

# Burntwood Health and Wellbeing Centre List Dispersal

## Frequently Asked Questions

December 2023 (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<sup>st</sup> March 2024 and will provide up to date information for patients.**

**\*\*NEW\*\***

### **Can I register with another practice?**

**YES**, patients are encouraged to register with an alternative GP Practice as soon as possible. After 31<sup>st</sup> March 2024 you will no longer be registered as a patient at Burntwood Health and Wellbeing Centre. To ensure that you continue to see a GP of your choice you will need to register with an alternative local GP 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](http://www.nhs.uk)). This website gives further information about the practices, like opening hours and patient satisfaction survey results.

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

Please review this document and if you cannot find the answer to your question 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>

### **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 can'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.

### **I have heard that Burntwood Health and Wellbeing Centre might NOT be closing, is this true?**

**NO.** The closure of Burntwood Health and Wellbeing Centre is going ahead as planned on 31<sup>st</sup> March 2024. The ICB will always communicate with patients directly if any changes are made to plans that will impact them.

### **I have been moved to another practice without requesting this. Do I have any choice in this matter?**

**YES.** All patients have a right to choose a GP Practice to register with, if they live within the practice's catchment area. To register with a new GP practice you should contact the surgery or practice you want to

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register with. Alternatively, you can find a surgery near you using the NHS services directory at Find a GP - NHS ([www.nhs.uk](http://www.nhs.uk)). This website gives further information about the practices, like opening hours and patient satisfaction survey results.

### **I have received another letter informing me about the planned closure of Burntwood Health and Wellbeing Centre. Do I need to do anything?**

**YES.** After 31<sup>st</sup> March 2024 you will no longer be registered as a patient at Burntwood Health and Wellbeing Centre. To ensure that you continue to see a GP of your choice you will need to register with an alternative local GP 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](http://www.nhs.uk)). This website gives further information about the practices, for example; opening hours and patient satisfaction survey results.

### **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. 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.

### **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 now have received the letter (August 2023) providing guidance on how to register at an alternative GP practice. Patients will need to be registered at another practice by 31<sup>st</sup> March 2024.

### **What do I need to do next?**

Please follow the instructions set out in the letter you have received (August 2023).

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

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

### **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.

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

Yes, both of these impact assessments have been completed.

### **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. 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.