



# **SOUTH GRANGE MEDICAL CENTRE**

## **Branch Site: LAGAN SURGERY**

### **Proposed Closure of Lagan Surgery Frequently Asked Questions**

#### **Q1 Why do you want to close the Lagan Surgery?**

We are thinking about closing Lagan Surgery, which is branch site of South Grange Medical Centre as we feel there are improvements which can be made for our patients and our staff by delivering services from our two sites at Coatham Surgery and South Grange Medical Centre. We lease the premises for Lagan Surgery from the NHS and the lease expires in February 2026, which gives us an opportunity to consider our ways of working in the future. By working in this way our staff will be able to work more closely as a team, rather than working alone at Lagan Surgery. We would also save time and money by closing the branch, which we can use to keep improving our practice.

#### **Q2 Where will I be able to see a doctor or nurse?**

Our practice is currently made up of three surgeries:

- South Grange Medical Centre, Eston (TS6 9QG)
- Lagan Surgery, Redcar (TS10 1TZ)
- Coatham Surgery, Redcar (TS10 1SR)

Patients can currently be offered an appointment or be seen at any of these locations. If we close Lagan Surgery, patients will still be able to go to Coatham Surgery or South Grange Medical Centre. Coatham is only 0.2 miles from Lagan Surgery and South Grange Medical Group Practice is 5.3 miles away.

Patients have experience of attending our three sites and benefit from the use of free on-site car parking at Coatham Surgery and access to near-by pharmacies.

#### **Q3 How will the decision to close the Lagan Surgery be made?**

First, we need to find out from patients and other local organisations like the council if there would be any concerns if we were to close Lagan Surgery. That is why we are asking for your views through drop-in sessions, and through gathering your views via a survey. If there are concerns, we will respond to them and let you know how we think we can resolve them.

Following considering your views we will apply to the organisation which plans and pays for local health services - NHS North East and North Cumbria Integrated Care Board. We will tell them what our patients and others have told us and how we will respond to any issues raised. No decisions will be taken about the future of Lagan Surgery without taking full account of patient feedback.

#### Q4 How will you hear people's views about the idea of closing Lagan Surgery?

We will seek patients' views for 8 weeks from 16.06.25 to 15.08.25. to allow as many patients as possible to give their views. This will be via drop-in sessions, as set out in the table below, and via a patient survey which all patients will receive via a link sent on text message or letter if we do not hold a mobile number. Paper copies of the survey are also available from all three of our surgery reception desks.

Patients can speak to the Practice Managers, Karen Brain for South Grange Medical Centre (including Lagan Surgery), by calling 01642 467001 or emailing [southgrange.medicalcentre@nhs.net](mailto:southgrange.medicalcentre@nhs.net) or Holly Seymour for Coatham Surgery on 01642 483638 or email [nencicb-tv.a81045@nhs.net](mailto:nencicb-tv.a81045@nhs.net)

#### **Drop-in sessions**

Lagan Surgery, Redcar	Friday 20 <sup>th</sup> June 10.30 – 11.30am & 4-5pm
South Grange Medical Centre, Eston	Wednesday 25 <sup>th</sup> June 1-2pm & 5-6pm
Coatham Surgery, Redcar	Monday 30 <sup>th</sup> June 12 – 2pm

#### Q5 When would these changes happen?

If we close Lagan Surgery, we intend this to take place in February 2026. This is to allow sufficient time to take on board your comments and feedback, seek approval from North East and North Cumbria Integrated Care Board and because our building lease comes to an end at this time.

#### Q6 How will I find out what will happen next?

We will let patients know what will happen next. This will be done in a few ways, including putting information on our website and posters in our waiting areas. We will also contact all patients who are over 18 years old by text message and we intend to write to patients who don't have a mobile phone.

#### Q7 Would the change mean there will be fewer appointments available?

There will be no reduction in appointments available. We have enough space at Coatham Surgery and South Grange Medical Centre to run more appointments. We anticipate that through our teams working more closely this closure should help to increase the number of appointments.

**Q8 Will I still be able to get an appointment in Redcar?**

Yes, patients will be able to access services from South Grange Medical Centre and Coatham Surgery. You will be able to choose an appointment at a surgery which is easier for you.

**Q9 Will I still contact my practice on the usual telephone number to make an appointment?**

Yes, there will be no changes to any of our telephone numbers.

**Q10 If I don't have a car, how would I get to the other sites?**

It is a four-minute walk, on average, from the Lagan Surgery to the Coatham Surgery (0.2 miles). It is 5 miles to our South Grange Medical Centre.

Both Coatham Surgery and South Grange Medical Centre are well served by buses. For more information or to plan your journey you can visit <https://www.stagecoachbus.com/plan-a-journey>

**Q11 If I use my own transport, do the other surgeries have parking available?**

Both South Grange Medical Centre and Coatham Surgery have free on-site parking, including disabled parking bays. Lagan Surgery does not offer patient parking on-site.

**Q12 Can I still speak to or see my regular GP, Nurse Practitioner or Nurse?**

Yes, both practices will continue to offer both face-to-face and telephone consultations with the same clinicians. This includes GPs, Nurse Practitioners and Nurses. There will also be other clinicians available to you.

**Q13 Would staff be affected by the closure of Lagan Surgery?**

Our reception and clinical staff are very important to ensure the smooth running of the practices and those that work from Lagan Surgery will work from Coatham Surgery or South Grange Medical Centre to assist with the transition and be a recognisable face for Lagan patients.

**Q14 When will the surgeries be open?**

Coatham Surgery is open 8am until 6pm Monday to Friday. These are the same times as at Lagan Surgery. South Grange Medical Centre is open 8am until 8pm Monday to Friday.

More information on our opening hours and services available can be found on our practice leaflet from the surgery or on our practice websites South Grange Medical

Centre <https://www.southgrangemedical.co.uk/> or Coatham Surgery:  
<https://coathamsurgery.co.uk/>

**Q15 Will I see any changes to the services provided at my current practice?**

No, all services currently being provided will continue.

**Q16 What if I need a home visit?**

Home visits will still be provided as usual.

**Q17 Will the care patients receive from community services including District Nurse be affected?**

No. All services received from the Community Service Teams will continue to be provided in the same way.

**Q18 Will there be any change to the service we receive from community midwives or health visitors?**

No, Midwives and Health Visitors will continue to work as usual to provide care to our expectant mothers and young children.

**Q19 Will I still be able to use my current pharmacy for my prescriptions?**

Yes, your prescriptions will continue to be managed in the same way, and you will still be able to use your preferred pharmacy.

**Q20 How can I collect my prescriptions if Lagan surgery closes?**

Most prescriptions are sent electronically. If you need a paper prescription you can pick it up from Coatham Surgery or South Grange Medical Centre.

**Q21 Could I go to another GP surgery?**

We would be very sorry to lose you, but you are free to register with another GP Practice. You would need to live in the area. You can find other practices near you on the NHS website [www.nhs.uk/service-search/find-a-GP](http://www.nhs.uk/service-search/find-a-GP).