

Updated 4 Dec 2020

Brockhurst Medical Centre closure

Your Questions and Answers (QAs)

Q1) What is happening at our GP practice?

A) The two partners at Brockhurst Medical Centre have taken the difficult decision to stop delivering GP services – originally planned to be from 31st December, 2020. They formally handed back their GP contract to NHS Fareham and Gosport Clinical Commissioning Group (CCG) – the organisation responsible for providing your GP services in Gosport.

The partners have taken this decision as a result of difficulties in GP recruitment and increasing workload pressure.

Since then, the Care Quality Commission (CQC) announced on Wednesday 2nd December that it was suspending the registration of the practice. This effectively means that no GP services can be provided from the practice at present.

In view of this, the CCG is working urgently to bring forward arrangements for closing the practice, and has arranged for all patients to transfer to new practices in Gosport from Saturday 5th December 2020.

We recognise that this is a difficult time for patients at the practice and we apologise for the inconvenience this will cause you.

Q2) What does this mean?

A) This means that no GP services can be provided from the practice if its registration is suspended. The CQC is the regulatory body for health providers, including GP practices, and it can suspend a practice's registration if it has cause for concern. The CCG then must work with the practice to address those concerns.

With Brockhurst, as the practice had been due to close at the end of December, the most practical solution is to bring forward those closure plans and transfer all patients to their new practices as soon as possible. This transfer will take place on Saturday 5th December.

Q3) Why are you closing the practice now – why can't you carry on until the end of the month?

It has not been possible to get any additional GP staff into Brockhurst and even if we could the suspension of the registration means that we could not carry out services from there. Given that the practice was due to close at the end of December and that

we have now allocated patients to their new practices it makes sense to carry out the transfer now.

Q4) What if I need to see my GP urgently?

Over the weekend contact NHS 111 online or by phone as you normally would when the practice is closed. The person you speak to at NHS 111 will advise you on the best course of action to take. If you have a minor injury you can go to the Minor Injuries Unit at Gosport War Memorial Hospital.

Q5) What if I have an appointment booked in the next few days?

We will be contacting you to cancel your appointment at Brockhurst and let you know what alternative arrangements are in place.

Q6) What should I do now, as a Brockhurst patient?

A) At this stage you don't need to do anything. We will write to you as part of the transfer of your registration which takes place on Saturday 5th December. You may also receive a text from us. We are regularly updating the CCG website page here so you might want to check that for further updates <https://bit.ly/3mAobE9>

Q7) How did you decide who goes where?

We previously wrote in October to all patients registered at the practice inviting you to tell us which other Gosport practices you would most like to move to. We had a really positive response to this and are doing everything we can to ensure that as many of you as possible can transfer to your first choice. This is known as a 'managed transfer' and is a process that has previously been successfully used in south east Hampshire and the Isle of Wight.

Q8) Is there enough capacity at other Gosport practices to be able to take all the Brockhurst patients?

A) Yes. We may not be able to place everyone in their first choice of an alternative practice, but no-one will be left without access to primary care services in Gosport. We are working closely with all the surrounding practices to understand their capacity and also their ability to accommodate additional patients. The other practices have been fully informed of all the developments along every step of the way and support the CCG's response.

Q9) What if I would rather register with another practice?

A) We would ask for your co-operation at this extremely busy time, in staying **with the new practice you have been allocated to**. Any attempt to change surgery again will impact on our practices who have been immensely supportive to us. It would result in additional administrative processes of registering patients which we're trying to avoid at present.

Q10) What happens about my prescriptions and prescription records?

A) Any prescription records you have will be transferred to the new GP practice, along with other medical notes. A process is in place with local pharmacies to ensure

adequate prescription supplies to last patients over the transition period and we will communicate this to patients as part of the follow up communication once their new surgery is confirmed. There is also the ability for patients to access emergency prescriptions through NHS 111 (<https://111.nhs.uk/>) as an added safety net.

Q11) How can I find out more about what is happening?

We will be regularly updating the CCG website which is here: <https://bit.ly/3mAobE9> or go to www.farehamandgosportccg.nhs.uk and click the Brockhurst banner.

If you have any questions, please email the CCG at fgccg.brockhurstclosure.enquiries@nhs.net

We would also be grateful for your views on this process which can be given by completing a short survey online - <https://www.surveymonkey.co.uk/r/Z95992V>

Q12) What if I am unhappy about the suspension of registration at the practice?

A) If you are concerned specifically about the suspension of registration at the practice and the impact of that on you care you can contact the Care Quality Commission

Phone 03000 616161

Email enquiries@cqc.org.uk

Q13) What if I am unhappy about the closure of the practice or the transfer process?

A) If you have any comments or concerns about the closure or transfer arrangements please email the CCG at fgccg.brockhurstclosure.enquiries@nhs.net