no option to expand and in need of a major refurbishment. In addition, having our healthcare teams spread across two sites (Netherhall Road and Evington Branch Surgery) means that our doctors, nurses and other staff are spread too thinly. This reduces the efficiency and effectiveness of the service that we provide to patients.

We have also received notification that the owner wishes to sell the building which houses the Evington Branch Surgery. As you may know the building is owned by Dr Wood who retired last year. This means that in the long term access to the building will be discontinued.

Question: Would the telephone number for the practice change?

Answer: The Telephone number will be transferred to Netherhall Road.

Question: Would the open times change for my surgery?

Answer: There are longer opening time at the Netherhall Road site including services being available for longer in the morning and until 6.30pm on a Monday, Tuesday, Wednesday, and Friday.

Question: Would I be able to park easily at the Netherhall Road site?

Answer: There is a car park on the Netherhall Road site. There may be times when the car park is busier than others, so patients do need to make allowance for busy times.

Question: How can I give my feedback?

Answer: There are a range of ways that you can provide feedback on these proposals. The consultation closes on Friday 20th August 2024. You can provide your feedback online by visiting:

<https://www.stelizabetsmedicalcentre.co.uk>

You will also be able to pick up a copy of the survey from the reception at St Elizabeth Medical Centre and Evington Branch Surgery.

Please ask at or ring the surgery if you require information in another format or language or need assistance completing the survey. Tel: 0116 241 6392

In addition, we will be holding two drop-in sessions to answer any questions that people may have. You can drop-in at any time to either session, which will be held on:

Wednesday 7th August 2024, 10.30am-12.30am, Evington Road Surgery

Wednesday 14th August 2024, 10am-12am, St Elizabeth's Medical

Question: Access to the practice is sometime difficult, can I do anything to help?

Answer: General advice for anyone thinking about making an appointment with the practice would be to consider:

- Do I need to see a doctor or would another health professional be more appropriate to see, for example the practice nurse can help you manage your long term condition, support you with family planning, provide wound care and give vaccinations. Or an advanced practitioner can make a diagnosis and provide advice and treatment including a prescription if needed.
- Could I visit a pharmacy instead of the practice?
- Did you know about the Community Pharmacy Common Ailment Scheme? A community pharmacy common ailment service is a scheme for patients who can consult a participating community pharmacy, rather than their GP, for some common ailments which may not require being seen by a nurse or doctor. The pharmacist will supply medication, give advice or refer the patient to the GP if necessary.

Question: I or a relative is a resident in one of the care homes that the practice supports, will this change?

Answer: No, all services to our residential patients are provided from the Netherhall Road site so there will be no changes.

Question: Would patients be automatically transferred to St Elizabeth Medical Centre if the proposed change happens?

Answer: Yes, all patients would be transferred, and your medical records will be available at St Elizabeth medical Centre. This would happen automatically, and patients will not need to do anything.

Question: How long will the public consultation process take?

Answer: We plan to run the public consultation process for 45 days. We would then evaluate all the information we receive back from people which will go into a Report of Findings. We would use this to put together a business

case for what we think should happen next. This then goes to the local NHS Integrated Care Board, who are the people who pay and plan local health services. They would make a decision based on everything we have learnt.

Surgery	Address	Distance from Evington Branch	Tel Number
WH Evington	1 Evington Lane, Leicester, LE5 5PQ	0.9 miles away	0116 249 0000
Willows Health	184 Coleman Road, Leicester, LE5 4LJ	1 mile away	0116 246 1311
The Practice - Sayeed	352 East Park Road, Leicester, LE5 5AY	1.3 miles away	0116 323 2030
East Park Medical Centre	264-266 East Park Road, Leicester, LE5 5FD	1.3 miles away	0116 273 6330
Springfield Road Health Centre	Springfield Road, Leicester, LE2 3BB	1.4 miles away	0116 243 2727
Spinney Hill Medical Centre	143 St Saviours Road, Leicester, LE5 3HX	1.7 miles away	0116 482 7140
Willow Brook Medical Centre	195 Thurncourt Road, Leicester, LE5 2NL	1.7 miles away	0116 243 2727
Severn Surgery	159 Uplands Road, Oadby, Leicester, LE21 4NW	1.7 miles away	0116 271 9042
The Charnwood Practice	Merlyn Vaz Health Centre, 1 Spinney Hill Road, Leicester, LE5 3GH	1.8 miles away	0116 294 3100
Heron GP Practice	Merlyn Vaz Health Centre, 1 Spinney Hill Road, Leicester, LE5 3GH	1.8 miles away	0116 242 9450
Clarendon Park	296 Clarendon Park, Leicester, LE2 3AG	1.9 miles away	0116 319 6093

Question: How do I register with an alternative provider if I choose to?

Answer: You can contact the practice of your choice directly and request to register with them, and they will be able to support you through the registration process.