

Fellview Healthcare

Proposed Closure of Frizington Branch Surgery



Frequently Asked Questions

We are envisaging a number of Frequently Asked Questions to emerge and in anticipation of this have created some that we believe will feature. By sharing these earlier we hope that people will be better informed of the situation. The document will be updated during the engagement period.

Which site will I have to go to?

Fellview Healthcare patients have and continue to be seen at any one of the Practice branch sites and are not limited to their historical “local” surgery. Patients of Fellview Healthcare have become used to visiting different branch sites and clinical settings to receive care. The nearest site to Frizington is 1.8 miles away at Cleator Moor.

Will I still be able to see my own GP?

Depending on your needs you may well see your ‘existing’ GP, however it may be necessary or beneficial to see someone different. A fully integrated ‘Clinical Hub’ Primary Care model is about patients seeing the most appropriate clinician and the person with the most expertise in a particular area.

Each clinical hub will consist of one or more small core multi-disciplinary teams with “wraparound” general and specialist teams to supporting the core team in delivering the most appropriate care.

How will I contact the practice?

In exactly the same way. Phones lines will be diverted to one of the neighbouring sites. We will also share the direct numbers.

Fellview Healthcare have recently updated their phone systems to allow calls to be diverted and picked up from other sites. The ‘internet’ based system allows sites to work collaboratively. Such systems allow phones to be directed to different teams when phones aren’t answered as quickly as we would like them to be.

As with any new system, it takes time to implement and streamline. This is work in progress, we are continually reviewing how the system works to improve waiting times. We are also encouraging patients to ring later in the day if the call is less urgent or of a more routine nature i.e. booking an appointment for bloods to be taken.

Why do things need to change?

It’s well documented nationally, and locally, that the number of GPs working in practice is reducing. West Cumbria in particular suffers from a shortage of GP’s. Practices use a wider range of clinicians with different expertise and skill mix, however, they are still reliant on GP’s being on site.

A fully integrated “clinical hub” approach offers more flexibility within practices and assurance for patients that appropriate clinical care is available, strengthening service delivery in the longer term.

In Copeland we have struggled to recruit GPs who are willing to commit to staying here. By concentrating our staff resources on less sites we can offer a safer, more comprehensive service for all our patients.

What impact will this have on services?

We believe a fully integrated ‘clinical hub’ model will improve patient experience and safer service delivery. We know change takes time, so some of the changes will come sooner than others.

When will this happen?

Frizington surgery has been temporarily closed and we anticipate a permanent closure in the autumn of 2022.

What will happen if we try to keep the site open?

If we try to keep the site open patient services are comprised for all of our 24,000 plus patients, as it’s difficult to resource 4 sites with limited numbers of GP’s and other clinicians. It isn’t safe to operate a site without a GP being present and we feel strongly that, that a lone GP on site should be an employed GP who knows the patients and the area. Where we utilise the services of locums we have to ensure that they are supported, supervised and work to the clinical standards, processes and protocols, we have, to ensure an effective and safe service. We want to offer a full range of services that can be delivered safely, by the right clinicians, to all of our patients.

What happens if I don’t want to be part of this practice anymore?

Patients will have the option to apply to move to a neighbouring practice.