

AUCKLAND MEDICAL GROUP

Why are we writing to you:

Consultation on the proposed closure of the St Helens Auckland GP branch site

Our consultation started on ...3.3.2025.... And end on ...30.4.2025.....

Our commitment to patients

As GPs we are primarily concerned for the well-being of our patients. The entire staff team across Auckland Medical Group work extremely hard to ensure we deliver the highest possible care for all of the patients we serve.

There is a strong desire to be able to continue to reach these high standards for the patients we care for, as well as for the well-being of our staff too. The ability to effectively maintain these services across three sites has identified a number of challenges.

As a result, we have made a request to NHS England and the Integrated Care Board to close the St Helens Auckland branch site.

Please be assured, that ALL of the staff currently working across the three sites will remain working with us. There are no intentions to reduce the staff we have available to support patients.

This is your opportunity to tell us your views on this proposal.

Please ensure to make sure any comments you have are back to us by 30.4.25.

Thinking behind this proposal

Staff have been working behind the scenes over a period of months to look at solutions to the challenges presented. These challenges include;

The St Helens Auckland building is not fit for purpose and does not meet accessibility requirements.

For example, the corridors and consulting rooms present challenges for patients who may be in a wheelchair.

There are related similar difficulties for paramedic teams to treat and transfer patients from the clinical rooms.

We know that there is very limited parking available specifically for use by the practice.

Staff are having to spread their working days and time across multiple sites. Causing some reductions in opening hours to be able to provide this.

There are also significant associated financial costs with having to run three sites. Which have been impacted by increased costs as you will appreciate.

Plans for the future

The proposal to NHS England sets out centralising services to Watling Road surgery. Services will also still be available at our Toft Hill site.

All patients registered with Auckland Medical Group can currently access appointments at any of the three sites that we operate. Many already do choose to use the other sites for their appointments.

We will be able to increase the staff working at Toft Hill surgery which will mean there are more appointments at that site.

The Toft Hill site also has its own car park and significantly improved wheelchair access.

Watling Road is also a purpose built site that is accessible.

Through staff working together over two sites, there will be a greater range of clinical expertise that can be obtained. It also provides increased opportunity for staff to benefit from the collective knowledge and experience of the staff across the team.

Patient safety will be improved through the continuity of care available by retaining all of the staff we currently have.

FREQUENTLY ASKED QUESTIONS

What does the closure of St Helens mean for me/ and or my family? All existing patients will remain registered with Auckland Medical Group and will access your health needs via Watling Rd or Toft Hill

Can I still order my prescriptions over the phone? YES

Will I still be able to speak to a GP on the phone? YES

Can I still use the same pharmacy to collect my prescription? YES

Will I still ring the same telephone number? NO, you will need to ring Watling Road or Toft Hill surgery.

Will it be the same clinicians at Watling Road/Toft Hill that are at St Helens? YES

Can I still book an appointment over the phone? YES, ring Watling Road or Toft Hill surgery.