

# Highley Medical Centre GP services continued until June 2023

The same service will be available and will allow a smoother transition for patients.

- A process is currently underway to secure a new GP provider for Highley and will run until the end of March 2023.
- We will share details of this as soon as we can and clear guidance on what, if anything, patients will need to do.

Please be reassured that no patient will be left without access to GP services and that we are exploring exciting opportunities for the parish.

**For help and advice please contact:**

- Email: [stw.patientservices@nhs.net](mailto:stw.patientservices@nhs.net)
- Tel: 01952 580407

## **Highley Medical Centre: Frequently Asked Questions (FAQs)**

**Updated: March 2023**

**Q: Is Highley Medical Centre closing and if so, when?**

**A:** The existing GP Partnership at Highley Medical Centre gave formal notice to NHS Shropshire Telford and Wrekin to end their GP contract by 1 April 2023. This was announced publicly in November 2022. Since then, we have been working hard to ensure that, wherever possible, GP services are maintained in Highley. As such, an extension of three months has been agreed with Highley Medical Centre, meaning that the current service will be maintained until the end of June 2023 and will ensure a smoother transition for patients to a new provider, once appointed.

**Q: Who will the new provider be?**

**A:** A procurement process is currently underway to secure a new service provider for Highley. This process is being carried out by NHS Shropshire, Telford and Wrekin and will run until the end of March 2023. Once appointed, details of the new provider will be shared widely with patients and the local community. Due to commercial sensitivities, we are unable to share details until the procurement process has been completed.

**Q: What will happen at the end of June, and will I need to do anything?**

**A:** At the end of the three-month extension, we anticipate the new provider will have had adequate time to fully mobilise the new service, to ensure a smooth transition for patients. All patient records will be automatically transferred to the new provider by NHS Shropshire, Telford and Wrekin, so patients currently registered at Highley Medical Centre will not have to do anything. The new service will be temporarily housed in the current premises until a long-term solution for health services in Highley is determined. More details of the new service will be shared as soon as possible.

**Q: Should patients be looking to register elsewhere?**

**A:** No – we would like to advise patients to wait for developments over the coming weeks. NHS Shropshire, Telford and Wrekin will provide clear guidance to patients when the procurement process has been completed and a new provider has been appointed. Please be assured that no patient will be left without access to GP services. If patients wish to register elsewhere, they are free to do so but please note that as independent businesses, practices are not contractually obliged to accept patients from Highley.

**Q: Why have the partners made this decision?**

**A:** The partners have given a variety of reasons including significant pressures to the service, such as the recent Care Quality Commission (CQC) rating, struggles to recruit and retain staff, an ever-growing workload and financial pressures.

**Q: What is happening to secure provision in Highley?**

**A:** NHS Shropshire, Telford and Wrekin is leading extensive work with a range of partners to prioritise access to General Practice services for Highley patients and residents. The primary focus of this work is to secure an option that sustains provision in the parish.

**Q: Will there be differences in services from April onwards?**

**A:** Possibly - the main priority is to do all we can to secure a provider for general medical services in Highley meaning that core GP services are maintained wherever possible. It is too early to say whether there will be any wider changes, but we will share details as soon as possible.

**Q: Will patient care be affected in the meantime?**

**A:** No - Highley Medical Centre remains contracted to continue to deliver services until the contract ends at the end of June 2023. The practice is subject to the same requirements and quality controls up until this date. As such no patient's care should be adversely affected by this decision.

**Q: How can I be sure that I am kept updated?**

**A:** NHS Shropshire, Telford and Wrekin will co-ordinate regular updates and will work with partners and the practice to issue timely communications to ensure people are kept fully informed.

**Q: Who can I speak to if I am concerned or want more details?**

**A:** Help is available through the Patient Advice Liaison Service (PALS) by emailing: [stw.patientservices@nhs.net](mailto:stw.patientservices@nhs.net) or calling 01952 580407. Staff members at Highley Medical Centre are also available to answer any questions.

**For more information please contact:**

**Patient Services**

**Telephone:** 01952 580407

**Email:** [stw.patientservices@nhs.net](mailto:stw.patientservices@nhs.net)

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