

Proposed Merge of Crossroads Surgery into Longton Medical Centre

Patient Frequently Asked Questions (FAQ)

The Partners of Crossroads Surgery and Longton Medical Centre have sought approval from NHS Cheshire and Merseyside - St Helens Place to engage with local patients about the proposal to merge the two practices/contracts into one. Below are a number of FAQs that are provided to answer any potential queries patients may have. Any further queries should be directed to Surgery staff.

Why have you proposed to close merge Crossroads Surgery with Longton Medical Centre?

Due to retirement of partners and difficulties with recruiting and replacing GPs due to the national shortage of GPs, it is necessary to rethink ways of working to secure the long-term future of Crossroads Surgery.

The Drs from Longton Medical Centre went into partnership with Dr Chibby at Crossroads Surgery and then Dr Chibby chose to resign from the partnership to concentrate on his own practice. As an established partnership at Longton Medical Centre this provided some continuity and also enabled patients to learn who the new providers are. Merging the patient list and practice contracts into one will provide a more efficient service and in the longer term will enable the building to be redesigned to provide a better experience for registered patients.

Would a merged practice opening times remain as they are currently?

Yes, we would continue to open as normal from 8.00am to 6.30pm Monday to Friday. Access to additional service such as Enhanced Access and Out of Hours would remain the same.

How would I access appointments?

We would continue to provide a full service providing daily appointments to see doctors, nurses and health care assistants. There are currently 3 partners of Longton Medical Centre which will enable greater levels of continuity of care.

Will I still be able to see my usual doctor or nurse?

The Drs of Longton Medical Centre became the providers for Crossroads Surgery on 1 October 2023, staff members will remain the same and you will be able to see the same member of the clinical team that you have previously. However, Dr Rose and Dr Chibby have now both left Crossroads Surgery.

Would the same number of appointments be available?

There will be no reduction in the number of appointments available from Monday to Friday 8.00am to 6:30pm. However, additional capacity is available via the Enhanced Access Service from 6.30pm to 8pm Monday to Friday and Saturday between 9am and 5pm.

What would happen to vulnerable patients?

All patients currently registered with Crossroads Surgery would automatically move to the new merged practice. This includes all vulnerable patients and patients with any additional requirements. The doctors would continue to provide home visits to our vulnerable, housebound patients, and access to all wrap around services, such as out of hours services, and enhanced access appointments would continue to be provided to all our patients.

Would the services currently offered at Crossroads Surgery be offered at Longton Medical Centre?

Yes, all services currently offered under the GP contract would be available with the merged practice.

Would any new services be introduced?

No, we would not be introducing any new services, However, any services that are commissioned via the Primary Care Network would be available to our patients.

How would the merge benefit the medical staff at the practice?

The staff would be able to provide more focused care, with improved continuity of services. At present the partners are running two practices and the merge would enable the adoption of one set of policies and procedures and the ability to utilise the clinical staff across all patients.

Would there be changes to the way I book appointments?

Patients currently seen at Crossroads Surgery would book appointments through the Longton Medical Centre telephone number 0151 290 4700 or online via our patient online access system. Should patients dial the Crossroads Surgery telephone number once the practices have merged, their call would be automatically redirected to the Longton Medical Centre number.

Would there be any changes to how I access the GP out of hours service?

No, there would be no change. Wherever you were registered you would access the out of hours service by calling the normal surgery telephone number and would be automatically diverted to the out of hours provider.

Would I need to re-register to remain on the practice list?

No, you would be automatically registered with Longton Medical Centre unless you chose to register with another practice. It is hoped that in the period between the Longton Medical Centre Drs providing services to Crossroads Surgery patients and any merge that patients will see the services are of a high standard and will wish to remain registered.

Would my health records be transferred?

If you remained registered with the merged practice your electronic health records would automatically be transferred over. If you chose to register with another practice your records would be transferred and would be available to the clinicians at that practice.

Would this affect any treatment or medication I am currently receiving either at the GP practice or any hospital?

No, any current treatments, medications or any investigations that you are receiving from any hospital or other healthcare provider would be unaffected by the merge of practices.

All prescription requests will continue to be processed as they are now, via EPS (electronic prescribing service), and will be sent to the pharmacy of your choice.

What are the timescales for the decision on whether to merge the two practices?

It is hoped a full application and agreement to merge can be approved quickly. It is hoped this patient information is enough to provide you with the assurance that any change will be for the benefit of your health care.

Should you have any comments or additional questions that you wish to raise please do not hesitate to contact the practice.