

## Gordon Street Surgery

### Frequently Asked Questions

Updated: March 2025

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#### UPDATED SECTION:

##### **What is a procurement?**

A procurement is a competitive process that we open up to potential providers who would like to run the services in the future. Once they have applied for the contract, we then work to look at which providers can offer the best service to suit the needs of the local people. The provider that we think is best for the job then gets awarded the contract to provide those services in the future. This is completely normal across all healthcare services.

##### **Who will provide the services at Gordon Street Surgery going forward?**

No decision has been made yet. We need to go through the formal procurement process to help pick a long-term provider. We will also be using the feedback you give us to help us pick the future provider, so please complete the online survey or attend one of the face-to-face engagement sessions.

##### **Do I get a say?**

Yes, we want to hear from you about what is important when thinking about your GP surgery, and how you would like the surgery to be run in the future. To get this feedback from you, we are opening an [online survey](#) and holding [two face-to-face sessions](#) for anyone that would prefer to speak to us in person. We will then use the feedback to help us pick which provider should run the surgery going forward, and to specify what services they should be providing. This will help ensure the provider that we pick will be right for you.

##### **Why are we moving back to Gordon Street?**

When the new provider took over the running of Gordon Street Surgery in May last year, we were not able to continue using the building located on Gordon Street, due to it being owned privately and not by the NHS. This meant that we had to secure new temporary premises quickly, to make sure that you could continue to receive GP services.

Since then, we have continued to try and find a permanent site for the surgery. We have continued discussions with the new building owners and are happy to confirm that the surgery will move back to its former premises at 72 Gordon Street from Monday 24 March 2025.

##### **I have a face-to-face appointment, where will this be?**

If you have an appointment booked before Friday 21 March 2025, this will go ahead at either Outwoods House or Hill Street Health and Wellbeing Centre, depending on where the appointment was made for. If you have an appointment on or after Monday 24 March, this will still go ahead but will instead take place at the 72 Gordon Street site.

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

No, 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.

**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.

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

Please read through 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).