

Burntwood Health and Wellbeing Centre List Dispersal

Frequently Asked Questions

March 2023



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 are the patients registered at Burntwood Health and Wellbeing Centre being 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 has been made to disperse the patient list at Burntwood Health and Wellbeing Centre when the contract ends. This is because the Burntwood estate provision has been developed substantially over recent years thanks to significant financial investment to support with the growth of housing developments, which includes the development of Greenwood Health Centre, and a second development due to be completed in 2025.

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.

How was the decision to disperse the patient list made?

The commissioning decision that has been made is based on our priorities of ensuring the best services for our patients delivered from high quality, fit for purpose buildings with the right resources.

Please be assured that we have followed a robust process and have carefully considered the needs of the local population in Burntwood. Our priority throughout has been to ensure the best services for our patients are delivered from high quality, fit for purpose buildings with the right resources.

When deciding which approach to take, we need to consider all relevant information, such as: the size and demographic profile of the practice population, public health information, the availability and condition of the existing premises, and the number, capacity, and quality of other local GP practices. There has already been a new Health Centre built and there is another one in development, therefore the neighbouring practices now have the capacity to support a list dispersal.

When is the list at Burntwood Health and Wellbeing Centre being dispersed?

Patients will be contacted in August 2023 with further guidance on how to register at a different practice. Patients will need to be registered at another practice by 31st March 2024.

What do I need to do next?

[Please see this letter](#) which explains that patients do not need to take any action now, and that we will write to patients again with further instructions in August 2023.

Can I still get to see a GP or Nurse at Burntwood Health and Wellbeing Centre?

Yes, general practice services provided by Burntwood Health and Wellbeing Centre will be available until March 2024.

What will happen in August?

In August we will write to patients again and advise the need to register with another GP practice by the 31st March 2024. The letter will outline exactly what patients will need to do and will provide guidance about where and how to register to continue accessing general practice services

Do I have to wait or can I register with another practice now?

No, patients do not have to wait although we would recommend not to take any action until we write again later in the year.

What will happen to any referrals that have been made once I move GP practice?

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

What happens to my medical records?

Once you have registered at your new GP practice, Burntwood Health and Wellbeing Centre will receive a request to transfer your electronic record and any paper records that are held. This will normally happen within two weeks of your transfer (paper records may take longer to reach your new GP practice). Electronic records will contain details of any referrals that have been made and medications that you have been issued.

Will there still be access to the current Burntwood Health and Wellbeing Centre building?

Yes. As the patients will still be cared for within Burntwood the ICB will still be looking to utilise the temporary building that Burntwood Health and Wellbeing Centre currently use once the contract ends. It is envisaged that the current building will remain in use whilst the second Burntwood development is in progress.

Have Quality Impact Assessments and Equality Impact Assessments been completed as part of this process?

Yes, both of these impact assessments have been completed.

Why has the existing contract with the current provider not been 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.

Patients who are already registered at another surgery in Burntwood are being offered appointments in Lichfield – why is this?

A GP practice operating multiple surgeries usually designates one of the surgeries as a main surgery and the rest as branch surgeries. The Branch surgeries are sometimes in a different location/area than the main site. Patients registered at a practice with a branch may be offered choice of where they would like to be seen which provides another option for access to general practice services. This will not work for everyone, but the option is available should this be appropriate for the patient.

If I have any questions about this decision, where can I raise them?

Please complete the following electronic form to raise any questions. These questions and queries will be added to this live FAQ document to inform and support patients through the transitional process.

<https://forms.office.com/e/Rpg1k9uUS9>