

Grafton Surgery Questions and Answers

Will my GP surgery close?

No, there are no plans to close the surgery. NHS Castle Point and Rochford CCG is committed to the continued delivery of high quality care for all patients registered at the surgery.

Ashingdon Medical Centre will be the new provider to ensure that you can continue to access high quality GP services from the existing location at Canvey Primary Care Centre.

Will the location of my GP practice change?

No – there are no plans to change the location of the surgery.

Will the GP Practice change name?

No – the GP practice will remain as 'Grafton Surgery'.

Will the appointment system change?

Patients should continue to book appointments as per normal.

Do I need to do anything?

No – please continue to use the GP services as normal.

Why can't things just stay as they are?

The current contract was an interim arrangement that was put in place to maintain high quality primary care services while we plan the future delivery of GP services in your area. This contract was due to expire and your local Clinical Commissioning Group has been working through the process of securing new, longer-term arrangements in place. This will help to ensure stability for the surgery.

What will happen to the staff?

When a new provider takes on a contract, it is usual for practice staff to transfer to the new contractor under employment law called Transfer of Undertakings Protection of Employment or TUPE as it is often called.

How will the new provider know about patient medicines or treatment?

The GPs and clinical team will have access to the full medical records so that they can use them as part of the consultation. This would include information on previous treatments, any on-going treatments and all the medicines that patients take.

Will my GP remain the same?

The services at the practice will largely remain the same, however there may be different personnel, including new more permanent GPs in the practice.

Will appointment times and dates be the same?

If you have already got an appointment booked for after 31 July, please continue to attend unless specifically told not to – we are doing everything we can to minimise disruption to patients.

Will opening hours and services remain the same?

Yes, the practice will still open at the same times

Why is a new provider been sought, what happened?

Separate investigations by both Care Quality Commission (CQC) and NHS England took place following an unannounced inspection by the CQC in June 2016. Urgent action by the CQC resulted in an urgent cancellation of the CQC registration of Grafton Surgery, Canvey Island under section 30 of the Health and Social Care Act 2008.

GP Healthcare Alliance has been providing GP services at Grafton Surgery since 15 August 2016 – this replaced the previous arrangement with Oaklands Surgery that looked after Grafton patients for the six weeks prior to this date. Both arrangements were in place due to action by the CQC which resulted in an urgent cancellation of the CQC registration.

The local Clinical Commissioning Group has since completed a process to find a permanent solution for patients.

Can patients ask to be registered at another practice?

Patients don't need to do that however, if they would like to register at a different GP practice, there are a number of alternatives in the area.

You would need to contact one of your other local practices and ask if you can register with them. The new practice will let you know what you need to do to register with them. For a list of local practices just put your postcode into the 'Services Near You' box at www.nhs.uk or call NHS England on 0300 311 22 33.

I am waiting for the results of tests – where will they be sent now? I am worried they are going to be lost.

Normal procedures are still in place and your test results will come to your local GP practice as they would normally do. If you plan to move to a new practice now or in the future, standard procedures include making sure that test results are sent to the correct practice.

What if someone wants to complain?

Please contact NHS England on 0300 311 22 33, email england.contactus@nhs.net or visit the website – www.england.nhs.uk – to find out more about the complaints process.

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