**Proposals for Southend Road Surgery**

Frequently Asked Questions for Southend Road Surgery patients about the proposal to move services to Corringham Medical Centre

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| **Q: What is the proposal and why is it happening?****A:** Southend Road Surgery has been given notice to vacate the premises. As such the surgery needs to look at other affordable options so that we can continue to offer GP services to our patients.During the notice period, the practice management has been considering alternative options for premises nearby to make sure that patients remain able to access services locally. We have identified an opportunity to relocate to Corringham Medical Centre which is a short drive/bus journey/walk on Giffords Cross Rd, Corringham, SS17 7QQ.Corringham Medical Centre has available space to accommodate all Southend Road Surgery staff and patient services. This option would ensure all existing patient services could continue in a nearby location, and that our patients have continuity of care with current staff.Therefore, the partners are proposing to move to **Corringham Medical Centre.** |
| **Q: When would the closure of Southend Road Surgery** **take place?****A:** Pending the outcome of the application to NHS Mid and South Essex, we would be aiming to close the Southend Road Surgery in late summer 2025This would provide time to make arrangements for the movement of staff and equipment to Corringham Medical Centre before the date by which we must vacate the building.  |
| **Q: Is there an option to keep the Southend Road Surgery** **open?****A:** Unfortunately, not. The building is not owned by the partners and the lease has expired. |
| **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 entire healthcare team at Southend Road Surgery. Under this proposal they would be moving to Corringham Medical Centre, so we do not anticipate that relocating the practice will impact your ability to access your usual doctor and/or nurse.  |
| **Q: What will this mean for me as a Southend Road Surgery patient?****A:** If the application to relocate is approved, then Southend Road Surgery patients would be able to access services from the Southend Road Surgery at a new location in Corringham Medical Centre.Patients would remain registered patients of Southend Road Surgery; they do not need to take any further action in order to keep accessing primary care services. |
| **Q: How can I book appointments?****A:** The process for accessing appointments would be unchanged. All incoming calls to the Southend Road Surgery main line number would automatically transfer to the reception team located at Corringham Medical Centre. Patients would be able to request appointments to see their GP exactly as they do now. |
| **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 not be impacted by the change in surgery location. |
| **Q: Will any service that is currently offered by Southend Road Surgery be removed or stopped?****A:** No. Corringham Medical Centre offers adequate space to accommodate all clinical and administrative staff, ensuring continuity of services for Southend Road Surgery patients.Patients will retain access to all services currently provided at Southend Road Surgery, including any evening and weekend appointments and clinics.  |
| **Q: Is there enough parking at** Corringham Medical Centre **to accommodate Southend Road Surgery patients?****A:** Corringham Medical Centre is located nearby and remains accessible for Southend Road Surgery patients, including those who walk to the surgery. While parking spaces will be shared with the existing Stanford-le-Hope and Corringham Primary care Network, the free car park at in Giffords Cross Road is suitable/sizable/sufficient for the predicted parking needs of both the primary care network and the surgery. A further assessment of patient needs, and parking arrangements would take place as part of the transition to ensure minimal disruption. |
| **Q: How 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 10/06/2025 to 10/07/2025.You can provide feedback via:Online survey at our websiteFollowing the link 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 Southendroad.surgery@nhs.net
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| **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 proposal. |
| **Q: Will I have to wait longer for appointments?**A: No. If the proposal is approved, all Southend Road Surgery staff and services would move over to Corringham Medical Centre. Southend Road Surgery patients would continue to have the ability to book appointments and services as they are currently able to do. |
| **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> |
| **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](https://www.midandsouthessex.ics.nhs.uk/health/support/gp/gp-services-faq/) which includes information about the considerations that go into the decision making process. |