



## Proposed Changes to Aston Healthcare Branch Sites in Halewood

### Aston Healthcare (Non-Halewood) Patients Frequently Asked Questions (FAQ)

We have included some frequently asked questions in this document which may answer any queries you have about the proposed changes to Aston Healthcare Branch Sites in Halewood.

Updated information about the proposed change will be available on the practice websites at [www.astonhealth.nhs.uk](http://www.astonhealth.nhs.uk)



## Why are you proposing to close the two Halewood branch locations of Aston Healthcare?

Aston Healthcare would like to close the two locations to support improved provision within the practice. This change would consolidate Aston Healthcare's clinical and administrative workforce across a reduced number of locations (four in total), mitigating identified risks to provision of continuity of care and contractual compliance.

The proposal anticipates that changes to practice site-based provision and operating model will enable both Aston Healthcare and Roseheath Surgery to provide improved patient access, an increase in the quality-of-service provision, a reduction in clinical risk, improved continuity of care and an improvement in patient outcomes.



## When will the proposed changes take effect from?

We are aiming to bring about the change from **1st July 2025**.



## What impacts would both closures have on me?

Despite the reduction in locations across Aston Healthcare, the impacts are likely to be nil/very minimal.

As all other services, such as telephony and patients' appointments, will be unaffected. You will be able to access face-to-face appointments at four locations across Knowsley (Gresford Medical centre, Manor Farm Surgery, Whiston Health Centre and Knowsley Village Medical Centre).



## What will the practice telephone number be after the proposed change?

The telephone number to your usual location of choice will remain the same and be unaffected.



## As we will have fewer locations, will I have to wait longer in a queue to get through to the practice?

No, the practice will ensure there are more than adequate numbers of staff available to answer your calls. As a practice, we collect information/.data to inform us the average number of patients who call on specific days and times and this allows us to ensure that we have enough staff available to be responsive on the telephones.



## Will the proposed change affect opening times in the four remaining locations?

All four locations will continue to be open **Monday to Friday 8.00am to 6.30pm.**

Extended access appointments will continue to be delivered on various days **Monday to Friday 630pm to 8pm** and on **Saturdays 9am to 5pm.**



## What happens if I need a GP outside normal hours?

There will be no change. You will need to telephone reception on the new practice number and a recorded message will tell you what you need to do next.



## How do I make an appointment?

You can continue to book appointments in the same way through using any of the following methods:

- At reception
- By telephoning the practice mainline
- By telephoning the central booking team (for planned care appointments)
- Online
- Using our Digital Assistant, **Kaprice** (Available 24/7 via practice website)



## Will the same number of appointments be available?

Yes, the same number of appointments will be available.

### Meet Kaprice

Your Digital Assistant

Powered by EDATT

**I can help you with:**

- Booking appointments
- Cancelling appointments
- Accessing your test results
- Requesting a sick (fit) note
- Requesting a prescription
- General enquiries

To talk with Kaprice  
**SCAN HERE**

Or visit your  
[practice website](#)



## Will I still be able to see my usual GP and nurse?

Yes. All of the GPs, nurses and other healthcare professionals at both practices still be available after the proposed change.



## I sometimes have appointments with specialist workers (e.g. counsellors, retinal screening, midwives and health visitors). Will I still be able to see them?

Yes. There will be no change to booking appointments with these specialist workers.



## How do I get in touch with the District Nurses?

There will be no change to how you can contact the District Nurses and you will keep the same nurses following the change.



## What do I do if I need a home visit?

There will be no change to the home visit service. Home visits are made for those who are too ill to attend the surgery. If a home visit is deemed to be necessary, this will be arranged.



## How do I order my repeat prescriptions?

There will be no change on how you order your repeat prescriptions. You can continue to order repeat prescriptions as they have always done. We recommend that, where possible, patients download the NHS App and order prescriptions this way as the process is quicker, safer and you do not need to attend surgery. To access the NHS App please visit [www.nhs.uk/nhs-app](https://www.nhs.uk/nhs-app)

If you require help to download the NHS App, Our Digital Assistant, **Kaprice** (Available 24/7 via practice website) can assist you.

Please allow 48 working hours for your prescription to be prepared.



## How do I collect my prescriptions?

There will be no change to how or where you can collect your prescriptions.



**CLICK HERE**

**To View Our  
Latest  
Newsletter**



## How do I get my results?

There will be no change to how you can get your results. We encourage all patients where possible to download the NHS App where you can easily access your results.

If you do not hear from the practice within one week of having your bloods taken then it is highly likely that your results are normal.

If, however you need to contact the surgery about your results, we ask that you avoid telephoning before 11am as this may block important requests for appointments or home visits.



## What will happen about my annual reviews?

There will be no change in you receiving your annual reviews. We will ensure that you receive the annual reviews that you need, and we will send you reminders. Both practices use the same central booking team to arrange annual reviews and this team will remain in place.



## What will happen about baby and childhood immunisations?

We will contact you to remind you when you need to bring your baby or child in for their immunisation injections.



## What will happen about my annual flu vaccination?

We will let you know when the flu clinics will be well in advance so that you have plenty of time to arrange an appointment.



## Will the Patient Participation Groups (PPG) continue?

Yes the groups will continue, however there will only be one PPG in the future and this will be representing Roseheath Surgery.



## How will you keep in touch with patients?

Please continue to visit our website at [www.astonhealthcare.nhs.uk](http://www.astonhealthcare.nhs.uk) for the latest news. Post change, you will only use the Roseheath Surgery website ([www.Roseheathsurgery.nhs.uk](http://www.Roseheathsurgery.nhs.uk)) which is exactly the same format as the Aston Healthcare Practice website.

If you have any questions about the proposed change then please contact our central booking team on **0151 902 0015** or [pck.bookingteam@knowsleyccg.nhs.uk](mailto:pck.bookingteam@knowsleyccg.nhs.uk) and they will arrange a call back appointment with the Managing Partner.

**Please do not contact the practice main line as we wish to keep this line for patients requiring a medical service.**