

## **Osler House**

### **Frequently Asked Questions and Answers**

#### **Q1. What's happening?**

Osler House Surgery is coming to the end of its contract and is closing on 30th April 2018.

#### **Q2. Why is West Essex Clinical Commissioning Group (CCG) seeking a new service provider?**

The reason for the notice is that the provider (Osler House) has stated that it is not financially viable to continue to provide the services within the current NHS contract value. Osler House is very sorry that it has found itself in the situation that is not financially viable.

West Essex CCG is committed to ensuring continuity of service provision and seeks to ensure all patients receive high quality care.

#### **Q3. How long will I be able to see my current GP and nurse?**

All patients will be able to continue to see their current GP or nurse until the date of closure (30<sup>th</sup> April 2018).

#### **Q4. What happens when a practice has to close?**

When a contract expires it is the responsibility of West Essex Clinical Commissioning Group (CCG) to ensure all patients have access to continued medical services. It is our role to review options and decide whether the surgery as a separate entity is needed or whether there is capacity in the nearby surgeries to continue caring for patients.

#### **Q5. Will I have to change GP surgery and how do I find an alternative GP surgery?**

Yes, you will have to change GP surgery and will need to register with another surgery of your choice. You can register with any surgery as long as you live within the catchment area and they have an open list for new patients. Each surgery will be able to advise you if your postcode falls within their catchment area. There are a number of surgeries within the surrounding area that are accepting new patients. A list of these is provided within this document.

#### **Q6. Will I still be able to access the same services at one of the new surgeries?**

All neighbouring surgeries offer a full range of general medical services via a range of staff – for example, GPs, nurses, healthcare assistants etc. and so you should see no significant change in the type of service you are currently offered, it will just be from a different building with different staff members.

#### **Q7. What GP practices can I register at once Osler House closes?**

There are 5 practices within approximately a two mile radius of the practice. The list of nearby GP practices you are able to register at are as follows:

Practice	Distance on foot	Distance by car	Address
Church Langley	0.9 miles	1.4 miles	Minton Way, Church Langley, Harlow, CM17 9TG
The Ross Practice	0.9 miles	0.9 miles	Keats House, The Fairway, Harlow, Essex, CM18 6LY
Hamilton Practice	0.9 miles	0.9 miles	Keats House, Bush Fair, Harlow, Essex, CM18 6LY
Sydenham House	1.5 miles	1.6 miles	Sydenham House Surgery, Monkswick Road, Harlow Essex, CM20 3NT
Lister Medical Centre	2 miles	2 miles	Lister House, Staple Tye, Harlow, Essex, CM18 7LU

### Q8. How do I register at a new GP practice?

In order to access future GP services you will need to register with another surgery of your choice. Please find below the details of the five surgeries nearest to Osler House Surgery.

You can register with any surgery as long as you live within the surgery's geographical catchment area and they have an open list. Some surgeries may accept patients outside their catchment area but this is at their discretion. You can find out more about GP surgeries by visiting [www.nhs.uk](http://www.nhs.uk). This website is very useful and provides information on the number of GPs at the surgery, what services they offer patients and what people think of those services. If you fall outside of the identified surgery's catchment areas this website will also help you to identify the surgeries closest to where you live. Alternatively, you can contact your local Healthwatch Team, an organisation that supports people with healthcare issues, on 0300 500 1895.

Once you have chosen a surgery, you will need to register with them. Please visit the surgery to obtain a registration form that you will need complete and return to the surgery. You may be asked for identification and one of these will ideally be photographic. You will need to ensure that all members of your household including children are also registered at a new surgery.

### Q9. What are the opening hours of the new GP practices I will register with?

Practice	Opening times
Church Langley	Monday to Friday 8.00am – 6.30pm
The Ross Practice	Monday to Friday 8.00am – 6.30pm
Hamilton Practice	Monday to Friday 8.00am – 6.30pm
Sydenham House	Monday to Friday 8.00am – 6.30pm
Lister Medical Centre	Monday to Friday 8.00am – 6.30pm

### Q10. When do I need to register at a new GP practice by?

You will need to register at your new GP practice by Thursday 29<sup>th</sup> March 2018

### Q11. How can I register?

Please check the GP practice website for guidance on how to register at the respective surgery.

GP Surgery	Address	Contact Number	Website
Church Langley Medical Centre	Minton Way, Church Langley, Harlow, CM17 9TG	01279 638520	<a href="http://www.clmp.co.uk">www.clmp.co.uk</a>
The Ross Practice	Keats House, The Fairway, Harlow, Essex, CM18 6LY	01279 215354	<a href="http://therosspractice.com">therosspractice.com</a>
Hamilton Practice	Keats House, Bush Fair , Harlow, Essex, CM18 6LY	01279 215415	<a href="http://www.hamiltonpractice.nhs.uk">www.hamiltonpractice.nhs.uk</a>
Sydenham House	Sydenham House Surgery, Monkswick Road, Harlow Essex, CM20 3NT	01279 422525	<a href="http://www.sydenhamhousesurgery.co.uk">www.sydenhamhousesurgery.co.uk</a>
Lister Medical Centre	Lister House, Staple Tye, Harlow, Essex, CM18 7LU	01279 639791	<a href="http://www.listermedicalcentre.com">www.listermedicalcentre.com</a>

#### Q12. Are there any other surgeries I can register at?

There are a further five surgeries within close proximity to Osler House surgery. You can register with any surgery as long as you live within the surgery's geographical catchment area and they have an open list.

Some surgeries may accept patients outside their catchment area but this is at their discretion.

You can find out more about GP surgeries by visiting the NHS choices website [www.nhs.uk](http://www.nhs.uk) . This website is very useful and provides information on the number of GPs at the surgery, what services they offer patients and what people think of those services. If you fall outside of the identified surgery's catchment areas this website will also help you to identify the surgeries closest to where you live.

Alternatively, you can contact your local Healthwatch Team. Healthwatch Essex is an independent organisation that provides information and captures your experiences of health and care in Essex. The contact details for the Healthwatch Essex Information Service are: Telephone 0300 500 1895 or [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)

#### Q13. Where can I find more information about the community transport around the area?

For more information about the community transport in Epping Forest area, please visit the Epping Forest Community Transport website: <http://www.efcommunitytransport.co.uk/>

Epping Forest Community Transport covers all of the Epping Forest area, from Chigwell in the South up to Sheering, Roydon in the East, over to High Ongar.

**Q14. What happens if I don't register at the GP practice by Thursday 29th March 2018?**

If you do not register with a new surgery by Thursday 29th March 2018, West Essex Clinical Commissioning Group (CCG) will register you with another surgery and write to you with the details of your new surgery. This is to ensure that you have continued access to a GP surgery. If you are not happy with the surgery you are allocated to, you still have the choice to register with another surgery of your choosing afterwards.

**Q15. Are there any websites to tell me more about the health services near me?**

NHS Choices ([www.nhs.uk](http://www.nhs.uk)) was launched in 2007 and is the official website of the National Health Service in England. NHS Choices provides an award-winning, comprehensive health information service with thousands of articles, videos and tools, helping you make the best choices about your health and lifestyle, as well as making the most of NHS and social care services in England.

**Q.16. Where can I go to find out more information?**

If you would like to speak to someone in person about the practice closure or registering with a new surgery there is the opportunity to speak to people directly as detailed below:

- Patient Advice and Liaison Service on 01992 566123
- Email West Essex CCG at [WECCG.comms@nhs.net](mailto:WECCG.comms@nhs.net)
- Healthwatch Essex is an independent organisation that provides information and captures your experiences of health and care in Essex. The contact details for the Healthwatch Essex Information Service are: Telephone 0300 500 1895 or [info@healthwatchessex.org.uk](mailto:info@healthwatchessex.org.uk)

Representatives from West Essex CCG and the above GP surgeries will also be at:

- Potter Street Community Centre on Tuesday 13.03.18 at 13:00-15:00
- Potter Street Baptist Church Hall on Monday 19.03.18 at 16:30-18:30