

## **Victoria Park Medical Centre: practice closure**

### **Patient Q&A**

#### **I am a patient at Victoria Park Medical Centre, what do I need to do?**

You do not need to take any action. You will be allocated another local GP practice and your patient record will be securely sent to this practice.

You will receive a letter, telling you who your new GP will be and when your records and information will be transferred to them. You can of course choose to register with another practice with an open list after this.

Practice staff are working with Somerset CCG to manage the safe transfer of patients to other neighbouring practices.

#### **I need to access urgent care now, who do I contact?**

Victoria Park Medical Centre will close on Wednesday 11 August. You will receive a letter before this date informing you of your new GP practice.

During this transition period, patients can continue to access same day urgent care by contacting Victoria Park Medical Centre in the usual way. Patients will be triaged by the surgery and arrangements will be made for care to take place at the most appropriate alternative practice or healthcare service as required.

If you need to book a routine GP appointment we would ask that you please wait until after Wednesday 11 August and contact your new practice.

If you need urgent medical help or advice but it's not a life-threatening situation you can also call the NHS 111 service by dialling 111. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

For immediate, life-threatening emergencies, you should call 999.

#### **I need to book a routine GP appointment?**

If you need to book a routine GP appointment we would ask that you please wait until after Wednesday 11 August and contact your new practice.

#### **Will I have to complete a new patient registration form with another practice?**

No, you will not have to complete any forms, your records and patient information will be transferred to your new practice in a secure way.

#### **How will my new practice know about my individual care needs?**

Your patient records from Victoria Park Medical Centre will be securely transferred to your new practice.

### **I have questions about my current individual care, who can I contact?**

Once you have received your letter with details of your new practice you can contact your new surgery. If you have not received this letter by 11 August 2021 please contact Victoria Park Medical Centre directly.

Prior to the 11 August 2021, if you have questions about your current individual care, please contact Victoria Park Medical Centre direct.

### **It can be hard to get into a new surgery, how do I know there will be a place for me somewhere?**

The CCG has talked to the other practices in the local area. You will only be transferred to a practice that is able to carry on supporting your healthcare. The letter you receive will tell you which practice you are being transferred to and when; and you can be assured that they are ready to welcome you.

### **When will I know which practice I am being transferred to?**

Somerset CCG will write to you to tell you which practice you are being transferred to and when this will happen. Practice staff and the CCG are working together to manage the safe transfer of patients to other neighbouring practices.

### **How will the CCG decide which practice I will be transferred to?**

The other local practices in Bridgwater are aware that Victoria Park Medical Centre is closing. They have been working with the CCG and are preparing to take on new patients within their catchment area, so you will be allocated to your local practice who is able to carry on supporting your healthcare needs.

### **What if I don't want to be registered at the GP Practice I have been allocated to, what can I do?**

You always have a choice about which GP practice you are registered with. If you are unhappy with the practice you have been allocated to, you can choose to register with a GP practice of your choice. Details of how to register with a GP practice can be found on the [NHS Choices website](#).

### **Why is the surgery closing?**

Due to ongoing clinical staffing shortages at Victoria Park Medical Centre, the very difficult decision has been taken to close the Practice effective from Wednesday 11 August 2021.

Over the past few weeks, practice staff, Somerset CCG and neighbouring GP practices have worked closely together to try to find a solution to continue to provide safe patient services at the practice. All possible alternative options have been explored, but it has not been possible to find a way to provide a permanent, adequate safe service at the practice.

This is not a decision that has been taken lightly, and our priority continues to be the safety of our patients and to ensure that you can continue to access local healthcare services when needed.

### **Have you tried to get new GPs in to keep the surgery open?**

Somerset CCG and neighbouring GP practices have worked closely together to try to find a solution to continue to provide safe patient services at the practice. We have been working hard exploring a number of options to keep the surgery open.

There is a national shortage of GPs and to keep the surgery open we would have to find someone willing to not just work as a GP but also to take over the business responsibilities of the practice. This has not been possible so far.

### **Will patients be consulted on the changes and the future provision of services?**

Yes, Somerset CCG will engage with Bridgwater residents to gather comments regarding the provision of services in the local area. This feedback will be used to inform any proposals for future services in the area.

### **I have questions about the future provision of services, who can I contact?**

If you have any questions regarding the process or about the future provision of services please contact the CCG's advice line on 0300 1245612. They will not be able to provide any information on individual care needs. If you have questions relating to your care please contact the practice direct.