

Proposals for South Green Surgery

Frequently Asked Questions for South Green Surgery patients

Q: What are the proposals and why are they happening?

A: The practice management team that runs South Green Surgery also runs The New Surgery in Billericay. Some staff already work across both sites and on occasion patients are offered services at the other location.

South Green Surgery has been given notice by its landlord that it must vacate the building by 31 March 2025.

The practice management has considered alternative options for premises in the South Green area. However, to date no suitable premises have been identified and there is a very short timeline to implement any new arrangement before the deadline of 31 March 2025.

Therefore, the practice management is proposing to merge South Green Surgery with The New Surgery and then to subsequently close the South Green Surgery site.

Q: When would the proposed merger take place?

A: Pending the outcome of the merger application to NHS Mid and South Essex, our commissioner, we are hoping to merge in February 2025.

Q: When would the proposed closure of South Green Surgery take place?

A: Pending the outcome of the application to close, we would be aiming to close the South Green Surgery in late February 2025.

This would provide time to make arrangements for the movement of staff and equipment to The New Surgery before the 31st March 2025, the date by which we must vacate the building.

Q: Is there an option to keep the South Green Surgery open?

A: Unfortunately not. The landlord has given us notice to vacate the building by 31st March 2025.

If these applications are approved, we will explore the option of developing a branch surgery should any suitable alternative premises become available in the future.

Q: Will I still be able to make an appointment to see my usual doctor or nurse?

A: Yes. We value the one-to-one relationships our patients have with our doctors and nurses at South Green Surgery. They will be moving to The New Surgery so we do not anticipate that merging practices will impact your ability to access your usual doctor and/or nurse.

Q: What will this mean for me as a South Green Surgery patient?

A: If the application to merge is approved, then South Green Surgery patients would automatically become registered patients of The New Surgery. Your medical records would be updated automatically.

You would then be able to book appointments and access services via The New Surgery (see below).

Q: How can I book appointments?

A: You will be able to book appointments at The New Surgery via telephone 01277 633144, in person at the practice which is located at 27 Stock Road, Billericay CM12 0AH or via eConsult on the practice website www.thenewsurgerybillericay.nhs.uk and the NHS App.

Telephone lines at The New Surgery will be increased to manage the expected call volumes.

Q: Will I have to wait longer for appointments?

A: No. With the South Green Surgery staff moving over to The New Surgery there will be more choice for patients. With a more varied workforce it should be easier to book an appointment with the best person to treat you.

Q: Will the current arrangements that I have in place for getting my medicines stay the same?

A: Yes, these are all recorded in your patient records which will move automatically.

Q: I have a repeat prescription, will the new practice be aware of what medications I am prescribed?

A: Yes, these are all recorded in your patient records which will move automatically.

Q: What will happen to my medical records?

A: Your medical records would be transferred automatically to The New Surgery if the merger application is approved.

Q: I am waiting to see a specialist at the hospital and the GP has referred me, what happens now?

A: Most hospital systems communicate with GP practices electronically so redirections of all correspondence will be automated. No additional steps will need to be taken by the patients or the practices.

Q: Will the proposal affect any treatment or medication I am currently receiving either at my surgery or any hospital?

A: No. Any current treatments, medications, investigations and/or referrals will remain in place and not be affected by our proposals.

Q: Will any service that is currently offered by South Green Surgery be removed or stopped?

A: No. We do not anticipate services being removed or stopped. Both practices currently offer the same range of services.

Q: Who makes the final decision?

A: We are in the proposal stage. After we have informed patients of the plans and carefully considered the feedback received, we will produce a final report to be submitted to our Commissioners, NHS Mid and South Essex.

When a final decision has been made we will update the websites with information and communicate this to our patients.

NHS Mid and South Essex hosts an [FAQ about GP services](#) which includes information about the considerations that go into the decision making process.

Q: Can I provide feedback on this proposal?

A: We welcome your feedback and value your input to this process.

We are collecting patient feedback from 4th – 29th November 2024. You can provide feedback via:

- Online survey <https://forms.office.com/e/fKdxrA1NzB>
- Scanning the QR Code at the end of this document
- A paper copy of the survey can be handed to the reception team.
- A copy of the survey is available to download on our website. You can email the completed survey to text.southgreen@nhs.net

Q: If I'm not happy, can I choose to move to another surgery?

A: Patients do have the choice to register with an alternative GP practice if they live within that practice's catchment area, or if that practice is accepting patients from outside their practice catchment area. Information about GP surgeries is available at <https://www.nhs.uk/service-search/find-a-gp>

Survey on the Proposed Merger of
South Green Surgery and The New
Surgery, Billericay

