

Windmill Hill Medical Centre

Brief

The current contract to provide GP services to registered patients at Windmill Hill is due to come to an end on 31st March 2017 and NHS Halton Clinical Commissioning Group has been trying to find an alternative provider for a number of months.

Unfortunately despite our continued efforts we have been unable to secure a new provider to continue this service and as a consequence the practice will need to close.

This means that all existing patients will be assigned to another local practice, and from 31st March 2017 there will no longer be any registered patients at Windmill Hill.

NHS England will write to all patients currently registered with Windmill Hill to inform them of the termination of the Contract and to advise them of their assigned practice.

We will also provide details of alternative local practices and information on how to register should they not wish to attend the practice which has been assigned to them.

Our priority is to ensure patients have a continuation of care and are still able to access high quality GP services in their local area but we understand this is a worrying time for affected patients. We have therefore arranged several drop-in sessions to enable patients to discuss their concerns directly.

Please be assured that NHS Halton Clinical Commissioning Group will ensure a smooth changeover for patients as they move to their new GP practice.

Frequently Asked Questions

Why has the current contract ended?

The current contract with Liverpool Community Health NHS Trust (LCH) to provide GP services at Windmill Hill Medical Centre will end on 31st March 2017. LCH was asked in 2014 to manage the service. However LCH is not able to continue delivering the service as it is now closing. This means that patients will not be able to book registered GP appointments or receive urgent care services from this practice after this date.

Why is Windmill Hill Medical Centre closing?

NHS Halton Clinical Commissioning Group advertised both nationally and locally for a new contractor to take over the Windmill Hill practice. Unfortunately despite our

continued efforts we have been unable to secure a new provider to continue this service and as a consequence the practice will need to close.

I am a patient at Windmill Hill Medical Centre, what does this mean for me?

You have been assigned (registered) to a new GP. You may contact the practice directly to make an appointment, or discuss any questions you may have regarding the service.

Why am I being assigned (registered) to a new practice rather than being able to choose my own?

Under normal circumstances we would write out to patients and ask them to register with the practice of their choice, but because of the short time-frame before Windmill Hill Medical Centre closes, we needed to assign patients. This is because we want to ensure every patient registered at the practice has a GP and that they are able to receive a smooth continuation of the care they need.

What criteria have been used to decide where to assign patients?

Where possible we have tried to assign patients to the nearest, alternative practice. However, priority has been given to patients who are elderly, families with young children and patients who have disabilities or long-term conditions.

What will happen to my medical records currently stored with Windmill Hill Medical Centre?

Your records will automatically be transferred to your new practice. Repeat prescriptions and medical test results will also be transferred to your new practice. You are not responsible for transferring anything to your new practice, although if you attend your new practice soon after being assigned, then it would be sensible to take along any repeat prescriptions or medical letters that might be relevant to your treatment.

I have mobility issues/I have mental health difficulties/I am on a low income; what support and/or financial help will be made available for travelling to my new practice?

Unfortunately with any such change there is no provision to fund travel costs etc. However, we have done all we can to ensure patients are assigned to their nearest local practice. Any patient who has mobility issues should speak to their new practice.

When will my registration with the new GP Practice start?

Your new practice will know that you have been assigned to them on the day you received your letter from NHS England. It may take a little time for your registration and transfer of records to be completed. If you need to make an appointment please contact your new practice who will be able to advise you.

How can I get my repeat prescriptions?

Once you have been assigned to your new practice you will need to order repeat prescriptions from your new practice.

Can I continue to use Patient Online Services?

If you currently use online services to book appointments, repeat prescriptions and to view your medical record, you will need to re-register with your new practice to continue using these services. All practices in Halton offer patients the option to use online services so please speak to your new practice.

Will more doctors be recruited and additional resources put in to cope with the increased demand at other practices?

Additional resources will be put in as the funding will follow the patients. Once it has been confirmed how many patients are going to each of the other practices then the CCG and NHS England will be working with the practices to look at current capacity and what additional capacity is needed. We will be providing a one-off funding package to affected practices to support the administration function of registering new patients to enable this to happen as quickly and smoothly as possible.

Where can I get further support/advice?

We have arranged two drop-in sessions for patients registered at Windmill Hill Medical Centre who would like further advice and support. The dates were circulated to patients in a letter. If you would like further information please contact the Windmill Hill practice.

I am not happy with the practice I have been assigned to, what can I do?

Patients who do not wish to attend the practice assigned to them can register with an alternative practice.

Information about local GP practices can also be found on the NHS Choices website at www.nhs.uk Please select the “**Services Near You**” tab on the Home page then select the option, “**GPs**”.

Alternatively practices can be found by contacting the NHS England call centre, the opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when opening is from 9.30am. The contact details are:

- **By telephone:** 0300 311 22 33
- **By E-mail:** england.contactus@nhs.net
- **By post:** NHS England, PO Box 16738, Redditch, B97 9PT