

**Spalding GP Surgery
Frequently Asked Questions
Updated 02 August 2022**

Who is NHS Lincolnshire Integrated Care Board (ICB)?

NHS Lincolnshire Integrated Care Board (ICB), previously known as NHS Lincolnshire Clinical Commissioning Group), are responsible for ensuring the residents of Spalding and surrounding areas have access to high quality local NHS services now and in the future.

Why am I being registered with another GP surgery provider?

Since 2018, services at Spalding GP Surgery have been provided from Johnson Community Hospital by Lincolnshire Community Health Services NHS Trust (LCHS). The contract that is currently in place with LCHS ends on the 30 September 2022.

LCHS have decided not to extend their contract, however, they have agreed to continue providing services at Spalding GP Surgery until an alternative service is in place.

Having reviewed the available options, the ICB have agreed to undertake a managed list dispersal through an Expression of Interest process.

This process will involve evaluating other GP surgery providers who express an interest in providing services in the local area to patients currently registered at Spalding GP Surgery.

This means that when the Expression of Interest process has been completed, patients registered at Spalding GP Surgery will be automatically registered at a new GP surgery.

What should I do whilst this process is happening?

You should continue to access services at Spalding GP Surgery as normal. If you register at another practice your care and appointments at the Spalding GP Surgery will cease. All correspondence regarding referrals will be sent to your new GP practice. Any referrals that have been made for appointments i.e. acute hospital (United Lincolnshire Hospitals Trust or North West Anglia Foundation Trust will be unaffected.

When am I likely to be registered with another GP surgery provider?

It depends on how long the Expression of Interest process takes to complete. LCHS have a contract in place until 30 September 2022 and have agreed to continue providing services at Spalding GP Surgery until an alternative service is in place.

What does a managed patient list dispersal mean?

A list dispersal would mean patients currently registered at Spalding GP Surgery will be automatically registered at a new GP surgery. Patients do not need to do anything, and their medical records will automatically be passed over to the new GP surgery provider.

Why don't LCHS want to extend their contract?

Strategically LCHS want to focus on working in partnership with GP surgery providers to develop services in local communities rather than as a provider of GP services.

Why can't another GP surgery provider take over the contract?

Appointing another provider was not recommended as:

- There was little interest from other providers in a procurement relating to the closure of Pennygate Surgery in 2018.
- The low number of patients registered at Spalding GP Surgery means it may not be financially viable for a new provider to take over the contract.
- A change of provider may mean some patients decide to register with another GP surgery that is more established leading to a further reduction in the list size which makes it difficult to provide a full range of services.
- It may not be possible for an incoming provider to identify appropriate new premises within the required timescales.
- Staff recruitment will be an ongoing issue for an incoming provider.

Will another GP surgery be able to meet the needs of all the patients from Spalding GP Surgery?

The ICB will review all expressions of interest and evaluate which GP surgery providers will be best able to provide services in the local area to patients currently registered at Spalding GP Surgery. Providers will have to meet certain criteria before any agreement is reached.

What will happen to the current premises at Johnson Community Hospital?

The ICB will continue to work with GPs in the Spalding area and other providers to develop plans which could see a range of services delivered from the current premises, particularly ones that join up with the existing Urgent Treatment Centre also based at the hospital.

Why have I found out that I will be registered at another practice by – text, social media, a friend etc?

We wanted to coordinate the circulation of the information to the registered population and other key stakeholders by various modes of communication (letters, texts, social media, ICB website, local media etc) at the same time. Unfortunately, the initial letters to all the households of registered patients were delayed due to unforeseen circumstances and we apologise for that.

Texts were sent to all patients who have consented to being contacted in this way.

Copies of the letter will be available at Spalding GP Surgery and at the scheduled events.

How do I get a copy of the letter; frequently asked questions; survey, if I don't have a computer or access to the internet?

You can request these by contacting the Patient Advice and Liaison Service (PALS) by telephone on 0300 123 9553 or by email at LHNT.LincsPALS@nhs.net or at Lincolnshire Community Health Services NHS Trust
Beech House, Witham Park, Waterside South, Lincoln, LN5 7JN

The service is open 9am – 5pm Monday to Friday (except Bank Holidays).

Copies will also be available at Spalding GP Surgery.

There is a lot of housing developments in the area what is happening to ensure there is sufficient access to health care services to meet this growth?

The ICB works in partnership with South Holland District Council to understand the housing plans for the area and opportunities to apply for section 106 funding (contribution from developers towards the cost of providing community and social infrastructure). However, these funds can take years to be triggered as it is often dependent on a set number of houses being completed. These funds are used to develop existing healthcare services or new facilities depending on the total amount of funding available.

The ICB continues to work with the Local Authority and the wider health system to understand potential funding and to plan services that meet the need of the growing population.

What is happening to develop a health facility on the West side of Spalding?

The ICB continues to explore options on the West side of Spalding. This work has unfortunately been impacted by the Covid Pandemic as many staff were redeployed to other duties whilst the NHS was in an emergency response situation.

We are also commencing with a National Estates project to identify and prioritise primary care estates requirements and improvements. We will do that in partnership with Primary Care Networks (PCN). PCNs are groups of practices working together at scale – supporting with workforces and recruitment, helping with financial and estates pressures and to provide a wider range of service to patients.

As per the previous question the ICB is linked in with South Holland District Council re section 106 funds to plan services that meet the need of the local population

Do other practices in the area have sufficient capacity to take on these additional patients?

The ICB is committed to ensuring that all patients have access to good primary care services. The reason for undertaking an expression of interest process is to ensure that any provider has the capacity, both in terms of workforce and estates to be able to continue to provide high quality medical services for existing patients and the patients transferred from the Spalding GP surgery.

As a result of Covid new ways of accessing GP / Primary Care Services are now in place i.e. online access, remote consultations etc. When appropriate these modes of access complement face to face appointments for patients.

I have concerns about other practices in the area that I might end up being registered with / dispersed to.

Patients can only be registered with a practice if they are resident within that practice boundary.

The ICB monitors access to practices through a variety of monitoring mechanisms and will work with practices to improve this if issues are identified.

The quality of services is also monitored by teams within the ICB and the Care Quality Commission.

There will be a robust review and evaluation of any GP surgery provider who express an interest in providing services to patients currently registered at Spalding GP Surgery. This will include having assurance around capacity and access and the delivery of quality services.

What about patient choice, can I choose which practice I want to go to?

Patients are permitted to change GPs for any reason at any time. There are restrictions to this choice and patients must reside within the practice boundary.

We want to disperse the list in a managed and controlled way. We are therefore asking patients to wait on the outcome of the expression of interest process.

What if I live outside of the new practice boundary; will I still be able to remain registered?

Once it is identified where patients will be dispersed the list of registered patients will be reviewed to see if anyone falls outside of the practice boundary. Any patient that falls into this category will be contacted to discuss available options.

The ICB has a statutory responsibility to ensure all patients are registered with a GP Surgery so they can receive primary medical care and services.