

Frequently Asked Questions

This leaflet has been prepared to help answer some of the questions you may have about the proposed closure of Wood Road Branch Surgery. Wood Road Branch Surgery is a part of the Tettenhall Medical Practice, Wolverhampton.

Questions relating to accessing Lower Green Surgery

Q1. How will elderly patients and mothers with young children access the surgery?

For those who do not have their own transport, there is a bus service number 62 and 62A that runs between both surgeries, approximately every hour. The practice's Patient Participation Group (PPG) has said it is happy to approach the bus service operator to explore the possibility of a more frequent service should there be a need. However, this will depend on how regularly it is used by the residents.

For information on car parking, see below from Q13.

Questions relating to appointments

Q2. Will there be more GP sessions or appointments at Lower Green Surgery to compensate for the closure of the branch surgery?

- Yes. Should the branch surgery close, the appointments that were available at Wood Road Branch Surgery will 'transfer' to Lower Green Surgery.
- Instead of am and pm surgeries only, the practice will offer more flexible appointment times. This will include appointments available in the morning, at lunch time and early evening. Also, we will continue with the late evening appointments on a Monday.
- Currently, there are 272 patient appointments available on weekdays at Wood Road Surgery.
- Currently, there are 340 patient appointments available on weekdays at Lower Green Surgery.
- If the proposed branch surgery closure goes ahead there will be a total of 612 appointments available between Monday and Friday at Lower Green Surgery.

There will be no drop in appointments.

Q3. Will appointments be offered at the weekend?

Out-of-hours appointments in the late evening and at weekends are already available as part of our Network Group (a group of local GP practices) through the Wolverhampton Unity Hub.

The Wolverhampton Unity Hub is located at:

- Pennfields Medical Centre, Upper Zoar Street, Wolverhampton, WV3 0JH
- Ashmore Park Health Centre, 339 Griffiths Drive, Wolverhampton WV11 2LH

Please note that these appointments are by appointment only. Further information on opening hours and access can be found on our website:

<http://www.tettenhallmedicalpractice.nhs.uk>

Q4. Will we still be able to get same-day appointments at Lower Green Surgery?

Yes, you will be able to get same-day appointments and appointments are also available to be booked up to four weeks in advance.

Q5. How many patients are registered at each surgery?

Approximately 4,000 at Wood Road Branch Surgery and 8,200 at Lower Green Surgery.

Questions relating to the recruitment of GPs

Q6. Why can you not recruit GPs?

There is a national shortage of GPs making recruitment very difficult.

Factors to be considered:

- GP retirements are a critical factor. There are 894 GPs (fully qualified) in the Black County) of which 222 are aged over 55, this represents just under 25%. However, 58% of this cohort (129) are now aged 60+ (data as March 2019)

- Attraction and retention of trainee GPs is nationally historically low.
- Recruitment has been generally challenging but there are local initiatives underway to help resolve this.

Q7. What have you done to try and recruit new GPs?

Advertised locally and nationally through:

- Each local surgery
- NHS Jobs
- By contacting the local Deanery (a NHS Deanery is a regional organisation responsible for postgraduate medical and dental training)
- Networking with other GPs
- The practice has offered a range of alternative contracts to attract GPs including partnership, salaried and part-time roles but with only moderate success.
- We are continuing to expand our recruitment processes two of our doctors are due to reduce their hours as they move to retirement over the next year.

Questions relating to the building and finance

Q8. What would happen to the building at Wood Road Branch Surgery if the proposed closure goes ahead?

The building is owned by NHS Property Services. Any decision on the future of the building would be made by them.

Q9. We have heard that the practice cannot afford the rent and premises costs at Wood Road and this is one of the main drivers for closure. Can you comment on this?

There are cost pressures for practices in regard to non-reimbursable premises costs. This is a national issue reported in the press and online. The CCG is currently working with NHS Property Services to resolve specific issues for Wood Road and Lower Green.

The CCG has received a cost breakdown for the last four years as follows:

Between 2014/15 and 2017/18, the non-reimbursable charges the Practice incurred that were specific to Wood Road branch surgery increased from £9,258 to £42,649. During the same period, the Practice in its entirety (Lower Green and Wood Road) saw non-reimbursable charges rise from £20,759 to £108,441.

Q10. What does the provision of modern high-quality primary healthcare mean?

- Make sure patients get better access to a wider range of support for their needs.
- Patients will be able to get an appointment more easily with the right person for their needs.

Further information on the NHS Long Term Plan on primary care can be found at: <https://www.longtermplan.nhs.uk/areas-of-work/primary-care/>

Q11. Which elements of modern high quality primary healthcare cannot be delivered at Wood Road Branch Surgery and why?

- Spirometry
- 24 hr Blood Pressure (BP) Monitor
- Electrocardiogram (ECG)
- Cryotherapy
- Travel immunisations
- Sexual health services
- Six weeks baby checks

The above services cannot be delivered across two sites due to the unsuitability of moving the delicate equipment. In addition, the equipment might not be available at the right time at the right surgery.

Q12. Does a doctor need to be on site at the surgery when sessions are being run by other healthcare professionals, such as an advanced nurse practitioner?

Yes. Your GPs feel that every healthcare professional has the right to work fully supported and therefore should work alongside a GP.

Questions relating to car parking

Q13. Who owns the car park at Lower Green Surgery?

The car park at Lower Green Surgery is owned by NHS Property Services. Residents have been made aware that the car park belongs to NHS Property Services and residents' cars will be locked in between 6pm and 7am and over the weekend if they continue to park there.

Q14. Will there be more car parking spaces at Lower Green Surgery should the branch surgery close?

There won't be more parking spaces, however, flexible appointment times for patients will spread demand for parking more evenly across the day, and therefore improve the availability of car parking spaces.

Q15. Are there disabled spaces at Lower Green Surgery?

Yes. There are currently five disabled spaces at Lower Green Surgery.

Questions relating to prescriptions

Q16. Can I hand in my prescription at the pharmacy of my choice?

Yes, you will be able to hand in your prescription at any pharmacy.

Q17. Will I still be able to collect my medicines at my local pharmacy if the proposed closure of the branch surgery goes ahead?

Yes, you will be able to collect your medicines at your chosen pharmacy location.

Questions relating to the consultation process

Q18. How long will the consultation last?

The consultation was scheduled to last for 12 weeks from Tuesday 7 May to Sunday 28 July. However, people have expressed the need for more time to feedback their views on the proposed closure of the branch surgery and therefore the consultation has now been extended and will close on Sunday 15 September .

Q19. How can people feedback their views?

People are invited to feedback their views by completing a questionnaire available online at:

www.tettenhallmedicalpractice.nhs.uk

or by completing a hardcopy of the questionnaire available at Lower Green Surgery and Wood Road Branch surgery.

Are there any consultation meetings scheduled?

To date six consultation events attended by a total of 177 people have taken place. However, details of a community drop-in event will be available on the website shortly to allow those who have not had the opportunity to attend one of the previous events to come along to share their views and have any questions answered.

Q19. Were patients and the public involved with the questionnaire design

A The questionnaire was shared with the Practice Patient Participation Group for their consideration and comments before it was finalised.

Q20. Has the decision already been made on the future of the Wood Road Branch surgery?

No decisions will be taken about the future of Wood Road without taking full account of the consultation feedback, once the consultation has closed.