

## **Frequently Asked Questions: Changes at Graham Road and Clarence Park GP practices, Weston-Super-Mare**

June 2019

This Frequently Asked Questions (FAQ) document has been prepared by the NHS Clinical Commissioning Group for Bristol, North Somerset and South Gloucestershire, to answer questions patients may have about the changes at Graham Road and Clarence Park practices.

### **1. What is happening at the two practices?**

GP services at Graham Road and Clarence Park practices are delivered by a single organisation, the Locality Health Centre (LHC) Community Interest Company. LHC provides these services under contracts held with the local NHS Clinical Commissioning Group (CCG).

LHC notified the CCG on 30 May that it intended to hand back both contracts, due to financial difficulties, from the end of the day on 16 June. LHC formally confirmed this on 6 June.

Patient care is the CCG's top priority and it has worked quickly to identify and appoint a new provider who can continue to provide services for patients at both practices from 17 June. This provider has been confirmed as Pier Health Group.

### **2. What is Pier Health Group?**

Pier Health Group is a joint venture of local Weston GPs from other successful and well-established practices. The group successfully took over another practice from LHC in autumn 2018 – the Horizons Health Centre (formerly known as Locality Health Centre).

### **3. What does this mean for patients?**

Services will continue to be provided to patients at both practices as normal after the 17 June.

However during the transition week from 10-17 June, some routine appointments may need to be rescheduled, to manage capacity as services transfer from LHC to Pier Health Group. If this happens LHC will notify affected patients directly.

### **4. Will services continue to be provided from the same location?**

The owner of the buildings that the two practices operate from has notified the CCG that they intend to sell the Clarence Park building in the future. This means that patients at Clarence Park are likely to transfer to Graham Road and if this happens Pier Health Group or the Clinical Commissioning Group will write to patients to give notice of the changes and set out the next steps.

**5. Does Graham Road have enough capacity to accommodate patients from Clarence Park?**

Pier Health Group is already reviewing options to make sure there will be capacity to maintain services for all patients. This will include introducing 'outreach' services to local care homes for example, to increase the number of patients who can be seen by GPs off-site. Pier Health will also be introducing the askmyGP service which allows patients to have an online appointment with a GP, without needing to come into the practice.

**6. What will this mean for staff at the practices?**

The CCG and Pier Health Group are working with LHC to make sure that services continue to be provided by the same frontline staff where possible.

**7. I am a patient at the practice – what do I need to do now?**

LHC has contacted patients to tell them about the changes. There is nothing you need to do but if you have questions, you should speak to practice staff in the first instance who will be able to help.