

Frequently Asked Questions – Wenlock Street Surgery

Following the announcement that Wenlock Street Surgery will close on 28 July 2023, we have provided some questions and answers to help patients understand what is happening, why and what steps are being taken to help them access primary healthcare services.

<p>Why has the ICB closed Wenlock Street Surgery?</p>	<p>The ICB is not closing Wenlock Street Surgery.</p> <p>On 13 June 2023, following a Care Quality Commission (CQC) inspection, Dr Saleh wrote to NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB) to notify us that he wanted to resign his contract to deliver primary medical services. The agreed last day of service was agreed as 28 July 2023.</p> <p>This means that from this date primary care services will cease, and the practice will close.</p>
<p>Who is the Care Quality Commission (CQC)?</p>	<p>The Care Quality Commission is an independent regulator of health and social care in England. It regularly carries out inspections and produces reports on the quality of a service provided.</p>
<p>As a patient, do I need to do anything?</p>	<p>No – we have arranged for all patients registered at Wenlock Street surgery to be allocated and re-registered at a neighbouring practice. You should have received a letter informing you of the new practice. The new registration will happen automatically, and you do not need to do anything.</p>
<p>How have you dispersed the patient list?</p>	<p>The patient list has been dispersed according to the address and postcode you are registered at the practice with. This means that you should have been allocated to a practice reasonably close to your registered home address.</p>
<p>I no longer live in Luton: how will my practice be allocated?</p>	<p>Patients are registered with practices near to where they live. If you no longer live in Luton, you will be asked to re-register with a practice closer to your home whose practice boundary you reside in.</p>
<p>Why can't the practice stay open with another GP?</p>	<p>When a GP resigns their contract to deliver primary care services, the ICB has two options available: either to close the practice and re-register patients with new surgeries, or to commence a procurement process to tender a contract.</p> <p>A tender takes approximately six months to complete and a surgery the size of Wenlock Street – which is likely to involve a further single GP Partner – is not an easy size of contract to re-issue, which means bringing in another GP is not straightforward. In this case, we did not have adequate time to re-tender the contract. Our only option has been to make sure we support all patients to access alternative quality primary medical health care services.</p>
<p>How do I know which practices I can register with?</p>	<p>You can access the Find a GP service on the NHS website www.nhs.uk . If you put in your postcode, the system will tell you which surgeries are close by and whether they are accepting new patients.</p>
<p>What do I do about my repeat medication?</p>	<p>The medical records of all patients will be sent to your new surgery, and your repeat medication will be picked up by them. If you start to run low, or you are worried, please speak to your new surgery.</p>

<p>I am waiting for a referral to come through – do I need to do anything?</p>	<p>Your records will be sent over to your new surgery, and any referrals will be picked up by them. If you think you have waited for a very long time, or are concerned, please speak with your new practice.</p>
<p>What do I do if I haven't received a letter and I don't know where I have been registered?</p>	<p>We are working to make sure that every patient registered with Wenlock Street Surgery is allocated to a new practice. If you are registered but do not receive a letter, please email blmkicb.pccc@nhs.net or call 07443 149208.</p>
<p>What do I do if I don't want to be registered at the practice I have been allocated to?</p>	<p>If you are unhappy with the surgery that you have been allocated you can choose to re-register at a practice of your choice, if you live within the practice boundary and the practice in question is accepting new patients.</p>
<p>Is the CQC report in the public domain and available for the public to read?</p>	<p>The Care Quality Commission (CQC) inspection of Wenlock Street Surgery took place on 1st June. A full report will be issued in due course. This will be made available on their website https://www.cqc.org.uk.</p>