**Frequently Asked Questions (FAQs)**

**Closure of the Springcliffe Branch Site located at 42 St Catherines, Lincoln, LN5 8LZ.**

Listed below is a number of FAQs that are provided to answer any potential queries patients may have. Any further queries should be directed to the practice.

**Why are we closing the Springcliffe site?**

There are several factors that have led to this difficult decision. Rising costs has forced us to realise that running the Springcliffe site is unviable and is putting the Brant Road and Springcliffe business as a whole at risk. Closing the Springcliffe site would reduce practice expenditure and allow us to invest money in our practice team and in the facilities at the Brant Road site. Providing services across two sites has also become increasingly difficult with challenges such as appropriate staffing and lone working. The building is not Disability Discrimination Act 1992 compliant and is not fit for purpose as a modern clinical building as there is no disabled access upstairs. Our Springcliffe branch site has significantly aged over the years, leading to ongoing maintenance issues and concerns about the safety and comfort of our patients. We have also observed a decreasing number of patients using the services at the Springcliffe branch site with patients preferring to access services at Brant Road due to a wider range of services and better facilities, including parking.

Our proposal to close the site has been accepted by the Lincolnshire Integrated Care Board (ICB) and the site will close on 31st October 2024.

**Who is NHS Lincolnshire Integrated Care Board (ICB)?**

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

**Will the number of staff be reduced?**

All current clinical and reception staff will continue and be based at the main surgery on Brant Road.

**How will I order prescriptions?**

For patients who struggle to use online services for ordering prescriptions and cannot feasibly make their way to the surgery to drop off their prescription requests please contact us so that we can plan how to manage your prescriptions.

**How will services be improved if there is only one site?**

The closure will in time provide patients with improved access to a wider range of services as we develop these and would allow us to focus our plans to develop the Brant Road site by diverting our running costs. We have also secured some Section 106 funding from local housing developments which we plan to use for specific projects. Our plans include:

1. Conversion of attached rooms previously used as a pharmacy into extra clinical rooms to cope with increased population due to local housebuilding in Waddington and extra appointments for patients previously accommodated at Springcliffe Surgery.
2. Improved recreation and rest facilities for staff
3. Development of the practice facilities for GP training. This year we have become a teaching practice and will have up to two trainees in the practice at a time.
4. Develop our minor surgery service to use the skills of our new clinical staff.
5. Increased use of practice premises for Primary Care Network staff such as Musculoskeletal Practitioners, Clinical Pharmacy staff and Mental Health Practitioners.

**I receive home visits and live closer to the Springcliffe site, will this still happen if the branch site closes?**

Our most vulnerable patients, the housebound, will still benefit from home visits from the clinical team and the patients in the four care homes in our practice area would continue to be served by the Enhanced Health in Care Homes team with input both remotely and in person from surgery clinical staff.

**Will online services continue?**

We have used the AskMyGP online consultation tool for total triage since January 2019. Patient access to this is currently open between 8am and 5pm Monday to Friday. This provides excellent online access for our patients and frees up phone lines for those who are unable to, or do not wish to, access our services digitally. It also allows us to serve our patients with telephone consultations and online messaging for 70% of our contacts. This will be unaffected by closure of the Springcliffe Surgery branch site as staff are still able to provide remote consultations from the Brant Road building.

**Will this affect any treatment or medication I am currently receiving?**

No, any current treatment or medication you are receiving will not be affected.

**How would I get to the Brant Road Site if I don’t own a car?**

There is a good bus service from the centre of Lincoln to Brant Road so that it is possible to get a number 13 bus to Brant Road Surgery from the Springcliffe practice area every 20 minutes from 08:00 to 18:10 on weekdays. The journey takes 11 minutes and costs £2 without a bus pass.

**How will the move affect me as a patient?**

As a patient, the move from the current premises to the new premises will be seamless and you will not notice any disruption to the care you receive from the surgery.

**Will the practice boundary change?**

No, we propose that we close the Springcliffe premises while maintaining the current, combined practice boundaries. This means that patients in the Springcliffe area who currently have the choice of attending Springcliffe Surgery for some limited services, would have to travel to the Brant Road site when a face-to-face appointment is required.

**What about patient choice, can I choose to register at another practice?**

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. The Springcliffe area is well served by other local practices whose practice areas overlap with ours, often within walking distance for our patients: Brayford, Portland Street, Newark Road, Heath Surgery.

**Do I need to do anything?**

You should continue to access services at the surgery as normal. The branch site will close on 31st October 2024. The closure of the branch will not affect your registration with Brant Road Surgery and staff very much hope that you will remain as a patient. If you register at another practice your care and appointments at the practice 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 will be unaffected).

**Who do I contact if I have any further questions?**

Please contact the practice.