

# Billinge Medical Practice Move

## Patient Frequently Asked Questions (FAQs)

The Partners of Billinge Medical Practice have been working with NHS Cheshire and Merseyside - St Helens Place to engage with local patients about the proposal to move to an alternative health care facility. Below are some FAQs that are provided to answer any potential queries patients may have. Any further queries should be directed to the Surgery.

### **Why have you proposed moving from Recreation Drive, Billinge?**

Due to difficulties with negotiating a lease to remain in the property the landlords have served an eviction notice requesting the provider vacates the building by September 2026. The building is in need of significant repair and as such is not purchasable.

NHS Cheshire and Merseyside ICB has been working closely with the providers to source appropriate accommodation. The current service providers at Billinge Medical Practice have taken the service from having an "Inadequate" rating with the CQC to having a "Good" CQC rating. Hence the significant work taking place to ensure the current providers remain.

### **Would Billinge Medical Practice opening times remain as they are currently?**

Yes, we would continue to open as normal from 8.00am to 6.30pm Monday to Friday (excluding Bank Holidays), we also offer access to the enhanced access service 6 days a week which you can book by calling the practice in the usual way.

### **How would I access appointments?**

Appointments will be accessed in the usual manner via telephone, online or the NHS app. We would continue to provide a full GP service from the new location, providing daily appointments to see doctors, nurses and health care assistants. We will also continue to use alternative methods of accessing appointments, for example via online services etc.

### **Would there be changes to the way I book appointments?**

Patients book appointments through the Billinge medical Practice telephone number (01744 892205) or online via our patient online access system.

### **Would I still be able to see my usual doctor or nurse?**

Yes, you would. All staff and partners (whether clinical or not) would be based at the new location. However, as always this may mean waiting a little longer to see the clinician of choice.

### **Would the same number of appointments be available?**

There would be the same number of appointments available Monday to Friday 8.00am to 6:30pm, and enhanced access 6 days per week.

### **What would happen to vulnerable patients?**

All our patients currently registered with the practice would have the option of being able to remain on our practice list, whilst living at their existing address, and the practice hope that patients would wish to remain registered with the practice. The doctors would continue to provide home visits to our vulnerable, housebound patients, and access to all wrap around services, such as out of hours services, and improved and extended access appointments would continue to be provided to all our residents.

**Would the services currently offered at Recreation Drive be offered at the new location?**

Yes, all services currently offered under the GP contract would be available at the new surgery site.

**Would any new services be introduced?**

No, we would not be introducing any new services at present.

**How would the move benefit the medical staff at the practice?**

The staff would be able to provide more focused, safer care, with continuity of services. We are also a training practice for our future GPs, and we will be able to continue to provide this vital service from our new site.

**Would there be any changes to how I access the GP out of hours service?**

No, there would be no change. If you call the Billinge Medical Practice number your call would be automatically redirected to the Out of Hours Provider.

**Would I need to re-register to remain on the practice list?**

No, you would remain registered with Billinge Medical Practice unless you chose to register with another practice or moved from your current address to an address outside the practice catchment area. We are hopeful that our patients will want to remain registered with us.

**Would my health records be transferred?**

If you remained registered with Billinge Medical Practice your electronic health records would be accessible at the surgery. If you chose to register with another practice your records would be transferred to that practice and would be available to those clinicians.

**Would this affect any treatment or medication I am currently receiving either at the GP practice or any hospital?**

No, any current treatments, medications or any investigations that you are receiving from any hospital or other healthcare provider would be unaffected by the closure of the branch surgery. All prescription requests will continue to be processed as they are now, via EPS (electronic prescribing service), and will be sent to the pharmacy of your choice, this could be a pharmacy closer to your home address, often patients have no need to attend the surgery at all for repeat medications.